



Resident Student Dining Committee
Meeting Notes

Date: Tuesday, October 17, 2023 – 3pm
Location: MN2228

Attendees:
UTM Andrea D., Angela D.
Students Jaiditya D., Abigail P., Georgina A. M., Albert P., Emilia A. T., Ayman K.,
Samiksha, K., Dubem O., Khue T.

1. Administrative

- A. Introduction and Review of Committee
- Andrea D. provided an overview of the Committee

2. Business Arising

- A. Food Service Updates
- Dana Hospitality
 - Andrea D. reminded the Committee about the change in food service providers from Aramark to Dana that occurred in the summer and asked the Committee to provide some feedback on the change
 - The Committee provided the following feedback specific to Colman Commons:
 - Appears to be less selection at Colman, but overall positive change foodwise
 - Price discrepancies between what is posted and what is rung in, no clarity on what should be charged, particularly when someone orders an entrée and 2 sides from the Chef's Table but doesn't want one or both sides, cashiers/servers converse to determine what to charge, no manager involved/present
 - If a price is missing, then cashiers try to combine items to come up with a price that is close, and the student usually ends up paying more
 - Protein portions are small
 - Portions are inconsistent between customers
 - Line issues at the Grill – usually need to involve the Chef for clarification on specials
 - Students feel like they are running out of meal plan funds, particularly Flex funds, more quickly due to the mistakes in charging

- Items are still being charged to Flex in error
 - Some cashiers have been refusing to give receipts to students
- Andrea D. and Angela D. reiterated to students the importance of getting a receipt and rectifying any transaction issues immediately so that the proper changes can be made in a timely fashion – making changes after the fact is a cumbersome process and may take some time
- Angela D. offered to review all of the Students' transactions to ensure that they were all charged to the proper accounts
- Andrea D. also stated that the lack of Value Meals and Combos, and the inconsistencies around portion sizes were also brought up at the recent Food Services Advisory Committee meeting, with Value Meals and Combos being better advertised going forward
- Andrea D. prepared a list of the concerns from the Committee to be presented to Dana for immediate rectification
- Andrea D. also reminded the Committee about Dana's Instagram pages for the campus and for Colman specifically as a way for students to directly engage with Dana on issues, suggestions, and feedback
- **UPDATE:** *H&AS performed an audit at Colman Commons and identified several incidents where posted prices were not found on the cashier POS and where cashiers had issues ringing the correct items/prices in. Dana will be completing a cashier POS audit to ensure all products/prices are in the system and to retrain cashiers on how to ring in daily specials. Additionally, Dana has been tasked with improving their A La Carte pricing to better allow for students to purchase entrees with 0, 1, or 2 sides and to swap out sides from different stations to accommodate dietary requirements or taste preferences.*
- OZZI
 - Andrea D. reviewed the OZZI program and provided tokens to those students on the Committee who have not yet picked them up
 - The Committee stated that the program works much more smoothly this year
- Oscar
 - Andrea D. reviewed the Oscar program, which was soft-launched last spring and fully launched in the summer
 - Andrea D. stated that the AI learning process has been complete, and waste sorting data from the program will be reviewed with the Committee at a subsequent meeting
 - Andrea D. added that the Oscar program is bound by the waste diversion parameters established by the campus's waste removal contractor (overseen by Facilities), and that Oscar is not located in Colman Commons because OPH waste removal is handled by the Region of Peel, which has different waste diversion parameters, and that the display in Colman Commons' dish return area was developed by students and has worked effectively for many years

- Freight Farm
 - Andrea D. spoke about the Freight Farm and its contribution of leafy greens and herbs to support food services
- TCard Photos
 - At last year's final Committee meeting, Andrea D. mentioned that H&AS was pursuing its commerce management system's ability to show TCard photos in the cashier POS's when a student made a meal plan purchase so that cashiers can see that the person tapping the TCard to make a purchase using meal plan funds is, in fact, the same person on the TCard
 - Andrea D. updated the Committee that the TCard Management Board approved H&AS to proceed, but UTM's I&ITS prevented the project from continuing, citing security concerns around the storage of student photos in other systems
 - The Students mentioned that the system used to identify gym members allows for photos to be shown when a student taps their TCard to access the gym
 - Andrea D. stated they the issue would be added to the upcoming Commerce Management RFP
- Honey
 - Andrea D. reminded the Committee that honey from the UTM Bees was available for sale in the H&AS Main Office
 - The Student indicated that they had seen the notification go out about the sale of honey on social media

3. New Business

A. Budget Preview

- Andrea D. mentioned that food inflation was 6.8% from August 2022 to August 2023 and that preliminary expectations for food inflation next year were around 3-5%
- Andrea D. also stated that significant capital investments were planned for Spigel Kitchen renovations, Commerce Management System RFP and a 24/7 Autonomous store for the new F2 building along with smaller investments in brand refreshes for Tim Hortons and Starbucks over the next 5 years

B. Student Mystery Shop Program

- Andrea D. and Angela D. reviewed the launch of the Student Mystery Shop Program for 2023-24, which will include IB

C. Further Student Feedback

- The Students mentioned that a regular staff member at the Starbucks in the Library was yelling and rude to students on a regular basis
- The Students complained that gluten-free, vegetarian, and vegan options are extremely limited across campus on weekday evenings and on weekends, that some

vegetarian options do not have enough protein, and that there appears to be no tofu options at Colman

- The Students also complained that the halal items at the grill station in Colman were being cooked on the same grill as non-halal proteins, and that halal options outside of Colman were not of the same quality
- Andrea D. stated that he would bring these issues forward to Dana for immediate rectification

NEXT MEETING: November 2023