In evaluation of the West Campus dormitory cafeterias, the report noted, "The Commons program at Baker and MacGregor is functioning well and requires only fine-tuning. At these venues, dining is an important aspect of student social life," and requires only fine-tuning. And another program at Baker and MacGregor is functioning well and requires only fine-tuning. At these venues, dining is an important aspect of student social life. It also explained, "The focus seems to be on getting the rest of the organization to reframe and view the issues as perceived at the most immediate problem. There is only limited planning, developing, and motivating of people, delegating, or any attempt to motivate people." "Under the old structure, regular violations of command occurred," said the report, to which Brammer replied, "Directions were coming from too many people." The responsibilities of each person are being clarified and a number of people have been hired to fill new positions, observed the A. D. Little evaluation. The report recommends, however, "a review of the organizational chart and job descriptions to better define responsibilities." The report also recommended that "immediate steps must be taken to rectify food-handling and sanitation problems." It found that "student employees require basic food-handling instruction." Specifically, the A. D. Little sanitation committee found that ammonia and bleach, dangerous in combination, were being mixed together for cleaning. There were inadequate exhaust systems for certain dish-washing rooms, and the wooden ladles being used were labeled "unsanitary." Brammer attested that these sanitation problems have now been rectified. The report concluded that "the taste and appearance of food is generally good, with a few minor problems." Baker was found to have "both correctable equipment and facility problems and more major design and layout flaws. For example, the brick walls in the Baker kitchens are "perous and absorb odor" and are "hard to wash down," according to both Brammer and Hartwell. The A. D. Little committee interviewed students at every dining unit and concluded that "the taste and appearance of food is generally good." Commenting on why so many students thought otherwise, Brammer replied that "students will complain about the food but are unable to pinpoint a problem." He said, "it is interesting when students talk about the same item, one will say it is undercooked." The report commented that the menu planning cycle "includes a variety of items and minimizes redundancy."