

Minutes of the Food Services Committee

2:30 PM, Wednesday, October 4, 2017
Student Affairs Conference Room, GUC 207A

The Food Services Committee held its first meeting for 2017-2018 on Wednesday, October 4, 2017 in Room 207A of the Guillot University Center. A quorum was established with full attendance of the following members: Ms. Cindy Conlon (Chair, Business & Financial Affairs), Ms. Jennifer Irons (staff at large), Mr. Bret Jennings (staff at large), Dr. Johnson Ogun (faculty), Mr. Ken Starks (staff, Housing & Residence Life), Ms. Kendra McLain (faculty), Ms. Rachel Winston (faculty); other voting members present were Mr. Jordan Cooper (SGA), Ms. Suzanne Berry (SGA), and Mr. S. Blake Humphries (SGA); and, non-voting members Mr. David Shields (Vice President for Student Affairs), Ms. Susan Breer (Director of Dining, Chartwells), and Ms. Emily Williams (new district manager for the southeast, Chartwells). The International Affairs member, Ms. Sarah Stevens, will be replaced by Ms. Cala Flippo who could not attend but sent intern, Mr. Fabian Cortez.

Chair Conlon called the meeting to order at approximately 2:30 PM.

Approval of Agenda

The agenda for today's meeting was approved unanimously after proper motions.

Welcome and Introductions

Each committee member stated their name and department and were welcomed by Chair Conlon.

Committee Charge

Chair Conlon explained the purpose of the committee to new members as a forum directly with food services to generate new ideas, share first-hand experiences, and discuss any complaints. A handout was provided to members, taken directly from the Shared Governance Document (Revised 9/14/17) at (<https://www.una.edu/shared-governance/task-committees/food-services-committee.html>). Committee members were encouraged to communicate via email with the Chair or administrative support (Ms. Veronica Allen) about fresh ideas or timely events that need to be brought to the committee but may need immediate attention.

Election of Vice Chair

The Chair asked for recommendations for the position of committee vice chair, stating that this person will assume the role of committee chair for the next year and needs to be a voting member. With his consent, Mr. Ken Starks was nominated by Mr. Jennings then unanimously accepted as Vice Chair of Food Services Committee for 2017-2018 and therefore chair for 2018-2019.

Approval of Minutes of April 19, 2017

Chair Conlon presented the minutes of the last meeting on April 19, 2017 for committee's approval. Upon proper motion (Dr. Ogun) and second, the minutes were approved unanimously.

New Business

Update and Review from Chartwells – Susan Breer, Emily Williams

1. Chair Conlon gave welcome to Ms. Emily Williams, the new southeast district manager for Chartwells following Mr. Michael Bennett's promotion. Ms. Williams stated that she has 20 years with the Chartwells (Compass) group and has worked a few years with Mr. Bennett. She is very excited to continue the program and its successes.
2. Ms. Breer is very pleased with the designer and contractors for renovations at Mane Market; committee members agreed.
3. Chartwells now runs concessions at Flowers Hall, available using student Dining Dollars.
4. Ms. Breer reviewed the handouts for upcoming events. She encouraged students to get on Twitter fee to vote in Student Choice. This allows vote for a chosen menu to be featured on November 14 at Mane Market. October includes a fish market, pumpkin as superfood, Montreal as Global Eats focus for Canadian French cuisine, a pumpkin carving event (pumpkins provided as well as prizes), and a Mane Market Halloween party to come in costume.

5. Ms. Breer asked for feedback and suggestions. Her updates, discussions, and questions followed are included in the following briefs.

Mane Market – Ms. Winston inquired about areas of renovation underway right now. Ms. Conlon explained that renovations will continue in the front area where restrooms are being totally refurbished. An upgrade and re-do for both men's and women's restrooms will require the next four months to complete. Access to a usable restroom will be redirected out of Mane Market through Rice Hall lobby.

Other refurbishing for food services includes a new pulper in the kitchen; Ms. Conlon has received bids for this needed equipment. Also, plans are underway to purchase new furniture for GUC Food Court Atrium. She stated that these are just some of the ways they are endeavoring to make value-added enhancements for the student dining experience.

Meal plan participation by students is actually higher than last fall semester.

Mr. Cooper inquired about future renovations. Ms. Conlon responded that UNA has decided to wait and review the overall campus master plan and re-examine dining after a couple of years. Mane Market needs to remain open summer 2018.

Additional seating for 325-capacity dining has been ordered.

Panda Express – This new option opened summer 2017 and completes the venues for the GUC Food Court.

Moe's – This venue has been operational since spring 2017 in GUC Food Court.

Odette's – Odette's has opted out since they no longer think it is profitable with Panda Express and Moe's as competition.

Frios – Chartwells has been unable to contact Frios. It appears that they are no longer in business. Therefore, this option is no longer available at Burger 256.

