

Queensborough Committee College
Academic Senate

Committee on Vendor Services

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To: Barbara Blake-Campbell, Secretary, Academic Senate Steering Committee
From: Weier Ye, Chair, Committee on Vendor Services
Subject: Annual Report for Committee on Vendor Services
Date: 09/20/2010

1. Committee members

Weier Ye, Chair
Marvin Gayle, Secretary
Sasan Karimi
NamJong Moh
Yong K. Kim
Jonathon Shakhmoroff, student representative
(William Faulkner, President's Designee)

2. The Committee met and times it meets regularly

- 1). September 23, 2009
- 2). October 21, 2009
- 3). December 9, 2009
- 4). March 03, 2010
- 5). April 14, 2010
- 6). May 12, 2010
- 7). May 19, 2010

3. Narrative summary of committee work

The Committee on Vendor Services held its first meeting on September 23, 2009 and elected Weier Ye as Chair and Marvin Gayle as Secretary. At the meeting, the committee reviewed the QCC Academic Senate Standing Committee Activities Form and emphasized the importance of receiving an annual report from the QCC Auxiliary

Enterprise Board concerning vendor services because the committee is required to evaluate the report, but the committee soon found out that an up-to-date annual report was not available at that time. At the same time, none of the committee members fully understood the scope of the Bylaws Charge because the charge was not specific enough, so the committee raised concerns about the clarification of the charge.

Since the report of the Auxiliary was not available from the very beginning, the committee went on to review the 2008/2009 Annual Report for the Committee on Vendor Services, and focused its attention on the price and the quality of the student food in the cafeteria because there were concerns about the food that have been voiced by students, faculty and staff at Queensborough Community College. The committee had a discussion about the necessity of updating the old SGA Food Services Committee survey taken in 2008 and agreed to conduct a more thorough survey with an aim to make recommendations about the improvement of student food services to the Auxiliary Enterprise Board.

After repeated online discussions among the committee members about the survey design, the committee finally reached an agreement and delivered the survey through the six committee members within their respective departments in November, 2009. Professor NamJong Moh put together the data, and the committee discussed the survey results.

The data shows that 677 students completed the survey, among which 77 students never use the cafeteria. 71% of the students are satisfied with customer service; 68% of the students are satisfied with the cleanliness of the food; 75% of the students are satisfied with the cleanliness of the kitchen; and 59% of the students are satisfied with the cleanliness of the eating area in the cafeteria. Moreover, 37% of the students would prefer that the cafeteria serve halal food, and 61% of the students would prefer to have a buffet where they can purchase food by weight.

On the other hand, the students responded with dissatisfaction mainly regarding the following areas:

- 1). Cost of the food
- 2). Variety of the food
- 3). Quality of the food

This pattern is similar to that of the 2008 SGA Food Services Committee survey, in which students also expressed dissatisfaction with the price, variety, and quality of the food.

Overall, this was an informal sample drawn from the student population that was close at hand. The committee agreed to pass the survey results on to Ellen F. Hartigan, Vice President for Student Affairs, for a review.

As for a more productive performance, Professor Philip Pecorino and Professor Emily Tai helped the committee clarify the Bylaws Charge for the Vendor Services Committee. First, both of them emphasized that it is very important the Committee on Vendor Services receive an annual report from the Auxiliary on vendor services. In addition, the committee only does what it is given. There is no need to go seek to conduct any survey.

While the paper survey was underway, the committee also discussed distribution of an online faculty/staff student-food-service survey similar to the one given to students. A meeting was held to discuss the logistics of implementing the online survey in Dean Steele's office in February, 2010. Dean Steele, Ms. Anna May Jagoda, the Director of Institutional Research and Assessment, Dean William Faulkner, Sasan Karimi, and Weier Ye attended the meeting. Considering the fact that the execution of an online survey was not the responsibility of the committee, the members of the committee decided to terminate the implementation of an online survey.

Since the importance of receiving an annual report of the Auxiliary has been emphasized, a lot of efforts have been made to bring about the report. Finally, Dean Faulkner, together with his own team, completed the annual report for 2008 and gave it to the committee in April, 2010. Now the committee not only has the annual report of the Auxiliary for 2008, but also has a QCC Auxiliary contract summary and a list of QCC Vendors from the Auxiliary. Definitely, this is a good starting point for the next committee to continue to evaluate the report more thoroughly so as to make recommendations to the Academic Senate on matters pertaining to the services and facilities of all vendor services at the college. The committee would like to give special thanks to Dean Faulkner for his completion of the annual report of the Auxiliary for the year 2008.

As soon as the committee received the 2008 annual report of the Auxiliary in April, 2010, the committee discussed it as well as the fall 2006 Queensborough Student Experience Survey.

For the fall 2006 Student Experience Survey, which is administered every three years since 1997, the findings listed in the survey indicate that student satisfaction with prices of food at the student cafeteria dropped from 42.0% to 27.4%.

Similarly, based on an informal student food services survey conducted by the Committee on Food Services in November, 2009, 72% out of 677 students are dissatisfied with prices of food.

To sum up, the committee members have actively participated in the committee work. After joint efforts that have been made for the past year, this committee has paved the way for the next committee to make more achievements in the coming year.

4. Report on status of prior recommendations made to the College and reported to the Academic Senate

No prior recommendations have been suggested in the year 2008/2009

5. Report on status of prior recommendations adopted by the Academic Senate as proposals or policies.

No prior recommendations adopted by the Academic Senate as proposals or policies.

6. New Recommendations

1). As the charge states, “Consider and evaluate suggestions and complaints regarding the service and facilities of all vendors to the College, including the Bookstore and Food Service, sending them on to the Auxiliary Enterprise Board,” it is still not clear enough where the committee can seek these suggestions and complaints. Should the committee approach the intended individuals? In order to effectively accomplish the tasks given to the Committee on Vendor Services, we would request additional clarification of the tasks set before the committee. For the future committee work on vendor services, we recommend that slight modifications of the Bylaw Charge for Committee on Vendor Services will be helpful, and the charge could be made more specific.

2). The 2008 annual report from the Auxiliary is basically a financial report, which presents a comprehensive overview of QCC Auxiliary Enterprise Board. It helps the committee better understand the financial position of the Auxiliary, which is a good way to start off for the new committee work, but the information on vendor services contained in the report and the Contract Summary attached to the report is not sufficient since one

of the committee jobs, according to the committee charge, is to perform the task of evaluating the report of the Auxiliary regarding vendor services; therefore, we recommend that more specific information that is pertinent to the services and facilities of all vendors to the College be provided in the future.

7. The new Committee on Vendor Services is as follows.

NamJong Moh	Math & CS
Weier Ye	Basic Skills
Sasan Karimi	Chemistry
Wenli Guo	Physics
Eladia Raya	Foreign Languages
Angela Poulakidas	Business

8. New Chairperson and Secretary

While the acting chairperson and secretary, at the end of the Spring, 2010 semester, were Dr. Sasan Karimi and Dr. Wenli Guo respectively, Dr. Karimi has now been appointed the chair of the Chemistry Department. Dr. Karimi will therefore not be serving on the Committee on Vendor Services. Dr. Tai states that the Committee on Committees will let the Committee on Vendor Services know who is being assigned to this vendor services committee as a new, voting member. Weier Ye will convene a meeting to elect a new committee chair on September 29, 2010.

Weier Ye has also recommended that Dr. NamJong Moh attend a meeting of the Committee Chairpersons of the Academic Senate on September 15 in Room M33.