

Food Service Committee

January 8, 2026

1300 Location: Online

In attendance:

Mr. Duell Aldridge (by position)
Dr. Helen Coronel (Faculty, 2027)
Ms. Cala Flippo (International Affairs staff, 2026)
Dr. Lisa Harrington (Faculty, 2026) (Proxy Grace Zills)
Dr. Johnson Ogun (Faculty, 2026)
Ms. Alex Rhoades (SGA, 2026, by position)
Ms. Bridgette Vickers (non-voting, Chartwell Marketing Team)
Ms. Susan Breer (Chartwell, non-voting, by position)

Absent:

Ms. Cindy Conlon (Business & Financial Affairs designee)
Ms. Reanna Pipes (Housing and Residence Life Staff, 2026)
Mr. Adi Aradhya Sharma (International Student/SGA)
Ms. Holly Underwood (Staff at large, 2027)
Mr. Danny Dawkins (non-voting, by position)
Ms. Chloe Byrd (SGA, 2026, by position)
Ms. Mackenzie Mwaura (SGA, 2026)
Ms. Megan Dye (Athletics staff, 2028)
Ms. Tammy Jacques (non-voting, VPSA designee)

Call to order: 1301

The meeting opened with a review of recent activity, noting that no new action items or decisions were required at this time. Recent meetings have primarily focused on updates and communication efforts, particularly the dining newsletter. Upcoming Chartwells survey results are anticipated, and the committee expects to provide feedback once those results are available.

Operational & Financial Performance

Dining Services reported a strong Fall semester, both financially and operationally, and expressed optimism for a successful Spring semester. Planning is underway for a dining hall refresh scheduled for Summer, with potential funding to be allocated over the next eight months.

Student Engagement & Feedback

Customer feedback remains highly positive. The newly enhanced Happy or Not kiosk, which now allows written comments, yielded an overall 93% satisfaction rating for the semester. Key strengths include Fried Chicken Thursdays, breakfast service, and overall food quality. Identified challenges primarily occur during weekends and dinner service, when management presence is reduced.

Retail & Sales Trends

Retail sales showed notable growth, particularly at Café Leo, Create, and Panda Express, likely influenced by the Chick-fil-A renovation, which prompted students to explore alternative dining options. Café Leo's refresh has been especially successful. A slight decrease in Starbucks sales suggests a redistribution rather than a loss of customers, resulting in more balanced traffic across locations.

Program & Menu Enhancements

Several new initiatives and offerings were introduced for Spring:

- Main Slice expanded menu options, including Build-Your-Own Pizza and a Chicken Finger Basket, with earlier-than-usual opening.
- Starbucks launched new protein-based beverages and pistachio-flavored items.
- Performance Circle Wednesdays debuted at Main Market to promote nutrition education, aligning with plans for a permanent Performance Circle following summer renovations.
- Weekly pop-up dining events were launched successfully, offering rotating menus and flexible scheduling.

Promotions, Catering & Events

Catering performance was strong, serving nearly 12,000 guests during the semester. January promotions include themed menu items and a 15% catering discount using a promotional code. A series of January events—including samplings, Café Leo promotions, and a Meet the Dietitian event—are designed to increase student engagement and awareness of dining options. Overall, Dining Services is well-positioned for continued success in Spring, with strong student satisfaction, diversified dining traffic, and multiple initiatives aligned with student feedback and long-term facility enhancements.

Adjourned at 1314

Next meeting TBA