

Food Services Advisory Committee
Special Session Meeting Minutes
November 19, 2010

Attendance: Geoffrey Herbert, Misty Pierce, Esmeralda Valdez, Jonas Chin, Emily Messa, Deborah Marks, Micah Kenfield, Colleen Schmidt, Keith Kowalka, Lucia Ayala, Bethel Glumac, Evan Lee, Linda Keng, Rebecca Szwarc, Marianela Acuna Arreaza, Tanea Tahir, Tushar Chawla

- I. Stating of the Voting Members for this Meeting:
 - A. Voting Members: Bethel Glumac, Evan Lee, Linda Keng, Rebecca Szwarc, Marianela Acuna Arreaza, Tanea Tahir
 1. RHA:
Bethel Glumac: alternate vote for Bryan Haver (Absent)
Evan Lee
 2. UC Policy Board:
Tanea Tahir
 3. Staff Council:
Linda Keng
Rebecca Szwarc
 4. At-Large:
Marianela Acuna Arreaza
 5. Student Government Association:
Tushar Chawla
Michael Harding (Absent)
 6. Faculty Senate:
Xiaojing Yuan (Absent)
Sharon Bode (Absent)
- II. Presentation by Marianela Acuna Arreaza
 - A. Overall at UH- Average student debt: 20,000 on average, UH is over at 22,000 dollars
 - B. Personally as UH Student: Spend approximately about \$250.00 per month for food
 1. \$4.13 per meal on campus with meal plan current
 2. All-you-can-eat
 3. Personally don't eat that much
 - C. Brought the meal plan and saw the comparisons
 1. People don't use all the meals
 2. Students are here and can't pay for it
 3. This is what happening to student population at the University of Houston
 - D. Discussion
 1. UH offers meal plan scholarships for students who

Recap from the last meeting to this meeting:

- Looking at the UTSA Plan and satisfaction surveys from UTSA
- Revisiting Labor costs
- Earlier in the process, we have to understand the entire program, what are the costs of the operation --
- Have to understand what its like to be students

III. Meal Plan Proposal presented by UH Dining Services

A. Dining Style Survey

1. Since Fall 09- program has grown, overall experience has grown
2. Now in Fall of 2010- seen vast improvement, according to surveys- we'll focus on making sure nutrition information is more accessible
 - a. Trying to improve on speed of service
 - b. OB- hours of service and make sure that nutrition facts are available

B. UTSA Survey Results- as requested from last meeting

1. UTSA Survey results- UH community overall more satisfied with dining services compared to UTSA
2. UTSA program has not totally evolved yet
3. Areas in yellow are areas of opportunity
4. Areas in green areas of satisfaction

C. Other Institutions compared to UH

TCU- Sodexo Partnership

1 residential location that closes at 9pm

5 retail locations

1 location for 1500 students

UTSA – Aramark partnership

1 residential location that does not offer continuous service and closes 5 days a week on 9pm and two days a week at 7pm

18 retail locations

1 location per 1700 students

UH - Aramark partnership

2 Residential Dining Halls

28 different retail dining locations

1 location per 1200 students

D. Discussion

1. Origins of Fresh Food Company and Lifestyle Meal Plan

Micah:

-Opportunity to bring one of the best in the nation in food concepts, first in the region, had to have a plan that was going to support it

-More residential beds on campus accommodate the overall growth of campus

Able to give students a lot more

-Provide a high level of service and meal price that supports the service

- Costs were factored in
- Fought to keep cost below market
- Not deficit spending, we were able to keep them lower than they would've been
- Constraining the price from the past

2. Current Operations Discussion

Linda:

- Enrollment- Is growth going to shrink?
- Having a budget cut back and making a cut?
- Where are the cuts being made?

Response from UH Dining:

- With Einstein's and all the national brands, license, obligated to keep the standard of the brand, don't have a choice to do it
- All the costs are factored in today

Lucia:

- Paying out pocket
- Students use Einstein bagels from political science
- UH does not do the pricing
- Lots of choice, vote with their feet, they'll go to other place

Marianela:

- More transactions, what is Aramark benefitting?

Response from UH Dining:

Food Services is a service, Aramark provides a service for the campus University is not in the food business, academic institution and food services options support the campus community, it is Aramark's job as a partner to keep in line with the university, do it efficiently, provide the service at a reduced cost relative to the program being operated

Lucia:

- Main complaint in the past years was about food quality, no longer an issue
- Students are willing to pay a little more for better quality

Tushar:

- Aramark in order to stay in business and have to cover costs
- Worked with Welcome Center- going for a Tier One
Moody Dining Hall is helping change image for the campus
- Fresh Food is a good place for example, it helps bring people into the university
- UH enrollment is not shrinking, its rising
- Below market price, have to keep up with costs

Micah:

- Do we want to go more barebones?
- Heard about OB and the hours, does this mean we should be cutting more?

3. Discussion over Meal Plan Purpose and Usage

Colleen:

-How many students are using meal plans at Einstein's
The meal plan holders paying for these services?

