

QUEENSBOROUGH COMMUNITY COLLEGE
The City University of New York

ACADEMIC SENATE

COMMITTEE ON VENDOR SERVICES

Email: wford@qcc.cuny.edu

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 2008/2009
DATE: August 2009

The members of the Vendor Services Committee were:

Wendy Ford, Chairperson
Regina Cardacci-Polizzotto, Secretary
Shannon Kincaid
Peter Marchitello
Weier Ye

This committee met on the following dates and times:

October 7, 2008
November 11, 2008
December 2, 2008
February 10, 2009
May 12, 2009

Summary of committee work:

1. The committee reviewed the results of an SGA Food Services Committee student survey regarding cafeteria services.

Over 70% of students use the cafeteria during the lunch time hours, 11 am – 3 pm. The majority of students responded with dissatisfaction regarding the following areas:

- Quality of food
- Variety of food
- Cost of food
- Customer service

In addition, when asked to identify additional issues that should be addressed, approximately 20% of students highlighted variety of food and cost of food as major

issues. Cleanliness, over-crowding, and physical appearance of the cafeteria were also raised as significant concerns.

While there will always be a percentage of students who are dissatisfied with the cafeteria services, addressing these student concerns will contribute to the students' quality of campus life, and thus, the students' overall impression of Queensborough Community College.

This survey represents a good starting point for reviewing students concerns relating to cafeteria services. In the future, this committee should continue to examine what specific steps the College is taking to address these concerns.

2. The committee collected data on the availability of vending services for evening and weekend students.

We have a comprehensive list of all vending machines that are currently on campus. This information is critical for assessing the availability of vending services in relation to the needs of evening and weekend students. In the future, this committee should gather specific data on the needs and concerns of evening students.

No new recommendations have been suggested this year.

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

- 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.

Current Disposition of all items acted on by the Committee, by the College, or by the Academic Senate - **See Summary of Committee Work**

The new Vendor Services Committee members are:

Gayle, Marvin - Electrical And Computer Engineering Technology
Karimi, Sasan - Chemistry
Kim, Young K. - Health Education
Moh, Nam Jong - Mathematics And Computer Science

The new acting chairperson will be Weier Ye. Formal elections will be held at the first meeting of the Fall semester.