



Resident Student Dining Committee  
Meeting Notes

Date: Wednesday, October 23, 2024 – 11:30am  
Location: SB 3049

Attendees:  
UTM Students Andrea D., Angela D., Sarah W., Vicky J., Megan E., Jen S.  
Jaiditya D., Georgina A. M., Albert P., Ayman K., Muhammad M., Athena S., Ella S.

## 1. Administrative

### A. Introduction and Review of Committee

- Andrea D. provided an overview of the Committee

## 2. New Business

### A. Off-Campus Partners

- Andrea D. provided an overview of the off-campus partners for this year
  - Pita Pit was no longer an off-campus partner
  - Pizza Pizza is the off-campus partner with the most meal plan revenue by far, but had been a partner for a while and may be growing stale – Andrea D. asked for the Committee to think about whether or not they want Pizza Pizza to continue as a partner
    - The Students raised some concerns that Pizza Pizza would not deliver halal pizza, but would only sell it in store
  - Osmows has been renewed as a partner
    - The Students mentioned that Osmows has not provided delivery service to some students
  - Holy Wiches was added in the summer, and WingsUp will be launched as a partner after the Fall Break
    - Sarah W. noted that a sampling event at OPH received positive feedback, and confirmed that a sampling event in the Davis Building was scheduled for Nov 6
  - Andrea D. asked the Committee for feedback on Boston Pizza and Meltwich as possible additional off-campus partners, but cautioned that, this year, UTM had 4 off-campus partners for the first time
    - The Students raised concerns over lack of halal options at Boston Pizza

- Metlwich offers halal options

## B. Vending Updates

- Andrea D. provided an update on the vending additions to campus
  - Froyo was added to the CCT Link and only accepts debit/credit
    - The Students commented that, when one flavour of frozen yogurt was low on stock, they would get charged for the purchase but would not receive a full portion of yogurt
    - The Students commented that not knowing what flavours were available was actually a good surprise
  - Pak Pak was added to the Davis Building and only accepts debit/credit
  - A Subway vending machine is planned for the Davis (likely in the new year), and will only accept debit/credit
  - A Bodega smart fridge is planned for OPH (likely in the new year) and will only accept debit/credit
    - Grab and go items produced by Dana would be supplied in the smart fridge, with the idea being that some items would be full meals that can be heated after purchase
  - Andrea D. explained that, due to the current commerce management system upgrade, the integration between the POS on the new vending machines and ITC will likely take place in 2025-26

## C. Commerce Management System Updates

- Andrea D. provided an update on the new Commerce Management System contract
  - Migration to the cloud will be taking place soon – this is the first step before all point-of-sales can be upgraded
  - New implementations, such as pre-ordering app, pre-ordering kiosks, will take place in time for Fall 2025
  - Future implementations may include: Starbucks pre-ordering app, meal plan ordering through Skip the Dishes, and meal plan off-campus grocery ordering

## D. Meal Plans 2025-26

- Andrea D. provided a quick overview of the UTM meal plans for context
- Andrea D. provided a preview of what may be expected in terms of meal plan rate increases for 2025-26 as part of the budget process
  - Meal Plan increases would follow food inflation to maintain purchasing power
  - UTM Meal Plan rates would continue to be the lowest in the province
  - The CIPE fees associated with the meal plan would likely need to increase due to the added costs associated with the Commerce Management System upgrade

#### E. Make it Basic Program

- Andrea D. and Sarah W. provided an overview of the Make it Basic Program launched this Fall
  - The Students commented that some students don't understand the difference between Basic and Flex, so it is hard for them to plan ahead
  - The Students suggested orientation events to explain Basic and Flex (e.g., Residence 101)
  - Jen S. suggested tabling events and attending Community Gatherings to discuss and answer questions about the meal plans

#### F. Student Mystery Shop Program

- Andrea D., Angela D., and Sarah W. introduced the launch of the Student Mystery Shop Program for this year

#### G. Further Student Feedback

- The Students provided some feedback on current operations:
  - some of the servers would not provide extras to students when the students asked
  - protein portion sizes at Colman were too small
  - some of the servers in Colman Commons, Davis Food Court, and IB Café were filling the topping containers too full instead of replacing them when they were empty/low as a way of trying to cut corners, but which may be a food safety issue
- The Students asked if a new build was planned for the New Residence
  - Andrea D. replied that no new dining hall or food service operation was planned
    - Only specialty vending is planned for the New Residence
    - North Side Bistro, which is located adjacent to here the New Residence would be built, is currently under-utilized and will be used to meet the additional demand
    - Vicky J. added that Dana has, and will continue to, change the menu offerings and hours of operation to support additional demand
    - Vicky J. also mentioned that pre-ordering kiosks will be implemented at North Side Bistro in the Fall of 2025

**NEXT MEETING: November 19, 2024**