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# Resident Student Dining Committee

## Minutes of Meeting

Date: Wednesday, October 18, 11:00am  
Location: DV3129  
Attendees: UTM           Andrea D., Vicky J., S. Santos  
              Students       Jessica L., Tiana G., Brynn S., Sami C., Cindy K., Tienne J.  
              Guest         Stephen A.

### 1. Administrative

#### A. Resident Student Dining Committee

- Andrea reviewed the Resident Student Dining Committee terms and conditions, mandate, meeting protocol, and current membership with the Committee

### 2. New Business

#### A. Nutrition App

- Stephen A., a current UTM student and former Committee member, made a presentation about his idea of developing a nutrition app for UTM meal plan students (see attached PowerPoint deck)
- Students commented that they liked elements of what the app had to offer ((e.g. knowing what types of food were available on campus on a given day, helps with budgeting, everything to do with food on campus in one place, strategy to eat healthier, etc.)
- ***ACTION: The Students would bring the idea of the app back to Resident Students for further discussion***
- Andrea D. committed to assisting Stephen A. in collecting empirical data through distribution of surveys if there appears to be enough interest from Resident Students in pursuing the app

#### B. Commerce Management System RFP

- Andrea D. explained that the agreement with the current Commerce Management System provider (Blackboard) expires in April of 2018, and the RFP process for a new agreement is at the evaluation phase
  - Andrea D. expected to be at the point of moving forward with the implementation of a new agreement in time for the next meeting
- Andrea D. also pointed out the benefits UTM hoped to gain from a new agreement

- One-step processing of tax exempt meal plan transactions at the POS, with the system determining the tax exempt products, not the cashiers
- Improved reporting capabilities
- Better integration with other UTM systems
- Potential for incorporating more one-card services to expand the program across campus
- Improved customer interfaces, such as self-order kiosks

#### C. Meal Plan Rate Discussion

- Andrea D. asked for feedback regarding the new meal plan structure introduced for 2017-18
  - Upper-Year Students had not heard any negative feedback and felt that the new structure was easier to understand
  - First-Year Students felt that the explanations regarding Basic and Flex were still confusing
    - Andrea D. provided an explanation and clarified that only Flex Dollars were accepted at Blind Duck, even when purchasing prepared food and beverages
  - ***ACTION: Andrea D. committed to providing better explanations for Basic and Flex Dollars for next year***
- Andrea D. mentioned that the proposed meal plan rates for 2018-19 will be discussed at the next as part of the Budget Discussion

#### D. Student Mystery Shop Program

- Andrea D. re-introduced the Student Mystery Shop Program that was implemented last year
  - Andrea D. encouraged students to ensure that they provided as many comments as possible for good and bad scores so that there are tangible items to bring forward to Chartwells
  - Andrea D. also reiterated that the expectation is 2 mystery shops per outlet per semester
  - ***ACTION: The Students committed to providing a list of students interested in participating in the program***
  - ***UPDATE: Shortly after the meeting, the Students provided a list of students interested in participating, and Andrea D. committed to setting them up with funds and audit forms by the middle of the following week***

#### E. Meal Plan Use at Sheridan

- Andrea D. brought forward some feedback from students from a training seminar he put on in the summer regarding service issues (e.g. slow processing of UTM meal plan transactions, cashiers not knowing how to process UTM meal plan transactions) at Sheridan College
  - Andrea D. also informed the Students that, at the beginning of the school year, additional training was provided to Sheridan College to ensure that the cashiers knew how to process UTM meal plan transactions

- The Students commented that the same service issues were occurring this year
- ***ACTION: Andrea D. committed to finding a solution to improve the service experience at Sheridan College for UTM meal plan students***

#### F. My L'il Healthbot

- Andrea D. re-introduced the My L'il Healthbot vending machine located in OPH and explained that the implementation of the machine, which was supposed to be operational in the fall of 2016, was significantly delayed due to technical issues with the addition of the TCard reader to the machine
  - The Students stated that a lot of students were using the machine
  - Vicky J. explained that, due to its successful start, UTM was looking to add at least one more machine on campus

