



Resident Student Dining Committee
Meeting Notes

Date: Tuesday, November 19, 2024 – 12:30pm
Location: OPH Meeting Room

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

1. Food Service Updates

A. Andrea D. provided updates on Food Service operations

- OZZI to be replaced by Friendlier (a Canadian company based out of Guelph), next summer
 - Operational and logistical problems associated with OZZI are making the program too expensive and administratively burdensome to operate
 - Vicky J. stated that the end goal is to have no disposable containers or china at Colman Commons, and the new program will be mandatory for all meal plan students and easy for everyone to use
- Commerce Management System
 - The migration will take place from Wed Dec 18 (9:30pm) to Thu Dec 19 (7:30am) – during that time, students will have no access to meal plan funds
 - Communication about the migration will be sent out through the Residence Newsletter, emails, and social media
- Just Walk Out is planned for launch in the Fall 2025 for the Davis Building in front of the Student Services Hub
 - Debit and credit will be accepted to start, with the plan to add meal plan funds acceptance soon after
- The Committee decided to push a decision on Meltwich and Boston Pizza as off-campus partners until next year to see how this year goes with 4 off-campus partners in place
 - WingsUp sampling event planned for November 20 in OPH
 - The Committee was concerned that Boston Pizza was hard to get to and wondered if students would even be interested in a sit-down restaurant

B. Vicky provided an update on Culinary Destinations - a new program to be launched by Dana

- The program will feature different recipes from different countries around the world as pop-up in Colman Commons from 1pm to 8pm
- Dana will run a corresponding contest for vouchers
- More information will come from communication channels

2. Meal Plan Rates 2025-26

A. Andrea D. presented the proposed Meal Plan Rates for 2025-26

- The number of meal plan options for 2025-26 will reduce from 8 to 4, with first-year students and upper-year students having 2 options for Basic and 1 option for Flex amounts
- Basic amounts will increase by 3.7% on average, mirroring the forecasted 3.6% price increase
- The average meal plan rate increase will be 2.7%, and UTM meal plan rates are forecasted to still be the lowest in the province
- CIPE will increase from \$50 to \$100 per plan
- The Canada Food Report in December will provide better food price forecasts for 2025-26
- The average carryover for residence meal plan students was \$700 per plan last year
- Students going into upper year felt it was commendable that the upper-year meal plan rates would not increase

B. Andrea D. presented meal plan language that other schools post on their websites

- UTM tries to be as transparent as possible with its meal plan policies and language
- Some schools limit where meal plan funds can be spent
- Some schools using the overhead model limit the ability for students to carryover funds and/or the amount that is carried over is no longer subjected to the overhead price adjustment, reducing the spending power of the carryover funds in the following year
- Some schools don't let students carry funds over at all
- Some schools do not provide overhead price adjustments on food purchased from campus food outlets outside of the dining halls

3. Student Mystery Shop Program

A. Andrea D. provided a summary of the recent mystery shop audits

- There as a 45% response rate (18 out of 40)
- All locations scored well, with positive comments for customer service (cashier and server) and for staff knowledge about the products they were serving
- Andrea D. commented that no audit mentioned issues with students being charged improper prices or to the wrong accounts, which was a positive change from last year
- Andrea D. also noted that students shied away from the brands (like Thai Express, Subway, and Harveys) which drew many of the negative service comments last year

- Opportunities for improvement were station readiness for customizable stations, consistent signage for toppings, dietary requirements, etc, beverage variety (which was due to supply issues), consistency in pizza heating and quality, consistency of protein portion sizes, consistency of staff nametags (which just launched), and the consistency of identifying whether or not a manager was present
- OZZI was not offered in any of the completed audits
- The Students felt that there were frequently not enough servers regularly staffed in the Davis Food Court and none present at Colman Commons or North Side Bistro (cash)– Vicky J. committed to addressing this issue with Dana
- The Students also mentioned that Subway frequently does not have all standard toppings on a regular basis and will close early and stop serving customers before closing – Vicky J. committed to addressing these issues with Dana
- The Students also noted that some Bodega items do not contain nutritional information – Vicky J. committee to addressing this issue with Dana
- The Students wondered if the same serving utensils are being used for halal and non-halal items in the North Side Bistro – Vicky J. committed to confirming that only halal items are being used in the North Side Bistro
- The Students asked that the water filter in the Colman Commons water dispenser be changed because the light has been red for a while – the filter has since been changed

NEXT MEETING: New Year