



Residence Student Dining Committee

Minutes of Meeting

Date: Monday, March 21st, Davis Building Alumni Lounge

Attendees: UTM Bill McFadden, Andrea De Vito
Chartwells Vicky Jezierski, Linda Balfour, Talal Bissar
Students Wonjay Chang, Jeff Wong, Vivian So, Andreas Djingga, Aly Madhavji, Nana Zhou

1. OLD BUSINESS

- Pizza Pizza Director of Business Development for Pizza Pizza Visit
 - i. Bill still has not heard back from Pizza Pizza
 - **UPDATE – The Director of Business Development did a surprise visit to campus on March 22nd and reviewed the Pizza Pizza operation – he was pleased with the quality of the pizza**
 - ii. The students have planned for their taste test between on-campus Pizza Pizza and an off-campus Pizza Pizza for the summer using summer resident students

- Price Survey - CCUFSA is still tabulating the results from the latest pricing survey
 - i. Bill indicated that, last year, the survey results were compiled and distributed in time for the CCUFSA Winter Workshop, which occurred at the beginning of March
 - ii. Bill was unsure as to why there was a delay in disseminating the results this year but suspected that they will be ready sometime in the next week
 - iii. Bill hoped to have results from the supplemental list of products shortly after the CCUFSA price survey results were ready – the supplemental list included additional items whose prices the students wanted Bill to compare to other schools
 - iv. Bill commented that, in the past, the UTM has typically been in the lower half in terms of prices when compared to the other Ontario universities

- ThermaPods were ordered and should be in stock by the end of the semester
 - i. The students asked about the price that the UTM would charge for the Pods – the students saw that the price on the ThermaPod website was \$25
 - ii. Bill responded that the \$25 price was retail and that the wholesale cost to the UTM has still not been determined (cost per unit depends on final order amount committed to by the UTM)
 - iii. Bill also stated that the UTM is not looking to profit from the sale of the Pods; the UTM just wants to provide the Pods as a service to the UTM/Sheridan students – a service in which he hopes the UTM/Sheridan will find value
 - iv. The students mentioned that, when presenting the idea of the ThermaPod to the Residence Council, a majority of the Council members stated that they would not use the Pods

- The main issues that the students who wouldn't use the Pods were: the way it looks (lacking in the 'cool factor'), video on the ThermaPod website advertising the Pods was geared towards kids, the price, and the fact that the Pod may be too bulky
 - Bill took note of the feedback in order to forward it along to the ThermaPod company
 - v. The students expressed a concern that, if the Pods didn't sell, resulting in the UTM being stuck with the inventory, there would be pressure to raise Meal Plan rates
 - Bill assured them that there would be no resulting effect on Meal Plan rates because supplying the ThermaPods was a service that the UTM wanted to provide the students, not a venture to make money
 - vi. Vicky encouraged the students who would be getting ThermaPod samples to make a legitimate effort to use the ThermaPod in order to generate as much feedback as possible so that the UTM could make an informed decision on whether or not to proceed with the program
 - **ACTION – If, as part of the trial process, the students mentioned that, in order to make the ThermaPod program work, more microwaves were needed at Sheridan, Bill agreed to support that initiative and look into purchasing microwaves for the appropriate food areas at Sheridan**
- Sheridan Pre-Order Forms were in operation and located in a folder at the Sandwich station at Colman Commons
 - i. Vicky mentioned that there were already being used by students, with the pre-ordering of bagels and sandwiches being the most popular choices thus far
 - ii. The students and Vicky agreed that there would be more awareness of the program amongst the students at the start of next year with advertising posters and announcements of the program during Orientation
 - iii. The students also mentioned that they would post a link to the pre-order form on the Residence Council website
 - iv. The students suggested that Chartwells make the pre-order form double-sided (menu on front, order form on back) to save paper
 - v. Vicky explained the option for students to include their TCard number on the pre-order form so that they could be charged ahead of time in order to expedite the order pickup process in the morning (foregoing the payment line)
 - Colman Commons Expansion
 - i. Bill indicated that an architect has now been engaged for drawings as to what the expansion might look like
 - Bill stated that the project will likely take at least 1 year to complete with scheduling that is least invasive to the community
 - Bill was hopeful that a rudimentary drawing of the space would be ready by the fall
 - Bill outlined the expansion as a 2,500sqft space with 160-170 seats
 - Bill remarked that the main question for the design of the expansion is how it will relate to the existing building
 - Bottled Water Free Day
 - i. Bill stated that 1250 free reusable water bottles were given out by the UTM for bottled water survey completion (almost 1500 surveys were completed by the UTM community)
 - ii. Andrea mentioned that St. George was still collecting surveys and, to date, they had collected only 500 paper and on-line surveys
 - iii. Bill explained that the results of the survey would lead to the development of a multi-year plan at the UofT to eliminate bottled water from all 3 campuses

