

Northeast Texas Community College

Request for Proposal

To Operate Campus Dining Services

March 29, 2022

PROPOSAL RESPONSE DUE NO LATER THAN:

May 12, 2022, at 2:00 PM

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I. RFP Timetable

March 28, 2022 RFPs sent electronically to known interested Food Service Providers and posted electronically:

April 19, 2022 3:00 p.m. - Pre-proposal conference

The pre-proposal conference will be held in the Student Union Building. A complete tour of the dining facility and kitchen area will follow with a question-and-answer period. Attendance at the pre-proposal conference and tour is limited to 3 representatives per Food Service Provider.

May 12, 2022 Deadline for submission of proposals

Send To: Jeffrey Chambers
Vice President for Administrative Services
Northeast Texas Community College
2886 FM 1735
Mount Pleasant, Texas 75455
Telephone: 903-434-8106
jchambers@ntcc.edu

Two complete original hard copies and one digital copy of your proposal to be delivered to campus no later than **2:00 pm on May 12, 2022**. Proposals received after the time and date specified for delivery of proposals will not be considered.

NOTE: Overnight delivery is not dependable in this area.

May 13th – 19th Review of bids, pricing negotiations (if-necessary), and due diligence to be completed by the College

May 24, 2022 Finalist to be recommended to the Board for approval.

June 15, 2022 Completion of contract

August 1, 2022 Agreement start date

August 22, 2022 First day of Fall classes

II. Proposal Content

Section I: Provide a brief mission statement outlining the philosophy of your company, along with the approach to providing service to Northeast Texas Community College.

Section II: Provide a corporate profile with company background information to include the following:

- A. Company organization chart identifying key participants in this contract.
- B. Listings of all higher education accounts served by the company. Each account listed must contain the name and mailing address of the liaison, the telephone number, the liaison's e-mail address, a description of the services provided, and date of commencement of services.

Section III: Provide operating plans for Northeast Texas Community College, to include:

- A. Specific formats for the Resident Dining Hall and Retail:
 - a. Sample resident dining menu (length of menu cycles, variety and appeal of menus, special theme menus)
 - b. Retail menus with pricing
 - c. Complete Catering guides with prices
- B. Company staffing plan
- C. Personnel training program
- D. Implementation plan with timeline to assure a smooth, professional, and organized approach to transition as required

Section IV: Financial proposal to include:

- A. Completion of the Financial Worksheet (Appendix A)
- B. Other financial contributions and enhancements

III. Introduction and Objectives

Northeast Texas Community College seeks an experienced firm to operate the College's dining service facilities and provide an integrated dining services program to students, faculty, staff, and guests.

Objective of Request for Proposal (RFP)

Northeast Texas Community College intends to complement its resources and best practices by creating a strategic partnership with a Service Provider who can supply a comprehensive dining services program as outlined in this RFP. It is essential that high quality standards be maintained at a cost in accordance with competitive benchmarks. Northeast Texas Community College realizes that improvements in service quality and cost efficiency require innovative leadership. The College will look to the Service Provider for creative solutions.

Considerations

This RFP does not commit the College to contract for any requirements detailed in this document. The College may choose not to consider any proposals and modifications to proposals received at the office designated in this RFP after the time and date set for receipt of proposals.

All documentation, including the proposal itself, developed in response to this RFP shall, upon delivery become the property of the College. The Service Provider shall not use, disclose, or furnish to others any portion of the proposal specifically pertaining to the College without first obtaining the written consent of the College, and then only subject to such conditions as the College may prescribe.

The College shall have the option to conduct site visits to like operations presently serviced by the Service Provider. Service Providers shall provide a list of similar operations, locations, and length of time that company has provided such food service operations. Give name, address, and telephone number of contact person for each operation. If site visits are desired by the College, Service Providers will be contacted specifically for this purpose.

The College intends to select its food service provider in accordance with the Service Provider whose proposal, in the sole judgment of the College, is most advantageous to the College. Financial and other factors may be considered in the evaluation. Proposals should be submitted to the College on the most favorable terms possible from the standpoint of quality and variety of food, service excellence, and competitive cost. The College reserves the right to accept other than the lowest cost proposal, to reject any and all proposals, and to modify or waive any of the requirements of the bid selection procedures explained in this document. Upon selection of a desired Service Provider, the

College and the Service Provider will enter into an appropriate agreement setting forth the terms and conditions of the parties' rights and obligations.

