

Service Improvement Area: Dining Services

Service Goals:

- Improve regional availability to students.
- Eliminate cross campus movement.
- Give students “broader” timeframes to impact their business needs.
- Address personal highly specific student issues.
- Close attention to special needs.
- Provide closer, fingertip feedback for unit level management to better meet student request.

Area Service Improvement Summary:

- Built new office at PAL building Cook/Douglass.
- Cross trained all KE/MC and RUConnection staff to perform functions of all three offices.
- Satellite Offices now at Cook/Douglass and Busch.
- Expanded Hours of Operation.
 - Busch Campus Center office, 8:30-5:00, Mon.-Fri., 8:30-6:30, Wed.
 - Cook/Douglass office, 8:30-5:00, Mon.-Fri.
 - College Ave./Records Hall, 8:00-8:00, Mon. thru Fri.
- Recent filling of new staff person for the role of ombudsperson for Housing/Dining.
- Working mutually with ombudsperson the Dining M.S./RD (Nutritionist) addresses and develops solutions for students with special needs.
- Each dining hall has worked to develop their board and meet with students on menu and service improvements.

Future Service Improvements:

- Expand the use of web-based services to apprise students of account balances, meal plan levels, guest meal counts, etc.
- Continue to develop local advisory boards to supplement the Director’s Advisory Board.
- Expand the use of the ombudsperson.
- Continue further development of multi-semester, web-based survey/data collection for unit level operational improvement/feedback.
- Plan to recharge the RU Connection card via the web (KNIGHT EXPRESS)? This is very close to completion...working on security pieces right now.

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