

**UNIVERSITY OF HOUSTON
FOOD SERVICE ADVISORY COMMITTEE (FSAC)
MEETING MINUTES**

Date: Wednesday, April 23, 2008
Location: UC Caribbean (room 75, underground)
Time: 1:09 p.m. – 2:28 p.m.

Members Present: Rebecca Lee, Faculty Senate
Jason Gregory, Staff Council
Micah Kenfield, UC Policy Board
Samuel Dike, UC Policy Board, Alternate
Salman Amanullah, Student Government Association, Chair
Brandon Brewton, Student Government Association
Mary Elhardt, Student Government Association, Alternate

Ex-officio Members Present: Esmeralda Valdez, Director, Business Services
Keith Kowalka, Director, University Center & Associated Facilities
Sandy Coltharp, Associate Director, Residential Life & Housing
Cora Day, Manager, Auxiliary Services

UH Dining Members Present: Alisdair Maclean, Resident District Manager
Geoff Herbert, Director of Operations (excused early)
Sevelia Johnson, Marketing Program Manager

Members Absent: Paul Sharpe, Faculty Senate
Wendy Gary, Staff Council
Joshua Evans, Student Government Association, Alternate
Brandon McFarland, Residence Hall Association
Tom Ehardt, Asst VC/VP for Budget and Finance Operations

Mr. Amanullah called the meeting to order at 1:09 p.m

- I. Review and Approval of Minutes
 - a. Mr. Amanullah asked the committee to review the March 12 meeting minutes.
 - b. Mr. MacLean and Mr. Brewton requested some several minor changes be made to the March 12 minutes.
 - c. Mr. Kenfield motioned to approve the minutes with changes; the committee agreed.

- II. Student Concerns
 - a. Student Frustrations
 - i. Mr. Dike noted that:
 1. In FSAC he represents the UC Policy Board but as SGA president he also speaks for the student body.

2. He thinks student frustrations with UHDS have reached a boiling point.
3. He believes that members of FSAC are also frustrated for not being able to hold the food service provider accountable.
4. Students still can't find something to eat that meets their dietary requirements.
5. UHDS has failed to see the connections between customer complaints and how they operate their businesses.
6. He wants the FSAC role and scope be modified in order to hold UHDS accountable.
7. FSAC needs to feel like they have a stake in the service UHDS provides.
8. The Food Service Management Team (FSMT) and its role should be made more transparent to FSAC.
9. UHDS has an inadequate grievance process.
10. He recommends that FSAC set up an ad-hoc committee to develop a grievance process.
11. Students should be able to use meal plans at every food service establishment including those in the Parking Garage.
12. Some stake holders including RL&H are losing money because UHDS is not providing good service.

b. Daily Cougar Articles

i. Mr. Amanullah stated that:

1. The Daily Cougar has run multiple articles about campus dining that are negatively affecting Aramark's image.
2. He is especially concerned about the article titled "Campus dining with a side of grime" and added that students have stopped eating on campus as a result of that article.
3. Though there have been some improvement in the cleanliness of the dining facilities these articles are exposing the food service provider badly.

ii. Mr. MacLean noted that:

1. Everyone at Aramark takes the articles personally because Aramark employees take pride in their work.
2. The national brands on campus are as committed as Aramark is to make things better.

iii. Mr. Brewton mentioned that he recently ate at the OB RFOC; the visit was great and the food delicious but there was a strong odor of insecticide by the drink station.

iv. Ms. Coltharp noted that the area was exterminated last week.

v. Mr. MacLean stated that the area would be checked out before dinner time today.

vi. Mr. Brewton asked if he could get a copy of the health code violations for the past year.

vii. Ms. Valdez noted that a staff member from the Business Services has been assigned the task of doing random inspections of the dining facilities and share the results with facility owners and other parties. She added that those reports could be shared with him.

c. Vending

i. Mr. Amanullah mentioned that:

1. The ice cream and snack machines at Melcher Hall have credit card devices that have never worked.
2. The snack machine periodically displays "Use Coins Only."
3. Periodically he loses \$1 in vending.

- ii. In response, Ms. Day stated that:
 - 1. The E-port devices have been hard-wired and may have been knocked off the network, but added that it would be looked at and corrected immediately.
 - 2. Anyone who encounters problems with vending can contact her and Ms. Honey directly.
 - 3. Labels have been placed on the vending machines with information on how to make comments, file complaints and how to claim refunds for money lost.
 - iii. Ms. Valdez noted that feedback could be called in to the Customer Service Center by calling ext. 3-5723.
 - d. Continuous Service at OB RFOC
 - i. Mr. Kowalka noted that one of the student concerns was the lack of continuous service at the OB RFOC.
 - ii. Mr. Dike mentioned that the C-store should be able to provide complimentary meals during the times the RFOC is closed.
 - e. Cougar Place Residents during Summer
 - i. Mr. Brewton mentioned that the residents at Cougar Place will be depending on the C-store for food during the summer and requested that UHDS provide some meal options for them.
 - ii. Mr. MacLean noted that Einstein's is open year around.
 - f. Request from Mr. MacLean
 - i. Mr. MacLean requested that photos, list, notes and feedback be shared with him. He added that he welcomes the opportunity to review all ideas.
 - ii. Mr. Kenfield gave Mr. MacLean a copy of the CD with photos of the C-stores seen during the Union site visits.

