

## **Food Services Committee Meeting Minutes of October 14, 2014**

### **Call to Order**

The Shared Governance Food Services Committee met on October 14, 2014, in Room 200 of the Guillot University Center. Chair Jermaine Ferguson called the meeting to order at 1:30 p.m. The following voting members were present to comprise a quorum: Mr. Clinton Carter, Dr. Jenny Dawson, Mr. Jermaine Ferguson, Dr. Ulrich Groetsch, Ms. Leah Harper, Ms. Karen Kennedy, Mr. Johnson Ogun, Mr. David Shields. Non-voting member present was Ms. KeKoria Greer.

### **Approve Agenda**

One correction was made to the agenda, changing Fall 2005 to Fall 2015. The motion made Ms. Kennedy and seconded by Dr. Dawson unanimously carried with this one correction.

### **Approve Minutes of September 24, 2014 Meeting**

A motion to accept the minutes of September 24, 2014 meeting was made, seconded, and approved with no discussion.

### **Sodexo Manager Update/Report**

Ms. Burney could not attend the meeting today due to a power failure in Towers earlier today, according to Mr. Carter. No other Sodexo representative was present.

### **Old Business**

**Convenient Store (C Store) hours**--This item was omitted since a Sodexo representative was not present.

### **New Business**

**Mane Card Security and Meal Accountability at Towers** – Chair Ferguson explained his concerns after encountering unguarded student Mane cards that have not yet been swiped for access to dining. The Mane cards are placed on the counter at the cash register when no attendant is present to swipe the cards for meals. Dr. Groetsch and others shared their experiences. During discussion, several risks of leaving Mane cards unattended were identified as major concerns:

- Student identity theft (cards have student ID number)
- Residence hall security (door access)
- Loss of personal funds through debit card theft (One Card Mane Card)
- Loss of dining dollars and/or meals
- Liability
- Access to food services

Although a dining services worker returns to the cash register to swipe the card and return to appropriate person, the practice needs to be addressed with Sodexo.

**Meal Plan & Dining Options for Fall 2015** -- Mr. Carter updated the Committee that discussion is still underway and very fluid. Major points from the Committee's general discussion include the following:

- "To be great you got to have both good customer service and a good product. Consider what the customer--the student--wants, and they want flexibility." – Mr. Carter
- Considering option that everything goes to a block or flat dollar amount on the card that can be used at any venue across campus, whether Chick-Fil-A, Starbucks, Towers, and even Flowers.
- Any required POS software upgrade is very do-able.
- Board equivalency is software programming should not be an issue at campus POS stations
- Working through revenue implications for Sodexo in our contract.
- We must ensure our goals line up with what students and general campus want and consider all types of customers, such as heavy eaters.
- Lost food accountability and the lost meal ratio will be discussed with Sodexo.
- A factor in retention and recruitment efforts should be how we have a place for students to gather, to study, and to eat at times suitable for them.
- Convenience Store (C-Store) plays into availability hours and customer satisfaction. A space with twice the current size and capacity is desired.
- One of the plan options desired is continuous dining with flexibility to use plan anywhere. Student would not be limited to Towers from only at 5-7 PM. You could go over to Chick-Fil-A and have a meal at 9 PM and use that same meal plan dollar. It won't go as far but you can use it.
- Food service staffing considerations in extended operation hours will be examined.
- Successful town-gown models
  - Using block card at local dining vendors which requires that participating vendors have software commitment
  - Using off-campus downtown dining facility for anticipated space limitations in on-campus dining after new housing opens

Mr. Shields and Mr. Carter will keep the Committee updated as meal plan and dining options are developed. They are examining some best practices at other schools for the biggest options and flexibility for our students, packaged so that they think it is a good deal for them, with the kinds of food that they desire.

#### **Announcements**

- Anticipating new food venue coming to Flowers Hall; more info to come next month.
- Ms. Greer, SGA President, will provide a proxy for meetings when her class delays her attendance.

#### **Adjourn**

Chair Ferguson ended the meeting at approximately 2:00 PM after motion to adjourn vote passed.