IV. History, Philosophy, and Service Requirements

Historical Information

During the fall of 1983 a group of citizens in Camp, Morris, and Titus counties formed a steering committee to establish a community college district. In January 1984 a proposition to establish a community college district and to authorize the issuance of \$10,000,000 in bonds was passed. The creation of the community college district was the first in the state in ten years.

The Board of Trustees of the district were sworn in on January 30, 1984 and immediately began the process of selection of a site, an architectural firm, and a College President. In seeking to build a college campus that served all residents of the district, the Board purchased a 220 acre farm centrally located among the three county seats of Pittsburg, Daingerfield, and Mount Pleasant. A College President was selected in May of 1984 and construction began in November. During the construction months, college faculty and staff were hired, academic programs were planned, and administrative policies and procedures were established.

In August 1985, Northeast Texas Community College started classes on schedule in the recently completed buildings. Due to the quality of instruction, Northeast received full accreditation by the Southern Association of Colleges and Schools in January 1987, one full year ahead of schedule.

Since that time Northeast Texas Community College has experienced growth in student enrollments and in its level of recognition as an institution which offers quality instructional programs in a student-oriented environment.

Northeast Texas Community College, ("NTCC") is in a beautiful rural setting near the Chapel Hill Community. The campus is situated on a 346-acre farmstead with gently rolling hills and trees. Centrally located among the county seats of Daingerfield, Pittsburg and Mount Pleasant, the campus is easily accessible for all residents of the Camp, Morris and Titus college district. The campus is 6 miles away from the closest town of Mt. Pleasant creating a "captive market" for lunch and dinner.

Enrollment for fall 2021 was 2,823 including 1,261 full time and 1,582 part time students spring 2022 was 2,684. NTCC has approximately 400 faculty and staff each semester. In addition, Texas A&M University - Texarkana has an extension program on our campus. Enrollment is expected to be stable over the next three years. Approximately 170 students reside in the current residence hall located on the main campus in the fall and approximately 144 in the spring. Participation in the food service meal plan is required of all students residing the residence halls.

Below are the average usage of students, faculty, and staff by day for the fall 2022.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Breakfast		45	46	49	40	23	
Lunch	34	132	161	146	126	58	35
Dinner	42	66	79	68	60	41	22
Average Total	76	243	286	263	226	122	57

*Saturday and Sunday – Brunch and Dinner are provided. Brunch numbers are included in ‘Lunch’ line.

Vending sales are not a consideration in this RFP.

Resident Dining - Vision

To maintain the highest student satisfaction with the Dining Services, it requires creativity with formats and a large variety of selections. Institutions that do not have the population base to support multiple dining venues and retail branded concepts historically struggle to maintain student satisfaction. Please provide your company’s vision for the ideal formats and menus for Northeast Texas Community College. Your proposal should demonstrate your company’s expertise in maintaining student satisfaction in a small residential environment. Include the minimum formats that will be open, by meal period. Explain your approach to providing the variety necessary to maintain satisfaction through creative cycle menus, enhancements, and other means. Also include your minimum specifications for variety, by meal period. It is the goal of Northeast Texas Community College to implement a Dining Services program that will set the standard for Community Colleges with limited facilities. Recommendations regarding optional meal plans, flex dollars, commuter student plans, etc. are welcome.

Nutritional Information

There is a great deal of interest in health and wellness by the students and the College. Provide examples of how you will distribute information (flyers, special events, entrée labeling, web site, etc.) that can be used by students for nutrition education and diet planning. Healthy choices should be available at each meal and identified on each menu. The Service Provider shall provide at no cost to the College, a nutritional awareness program.

Individuals and groups of students may have special dietary needs or require special services. The College expects fulfillment of all such requests, so long as the same can be accommodated within the normal dining services operation and do not require special equipment or supplies, additional and/or specialized personnel, or an increase in staff hours by regular employees.

