Culinary Staff Strategic Planning Listening Sessions Summary

**First thing to do with strategic planning – Assessment**

- Evaluate where we are now so we can identify gaps
- Ask the students and other customers for their feedback
- We have been successful with student focus groups; make sure to get people who have interest. Example, we had received feedback that our international students were travelling to Columbus for groceries, so we made sure we had a focus group of international students
- Collect info from surveys/ customer satisfaction surveys, EBI, other data that we collect
- Attend our regular meetings with staff
- We get a lot of feedback just by being out and talking to customers out on the floor
- We should try to recognize and reward people for the input that they do provide, and show them what has changed because of their input
- We regularly do manager evaluations - an anonymous form so people can be honest with their feedback
- Ask the students directly – try table tents in the dining halls to ask them. You could do suggestion boxes in the venues, comment cards on-line
- Timing – all staff at the end of summer on Aug. 18; usually around a 4 hour meeting, we could do some feedback/idea sessions then
- Maybe we could do computer kiosks or a phone app where we could ask students to give us direct feedback
- We do exit interviews with terminated students; we could ask them as a part of the exit interview. Perhaps we could try to do exit interviews with all leaving employees
- We do employee appreciation meals with our students, maybe we could use these as focus groups

**What questions would be good to ask at the all staff meeting? Ideas about the process of getting that feedback**

- Start with why being in the division is such a win. Describe the current mission/vision and the departments so we understand the why. Highlight our touchpoints with students and highlight the fact that we all are ambassadors for Ohio University.
- How can we make sure your ideas/suggestions get to the top? How can we be the most effective? – Communication strategies
- What are the greatest opportunities to ensure student success?
- What can we do better to support the students?
- Have everyone sit at like tables and make sure it is anonymous reporting
- We like the idea of having a feedback session with all division employees too so we can get to know each other
• We all know the students really well, if you are going to have open student feedback sessions – let us know and we can encourage our students to attend (you should feed them Shively pizza) 😊
• Who the facilitators are really doesn’t matter

**After the initial input session? How do we keep the communication going?**

• Something tangible > data, visual recognition that we can post on the bulletin boards
  Keep email/newsletters too so managers and/or representatives can communicate at staff meetings
• Some of the tech savvy staff like text messages/GroupMe/Reddit/Facebook (maybe not a staff Facebook)
• Members of the team could report like the safety committee does (about 20 people in this group) so they can own the process. This has been a successful format for us for people to give and receive input/information
• Keep the ideas flowing, how do we use the data for continual improvement?
• Use the managers of the venues to communicate the information. We trust Dennis to share with us
• Incentives/recognition for continual work would be important
• One way to get the word out is to post it > so the print communication has to be good
• We often communicate by walking around because of the way we do our work
• Culture shift for DOSA> can’t be organic and just pop in like we can do in other offices. The shift work/flow of day does not really allow for that
• We need a multifaceted communication approach – emails, newsletters, point people, pick up the phone and talk to people face to face, tours of departments, open forums

**Other ideas that surfaced about building team within the division:**

• We need to do an overview of all departments for the culinary team so we can better understand what we all do
• As the largest employers of students on campus, if we better knew the DOSA and other campus resources, we could better direct students to those resources.
• We should do a monthly overview of a department, complete with staff pictures in a printed newsletter/infographic format for bulletin boards so we can recognize the other people who work in DOSA.
• Get all DOSA staff meal plans so we can all hang out in the dining venues together! Gwen says the staff should buy meal plans. 😊
• We need org charts with pictures
• Idea to have a DOSA resource fair at the fall meeting (pep rally) so we can put faces with function. Jenny would still like the food samples!
• We would love to have tours of the other areas/departments of the division. It may take a while, but having them at different times of the day would be great so everyone could get a chance to attend if they wanted to.
• Can the other DOSA areas collaborate and program with us?
• We want to have fun together too. How about this summer we host badminton, softball league, volleyball (we used to do that in Nelson) kickball tourneys, glow in the dark golf? It is OK if people could not make it – just the fact that some people would make it is OK.
• Family friendly is great, but some just employee too for the single people. “Tim is going to be single forever”. 😊