



Resident Student Dining Committee
Meeting Notes

Date: Tuesday, November 1, 2022, 4:00pm
Location: DV3129

Attendees:
UTM Students Andrea D., Angela D., Megan E.
Penelope S., Jaiditya D., Farnia M., Angelina S., Cristeidy G.

1. Business Arising

A. Review of Proposed Meal Plan Rates

- Andrea D. asked the Committee if they had any feedback from other Residence Students about the proposed meal plan rates for 2023-24
 - The Committee was in agreement with the proposed rates
 - Andrea D. provided an explanation of what the Minimum Commitment was and why it was required
 - The Committee brought forward several examples of Basic/Flex charging issues at different food outlets on campus
 - Andrea D. explained that H&AS was working with Aramark and ITC to resolve the issues, and that H&AS would monitor the situation to determine if any additional efforts were required
 - Andrea D. also stated confidence that most of the issues would be resolved soon through additional cashier training
- Andrea D. reviewed meal plan fees and restrictions that UTM has in place compared to the other declining balance schools in Ontario
 - UTM has a CIPE of \$50 and charges a \$100 Administration Fee to process meal plan refunds for students moving out of Residence prior to the end of the school year
 - Other schools have much higher CIPE and/or have non-refundable Overhead portions of their meal plans amounts and/or charge to carry over residual funds from year to year

B. Communication about Meal Plans

- Andrea D. reviewed the various ways in which H&AS communicate with meal plan students
 - terms and conditions – website, links during application

- direct emails to meal plan students
- Residence newsletter
- social media (twitter, instagram)
- training sessions for dons/pals/tour guides have been done in the past
- open houses, other campus events
- table sessions at OPH
- QR codes on signage and other printed material
- The Committee requested that the training sessions with the dons be re-implemented and that meal plan details and OZZI information be included in the welcome packages for when students move into residence

C. Mystery Shopper Program

- Andrea D. reviewed the Meal Plan Mystery Shopper Program with the Committee and asked for interest in participating in the program
 - Andrea D. committed to holding a program training session before the winter break for those students who are interested in participating with the hope of starting Mystery Shopper Audits in the new year
 - *UPDATE: The Committee has submitted a list of students interested in participating*

D. Operational Feedback

- The Committee asked why there was an extra charge for cheese on wraps and sandwiches at the Grille Station in Colman Commons
 - Andrea D. responded that cheese is an expensive add-on and is a charge for customers who want cheese, but not charged for customers who don't want cheese
- The Committee asked how the average price of a meal is determined when calculating the CRA formula for tax-exempt meal plans
 - Andrea D. replied that the price of a meal was calculated based on the meal prices at the different outlets across campus
 - Andrea D. added that the definition of a meal that H&AS covered potential combinations that was both fair and defensible according to the CRA guidelines

NEXT MEETING: Early 2023