- iv. Bill reiterated that the installation of bottle filling stations around campus was a Campus Infrastructure issue, not a Food Services issue
 - Bill estimated the cost to remove an existing water fountain and retrofit the space with a bottle filling station would be \$5000-\$10000 depending on the space and the type of bottle filling station that would go in that space
- v. Bill is confident that the survey results will indicate the UTM's desire to go forward with bottled water elimination in the hopes that funding could be secured for the plan by President David Naylor
 - Bill reminded the students that last year's committee wanted to maintain the sale of bottled water on campus, but he suspected that the sentiment has changed this year
- vi. The students asked about the existence of a flavoured water machine on campus
 - Bill reviewed the water vending machine trial that took place last year
 - The students remembered feedback about the machine from other students – that the provision of flavoured water from the same machine as regular water made the entire machine sticky and may have resulted in students refusing to use it
 - The students have been hearing the same feedback in regards to the free water dispensers attached to the pop towers
- vii. The students asked about the possibility of installing a Culligan-type water cooler at Colman Commons
 - The students stated that, currently, no water fountains exist in residence outside of Colman Commons
 - Bill mentioned that a Culligan-type water cooler is just a different variation of commercialized water
 - **ACTION – Bill will look into investing in a water bottle filling station for Colman Commons**

2. NEW BUSINESS

- Introductions of Talal Bissar as the new General Manager of Chartwells and Nana Zhou as the new Residence Council President were made
 - i. Bill explained that Vicky will still play a major role at the UTM, particularly assisting in Talal's transition, but will also have regional responsibilities, including overseeing the Sheridan College account
- Blackboard Upgrade planned for May
 - i. Bill mentioned that the St. George meal transactions will soon be processed on the UTM server – the server will be maintained at UTM because UTM has more experience running the Blackboard server
 - ii. Bill explained that the upgrade and combining the 2 campuses into one server will make the administration of the system more efficient and more financially responsible to operate
 - iii. Bill targeted mid-May as UTM's upgrade date and mid-June as St. George's upgrade date
- Food Service Survey – most recent draft
 - i. Bill explained that the NSSE survey and the Globe & Mail survey ran over February and the beginning of March, so the UTM could not launch the Food Service Survey until those survey periods were over
 - ii. Bill stated that a Survey Consultant is finalizing the Food Service survey to be launched on-line for the last week of March to the end of the first week of April
 - iii. Bill recounted that last year's Residence Food Service Survey was a preliminary survey that led to the decision to place Second Cup in the Meeting Place and was also used as a tester for this year's Community-wide survey
 - Bill mentioned that the Residence Food Service Survey provided valuable information on what questions should be asked and what questions should be rephrased for this year's survey

- Bill explained that, based on only releasing a Residence survey last year, the UTMSU felt that the UTM only valued Residence Student input, but they refused to work with the UTM on an updated survey for the entire UTM Community
- iv. Suggestions for additional items on the survey
 - Adding a Greek outlet, such as Jimmy the Greek, and Edo Japan
 - Making the preference question for outlets in the renovated Meeting Place into 2 separate questions – one indicating preference for existing outlets and one indicating preference for new outlets
 - Adding Better Internet Connection in Seating Areas as a preference for selecting a place to dine on campus
- v. Bill indicated that the Meeting Place redevelopment would likely take 18-24 months to complete

