

**Minutes of the Student Affairs Committee of UWG Faculty Senate**  
**April 14, 2017 – 1:00 PM – UWG Coliseum Room 2114**  
**APPROVED 10-4-17**

Members Present:

Judy Butler (COE), Matthew George (sitting in for Tamara Woods, student representative), Julia Farmer (Chair, Faculty Senate), Xiaofeng Gu (COSM), Ken Hilderhoff (RCOB)

Guests:

John Lyons, Director of Campus Dining and Mark Reeves, Associate Vice President, Auxiliary Services

Meeting called to order at 1:08 pm

Judy Butler opened the meeting with a summary of the responsibilities of the student affairs committee and the agenda for the meeting. She shared some of the general feedback that led to our decision to meet with Dine West representatives.

Mark Reeves provided an overview of how Dine West came into existence and its function at the university. He shared all auxiliaries are self-operated and Dine West is not motivated by profit. Their focus is on quality and service. Aramark experienced a change of leadership and a decision was made to not renew their contract. Other dining services were evaluated and it was ultimately determined corporate entities do not have much incentive to improve and are profit driven.

Since the implementation of Dine West include the following has occurred:

- Meal plans experienced a price increase by the consumer index (2%) but the rates remain low
- In the last assessment Dine West scored high in most areas except for variety and they are working on adding more options to the menu to address dietary and cuisine related preferences.

**Feedback**

The committee provided the following feedback regarding dining services and responses to the feedback was offered:

- There is the perception that now that we have dining in house there should be more flexibility in terms of what we are allowed to do, including using outside vendors. Mr. Reeves shared USG policy states you cannot bring a business on campus that competes with a function on campus and the rules at the system office are more restrictive. There are exceptions to this rule if the food is donated and requires approval from John Lyons.
- The cost for pizza is higher than surrounding pizza establishments and is cost prohibitive for student groups. SAFBA placed restrictions on the amount of funding to student groups for food because a majority of the budget was going to catering, mainly pizza. The committee requested dining services look into ways to make pizza and other popular student menu items more cost effective so SAFBA funds could be better utilized for the programming.
- A concern was raised about the amount of waste following catered events. The health department will not allow us to donate food for health and safety reasons.

- The feedback from the student representative is they noticed the food quality is much better under Dine West than Aramark.
- The student per diem rate is often lower than the cost of catering. To help departments and student organization advisors who use state funds for catering stay within the guidelines, pricing is adjusted and the costs are absorbed in a separate fee. The committee recommended that a special “per diem” menu be created to assist those who must stay within the state per diem rate for meals have more menu options that are cost effective.
- A recommendation for more healthy choices was also suggested as well as nutrition information, such as calorie content, posted.

Following the discussion the Dine West representatives indicated they will take the feedback and get back to the committee with additional information. They emphasized feedback is critical for improvement. The committee commended the Dine West representatives on the exemplary customer service they provide on all levels.

### **Old Business**

#### **Elections**

Judy Butler is running for chair-elect of faculty senate, creating a vacancy for chair of the student affairs committee. Markesha Henderson was nominated to serve as chair of the student affairs committee and accepted the appointment. The committee will determine who will serve as SAFBA representative at the first meeting in the fall. Committee chairs will meet on May 5, 2017 at 3:00 pm

Julia Farmer announced there were changes to senate committees but the student affairs committee did not have any changes to their original structure and scope.

**Meeting was adjourned at 2:10 pm**

## Addendum – Post Meeting Follow-up

**Following our meeting on 4-14-17, John Lyons, Director of Dining Services issued a follow up email to address**

Hi Judy,

I wanted to follow up with the committee in reference to the issues that were discussed in the meeting last week and the steps that DineWest is taking to address these.

I also want to thank you for the opportunity to participate in the dialogue. The issues were as follows:

1. **Pricing** – This is an area where we need to improve our communication. We are working hard to keep the meal plans affordable and only asked for a 2% increase based on the Consumer Price Index for the “Food away from Home” category for the Atlanta area. In addition DineWest lowered the pricing in Taglio’s Pizza, Grille Works and the Market Fresh Deli as compared to prior year Aramark pricing. We also lowered the price of 20oz Bottled Beverages from \$1.79 to \$1.50 this year. The prices in Einstein’s are significantly lower than Aramark and customers have responded to this with increased customer counts.
2. **Student Catering Guide Pizza Prices** – After the meeting last Friday I met with the operations team and we lowered the price of pizzas in the student catering guide to \$6.00 (pick up at Z-6). We do have a maximum amount of 25 pizzas that can be ordered due to production capacity limits.
3. **Calorie and nutrition content availability**– This was an excellent point that was noted from the meeting. We will be working with our information system super user to improve this for each dining hall.
4. **Per-diem communication** – There was a lot of discussion about this and as Mark noted – the state sets reimbursement “per-diem” rates and they also approve our dining rates. We need to work with the catering office to improve communication about the per-diem invoicing process and explain the guidelines that we must follow. In addition we should communicate more that we can produce meals from the Market Fresh Deli that are very close to the per-diem rate.
5. **Catering concerns** – This really was not “Student Affairs Committee” related but there was a lot of discussion about it. I have addressed the specific events that were noted in the beginning of the meeting both with our team and with the client of the event and we have made adjustments in how we communicate to improve moving forward. Catering has actually done a great job this year far exceeding what Aramark was able to accomplish. As you stated in the meeting – catering is not a profit center – it is a service provided to the campus and we just need to re-coup the cost associated with providing this service. It is one of those areas that when everything goes as planned you never hear about it but when something goes wrong everyone hears about it. The catering department executed many events each month and the vast majority are delivered flawlessly. Unfortunately we did make a few mistakes throughout the year but we have learned from those and are working hard to continuously improve.

Thank you,

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