

**Food Service Advisory Committee
Auxiliary Services**

Date: October 2, 2015

Place: Fresh Food Company

Time: 12:00p.m. - 2:00 p.m.

Attendees: Mariah Marshall, Eric Holamon, Leighanne Dean, Kayla Fischer, Taylor Archer, Henri Jreji, Murietta Flores, Hejal Soni, Tanzeem Chowdhury, Emily Messa, Esmeralda Valdez, Lars Grabow, Don Yackley, Keith Kowalka, Matthew Seby, Swati Basu, Mark Laney, Jason Wipf, Shane Smith, Geoff Herbert, Chritina Martina, Deborah Davis, Emily Fahner, Travis Ramirez, Torik Banks

Meeting Minutes

- I. Open Forum
 - a. **Item 1-** A Cougar Wood worker denied giving out the vegetarian option, because the person already had a plate with meat on it already. Is this a policy?
 - i. **Admin Response-** There is not a policy in place. Vegetarian options are available to everyone. We will follow up with the cafe re-instill this.
- II. At-Large Appointments
 - i. All appointments have been filled.
 1. 2- Residential Representatives
 2. 1-General Representative
- III. Campus Kitchen Partnership
 - a. This program is lead by a student team comprised of students from the Bonners program
 - b. Food is recovered from the residential dining facilities, Cougar Woods and Fresh Food Co.
 - c. The goal of the Campus Kitchen Project is to reduce the amount of food waste generated in the kitchens and give it back to the surrounding communities.
 - i. UH is the first public university in the state of Texas to have this program.
 - ii. So far about 600lbs of food has been recovered and donated

- iii. All students are required to commit 10 hours of service per week
 - d. Food is recovered Mon-Fri
 - i. During the late afternoon shifts, so that students can not get in the way of the general flow of traffic.
 - e. The committee is very young and consists mostly of freshmen and sophomores
 - f. **Committee Questions/Comments**-With the group having so many young members, what staff/advisor development do you have in place?
 - i. **CKP**-The Bonors Program has 3 directors and they provide staffing and guidance for the program. We have all learned that this is more than a 10-hour a week program and hope to attract more administration members to help build a better structure for this partnership. We also are receiving help from Aramark Services.
 - g. **Committee Questions/Comments**- You all mentioned you visit the cafeterias once or twice a week, is this going to become daily?
 - i. **CKP**- Right now, we aren't pulling in enough products for a daily visit. We have to wait for the food to accumulate. Also we don't want to get in the way of daily activities in the food locations.
 - h. **Committee Questions/Comments**- When did yall start collecting food, it is impressive that numbers had up to 612 lbs? Also have you worked with the Office of Sustainability?
 - i. **CKP**- We started in the beginning of September. We originally were only collecting from Fresh Food and we just recently expanded to Cougar Woods.
 - ii. **UHDS**- Yes we have begun correspondence with the Sustainability Manager. We are in the process of compiling data of Dining Services' sustainability efforts and how we can strategically align with some of their potential programs.
- IV. Meal Plan Sub-Committee
- a. Meetings will begin mid-to-late October for FY2016-2017 planning

V. Meal Plan Petition Process

a. Adjustments/Requests form SGA

- i. The concern expressed, is that a student might not feel comfortable attending a meeting with the UHDS Dietitian alone. We are proposing having a member from this committee attend with the student.

1. **SGA-** If we were to implement this how could we appoint an advocate?

- a. **Committee questions/comments-**

- Have you ever considered, creating a Nutrition major intern position that could assist?

- b. **Admin Response-** That is a great idea, however we will have to coordinate a position with the UH Internship Coordinator to see if it will fit the curriculum.

- c. **SGA-** The intern might only be there to learn not become an advocate for the students.

- ii. **Admin Response-** So the intent is that a committee member will just be a volunteer, it is to be an added resource for the students to choose to take part of. Mostly designed for international students without close friends or family available, to help assist them with language barriers.

1. **Committee questions/comments-**What happens if a committee member doesn't volunteer?

2. **Admin response-** The student is still able to bring an advocate. This is just an additional resource. If a committee member doesn't want to be a volunteer, we can look into other departments on campus such as the Dean of Students, which has many students advocates in place already.

3. **Committee Chair-** I fully support it, would love to volunteer, however in the future years we may not have people from the committee that can

commit to volunteer. We would need to designate someone from the committee to do this position.

iii. **Admin Response-**The bottom line is that the student needs to request this assistance. It would be a valuable tool. But we need the committee to make a formal decision about this. If so we can move forward with planning out the steps to make this work. Any more discussion?

