



Resident Student Dining Committee

Minutes of Meeting

Date: Wednesday, February 7, 2018, 11:00am
Location: DV3138
Attendees: UTM Andrea D., Vicky J., Angela D., Alex H.
Students Jessica L., Tiana G., Brynn S., Sami C., Cindy K., Tienne J.

1. Business Arising

A. Student Mystery Shop Audits

- Andrea D. confirmed that there had been no new mystery shop audits completed since the last meeting

B. Nutrition App Feedback

- Andrea D. reached out to Stephen regarding the Committee's offer to distribute surveys to collect empirical data to support or oppose his idea of the nutrition app, but Stephen has not responded
- Andrea D. stated that the Committee will table this item until further notice

C. Commerce Management System Update

- Andrea D. announced ITC as the new commerce management system provider and that the project has commenced to transition the system from Blackboard to ITC
 - Full launch expected for early May
- Andrea D. reviewed the benefits of the new system
 - No more meal plan sticker
 - Transactions will be quicker, increasing speed of service
 - Addition of self-serve and pre-order options
 - Several back-of-house and administrative improvements
- Andrea D. noted that the look of the customer interfaces will change but confirmed that the functionality of the accounts on the TCard will remain the same
- Andrea D. also cautioned that the tap chip on the TCard will have to be reprogrammed with the new system, but the reprogramming can be completed through self-serve stations to be located across campus
 - Funds attached to the TCard can still be accessed through swipe prior to reprogramming the chip
 - Communication will be sent out community-wide regarding the required reprogramming in the summer/fall

- Andrea D. also clarified that UTSC and UTSG will continue to use Blackboard, but UTM students will maintain functionality of their TCard and maintain access to funds associated with accounts on those campuses
 - The new system will take any decision-making in this regard out of the hands of the cashier, improving transactions accuracy and speed of service
- Andrea D. also explained that the new system will allow UTM to better expand the number of retail services that can be paid for from funds attached to the TCard

D. Meal Plan Rates Discussion

- Andrea D. confirmed that the Student Meal Plan rates for 2018-19 proposed at the previous meeting have been approved in the governance process
- Andrea D. reviewed that branded food prices as a result of the minimum wage increase have already risen an average of 5.3% since September with possible further branded price increases expected due to the minimum wage increase scheduled for 2019
 - Andrea D. mentioned that UTM will increase prices of non-branded food items by 2% effective February 19 and a further 2% on May 1 instead of implementing the 4% food price increase approved through governance all at once
 - Andrea D. also reported that CCUFSA indicated an average meal plan rate increase of 4.2% by other universities for 2018-19
 - Vicky J. added that some of the universities have already increased their non-branded food prices substantially

E. Davis Building Reconstruction Project

- Andrea D. provided an update on the Davis Building Reconstruction Project
 - Phase 1 – Demolition – to be completed mid-February
 - Phase 2 – Food Court Construction and Meeting Place Renovation – to be completed Fall 2018
 - Phase 3 – Addition of seating area above Spigel patio, renovation of main entrance/exterior of Davis Building, removal of TFC – to be completed Fall 2019
 - Considerations still up in the air for Subway, Quesada, and Booster Juice relocation since they will not be located in Food Court
 - Andrea D. asked for feedback on Booster Juice
 - The Students liked Booster Juice smoothies as a breakfast option or for a quick meal replacement, and, overall, they thought the brand was very popular
 - Vicky J. was surprised by the feedback and stated she was thinking of getting rid of the brand
 - The Students agreed to get feedback on Booster Juice from other resident students
 - Vicky J. also asked if the Students could get feedback on Quesada and Subway as well

F. Fair Trade Update

- Andrea D. reaffirmed UTM's goal of becoming a Fair Trade Silver designated campus by next year and reviewed the steps that have been taken as well as the steps that are in the works for achieving said designation
 - Andrea D. also stated that Tiana G. and Jessica L. would be attending the Fair Trade Canada conference in March
 - Andrea D. identified the lack of supply of certain Fair Trade items, like bananas, that UTM is committed to providing
 - Vicky J. mentioned that Fair Trade Canada is working on implementing a riping station in Toronto for bananas in the hopes of increasing supply of Fair Trade bananas

2. New Business

A. Vending Feedback

- Andrea D. stated the vending contract with Canteen is ending in June 2018 and asked for feedback from the Committee on the current vending program as well as any changes and additions that the Students would like to see
 - Students typically use vending when Colman Commons/Tea Bar is closed
 - Usage depends on where students live with respect to the location of the vending machines (OPH and Roy Ivor students typically use vending the most)
 - Students also use vending as a last resort when they aren't able to find any other food
 - Students find that item availability drastically reduces on weekends
 - Resident students typically use vending only in the Residences because food options are available during the day at other campus locations
 - Most frequent vending usage is at the beginning of the year when more Flex Dollars are available, and students are disappointed that they can't use Basic Dollars to make a Flex purchase
 - Some students think that vending prices are too high while others don't consider prices because the cost of the vending purchase comes out of their meal plan
 - Students would like to see ramen noodles and energy drinks in all machines
 - Other items students would like to see in vending machines: coffee, ice cream, yogurt, and Asian snacks
 - Students complained that, often, there would be different snacks in the same slot
 - Andrea D. asked if students would like to see non-food items in vending machines, and the students did not think that non-food items would be popular
 - Students would like more specific communication on what vending machines carry in each location posted around campus or on the website

B. Retail Services Attached to the TCard

- Andrea D. asked for feedback on what services students would like to be able to access using funds attached to their TCard
 - Students felt that adding the Print/Copy Centre and laundry service would be popular

- Andrea D. stated that parents have also expressed interest in additional services being accessed using the TCard so that parents could make deposits onto their child's TCard and ensure that their child is actually spending the funds as intended

3. Other New Business

A. Davis Building Food Court

- Vicky J. asked whether or no the new food court in the Davis Building would draw more resident students
 - The Students felt that it would depend on the distance of the students' residences from the Food Court versus Colman Commons
 - The Students also felt that the current TFC has better food with more brands and variety
 - The Students believed that students get tired of Colman Commons and that the menus become repetitive
 - Alex H. commented that the service times, particularly at OP Grille, are way too long
 - The Students also felt that Colman Commons is not usually a lunch option for resident students since they are typically around their classes at lunch time and have access to other food options
 - Vicky J. asked the Students for feedback from other resident students regarding the use of the Davis Building Food Court

B. Accessibility Issue at Bento and the TFC

- The Students raised concerns about accessibility of students in wheelchairs at places like Bento and the TFC
 - At certain stations, the glass or counter is too high, and the servers cannot see a wheelchair student in order to provide service
 - **ACTION – Vicky J. will bring this concern to Chartwells**

C. Service at IB Second Cup

- The Students raised a concern about a staff member at Second Cup who often was rude to students and co-workers
 - The Students did not know the name of the server but identified the person as working midday during the week
- The Students also raised a concern about Second Cup being short-staffed, with long line-ups for those waiting for drinks to be made, particularly between classes
 - The middle cash was not opened to deal with Bento sales as well
 - **ACTION – Vicky J. will bring these concerns to Chartwells**

NEXT MEETING: TBD