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
  o Vicky J. replied that students can ask Colman Commons management for produce
  o 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
  o 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
    o 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
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

<table>
<thead>
<tr>
<th>Activity</th>
<th>U of T</th>
<th>Canadian Peers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exercise to lose weight</td>
<td>55%*</td>
<td>51%</td>
</tr>
<tr>
<td>Diet to lose weight</td>
<td>40%</td>
<td>35%*</td>
</tr>
<tr>
<td>Vomit or take laxatives to lose weight</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Take diet pills to lose weight</td>
<td>2%</td>
<td>2%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Servings per day</th>
<th>U of T</th>
<th>Canadian Peers</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 servings per day</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>1 to 2 servings per day</td>
<td>55%</td>
<td>54%</td>
</tr>
<tr>
<td>3 to 4 servings per day</td>
<td>31%</td>
<td>31%</td>
</tr>
<tr>
<td>5 or more servings per day</td>
<td>9%</td>
<td>9%</td>
</tr>
</tbody>
</table>

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.\(^3\)
- On average, college students eat at fast-food restaurants 1 to 3 times per week.\(^28\)

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.
App Outlook & Prototype
BU FOOD APP
BU Dining Halls

Bay State

<table>
<thead>
<tr>
<th>Day</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
</tbody>
</table>

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
Whole Wheat French Toast
• Sargent's Choice • Vegetarian

Added to your tummy
Whole Wheat French Toast has been added to your tummy.

270
Calories

1g
Sat. Fat

Close
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
10 OCT Apple Cider Pound Cake • Available for dinner at Bay State
thanks!

Any questions?

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