



CMC responds to comments on lack of assistance

The Career Management Center has been working hard to secure job opportunities, prepare students and alumni for the recruitment process and for their future careers, and implement several new services since the start of the academic year.

CMC contacted the professors of all Introduction to the Professions courses.

All first-year students were sent a welcome letter from CMC via email and social media. CMC attended all admission open houses, orientation sessions, and preview weeks.

CMC held meet-and-greet sessions for students, and met with Marketing and Communications to launch a new campaign to heighten awareness about the center.

CMC met with the student/professional organizations to enhance membership use of CMC and partnership opportunities; NSBE awarded the CMC with its Partnership Award.

Revived the CMC Student Advisory Council with 22 members (representatives from all colleges except ID and law) that meet monthly. Through discussions with the council, using the standard resume for all students, with applicable attachments for architecture and ID students.

In discussions with the CMC Student Advisory Council, developed panels with representatives from various disciplines within selected corporations to replace "mini-Career Fairs." Most companies on each panel are accepting resumes at these events. Pre-professional advising is being coordinated between the applicable faculty and the CMC.

CMC conducted Career Fair Week prior to Career Fair, offering different professional development seminars to make sure students were ready for Career Fair. Seminars were available by webcast and are archived.

Dining Services responds to comments on quality, prices of food

The top three recommendations—increase hours, provide more healthy choices and variety—from the Student Speak Committee were presented to the Food Advisory Board (FAB) and IIT Dining. The following solutions have been completed or are underway.

A survey of students was conducted by FAB to assess the interest for Global Grounds weekend and weekday extended hours. The survey produced a moderately high desire for weekend hours, but not for consistent use. To gauge interest on the week nights, Global Grounds tested later hours, until 11pm, for a two-week period in early March. This was also unsuccessful. It did show that staying open late during special events would be beneficial to students.

Center Court now has extended hours to offer late-night dining from 7pm-11pm Sunday through Wednesday. The Bog rounds out evening operations by being open on Thursdays and Fridays from 5pm-1am.

IIT Dining has also opened a new dining location. 10West is open from 7am-4pm Monday through Friday. This location provides breakfast and lunch options on the far south end of campus.

FAB concluded that while there are healthy options available at the Commons, the survey feedback might be based on students not being aware of all the options available. As a remedy, FAB recommended to IIT Dining that a campaign take place to educate the students. The campaign "Did You Know?" was launched this semester. The program helps students identify healthy options with tips (on the wall around the corner from the pasta sta-

tion) on how to choose and combine foods for a healthy and balanced meal.

In addition, IIT Dining has made two important program changes. The deli station is back on a daily basis Monday through Friday, which gives more variety and healthy alternatives. Secondly, the new Wok station allows any meat entrée to also be a vegetarian entrée. This is in addition to the daily vegetarian entrée served in the North Pod.

In Center Court, the Salad Bar was replaced with a Made-to-order Salad station. Response has been positive and the station sees as much business in one day as it used to see all week.

In response to the demand for increased variety, signature menu items were added to 10west, the Bog, Global Grounds, and Center Court. 10west has a warm, gooey Cinnamon Roll. The Bog saw Connie's Calzones grace the menu. Global Grounds is the home of the "Better than hot chocolate - Hawk Chocolate!" and Center Court has Connie's Personal Pizzas for lunch and 14" Deep Dish Pizzas during Late Night operations. In addition, Joe Kocher and Executive Chef Jovanny Zepeda continue to delight students, faculty and staff with more amazing UnCommon Days in the Commons.

In the survey Dining Services received a high rating for "treated me with respect." Eighty percent are satisfied or very satisfied with this statement. As Dining Services works hard to gather and implement feedback, students can feel confident that their ideas matter and are respected. Student suggestions, recipes, or feedback are always welcomed.

7-Eleven responds to poor customer service comments

In response to the Students Speak Survey, the Office of Business and Operations commissioned a student-run 7-Eleven advisory committee in January to issue recommendations for improving the campus convenience store.

The committee conducted a thorough analysis of the Students Speak Survey comments, visited the store on several occasions, and personally solicited student feedback. The 7-Eleven Committee concluded its work after two months by presenting a two-page document of recommendations that address the customer relations, food service, and products of the campus 7-Eleven. The document was then circulated amongst 40 student leaders and Student Government Senators who ensured that the recommendations reflected the opinions of the student body at large.

In the area of customer relations, the committee recommends the enforcement of Office of Business and Operations' customer service standards, and implementation of programs to reward customer loyalty such as inviting vendors to distribute free samples on campus, beginning a punch card program, and clearly communicating prices and existing discounts.

In the area of food service, the committee praises the recent increase in diversity of hot foods but urges: the assignment of different serving utensils for vegetarian and non-vegetarian hot food items, better packaging for pizza slices, and offering utensils with the purchase of every appropriate entree.

In the area of products, the committee advocates for: the expansion of general merchandise to include grocery items, travel-sized toiletries, and cooking supplies, and the careful monitoring of the store's stock to quell issues of meeting customer demands and expiring food.

Furthermore, the committee proposes the creation of a Hawk Combo where customers can select a meal item, chips, and drink for a flat rate of approximately \$5. Varying the combo items daily or weekly will provide a convenient way for customers to get a quick meal at the same price every time.

To view and submit comments on the full list of recommendations visit <http://bit.ly/iit7Eleven>. The Office of Business and Operations will work closely with 7-Eleven management to maintain progress on these recommendations in the upcoming year.

HRS responds to comments on slow response time

Housing and Residential Services empowers residents by providing support services and leadership opportunities that foster community development, academic success, and personal growth. The department provides a quality living environment, which promotes the well-being of campus residents through well-maintained facilities and accommodations.

Issues Raised

- Improve facilities and maintenance
 - o Establish and evaluate response and resolution times for maintenance requests
 - o Increase transparency of construction plans so students can factor this into their housing reservations (e.g., Gunsaulus Hall)
 - o Schedule construction and remodeling during the summer (e.g., Gunsaulus Hall)
 - o Improve facilities support during holidays
 - o Repair MSV windows
- Develop CDA leadership
- Seek and respond to feedback from CDAs regarding policies and practices
 - o Engage in more effective individual feedback, coaching, and performance management, and avoid blanket dictates (e.g., removing computer use privileges from all, rather than dealing with individuals who abuse privilege)

Action Steps

Action Already Taken

- Bi-weekly staff meeting between HRS and

Facility Operations focused on status of maintenance work orders.

- HRS met with Facility Operations staff to discuss survey results and set expectations for improvements.
- Established page on HRS website for communication about renovation projects (<http://iit.edu/housing/about>).
- Reorganized custodial staff scheduling; increased training and reviewed service expectations.
- Surveyed CDA staff regarding experiences as staff and effectiveness of training model.
- Invited Team Leaders to participate in hiring of 2011-12 CDA staff.

Action Plan for Further Improvement

- Annual customer service training and expectations with maintenance staff.
- Increased frequency of skills-based training for Facility Operations staff (coordinated by Facility Operations).
- Ongoing assessment of maintenance and facility improvement programs.
- Posting of maintenance and work order cycle time in lobby of each building.
- Continued observation of CDA staff to ensure that customer service expectations are met.
- Benchmark CDA student development opportunities and learning outcomes.

<http://iit.edu/housing>

