

**QUEENSBOROUGH COMMUNITY COLLEGE
The City University of New York**

ACADEMIC SENATE

COMMITTEE ON VENDOR SERVICES

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TO: Devin Feldman, Secretary, Academic Senate Steering Committee
FROM: Wendy Ford, Chairperson for the Committee on Vendor Services
SUBJECT: Annual Report for Committee on Vendor Services for 2006/2007
DATE: May 22, 2007

The members of the Vendor Services Committee were:

Wendy Ford, Chairperson
Regina Rochford, Secretary
Edmund Clingan
Peter Marchitello
Nancy-Laurel Petersen
Haishen Yao
Bill Faulkner

This committee met on the following dates and times:

October 17, 2006	4 PM
November 21, 2006	4 PM
February 20, 2007	9:30 AM
March 2, 2007	9:30 AM
April 15, 2007	9:30 AM
May 15, 2007	9:30 AM

Summary of committee work

- After conferring with Diane Call and Bill Faulkner, the committee members identified strategies for collecting information about vendors to assess their services.
- The committee has begun to gather assessment data for: (a) the cafeteria, (b) the bookstore, and (c) the vending machines, and it will expand this process to other vendors in the fall.

- Based on data collected this semester, no vendor service assessments exist for the cafeteria and vending machines.
- An assessment of the services provided by the bookstore is conducted through Barnes and Noble. However, the committee members discussed whether or not an assessment should be conducted by the college so that no conflict of interests will exist.

The following new recommendations have been suggested.

- a. Vending machine contractors should notify the faculty, staff, and students when prices are changed.
- b. Assessments should be developed for (a) the vendors who provide drink/snack machine services and (b) the vendors who provide cafeteria services.

Former Committee Recommendations/Actions of the Academic Senate /Strategic Plan items/Middle States Items/Steering Committee Charges

- Last year, this committee suggested that a member of student government participate. This year Pete Marchitello once again invited a member of student government to participate; however, to date no one has agreed to attend any of the meetings.
- Last year, this committee investigated complaints from students that vending machines were “eating” their money but not rendering a product. This year after a new Pouring Rights contract was negotiated, new machines were installed so that there were fewer mechanical problems.

Current Disposition of all items acted on by the Committee, by the College, or by the Academic Senate **Not applicable**

The new Vendor Services Committee member is:
Marvin Gayle, ECET

The new chairperson and secretary are:

Wendy Ford, Chairperson
Regina Rochford, Secretary