3. Questions from Students

- Booster Juice
 - i. The students mentioned that often Booster Juice has only one staff member on during busier times, resulting in long waits for orders
 - ii. The students also asked about implementing Booster Juice's full menu on campus
 - Bill reiterated the challenge of expanding the product line for Booster Juice in such a small footprint
 - Bill mentioned that Booster Juice runs their own marketing, not Chartwells
- Communication Boards
 - i. The students suggested posting hours of operation at each outlet for the other food outlets on campus, particularly during periods, such as exams, where hours of operation are limited
 - Bill reviewed the plan to install Communication Boards at each food outlet, including a Campus Map with each food outlet identified with their hours of operation and accepted methods of payment
 - **ACTION – Bill will install these Communication Boards in the fall**
- Colman Commons
 - i. Vicky mentioned that the Dish Return Program at Colman Commons, although better this year than last year, is still leading to a lot of plates and cutlery items not being returned
 - The students suggested to Chartwells to put more signage advertising the program at the cash stands
 - The students also discussed more creative ways (outside of replacement costs) to get the message across to students to return their dishes and cutlery – these messages would revolve around sustainability and environmental awareness
 - ii. The students asked if Lipton teas, which were replaced by Tazo teas when Proudly Brewing Starbucks was moved to Colman Commons, could be brought back
 - Vicky explained that Starbucks' stipulation for introducing the Proudly Brewing to Colman Commons was that Tazo teas had to be included in the product offerings, but mentioned that Lipton teas could be brought back as an additional tea option
 - **ACTION – Vicky will bring back Lipton teas to Colman Commons effectively immediately**
 - iii. The students asked about refilling the hand sanitizer station in the dish return station
 - Bill explained that the hand sanitizer station was installed as part of the H1N1 Pandemic Action Plan last year
 - Vicky explained that Chartwells was not supposed to have hand sanitizers in food areas due to cross-contamination potential between the sanitizer and food
 - Bill suggested that the hand sanitizers be moved to stands and placed in non-food areas only

- **ACTION – Chartwells will move the hand sanitizer station to stands and place them in non-food areas by the fall**
- iv. The students felt that late night (8pm-11pm) staffing at the Fresh Grille and Sandwich Central was too low (usually only person on at each station, resulting in long waits for food)
 - The students also felt that the night time supervision was not as visible as it was during the day
 - The students complained that, sometimes, the afternoon cashier charged pop prices for what is supposed to be free water in the washable cups
 - **ACTION – Vicky agreed to look into resolving these issues immediately**
- v. The students raised a concern around the temperature of the bulk yogurt in a serving bowl or the individually portioned yogurt parfaits, both of which are kept on ice at the salad bar, being too warm
 - Vicky and Bill reassured the students that food temperatures were logged according to HAACP procedures, and any food-borne illnesses issues reported to Chartwells as a result of food temperatures falling outside of the danger zone were brought to the attention of the Health Inspector, who would refer to the HAACP logs as part of any subsequent investigation – Vicky mentioned that no such food-borne illnesses had been reported
 - **ACTION – Vicky agreed to ensure that the yogurt bowl and the parfaits were buried deeper in the ice at the salad bar to maintain a much colder food temperatures or, if necessary, smaller batches of yogurt would be placed in the bowl**
- vi. The students asked if the Starbucks travel stoppers for the lids of the coffee cups could be put in place at Colman Commons
 - The students also requested a squeeze bottle of Proudly Brewing Starbucks
 - **ACTION – Vicky said that she would look into supplying travel stoppers at the Proudly Brewing Starbucks, but indicated that it is just another packaging item that would translate into more waste**
 - **ACTION – Vicky agreed to supply a squeeze bottle of honey for the Proudly Brewing Starbucks**
- Rationale for Meal Plan requirement for students in Townhouses
 - i. Bill explained that the UTM wanted the meal plan to be a requirement of living in residence as a recruiting tool – feedback from parents was that they would more often select a school that had a meal plan requirement for their children than a school that didn't
 - ii. Bill recounted that, as a result of Ontario high schools moving from 5- to 4-year programs, first year students entering university were now younger than before – consequently, the UTM wanted first-year residence students to have a Group A Meal Plan to cover most of their food needs in order to help these students ease their transition into university
 - iii. Bill also mentioned that the Group B Meal Plan represented a partial meal plan for returning students to supplement their own cooking
 - iv. Bill described studies that show that, when comparing meal plans to situations where students have to shop and prepare for their own meals, meal plans were comparable in terms of cost when including the time savings and convenience that coincided with having a meal plan
 - v. Bill reviewed UTM's ranking in Ontario in terms of meal plan rates – the UTM is in the lower middle ranking in terms of average meal plan rate and second lowest in terms of minimum commitment

Next Meeting: 2011-2012 School Year