

ANNUAL REPORT
Date Due: July 31, 2023

Food Services Committee

University of North Alabama
Florence, Alabama

Ms. Prema A. Monteiro
Committee Chair

04/22/2023
Date Submitted

Submitted to:

Dr. K. C. White
Vice President for Student Affairs

Date Received

UNIVERSITY OF NORTH ALABAMA

ANNUAL REPORT 2022-2023

I. Executive Summary

The Food Service Committee met seven times during the 2022-2023 academic year. The committee received regular updates from, and provided feedback when appropriate to, Ms. Susan Breer, the Director of Dining, Chartwells Higher Ed. As has been the norm in the last couple of years, the Chartwells team squarely address and meet all challenges while at the same time introducing interesting and innovative dining concepts to keep things fresh and exciting. This year the industry-wide labor shortage had a negative impact on their operations, which was counter-balanced by the fact that more employees were members of the public rather than students, making scheduling a lot easier. Ms. Breer reported that about 56% of their team members in the fall of 2021 were student workers compared to 25% being student employees this fall 2022.

II. The Committee's Charge (from the Shared Governance Document)

1. To meet monthly each academic year to gain feedback and discuss issues, concerns, and new creative ideas for food services on campus
2. To make recommendations to the Vice President for Student Affairs and the Vice President for Business and Financial Affairs to improve food services
3. To handle any proposals the committee may make affecting university policy according to section C.2, "Shared Governance Procedure for Policy Change Recommendations."
4. To submit a final written report electronically by the first day of the fall semester to the Vice President for Student Affairs with a copy sent to the Chair of the SGEC.

III. The committee met on the following dates:

September 09, 2022	November 11, 2022
December 09, 2022	January 13, 2023
February 10, 2023	March 10, 2023
April 14, 2023	

IV. What were the committee's actions and accomplishments this year relative to each of the charge items?

1. The Committee met approximately once each month of the academic year.
2. We obtained feedback from the director of UNA's dining services, and learned about the new creative initiatives that dining services brings to their customers, our students. Ms. Susan Breer, Director of Dining, Chartwells Higher Ed provided engaging dining service updates at each meeting. This

academic year's focus was on continuing to provide quality service with innovative, healthy offerings amid an industry-wide labor shortage. Chartwells also focuses on sustainability in their operations.

3. The Committee was provided with monthly updates on the situation with Starbucks and making a decision on its replacement with input from student surveys etc.
 4. We continued the 'tradition' of keeping the atmosphere and conversation honest and open yet constructive and positive.
- V. What were the committee's formal recommendations?
1. Continue engagement with Chartwells Higher Ed on all issues affecting UNA stakeholders.
 2. Address student special requests and implement constructive solutions to issues as they arise using the appropriate channels of communication.
- VI. What does the committee plan to accomplish:
1. In the coming year?
Continue to dialogue with all stakeholders involved in providing UNA students with high quality dining services.
 2. In future years?
Continue to build on the existing positive relationship with Chartwells.
- VII. What are the committee's weaknesses?
1. Committee assignments are voluntary, and the majority of the members demonstrate their commitment to the committee. This year was a little challenging in that none of the members who were eligible to be vice-chair were willing to be nominated in the first meeting when it came time to elect a vice-chair.
 2. Keeping track of meeting minutes can be a challenge when the meeting minute-taker does not attend the meeting, or is late for the meeting.
- What can the Shared Governance Committee help you do to address the weaknesses?
1. Shared Governance did assist by identifying additional committee members who were eligible to serve in the role of vice-chair.
 2. SG can assist by providing someone to take meeting minutes, especially if meetings are scheduled for at the most only one Friday morning, once each month, for about 45 minutes.

VIII. Comments

N/A