Dining Service Requirements

The Service Provider shall offer a minimum of one special meal each month at no extra charge. Examples of such events are: holiday-themed meals (Thanksgiving, Christmas) International Dinner, Cultural-Themed meals, etc.

The Service Provider shall participate with the College liaison to attract, plan and price academic year and summer conferences.

The Service Provider is responsible for creating and posting professional looking signs about meal hours, special events, nutrition, pricing, and other useful information.

The Service Provider shall continually initiate ideas for varied method of dining service merchandising, public relations, promotion, and menu presentations in all operations to increase usage, improve service and maximize potential revenues.

The Service Provider shall participate in major campus events and holidays by offering appropriate dining service-related specials that complement these events. The College shall work with the Service Provider on a regular basis to pre-plan the involvement of the Service Provider in these events. Occasionally, the College may request that the Resident Dining Hall be closed during a meal and that the meal be provided at an alternative campus location to encourage student participation in an event or activity. The College expects that the Service Provider will accommodate this request whenever possible and permit students to use their meal plan to access the meal.

Performance and Execution

The successful Service Provider will be expected to perform consistently, at every meal.

Catering

Catering prices for the campus constituents should be less expensive than those for outside entities and a price list should be provided for each type.

Catering requirements include:

- The Service Provider shall provide a dining catering program to include service for College-approved functions such as receptions, conferences or other special events. The catering program should reflect the diverse needs of community members in its service and menus.
- The Service Provider shall cooperate to whatever extent is reasonable in order to assist student organizations with respect to the dining service functions of these groups.
- Complete catering guide and price lists shall be mutually approved prior to the start of the agreement.

- Multiple levels of service must be offered to the customer. For instance, table cover arrangements should range from no cover to placemats to paper tablecloths to table linens. The same principle applies to china vs. paper, and cafeteria service vs. sit-down banquet.
- The Service Provider shall provide a sufficient number of qualified and trained staff to service the events, take and process catering orders, respond to inquiries and handle all aspects of a superior quality catering program.

V. Scope of Operations (service provider may offer additional hours of operation if desired)

Student Population

The Dining Hall primarily services the needs of the students, staff, and faculty at Northeast Texas Community College.

The charged residential population for the last four terms is as follows:

	<u>Fall 2020</u>	<u>Spring 2021</u>	<u>Fall 2021</u>	<u>Spring 2022</u>
Residential population	130	123	170	144

*College budgets approximately 90% occupancy in the fall (190) and 85% occupancy in the spring (175). The above numbers have been the result of COVID -19 effects.

Meal Plans

The following meal plan is offered to Northeast Texas Community College students:

19 meals per week per semester plus Meal Equivalency

Provisions for “sick trays” are to be made available to the students by the Service Provider. A “sick tray” policy should be disseminated so that students are aware of the parameters of this meal option.

Commuter Plans

Currently, Northeast Texas Community College offers the following commuter meal plan, priced to save approximately 10% of the menu price:

Block – 10 Meal Plan

Hours of Operation

	Monday - Thursday	Friday	Saturday - Sunday
Breakfast	7:30 am – 9:00 am	7:30 am – 9:00 am	
Lunch	11:00 am – 1:30 pm	11:00 am – 1:00 pm	11:30 am – 12:30 pm
Dinner	5:00 pm – 6:30 pm	5:00 pm – 6:00 pm	5:00 pm – 6:00 pm

Meal Plan Calendar

A Meal Plan Calendar will need to be developed by the Service Provider each year to identify when meal service begins and ends, as well as how holidays and College breaks affect the meal service. Meals are generally not provided when the College is out of

session. The academic calendar for the 2022-2023 academic year is provided as Attachment B. Meal Plan pricing should be based on a guaranteed minimum of 210 meals per year. It is anticipated that future Meal Plan Calendars will not vary significantly from the 2022 - 2023 calendar unless requested by the Service Provider due to increased demand supporting such.

VI. Pricing & Sales History

Pricing Information

The following prices are in effect for the 2021-2022 year. Prices of the new dining services agreement (2022 - 2023) should be included in your response. Prices will be renegotiated annually, based on mutual agreement between the College and the Service Provider. Increases above 3% per year will not be considered.