III. Union Site Visits

- a. Vegetarian Options at C-stores
 - i. Mr. Kenfield noted that:
 - 1. Several members of the UC Policy Board, SGA and UH staff visited several universities to see what their student unions had to offer and he shared some photographs that were taken of the C-stores. Some of the observations they made at San Diego State University were that the C-stores had:
 - a. Small baskets for the customers to use.
 - b. Air frames full of vegetarian options including prepackaged salads, sushi, South Beach items.
 - c. Freezers with a large variety of meal options including several vegetarian items.
 - ii. Mr. Kenfield asked why UHDS hasn't done more to expand the vegetarian options.
 - iii. Mr. MacLean noted that volume and variety of vegetarian options is tied to customer participation.
 - iv. Dr. Lee stated that she noticed several vegetarian options at the Satellite but they were cost prohibiting.
 - v. Mr. MacLean agreed that the vegetarian items were higher priced, and added that based on the demand he did not see making 50% of the products vegetarian, but added that there is an opportunity for improvement.
 - vi. Dr. Lee asked if something could be done about the price differential.

- vii. Mr. Kenfield noted that the vegetarian items at San Diego State were similarly priced to non-vegetarian items.
- viii. Ms. Johnson stated that they could look at the pricing structure for the vegetarian offerings.
- ix. Ms. Coltharp noted that the vegetarian options need to be more clearly labeled because that could help drive demand.
- x. Mr. Brewton clarified that they are not looking for a 50-50 mix, but were looking for a significant improvement.
- xi. Dr. Lee stated that when McDonald's decided to start offering salads on its dollar menu they had to increase the price of other non-healthy items to absorb the price difference. She asked the students if they would be prepared to pay more on those items to keep the cost of the healthy options low.
- xii. Mr. Alisdair noted that they will look at the pricing of items in the Amy's brand to determine what cost reduction can be done. He added that when the market price on these items goes up, Aramark will also have to make adjustments to its price.

b. Salad Bars

- i. Mr. Kenfield mentioned that three of the four unions they visited offered salad bars.
- ii. Ms. Coltharp asked if the salad bars they saw were part of the food service provider's brand or a stand allow concept.
- iii. Mr. Kenfield noted that the salad bar were unique concepts.
- iv. Ms. Day added that the salads were sold by weight and not the container size.
- v. Mr. MacLean noted that:
 - 1. They have a salad bar at the UH-Downtown which is sold by the container.
 - 2. They had in the past discussed placing a salad bar by Montague's Deli in the Satellite.
- vi. Mr. Kenfield stated that it is important to have a salad bar in a highly visible location. Placing a salad bar by Montague's would not make the salad concept obvious to students.

IV. UH Dining Updates

a. Dine with the Director

- i. Ms. Johnson mentioned that the RFOC is actively seeking feedback from students; the final night of "Dine with the Director" is tomorrow at the OB.

b. Did You Know?

- i. Ms. Johnson mentioned that:
 - 1. They've implemented another way to gather student feedback by providing boards inside the dining halls on which students can write their feedback.
 - 2. The feedback will be collected and followed up with a board titled "Did You Know?" that will provide facts about dining services.

V. Other Business

a. Role and Scope

- i. Ms. Valdez mentioned that:
 - 1. The role and scope for FSAC will be review and modified to:
 - a. Include a means to provide the food service provider action items and hold them accountable.
 - b. Clarify the FSMT and FSAC relationship.

2. Currently FSMT discussions are not clearly filtered to FSAC.
 3. She anticipates the key stakeholders will be drafting the revised role and scope very soon to send up to the Office of Administration & Finance.
- b. Ban on Trans-fats
 - i. Dr. Lee stated that as the chair for the Policy Committee of the Houston Mayor's Wellness Council she wanted to request adding a discussion to the next meeting's agenda regarding UH's stance on banning trans-fats.
 - ii. Mr. MacLean noted that with the exception of Starbuck's which is about 30% complete no trans-fats oil is used by UHDS.
 - c. Summer Meeting
 - i. Mr. Amanullah recommended holding a summer FSAC meeting. He will work with Ms. Honey to set a date.

Mr. Kenfield motioned to adjourn the meeting at 2:28 p.m. Committee agreed.