#### G. Just Vertical

- Andrea D. explained that the introduction of My L'il Healthbot to the campus freed up space in the Colman Common C-Store area, allowing UTM to add the Just Vertical farm in the empty space
  - Andrea D. noted that all harvested produce will be used in recipes on campus, allowing the UTM community to have organic, local, fresh produce year-round in a more economical fashion
  - The Student inquired about purchasing produce directly
    - Vicky J. replied that students can ask Colman Commons management for produce
    - Andrea D. explained that Colman Commons had offered produce directly for sale in the past, but participation rates were low, leading to more waste than sales
    - Andrea D. also reminded students that, just because produce is not on any menu, doesn't mean that it is not available to them – if something is not in stock, Chartwells can usually get it within a couple of days

#### H. Bees

- Andrea D. introduced the Bee program to the Students
  - Honey has already been harvested and will be used in recipes and made available for sale to the UTM community in the near future

#### I. Other Business

- The Students brought forward some service concerns at the Late Night Snack Bar at Colman Commons
  - The cashiers would tell students that they were too busy to serve them
  - The sandwiches in the case often tasted stale
  - Some items, like spring rolls, would be regularly out of stock, even right at open
  - ***ACTION: These issues will be brought forward to Chartwells for resolution***
  - ***UPDATE: Chartwells will be individually wrapping the sandwiches in the display case***
- The Students asked if the Culinary Station could offer alternatives to pork bacon and sausage, like turkey or chicken bacon and sausage

- *ACTION: This suggestion will be brought forward to Chartwells*
- Given recent issues with improper Basic/Flex charges by cashiers, the Students expressed concerns that, with the new Tap feature, they cannot be sure that their transactions will be processed properly
  - Andrea D. encouraged the students to be vigilant by getting a receipt to verify that their transactions are processed correctly and to bring any discrepancies forward immediately
- Andrea D. initiated more discussion regarding the Nutrition App
  - Vicky J. reminded students that all menu items with icons and hours of operation are listed on the website
  - Andrea D. stated that, in order for the app to access meal plan balances, the programmers would have to spend tens of thousands of dollars to integrate with the Commerce Management System
  - Andrea D. also reminded the Students that there are already apps in the market that can provide nutritional information and track meal plan spending
  - Vicky J. also pointed out that several brands, like Tim Hortons and Starbucks, also have their own apps
  - Vicky J. also stated that any app would need to tap into proprietary information from the food service provider, which poses another barrier
    - Andrea D. added that Chartwells has been contacted for a meeting with Stephen A., but Chartwells has refused, pointing out that they have their own app
  - Vicky J. clarified to the Students that all the information that the proposed app would provide is easily accessible to students on the internet – it is just not all bundled up in one place

