Mission
To enhance the University experience by providing exceptional dining services and programs

Points of Pride
• Wilkerson Commons reopened in September 2015 after extensive renovations incorporating multiple service platforms, a dining room with various seating types, and a culinary support kitchen.
• Marcos Pizza was selected by students as the replacement vendor at Old Main Marketplace.
• Wilkerson Dining Center was the host site for the Chopped student competition; nine teams competed in the event.
• The Chef’s Table service platform at Wilkerson hosted programs about healthy cooking techniques utilizing fresh local and sustainable products and Guiding Stars nutritional rating system.

Departmental Strategic Plan Goals
• Create programs to further enhance employee development and skills
• Achieve optimal staffing levels
• Develop a departmental external communication plan
• Enhance the use of technology

Progress & Accomplishments
• Residential dining managers participated in a series of sessions targeted at enhancing their management, training and coaching skills.
• To address student staffing shortages and turnovers, a proposal to increase student wages to $10.00 per hour for entry level employees was included while setting Board rates.
• To insure credit card information safety, point to point encryption of card holder information was implemented in the retail dining locations.
• Dining Services catered an all-campus luncheon in the Gorecki Alumni Center parking lot following Convocation. Approximately 1,244 students, faculty, and staff attended the event.
Program Evaluation Results
Results from the NACUFS (National Association of College University Food Services) financial benchmarking survey compare UND Dining Services favorably. Results below are based on percentage of revenue.

- Labor Costs without Benefits: UND 28.3%; Most efficient operators: 30.6%
- Food Costs: 31.9%; Most efficient operators 30.4%
- Total Direct expenses: 84.5%; Most efficient operators 83.4%
- Surplus – Funds left after controllable and uncontrollable expenses: UND 12.3%; Most efficient operators: 9.9%

Satisfaction survey results
- 78.11 % satisfied with the value of their meal plan
- 83.01% satisfied with quality of food
- 69.8% satisfied with variety of foods offered
- 92.28% satisfied with courtesy and helpfulness of the dining staff
- 78.25% satisfied with cleanliness of the dining facilities

Use of Results
- Plans were initiated to increase student satisfaction with the dining program. Additional resource materials were created and training sessions held with managers. Clear expectations have been developed and communicated to the Dining staff. Processes have been evaluated and changed as needed.
- Menus have been enhanced for fall, providing additional selections in all service platforms

Student Learning Outcomes
Assessment Results
My Plate nutritional education program results:

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<thead>
<tr>
<th></th>
<th>October</th>
<th>December</th>
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<tbody>
<tr>
<td>Students aware of the My Plate nutrition education program</td>
<td>64.44%</td>
<td>82.13%</td>
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<td>Students utilizing My Plate to help them choose their food</td>
<td>10.88%</td>
<td>9.66%</td>
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<td>Students choosing to eat a healthy balanced diet everyday</td>
<td>21.76%</td>
<td>20.29%</td>
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Use of Results
This was the second year of the My Plate Monday program. The program ran on Mondays for the academic year. The responses remained fairly consistent from month to month and from year to year. The My Plate program will be replaced with a “Wellness Plate” program, which is a part of the Partnership for a Healthy America program.

Challenges
- The ability to attract and hire student employees and offer competitive wages
- Impact of Terrace Dining Center being closed for a portion of the semester may affect commuter students with a meal plan who find it convenient to use this facility

Priorities for the Future
- Successfully open the School of Medicine and Health Sciences snack bar.
- Implement an online ordering program for the dining retail locations
- Recruit, train, and retain adequate student staff
- Increase student satisfaction levels with dining services.
- Meet the budget reductions, specifically food cost reductions developed in the budget reduction process.