1. **Committee Member 1 Response-** I don't see us as an advocate for this person. It seems that we would be babysitting the student in this process. They need to be in charge of their process. It shouldn't be this committee's responsibility to do everything for the student. Also this process could potentially imply that if one of us were advocating for them, then they would feel that they would automatically get approved. Which could create problems, if students are denied.

2. **Committee Member 2 Response-** Perhaps the next step is to address the petition paperwork and clearly define it so students can understand that they already have the option to bring someone with them for the sit down meeting.

3. **Committee Member 3 response-** People might not be comfortable going by themselves because they do not know the person (the dietitian), but if we place a FSAC committee member as an advocate, they would not know this person either and still feel uncomfortable. They might have the same reason of not going to us. Perhaps, we need to use RA's as a potential person of advocacy. The student may feel more comfortable.

a. **Question-** what about the off campus students?

i. **Member 3-** The residents seem to be the most concerned with this process. As they are required to have meal plans, where a commuter has the option to have a meal plan and has more of a say in which one they want.

iv. **Admin Response-** Based off all the feedback, we will need to schedule more time to discuss this proposal. We can table the vote until next meeting.

VI. UH Dining Updates & Information

a. Hours of Operation

i. Spring/Summer 2016

1. They are still being worked on. The goal completion date is October. The hours will be sent out prior to the November meeting, so members have time to review them.

b. Residential & Retail Updates

i. Residential

1. Improvements

- a. Expanded on the Made without gluten and Halal stations. Have added a lot more menu items to both of those stations.
- b. Expanded on the late night offerings, was only pizza...now burgers have been added to the rotation.
- c. There is now a self-serve pasta station at both Dining halls
- d. Additions have been made to the omelet station; it is the most popular station during breakfast.
- e. The oil-based dressings in Fresh Food have been replaced, so that they can no longer be as heavy.

2. Pending

- a. Guest Chef Program

- i. Auxiliary Services is assisting UHDS with inviting the Food Truck Chefs into the Dining Halls
 - 1. Currently working on an possible October event
 - 2. At Cougar woods
- b. Possible expansion on the Late Night Food Truck
 - 1. Still in the data collecting stages
 - 2. No time table as of yet
 - 3. Have been working with Auxiliary Services for possible pilots
- c. McDonalds has upgraded the \$1 drink from the 12oz to 16oz
- d. Still working on having Cougar Cash at the stadium
- e. VOC/Campus Dish...building a new plan so that students can be more aware of this program
 - i. UHDS has bought iPads for on the spot surveys during the dining halls so that we can have quicker real time responses
- f. Self-Serve Rice Cookers will be up and running in both dining halls soon
 - i. White rice available only right now. 1 cooker per location
 - ii. 6 gallons of rice per cooker.
 - iii. We will have back of the house maintaining it.
- g. Chick Fil A potential expansion to have a breakfast
 - i. We might have need for possible equipment upgrades and approvals

VII. Pending items- Prior Meetings

a. Baylor Visit?

- i. **UHDS-** Went to visit to see their Fresh Food Co. They have the same guest traffic account. A lot of what they do we can achieve here. Mostly, we worked with administrative and staffing.
 1. Not a lot of chance to look at their menus, however we noticed they do a lot of theme menus differently from us. For example-Taco Tuesday, Wings Wednesday
 - a. Trying to make the menu more appealing to students and young people
 2. Also working on portion size, which is a common problem here
 3. It was a good first visit.
- ii. **Committee Question/Concern-** Have you considered doing an ethnicity theme night, for example different stations have different ethnicities? You all can get the students feedback on what is their favorite dish.
 1. **UHDS-**That is something we are working on. We are partnering with Boston University; they have a large international Fresh Food Co. They have 3 on campus, and one focuses on international food only.
- iii. **Committee Question/Concern-** Will there also be a vegetarian option or version to go with the theme meal?
 1. **Admin Response-** Yes we can do that.

b. Guest Chef Program follow up

- i. The process was basically, what can we do differently with what we have. Continually challenging the Chefs to do different things.
 1. **Committee Question/Concern-** How can we foster that competitive nature that was mentioned
 2. **Admin response-** It is important to us to not really just focusing on the competitive nature

instead just bringing fresh eyes will help bring better menu items.