**NEXT MEETING:    November 8, 2017**

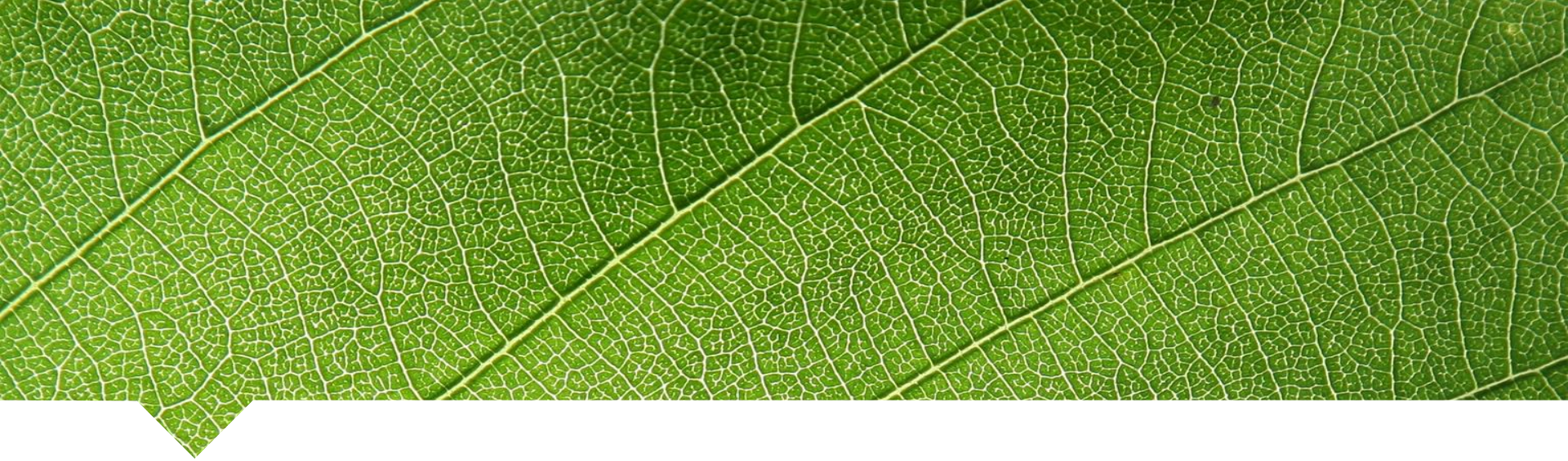


A close-up photograph of a green leaf, showing a detailed network of veins. The veins are a lighter green color, contrasting with the darker green of the leaf's surface. The pattern of the veins is intricate and branching, typical of a reticulate venation. The lighting is even, highlighting the texture of the leaf.

# **UTM Food/Meal Plan Application**



Good Morning!  
**My name is Stephen  
Ayeni**



# **1. Introduction to Project**



## Fundamentals of Meal Plan Project:

- Ability for students to view the nutritional information for all campus foods
- Ability for students to get customized goal-specific diet plans with all campus foods (or nearby food places-hopefully they accept meal plan dollars)
  - Ability for students to track their progress, 30 days, 60 day or 90-day meal plans
  - Specific Detailed Diet Plans presented to students with food either on-campus or very close to campus, ex: vegetarian diets
- Ability for students to view their meal plan balance
- Students can see upcoming weekly on campus specials, new menu items, etc





# Relevance

Brief Statistics on University  
Eating Habits

## Actions taken related to their weight in the last 30 days

	U of T	Canadian Peers
Exercise to lose weight	55%*	51%
Diet to lose weight	40%	35%*
Vomit or take laxatives to lose weight	3%	3%
Take diet pills to lose weight	2%	2%

The table highlights that significantly more students at U of T were exercising to lose weight and dieting to lose weight than their Canadian Peers. A small percentage of students, that is not significantly different from our Canadian Peers, reported taking laxatives to lose weight or using diet pills.

## Servings of fruits and vegetables per day

	U of T	Canadian Peers
0 servings per day	5%	5%
1 to 2 servings per day	55%	54%
3 to 4 servings per day	31%	31%
5 or more servings per day	9%	9%

Health Canada recommends five to nine servings per day and U of T students, like their Canadian Peers, fell far below this guideline.



## Other facts

### College Facts

- During the first 3–4 months of college, students gain an average of 1.5–6.8 lb., with the proportion of overweight or obese students as much as doubling by the end of the first semester.<sup>3</sup>
- On average, college students eat at fast-food restaurants 1 to 3 times per week.<sup>28</sup>

### UTM Facts

1480 students lived on residence (2016/2017 year) and this app is relevant for there are many students who want to go on diets but they don't know where to start. Sometimes they don't have the time or money to continuously buy off-campus food and it can be especially difficulty for students with meal plan dollars



The background of the entire slide is a solid teal color. Scattered across this background are approximately 12 birds, likely pigeons or doves, captured in various stages of flight. Some are seen from the side, showing their wings spread, while others are seen from above or below. The birds are dark in color, with some showing lighter feathers on their wings. A white rectangular border is centered on the slide, enclosing the text.

# App Outlook & Prototype

## BU FOOD APP





Search

Dining Halls

My Tummy

Settings

Logout

Bay

Mon

13

Brea

Bric

Buff

Che

Mus

Whi

Sou

Tom

Turk



DevXApp





## BU Dining Halls

**Bay State**

Warren

West

Mon

Tue

Wed

Thu

Fri

Sat

Sun

1

2

3

4

5

6

7

Breakfast

Lunch

**Dinner**

### Bakery Station

Vegan Brownie ●



Scratch Choco...Chip Cookie ●



Dulce De Leche Brownie ●



CRANBERRY APPLE CRISP ●



Banana Cupca...utter Frosting ●



### Soup Station

Sweet Tomato Soup ●





## BU Dining Halls

## Vegan Corn Chowder

• Vegan

140  
Calories  
per serving



Add one  
serving to  
Tummy

[View Nutrition Information](#)

