

**Food Service Advisory Committee  
Auxiliary Services**

**Date:** March 11, 2016

**Location:** Fresh Food Co. in Moody Towers, private dining room

**Time:** noon-2 p.m.

**Attendees:** Mariah Marshall, Leighanne Dean, Taylor Archer, Tanzeem Chowdhury, Esmeralda Valdez, Lars Grabow, Don Yackley, Matthew Sebby, Swati Basu, Michael Ocampo, Maria Honey, Emily Fahner, Travis Ramirez, Torik Banks, Rosie Ashley, Kristina Michel, Richard Zagrzecki, Jingjing Lin, Daniel Kazanci

**Meeting Minutes**

**I. Open forum**

- a. Nobody requested to speak

**II. February minutes**

- a. Approved

**III. Updates/Information**

- a. UH Dining Services
  - i. Barbara DeMarco named new residential food service director
  - ii. Events planned
    - A. Carnival-themed events in dining halls March 22-23
    - B. March Madness-themed lunch menu at Cougar Woods April 6
    - C. Soul food menus in dining halls April 20-21
    - D. Cinco de Mayo May 5
    - E. Customer Appreciation May 9-10
  - iii. Food trucks
    - A. New food truck suggestions being accepted
    - B. Tila Tacos no longer part of food truck program
    - C. New late-night location near Cougar Place proving to be popular
  - iv. Catering on Cullen
    - A. Provided catering services for GOP debate
- b. Taste of Texas
  - i. Rescheduled for April 1
  - ii. Team will be touring and learning about Baylor's food program
- c. Spring Family Dinners
  - i. Three held so far this semester
  - ii. Have provided quality feedback
    - A. Diners impressed with variety and quality
    - B. Menus matched what was stated on the dining website
    - C. Staff was friendly
    - D. Facilities were clean and tidy

- E. Seasoning needed adjusting in some menu items
- F. Some labels had not been switched out
- G. A few other minor things such as soup not being hot enough
- H. Gave on-site manager feedback at the end of third family dinner
- I. Two more left: One in April and one in May

**IV. Old Business**

- a. Meal plan petition process/advocacy proposal
  - i. Review committee tweaked to also include students appointed by SHRL
- b. Food Recovery Network Partnership
  - i. Will start recovering food March 21 from Kim Son location in Student Satellite
  - ii. Will recover food daily at 3:30 p.m.
- c. Coffee Program-Architecture
  - i. Continuing to look into coffee service in the Architecture building
  - ii. Also exploring possibility of upgrading coffee service across campus
  - iii. Idea raised about offering coffee service in library during finals

**V. New Business**

- a. Fiscal Year 2017 proposed pricing and hours review schedule
  - i. FSAC members will receive proposed hours and pricing March 31
  - ii. Proposal can be discussed by committee during next FSAC meeting
- b. Dining Style and EBI Survey results
  - i. Approximately 1,800 students took survey this year
  - ii. Overview of survey results provided to committee
    - A. Increased overall satisfaction across campus
    - B. Areas identified where improvement is needed
  - iii. Changes already being made based on survey findings
  - iv. Survey results will be posted on website and sent to committee members
  - v. Housing conducts voluntary student satisfaction survey (EBI) annually that includes questions about campus partners, including dining service
  - vi. 24 percent of campus residents took EBI survey this year
  - vii. Dining saw some improvement in EBI scores from last year to this year
  - viii. Both tools (EBI and survey) provide a good overall pulse on the dining program
  - ix. Recommendation made that subcommittee be formed to set the goals for dining program

**VI. Member items**

- a. Member reported that a photo on dining website shows a non-UH dining hall
- b. Member suggested posters be placed at dining hall entrances that has all available meal plans and prices

**VII. Meeting adjourned**

**VIII. Next Meeting**

April 8, 2016  
Fresh Food Company  
Noon-2 p.m.