Respond from UH Dining:

Meal plan provides options and allows UH Dining to provide meals at a lower price per meal in residential dining halls

Will continue to work towards communicating the various meal plan options

Micah:

-In the process of developing a lifestyle meal plan last year, wanted to take care of the students who were going out of pocket by mid-October because they spent all the Cougar cash

-Meal plans make sure you'll have the meal, even if you have run out of the Cougar cash

-Variety of meal plan options to fit what works best for the student

Evan:

-Higher upfront cost, maybe a more locked in feeling when mandatory for residents to have meal plan

-I don't really want to eat here, but the issue is about choice

E. UH Dining Labor presented by UH Dining

1. Labor Information

- a. Dining Services is a cyclical
- b. Successful retention rate
- c. On average UH Dining employees are working 42 weeks/year
- d. Cyclical drop off, want to retain the staff and try to make them as whole as possible
- e. Will be unemployed for ten weeks out of a year due to breaks like winter and spring breaks, some over the summer
- f. Want to make sure they are able to work
- g. Competing with unemployment

F. Growth of UH Dining Services

1. Significant Growth since 2009-2010

- a. Meal Plan Scholarships established

2. 2010-2011

- a. On time and on budget Moody Towers dining – first Fresh Food Company
- b. Student employment has increased
- c. Looking into expansion of Rec Center Smoothie King in Spring
- d. Pulse Radio Show hosted at Moody Dining Hall
- e. Opened Cougar Xpress at Cougar Village in Spring 2010
- f. Will be opening Sushic at UC
- g. Opened Burger Studio in Fall 2010
- h. Pizza Hut refresh completed in Fall 2010

3. 2011-2012

- a. Remodel the RFoC in Fall 2012 or new stand alone dining facility
- b. Chick-Fil-A refresh
- c. Exploring the Stadium garage possible dining options
- d. Einstein's Refresh

- e. Starbuck's Refresh
- G. UH Dining Operations Budget to support Program
 - 1. Custodial facilities management- \$800,000
 - 2. Equipment \$150,000-300,000
 - 3. Pest services- \$41,000
 - 4. Preventative and deferred maintenance
 - 5. Direct operating costs- grease traps – 50,000 and up
 - 6. Trying to budget for the future
- H. Integrate with the University community and UH Dining
 - 1. Blazin' salsa
 - 2. Provide food for FinalsMania pancakes etc
 - 3. Support UH Green initiatives with Reusable to go containers
- I. Discussion

Esmeralda:

- Trying to sustain this program- this is part of the program
- Being responsive to your needs and holistic plan
- Whole meal plan will effect with the program
- Conservative in pricing increases

Rebecca:

- Appreciate what is going with dining hall, hope to see OB next
- Situation with Residential Life and Housing

Worked for 13 years, how does it effect the residents?

Occupancy is just over 90%

-Break it down- Cullen Oaks-99%, Cambridge-100%, Calhoun-90% don't have to have a meal plan
78% at the Quads, Moody is at 87%, Cougar Village- 92%, Cougar Place – a little over 90%

Reasons being told for not living on campus- trying to save money

Quads and Moody are the most dated, are there surveys?

Exit surveys- #1 concern was OB

Emily:

- Commuter meal plans have risen, these are students living in other apartments
- Numbers are showing that there are increased amount of students eating in the dining hall, buying meal plans because they see the value and the quality of services from surveys are looking good
- This is an Advisory committee to Dr. Carlucci, we are tasked to look into the meal plans and focus on the students want and the food services
- We've done surveys and held townhalls and took the two years to find that information, if we change the meal plans- we'd have to look at it holistically
- Meal Plans a constant topic- there needs to be a lot more thought and understand the details
- Take the best practices across the state, country, would have to be something looked at again in the future or in the spring, structures of meal plans
- Ask the committee, what would it look like if we see the cuts?
- Remember For 10 weeks, no salary, seasonal employees
- State of the economy, ten straight weeks and that is a minimum

Misty:

- 9 dollar average overall

- On average 1200, benefits is 20% is going to health insurance
- Most probably don't have health care

Emily:

- Food Services is a service business, if it gets to be where can't pay for costs, then services would be cut
- What services if any does the committee want cut?
- On the question of - do we want to build right now?
- OB is on a band aid - sewage lines are bad, cannot continue
- Like parking, suppressed during the years
- Some Equipment that didn't work for 15 years
- Goal is to offer a high level of service

Evan:

- How are profits and revenue and take out the costs
- Want to see where the profits are going and what they're doing

Keith:

- What happens at 100 dollars?
- What happens at 50 dollars increase?

Linda:

- If its only 50 dollars, give them the option
- Asked for the lesser price, food prices are going up

Geoff:

- Ending in October – consumer price index- 1%, food itself- end of 2009- 1.4%
- CPI, cut food and energy prices
- Commodity prices- 11% up
- Just on CPI – 4.5%
- UC Satellite concepts- closing early
- Service oriented, the pot is only so big
- Raises- correlates with the program
- Meal plan structure is a discussion for the future

Jonas:

- The committee will not be able to vote, have no longer met quorum
- Must have another meeting, need to have meal plans pricing approved before winter break

Geoff:

- Took a mid-point number
- Research that Aramark has done
- Last year was going to go very high
- Actual increase from this year to last year- 1%
- If we don't do anything, become vulnerable to what happens

-What does the Committee want to see:

- 50 dollar decrease in the proposal
- CPI

Profits that Aramark- not seeing Aramark's compromise

Aramark is a private company and seeing company compromise is not the charge of the committee

Charge of committee to serve in an advisory capacity and to advise on food services

Next meeting: November 29, 2010 8:30am

IV. Meeting Adjourned