



**Resident Student Dining Committee
Meeting Notes**

Date: Wednesday, November 22, 2023 – 2pm
Location: DV3214

Attendees:
UTM Andrea D., Angela D., Vicky J., Megan E., Sarah W., Jennifer S.
Students Jaiditya D., Albert P., Ayman K., Samiksha, K., Khue T.

1. Business Arising

A. Updates on Food Service Issues from Previous Meeting

- Value Meals and Combos
 - Andrea D. stated that Value Meals and Combos are in place and that Dana still needs to do a better job of advertising them to the community
 - The Students suggested that the servers be trained in encouraging/directing students to the Value Meals and Combos that are in place as they tend to default to the existing menu
 - Jennifer S. stated that having the Value Meals and Combos written on the glass in front of the stations at Colman Commons was not very visible to the students, nor were the dietary restrictions/nutritional information and side choices
 - Vicky J. stated that the menus were posted to Instagram every Monday, but acknowledged that the Value Meals, Combos, allergens, etc. needed to be posted on the digital menu boards so students could see them clearly
- Cashier/Server Knowledge of Pricing
 - The Students commented that the pricing of combos and sides is still not consistent and that the prices of some items change throughout the week (e.g. eggs)
 - More issues are apparent in the evenings than during the day
- Lineups and Stations Closing Early (Colman)
 - Colman staff are asking students not to order so late
 - Colman staff are rushing the lineups, and there are inconsistencies with portion sizes when Colman is busy
 - Sarah W. asked the Students where they typically go to find hours of operation for the stations in Colman
 - The Students responded that they typically go to the website

- The Students mentioned that they notice a difference between Colman and Davis Food Court when stations are about to close – Davis staff are not rushing students and still have a lot of food options available, whereas Colman staff start packing up as the closing time approaches
- Posting of Nutritional Information
 - The Students stated that the posting of nutritional info, particular at the Grill and Chef's Table, is inconsistent and incomplete
 - Signage for halal items is not consistent and needs to include the certified halal symbol

B. Updates on Food Service Initiatives

- Bees
 - Honey is sold out
 - UTM has a new beekeeper who is part of the Faculty and will be looking to have more student involvement around the bee program
- OZZI
 - OZZI usage has almost doubled between September and October
 - The Students mentioned that the Colman OZZI return station was full of dirty containers for about 1½ weeks
 - The Students suggested having more H&AS presence in Colman to build awareness like was done in September
- Oscar
 - Waste diversion accuracy is around 32% - this number will be used as the baseline to measure impact of education and engagement programs going forward
 - More active engagement messaging, such as quizzes, can be included on Oscar
 - H&AS working with Sustainability to improve messaging and to collaborate on initiatives to build awareness and education
- Commerce Management RFP
 - Current contract with ITC expires December 2024
 - Committee will be involved

C. Mystery Shop Program

- Andrea D. introduced the Committee to Sarah W., the Marketing & Communications Strategist from H&AS, who worked at putting the Mystery Shop Program audits online for better ease of use
- The Mystery Shop Program was launched with the online links sent out to the Students after the meeting with the hope that all audits could be completed before the winter break

- Andrea D. mentioned that the feedback from the audits will be shared with Dana with the hope that a representative from Dana could attend the next meeting
- The Students asked if UTMEats was still running
 - Andrea D. responded that its use was minimal
- The Students asked if the Oscar Café was still operating
 - Megan E. responded that it was not
 - Jennifer S. suggested that the late night, pub-style menu be brought back to Oscar Café as it was recommended by many of the resident students

D. Proposed Meal Plan Rates for 2024-25

- Andrea D. reviewed the relationship between food prices and meal plan rates for a declining balance meal plan and how the increases in food prices needed to mirror the increase in meal plan rates, particularly the Basic Funds, to maintain purchasing power for year to year
- Andrea D. stated that forecasters are predicting a 3-5% increase in food prices for 2024
- Andrea D. is forecasting a 3.32% increase in food prices for next year and showed that the proposed increase to the Basic Funds for 2024 is an average of 3.37%
 - Andrea D. reminded the Committee that H&AS will work with Dana to keep food price increases in check for next year
 - Vicky J. added that any items that may have higher increases will be offered on occasion but not part of the regular menu, and that Megan E. will be responsible for approving any price increases for next year
- Andrea D. stated that no increase in the Flex Funds is proposed for next year, resulting in an average meal plan rate increase of 3%
- Andrea D. showed the Committee that UTM's meal plan rates were the lowest among Ontario Universities with declining balance meal plans and the lowest among all of the UofT-affiliated schools
 - The proposed 3% meal plan rate increase also fell in line with most schools who had reported their proposed increases for next year
- The Students asked, if food prices were going to increase, why was there no proposed increase for Flex
 - Andrea D. stated that the Basic Funds are used to purchase foods that will incur the 3.32% price increase – Flex items, like snacks from vending, may not incur an increase every year
- The Students suggested that H&AS provide more communication to students about how Flex Funds can be used

NEXT MEETING: Late January/Early February 2024