Casual Meals (cash prices) Excluding Tax:

Breakfast	\$4.50
Lunch	\$5.95
Dinner	\$6.20
Special & Steak Meals	\$7.25
Faculty and Staff*	\$4.25

*Faculty and Staff pay \$1.00 for 4 meals per week. The College pays the \$3.25 difference. College pays full price for coach's meals.

Pre-Semester Meals

Pre-Semester meals for athletes and student leaders arriving prior to the start of the fall and spring semesters will be coordinated in advance, will require an approved purchase order and are invoiced to the College separately.

Camps and Conferences

The College hosts various groups throughout the year and during the summer. The Catering program should be used as the basis for charges for these events. All catering activities for the college will require an approved purchase order prior to making any commitments.

Commissions

The Service Provider will pay the College a commission on net sales based upon the following net sales categories ("net sales" are defined as gross sales less applicable State and Local sales taxes):

- Register Sales
- External Catering

External Conference/Catering/Other Sales

This income category includes sales billed to a non-College entity or billed to the College as a part of a package service provided to a non-College entity for conferences, camps,

banquets, receptions, coffee breaks, or other events of this nature that are held on any of the college campuses.

VII. Personnel Considerations

Current Hourly Employees

All current food service employees are the current Service Provider's employees. Should a Service Provider other than the incumbent be the successful bidder, it is expected that the new provider would consider employing existing employees to the extent that those employees would like to remain in the account and are necessary to its successful operation. The dining service employees working for the current Service Provider are not unionized.

Student Labor

All students employed by the Service Provider will receive no less than minimum wage for their time worked.

Training Practices

The successful Service Provider shall be expected to provide excellent customer service during all open hours through customer service training and by maintaining high performance standards for all dining service employees. Briefly describe the program for training entry-level food service and production personnel, supervisory, and management-level personnel.

VIII. Agreement Terms

Term

- The initial term of the agreement will be 5 years, beginning August 1, 2022, with the option to renew for one (1) additional five-year term, at the discretion of the College. Alternatively, provide estimated pricing for an initial term of 10 years.
- Either party will have the option to terminate the agreement, with or without cause upon 90 days written notice to the other party.

Responsibilities

- The College is responsible for all facilities, equipment and maintenance except where specifically stated otherwise.
- The College is responsible for fire extinguishing equipment, pest control and removal of refuse from refuse collection areas.
- The College shall be responsible for any costs involved in setting up and cleaning dining service areas for functions not managed by the Service Provider.
- A beginning inventory amount shall be established by an inventory of food, beverages, supplies, china, service wares and kitchen small wares. Upon termination of the agreement, an ending inventory shall be taken, and the College shall be responsible for purchasing the amount in excess of the beginning inventory food, beverages, & supplies; or receive a credit on the final invoice for any amount below the beginning inventory. Upon termination of the agreement, an ending inventory shall be taken, and the Service Provider shall be responsible for reimbursing the College the amount of reduced inventory china, service wares, & kitchen small wares. The Service Provider's most recent invoice prices will determine the inventory value of food, beverages, and supplies. The replacement cost will determine the inventory value of china, service wares and kitchen small wares.
- All china, service wares and kitchen smallwares will be owned by College. The Service Provider is responsible for ongoing replacement for breakage or loss of china, service wares and kitchen small wares.
- The Service Provider is responsible for any vehicles and related expenses necessary to provide the required service to the College.
- The College shall be responsible for telephone installation costs, with the Service Provider responsible for long distance phone costs.
- The College shall be responsible for the cost of utilities consumed in the dining services operations.
- The College's physical facilities made available to the Service Provider under the food services agreement shall not, without the express prior written approval of the College, be used by the Service Provider in connection with any operations which are not directly College-related.

- The College requires that the Service Provider maintain the strictest standards of sanitation.

Cleaning Responsibilities

- Service Provider: Daily cleaning of the kitchen, serving lines, dish room, dish return, dining room tables, chairs, and floors. The Service Provider is responsible for removing trash from kitchen.
- College: Regular cleaning service for dining area walls, windows, floors, light fixtures, draperies and blinds, and periodic waxing and buffing of floors and public areas.
- The College shall be responsible for routine cleaning of all grease traps, ductwork, plenum chambers and roof fans.
- Each party shall provide their own cleaning equipment and chemicals and maintain their equipment.

