



Resident Student Dining Committee
Meeting Notes

Date: Wednesday, February 12, 2025 – 12:00pm
Location: DV 3138

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

1. Food Service Updates

- A. Andrea D. asked for follow-up on the issues that were raised from the Student Mystery Shop Audits in the Fall
- The Students confirmed that the consistency of portion sizes of protein was better, and they witnessed the some food service staff weighing protein before serving, but they did comment that the protein sizes at the North Side Bistro salad station and the Stir Fry station at Colman Commons were still inconsistent
 - Vicky J. reported that Dana's corporate policy was to not have managers at units, but to have Chef Managers (a working chef that manages the staff) and stated that larger locations should have Chef Managers
 - Vicky J. also reported that Dana was actively hiring manager vacancies at Tim Hortons, Catering, and the North Side Bistro
 - Megan E. added that Dana has manager profiles at each of the locations
 - Jen S. shared that she wanted to purchase soup at Colman Commons but none of the staff could confirm whether or not the soup had mushrooms, and a Chef Manager wasn't available to confirm
 - Vicky J. confirmed that the heat and serve items in the Bodega don't have nutritional information, but all other products do
 - Andrea D. reminded the Students that the next Mystery Shop Audits will take place after Reading Week
- B. Andrea D. also asked for follow-up to issues brought forward through email to the department
- Megan E. informed the Students that, to address peak-time challenges at Colman Commons, Dana will be scheduling 3 people behind the Grill Station during lunch and dinner rushes, but reminded the Students that the station has limited staffing capacity due to the amount of space behind the counter

- Looking ahead, Megan reiterated that North Side Bistro will be used to address over-capacity in Colman Commons, and pre-ordering at Colman Commons and the North Side Bistro will help with demand during peak times (to be implemented for the Fall)
 - The Students asked if North Side Bistro hours will be extended if menus are expanded
 - Vicky J. confirmed that North Side Bistro hours will be reviewed when the new residence opens in 2026
 - Megan E. mentioned that Dana will improve ordering procedures for Fair Trade bananas to ensure that they are ripe enough to eat when put out for sale
 - Megan E. confirmed that the Pop-Up Station in Colman Commons will better use digital menu boards for lunch and dinner menus
 - Megan E. also confirmed that falafel will be offered as a vegetarian option at the Shawarma station in the Food Court
 - The Students reported that Community Directors in Residence were requesting that vending machines be made available at Leacock
 - Jen S. replied that the only place for vending machines to be located at Leacock would be downstairs in the laundry room, which posed problems from an access standpoint
 - Andrea D. mentioned that vending machines had been located in the MaGrath laundry room and could be considered for the Fall as a compromise
 - Jen S. stated that Residence could look at providing Leacock students with access to the MaGrath laundry room
- C. Andrea D. asked the Students to consider if Pizza Pizza should continue as an off-campus partner or if they would like to pursue another option
- The Students asked what off-campus partnership contracts look like
 - Andrea D. explained that off-campus partners must deliver to campus and pay a commission on sales, and that the commission must cover the cost that Hospitality & Ancillary Services incurs to provide the device to the vendor
- D. Andrea D. reported that Andrea D. and Angela D. would be attending the March 20th SHAC meeting to discuss on-going misconceptions about meal plans at UTM
- E. Andrea D. provided an update on the progress of the commerce management system upgrade
- The Students reported that the POS system seemed to work slower at Davis and Colman
 - Andrea D. confirmed that the lagging was a temporary issue and was resolved within a couple of hours
 - The Students also reported the vending machines were not accepting meal plan funds as payment since the migration
 - Andrea D. confirmed that this issue was being addressed and will be fixed within a couple of days

2. Board Plan vs. Declining Balance

- A. Andrea D. provided an overview of Board Plans and Declining Balance Meal Plans, and used the existing Board Plans at Chestnut and UTSC as examples for context
- In general, at UTM, the Declining Balance Meal Plans allow students more use of their funds, more flexibility on when and where to eat, and more fund carryover eligibility
 - The Students agreed that the Declining Balance Meal Plans were more appropriate for UTM
 - The Students asked if UTM was switching to a Board Plan model
 - Andrea D. confirmed that the Declining Balance Meal Plans were staying
 - The Students also mentioned that they felt it would be boring to always have to eat at the same location all of the time
 - Vicky J. reminded the Students that residence students drove the initiative to bring brands to campus (e.g. Thai Express), and Basic dollars can be used at brands at UTM whereas a Board Plan cannot
 - Vicky J. also stated that one issue with all-you-care-to-eat plans is that smaller eaters subsidize students who eat more

3. Other Issues

- A. The Students brought forward concerns from SHAC and Residence Council that some students with dietary restrictions, particularly those with multiple restrictions, are not being treated equitably or being accommodated at all
- Vicky J. will address this issue with Dana
 - Andrea D. and Angela D. would be happy to address this issue at the SHAC meeting

NEXT MEETING: March