Discounts – Mr. Dante inquired about the how the \$1.00 discount at athletic events is applied when students present their Mane Card. Ms. Irons explained the tier of transactions at any restaurant where the tender selected is dining dollars: the \$150 dining dollars (full-time students), then meal plan dining dollars, then if you've added dining dollars online, then to Lion Loot. It looks first to see if the athletic fee has been paid. The \$1.00 discount is not available with cash purchases of concessions, since there is no way to validate that the student athletic fee has been paid. Only one \$1.00 discount is permitted each day. Students can add Lion Loot or dining dollars online to use this discount. The discount is not seen in their online account but is printed on the receipt.

Ms. Irons explained how dining dollars and Lion Loot differ. The only way to print or make copies on campus requires Lion Loot. The \$150 dining dollars are applied by the University to each full-time student's billing. Meal plans have dining dollars included. Additional dining dollars may be purchased online by the student throughout the semester.

Food Court Traffic – Mr. Jennings expressed concern that traffic flow in the Food Court needs more signage and control. While students have dining dollars to spend, the wait lines are very extensive. His concern is the disappointment in thinking you are in line for Moe's when your line actually leads to Panda Express or vice versa. Also, the extensive lines flow into support service office entrances. Ms. Breer is pursuing price quotes for stanchions and has submitted to Ms. Conlon who invites discussion for how to design the flow. Speed of service is good and lines have been moving quickly but some direction is needed.

Balances on Account – Mr. Cortez noted that a long line results at Starbucks where he is a student worker. Students think they have enough dining dollars but do not. The balance is not printed on the receipt due to a Blackboard software issue; the receipt only shows what "bucket" you are using, per Ms. Breer. Ms. Irons explained that the balance can be seen at <https://una.campuscardcenter.com/ch/login.html>. It was suggested that signage at the line-up can include this website address so students can quickly see their balance and make transfers for their desired purchase. If they download the link to their smartphone, they can quickly access to see their balance. Any remaining meals left on the meal plan are not available for sharing.

Questions were asked about adding dining dollars. A recharge marketing campaign is about to begin for the mid-semester. Although Freshman SOAR includes meal plan explanations and details, students may need

more awareness of how to make additional dining options for additions. Meal plan option can be upgraded at any time. The amount of dining dollars attached to meal plans was engineered to keep rates flat for resident meal plans. The *Mane Book* includes information on meal plans.

Dining App -- Mr. Cooper suggested that a link is added to the dining app for quick access. Ms. Breer accepted this suggestion.

He also inquired about app usage data. Ms. Williams will get that info on monthly updates.

Also the app should be marketed to students; most are unaware. Ms. Berry suggested adding a QR code to posters and other signage. However, Ms. Williams cautioned that some signs disappear in the background but they will look at how to improve. Mr. Starks suggested digital signage, and Chartwells has some display units waiting to be installed.

The app includes what's on the daily menu but the menu does need to be updated. Ms. Breer explained that the normal menu rotation does not start until after the first day of classes. There were some posting issues early in the semester but all has been debugged.

Compass Digital Labs will bring interactive options in the next year, according to Ms. Williams.

Meal Plan Protocol – Meal plan swipes for students are restricted to the student's use of their personal Mane Card. This is designed to ensure that the student has enough food throughout the semester. There is the risk that if the student shares throughout the semester, then they will not have enough meals to last. Faculty/staff meal plans can be swiped multiple times in one meal to allow others to dine with them at Mane Market; this benefit is only available for faculty and staff, not for students.

Stone Lodge – No plans to convert to a food venue.

Collier Library – Table discussion to the next meeting.

Nursing Building – No food concept in the new nursing building will be offered and has been agreed upon with the Dean of Nursing. Proximity to CREATE at SET and potential to Collier and GUC provide multiple food options.

Charging Stations – Seating in food areas have few outlets for recharging laptops. Ms. Berry has observed this at Starbucks. The future seating in the GUC will include charging outlets to not only accommodate smartphones but laptops as well.

Surveys – Not much feedback has been received on Mane Market. Any feedback through goes directly to Ms. Breer and other management. The fall semester survey will occur in mid-October. Incentives for survey participation will be provided by Chartwells.

Operational Hours – Weekend hours are contingent on weekday hours of operation. The number of hours are included in the dining services contract. The weekend hours were extended fall to spring last year. There are several factors involved but ideas are welcome. Homecoming weekend will not include food services in GUC Food Court, however events will be catered that are booked in the GUC. Normal operations will remain on rest of campus.

Chic-Fil-A – A “Mane Card Only” sign will be added. The kiosk in The Commons will remain another year.

Announcements

The next meeting is scheduled for 2:30 PM, Wednesday, December 6, 2017, in GUC 207 Conference Room.

Dates for spring semester need to be determined.

Adjourn

Chair Conlon adjourned the meeting at approximately 3:30 PM.

Submitted by:
Veronica Allen, Committee Recorder

Attachment: Chartwells Handout