Other

- The Service Provider shall assign to duty at the College only employees acceptable to the College. Background checks shall be provided to the College prior to employment. An offense by Service Provider employees should be reported to the College immediately.
- The Service Provider shall require its employees to comply with the instructions, regulations, and codes of conduct as specified by the College. The Service Provider agrees to promptly remove from the account any employee upon the College's reasonable request to do so.
- Employees of the Service Provider shall be appropriately uniformed when performing their work assignments at the College.
- The College shall be responsible for collecting all College sponsored catering accounts receivable.

Legal

- The Service Provider is responsible for all licenses, permits and taxes attributable to its involvement with this agreement.
- The Service Provider shall maintain during the term of the agreement, Comprehensive or Commercial General Bodily Injury and Property Damage Liability Insurance with a Combined Single Limit of not less than One Million Dollars (\$1,000,000) for each occurrence, including, but not limited to Personal Injury Liability, Broad Form Property Damage Liability on the Service Provider's property, Blanket Contractual Liability and Products Liability, covering only the operations and activities of the Service Provider under the agreement and shall provide the College with a certificate evidencing such policies. Service Provider shall carry auto insurance sufficient to cover their vehicle(s) thus the College's

auto insurance shall not be impacted for losses involving said vehicle(s). The College shall be named as an additional insured on the certificate. The insurance policies shall contain covenants by the issuing company that the policies shall not be canceled without thirty (30) days' prior written notice of cancellation.

- Industry standard legal clauses in the following areas will be acceptable:
 - Workers' compensation insurance
 - Property insurance
 - Auto insurance
 - Liability for non-Service Provider approved vendors
 - Indemnity
 - Proprietary information
 - Assignment
 - Catastrophe
 - Survival and Effect
 - Severability

IX. Special Considerations

Describe in detail any other considerations the College should consider regarding the Service Provider's proposal. Detail proposed projects Service Provider would recommend implementing as a part of this agreement and estimated cost, including amortization plan. This plan should also include the recommended changes for china, service wares, small-wares, tables, and chairs. The College's goal is to increase traffic flow and participation in the meal service by providing a vibrant, appealing, and innovative food service experience for our students, faculty, and staff.

ATTACHMENT A
Financial Information:

<u># of meal plans</u>	<u>Rate per Day</u>
210 - 220	_____
200 - 209	_____
190 - 199	_____
180 - 189	_____
170 - 179	_____
160 - 169	_____
150 - 159	_____
140 - 149	_____
130 - 139	_____
120 - 129	_____
110 - 119	_____
100 - 109	_____
Below 100	_____

Casual Meal Rates (non-meal plan)

Breakfast	_____
Lunch	_____
Dinner	_____
Faculty and Staff Meals	_____
10-Meal Card	_____
Soup & Salad Bar (If applicable)	_____

Commission to NTCC

% of net sales

Casual Meals	_____
Outside Catering (non-college sponsored)	_____

Catering

Catering Guide (required) with Proposed Pricing

Any Other Value-Added Pricing Items to be Considered by the College

Attachment B

Academic Calendar 2022 – 2023

2022 Fall Semester

Faculty/Staff In-Service	Monday, August 15 – Thursday, August 18
First Class Day (16-week, 1 st 8-week, 1 st 5-week sessions)	Monday, August 22
Late Registration Ends.....	Friday Noon, August 26
Labor Day.....	Monday, September 5
Last Day to Withdraw with a Grade of “W” (1 st 5-weeks).....	Thursday, September 15
First Class Day (2 nd 5-week session).....	Monday, September 26
Last Day to Withdraw with a Grade of “W” (1 st 8-weeks).....	Tuesday, October 4
Deadline for Fall Graduation Application.....	Thursday, October 27
First Class Day (2 nd 8-week session).....	Monday, October 17
Last Day to Withdraw with a Grade of “W” (2 nd 5-weeks)	Thursday, October 20
First Class Day (3 rd 5-week session)	Monday, October 31
Final Day to Withdraw with a Grade of “W” (16-weeks)	Tuesday, November 15
Last Day to Withdraw with a Grade of “W” (3 rd 5-weeks)	Tuesday, November 22
Last Day to Withdraw with a Grade of “W” (2 nd 8-weeks)	Tuesday, November 22
Thanksgiving Break.....	Wednesday – Friday, November 23-25
Last Class Day (16-week session)	Thursday, December 1
Final Examinations	Friday, December 2 – Thursday, December 8
Fall Graduation.....	7:00 p.m., Friday, December 9
Offices Close at 12:00 p.m. for Holiday Break	Friday, December 16