100%  
called this Tasty



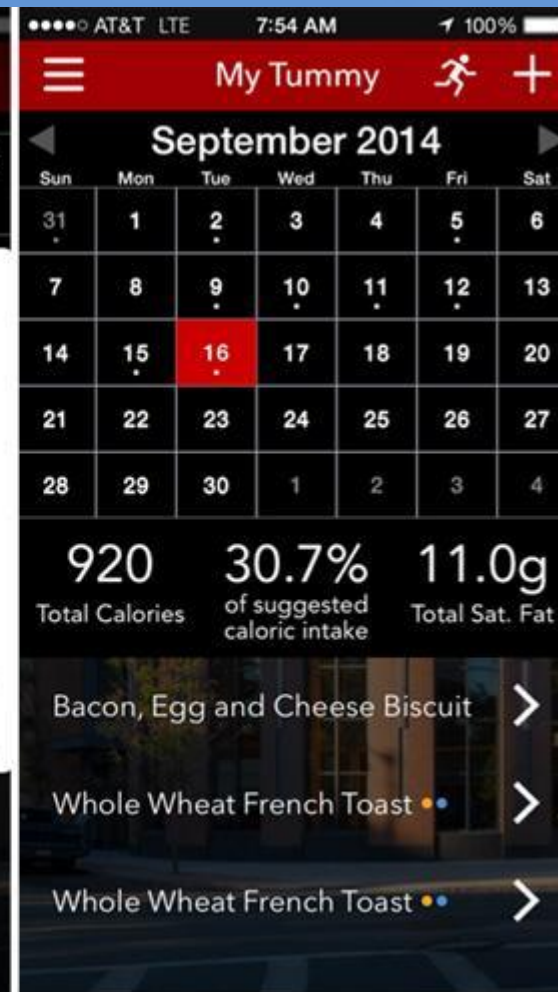
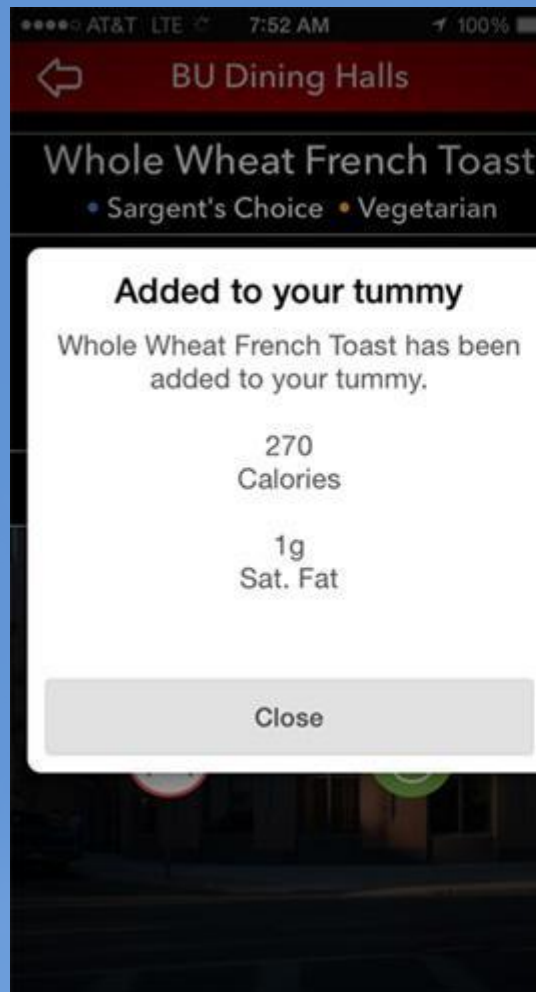
Rate it!



**Porsche Panamera**  
Explore the Thrilling Contradictions



iAd







My Tummy



October 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

1300

Total Calories

72.2%

of suggested  
caloric intake

13.5g

Total Sat. Fat

Black Bean Burger ●●



Vegetable Supreme Pizza ●●



Yellow Sheet Cake ●



Chocolate Chunk Cookies ●





Search



Q apple



13

OCT

Apple Betty •

Available for lunch at Bay State



13

OCT

Whole Whe...Compote ••

Available for breakfast at Warren



13

OCT

Applesauce Cake •

Available for dinner at Bay State



13

OCT

Risotto with...illed Apples •

Available for lunch at West Campus



13

OCT

Homemade Apple Crisp •

Available for dinner at Warren



13

OCT

Homemade Apple Crisp •

Available for lunch at West Campus



13

OCT

Apple Cider Pound Cake •

Available for dinner at Bay State



thanks!  
**Any questions?**

You can find me at:  
@username  
user@mail.me