

Food Services Advisory Committee  
Meeting Minutes September 9, 2011

Attendees: Esmeralda Valdez, Emily Messa, Rebecca Szwarc, Linda Keng, Bryan Haver, Ryan Callard, Deborah Marks, Tony Urso, Geoff Herbert, Lindsay Blagg, Daray Olaleye, Jesse Grono, Ashley Nwokedi, Bethel Glumac, Pat Sayles, Xiaojing Yuan

I. Introductions

II. Roles and Responsibilities

- a. to work with the student body and constituent groups to explore ideas and exchange information with a goal of providing exceptional service to the UH campus
- b. representatives are asked to talk with their peers and bring back opinions and ideas to discuss with the committee; committee will look at the possibilities, develop an action plan and present the proposition to the senior administration

III. Chair Election

- a. chair will be responsible for working with committee and partners in developing agenda, leading meetings, making sure there is adequate participation from members
- b. Bethel Glumac nominated Bryan Haver as Chair
- c. Committee approves unanimously
- d. FSAC chair elected – Bryan Haver

IV. UH Dining Services FY 11 Overview

- a. Food service program – presentation from Geoff Hebert/Tony Urso
  1. Summer updates
    - a. refresh at Einstein's
    - b. Cougar Xpress opened in Cougar Village (Moody C-store closed)
    - c. refresh at Taco Bell
  2. OB dining hall now open for dinner
    - a. Chef David promoted to chef at OB
  3. Traffic and participation have been higher so far this fall
- b. Meal Plan Sub-Committee
  1. create sub-committee to focus specifically on evaluating the meal plan structure for 2012-13 to ensure it will fulfill the needs of UH faculty/staff/students as well as sustain the food service program as an auxiliary service; maintain balance
  2. creation of sub-committee will increase transparency and help understanding of any meal plan changes
  3. sub-committee members: Linda Keng, Rebecca Szwarc, Jesse Grono, Ryan Callard, Daray Olaleye; also recommended to include FSAC member representing RHA and one At-Large Residential committee member.

V. FY 12 Food Service Revisioning Plan (also from presentation from Geoff Hebert/Tony Urso)

- a. MarketMATCH

1. Aramark's study to evaluate service on campus - Ten people sent to campus to interview at all levels and give input on dining services
2. evaluates job UH Dining Services is doing, how the students think they are doing and possible areas of improvement
3. Student Chat room will take place tentatively Sept. 14 at 8 p.m. to get direct feedback from around 30 students
  - a. committee will help recruit students to participate
  - b. students participating will get \$20 gift card to Barnes and Noble
  - c. chat room should last approximately 1 hour
4. Surveys using iPads on campus – random survey of students
5. Faculty/staff surveys
6. MarketMATCH presentation should take place in January 2012

#### VI. West Dining Hall Update

- a. West Dining Hall will be stand-alone building of approximately 25,000 square feet
  1. includes RFOC and a Cougar Express Mini Market
  2. ground-breaking in Oct. 2011 (possible ceremony discussed); opening August 2012
  3. Specifications: LEED Silver, seats 604, glass window area at front will be lined by bar seating with connections for laptops, outdoor seating, incorporates campus garden
  4. Committee expressed positive feedback about West Dining Hall design and plan

#### VII. Other business

- a. Rebecca Szwarc would like committee to look into emergency meals program – create meal bank using unused meals from other students

#### VIII. Adjourn