2022 December Intersession

Registration.....	Wednesday, December 7
First Class Day	Thursday, December 8
Late Registration Ends.....	Monday, December 12
Final Day to Withdraw with a Grade of “W”	Friday, December 30
Last Class Day/Final Examinations.....	Friday, January 6

2023 Spring Semester

Offices Re-open	Monday, January 2
Faculty In-Service	Monday, January 9 – Thursday, January 12
Martin Luther King Day.....	Monday, January 16
First Class Day (16-week, 1 st 8-week, 1 st 5-week sessions)	Tuesday, January 17
Late Registration Ends.....	Friday, January 20
Last Day to Withdraw with a Grade of “W” (1 st 5-weeks).....	Thursday, February 9
Staff In-Service.....	Friday, February 17 (8:00 a.m. – 12 p.m.)
First Class Day (2 nd 5-week session).....	Monday, February 20
Last Day to Withdraw with a Grade of “W” (1 st 8-weeks).....	Tuesday, February 28
Deadline for Spring Graduation Application.....	Friday, March 10
Spring Break.....	Monday – Friday, March 13-17
First Class Day (2 nd 8-week session).....	Monday, March 20
Last Day to Withdraw with a Grade of “W” (2 nd 5-weeks)	Thursday, March 23
First Class Day (3 rd 5-week session)	Monday, April 3
Final Day to Withdraw with Grade of “W” (16-weeks).....	Thursday, April 20
Last Day to Withdraw with a Grade of “W” (3 rd 5-weeks)	Thursday, April 27
Last Day to Withdraw with a Grade of “W” (2 nd 8-weeks)	Thursday, April 27
Last Class Day (16-week session)	Thursday, May 4
Final Examinations	Friday, May 5 – Thursday, May 11
Spring Graduation.....	9:00 & 11:00 a.m., Saturday, May 13

2023 May Intersession

First Class Day.....	Monday, May 15
Memorial Day Holiday.....	Monday, May 29
Final Day to withdraw with a Grade of "W"	Tuesday, May 30
Last Class Day/Final Examinations.....	Friday, June 2

2023 Summer Semester

First Class Day (1 st 5-week and 10-week sessions)	Monday, June 5
Late Registration Ends (1 st 5-weeks).....	Monday, June 5
Late Registration Ends (10-weeks).....	Wednesday, June 7
Juneteenth Holiday	Monday, June 19
Deadline for Summer Graduation Application	Thursday, June 29
Final Day to Withdraw with a Grade of "W" (1 st 5-weeks)	Wednesday, June 28
Independence Day Holiday.....	Tuesday, July 4
Last Class Day/Final Examinations (1 st 5-weeks)	Thursday, July 6
MW Evening Classes (1 st 5-weeks)	Wednesday, July 5
TR Evening Classes (1 st 5-weeks).....	Thursday, July 6
First Class Day (2 nd 5 week session).....	Monday, July 10
Late Registration Ends (2 nd 5-weeks)	Monday, July 10
Final Day to Withdraw with a Grade of "W" (10-weeks)	Thursday, July 27
Final Day to Withdraw with a Grade of "W" (2 nd 5-weeks).....	Thursday, August 3
Last Class Day/Final Examinations (2 nd 5-weeks)	Thursday, August 10
MW Evening Classes (2 nd 5-weeks).....	Wednesday, August 9
TR Evening Classes (2 nd 5-weeks)	Thursday, August 10
Summer Graduation	Friday, August 11