

**Food Service Advisory Committee  
Auxiliary Services**

**Date:** Dec. 14, 2016

**Location:** Melcher Hall Room 302

**Time:** 9:30 a.m.-noon

**Attendees:** Alejandro Dolores, Christina Martinez, Christopher Caldwell, Don Yackley, Emily Messa, Esmeralda Valdez, Kathryn Delgado, Lars Grabow, Leighanne Dean, Maria Honey, Marc Laney, Melissa Halstead, Moumita Mukherjee, Richard Zagrzecki, Robert Comer, Shane Smith, Swati Basu, Niza Garcia, Karla Acosta, John Price, Matt Sebby, David Porter, Carolyn Watkins

**Meeting Minutes**

**I. Welcome**

- a. Emily Messa thanked everyone for being in attendance
- b. Messa explained that Porter Khouw Consultants has spent the fall semester studying food service on the UH campus
- c. She explained that Porter Khouw was going to share the outcome of its work with the committee
- d. Messa turned the meeting over to David Porter and Carolyn Watkins with Porter Khouw

**II. Introductions/overview from Porter Khouw**

- a. David Porter provided a few introductory remarks and a little bit of background about their company
- b. Porter said they learned a lot about the food service issues on the UH campus through focus groups and interviews
- c. They have come up with a proposal for improving the food service program at UH
- d. Porter said everything they propose can be implemented by the fall of 2017
- e. Porter turned the meeting over to Carolyn Watkins

**III. Proposal overview/background**

- a. Watkins began the overview of the proposal by showing a slide of the university's mission statement
- b. She said they want the dining program to support UH's mission and to play a key role in social engagement on the campus
- c. Watkins outlined the goals they want to achieve with the dining program
- d. She explained that Porter Khouw began its work in September, which included sending out a survey to 21,000 members of the campus community
- e. She discussed some of the results from the survey
- f. Watkins and Porter then detailed all of the changes to the dining program and meal plans that Porter Khouw is recommending

**IV. Comments/questions from the committee**

- a. Shane Smith expressed concern with Porter Khouw's recommendation for the meal plan pricing structure
- b. David Porter responded to Smith's concerns and explained why they made the recommendations
- c. The discussion continued regarding the meal plan pricing structure and why it was recommended
- d. Porter said the recommended pricing structure can be looked at further and is not set in stone
- e. John Price asked if it would be possible to look at some of the universities where the recommendations being made for UH have been successful
- f. Other committee members commented on the recommended price structure and expressed concern about student impact
- g. Don Yackley asked for additional guidance on how to implement service quality recommendations from Porter
- h. Porter said meetings can be set up with representatives from other universities who have implemented similar recommended changes
- i. Robert Comer asked if consultant recommendations took into account the demographics of the UH student body population
- j. Emily Messa summarized the concerns brought up by committee members
- k. Porter stressed to the committee not to get hung up on the recommended price structure because it will be adjusted
- l. Smith voiced concerns about the amount of time left to decide on the meal plan structure for the next academic year

**V. Spring hours of operation**

- a. The committee was going to vote on the proposed spring hours of operation
- b. The committee did not have time to vote on the hours during the meeting and planned to vote on them electronically

**VI. Adjournment**

**Next meeting**

**Date:** 01/20/17

**Time:** Noon

**Location:** Melcher 302