3. **Committee Q/C-** Perhaps we can discuss just making slight changes to the work environment.
- c. Having a full service menu at McDonald's and Chick Fil A...Any Updates?
 - i. **Admin Response-** Starting Oct 6 there will be an all day Breakfast Menu, still working with Chick Fil A on seeing if it is Feasible to do
 - ii. **Committee Q/C-** The concern is actually with not having a full menu like the street McDonalds. The campus is very limited on food items. For example not having salads. No happy meals. Can we figure out why we have our current menu and what is the potential flexibility with bringing more options?
 1. **Admin Response-** We will work on having these answers by the November meeting.
 - d. Soup Station at Fresh Food...Possible Solutions?
 - i. **Admin Response-** The Deli station is currently tasked to check and notify if it needs refilling.
 - e. The menu Display card at each station needs to be enlarged
 - i. **Admin Response-** Yes we can enlarge them. A new set will be ordered. We can look into optional sizes. The campus dish app is also consistent with the menu cards. Students have the option of looking online there too for the meals.
 - ii. **Committee Q/C-** Sometimes the menu cards are not the same as the meals actually provided. How can you improve the real time of the app?
 - iii. **Admin Response-** This is a technical issue that we are currently trying to solve. The new item will be loaded into the server but it still might not show. We are currently trying to solve this.
 - f. Possibility of having the predicted next day menu?
 - i. **Admin Response-** Some of the meals are not all the way planned out until the day of.
 - g. The salad bar doesn't have consistent protein options.

- i. **Admin Response-** This is something we would need to revisit. Another option could be to create your salad and visit other stations to get the protein from there.
 - ii. **Committee Q/C-** Perhaps we can make a program or something that can teach residents how to mix and match their meals.
 - iii. **Admin Response-** We actually do this with our social media accounts, #dininghallhacks, where we teach students how to combine meals. We can advertise it more for students.
- h. Can there be a space to add things to your rice (for the new rice cooker stations)? For example soy sauce or even small meats similar to the salad bar?
 - i. **Admin Response-** The intentions of the rice add on, is supposed to just be an add on. But we can look into other options.
- i. The popular line problem, are there any possible solutions?
 - i. **Committee Q/C-** Can you put up a display or something, that helps students understand that they can find other great options on the other side of the café.
 - ii. **Admin Response-** We continue to look for solutions, such as putting popular items on different sides, sometimes however students chose to get in a line because they see a line.
- j. Ice Cream in the Fresh Food and Cougar Woods updates?
 - i. **Admin Response-** We are in the process of ordering a soft-serve machine. There is not an exact time line currently. Both will be self-serve. Fresh Food will only be scoop and Cougar Woods will be the soft-serve machine.
- k. Cross contamination with knives and spoons in the cafes?
 - i. **Admin Response-** We do not have training currently in place for this but we are working on implementing it.
 - ii. **Committee Q/C-** One large concern is that the spoons from the self serve pasta sauce options at cougar woods has been mixed.

- iii. **Admin Response-** There are some easy fixes for this. We can commit to coming to the next meeting with a solution.

VIII. Member Items

- a. **Item 1-** Breakfast is not being served at 10 am. A lot of students tend to get out of class around that time and look for breakfast. Perhaps we can have a station schedule block so that there are always food options for the students.
 - i. **Admin Response-** There is a concern with allowing the station that stays open later enough prep time for their lunch meal.
 - ii. **Committee Q/C-** The prep time wouldn't need to change they would just open later based off their block.
 - iii. **Admin Response-** We can look into these recommendations. And revisit this next meeting.
- b. **Item 2-** Can you all update the committee about student employment? For example having a report, to see the current needs? And the opening and filled positions.
 - i. **Admin Response-** Yes we can certainly bring a report.
- c. **Item 3-** Is there anyway we can have the dining halls open for students that may struggle financially. Perhaps once a month. This could be a good service to all students.
 - i. **Admin Response-** We have actually just began researching this with the Dean of Students. Auxiliary Services has already begun looking into our partners for research. We commit to continue to explore these options. We plan to come back to the committee with possible options.
- d. **Item 4-** The C-Store hours in the Lofts. It closes early and students are seeking an extension. Currently we are trying to seek proposed hours for next meeting to be voted on.
- e. **Item 5-** Can we get some data on meal plan usage? What is the total usage on the plan with students?
 - i. **Admin Response-** Our IT personnel are currently working on this, hopefully we can have it by the next meeting.

IX. Adjourn

Next meeting-

November 6, 2015

12 p.m. – 2 p.m.

Fresh Food Company @Moody Towers