

SCFP SUBCOMMITTEE ON TWIN CITIES FACILITIES AND SUPPORT
SERVICES (STCFSS)
MINUTES OF MEETING
DECEMBER 13, 2002

[In these minutes: Welcome, Approval of November 1, 2001 Minutes, UDS/ARAMARK Presentation, Review Draft Memorandum on Common Goods Budgeting, Recurring Meeting Schedule, Update on Civil Service Seat on STCFSS, Future Meeting Topics]

[These minutes reflect discussion and debate at a meeting of a committee of the University of Minnesota Senate or Twin Cities Assembly; none of the comments, conclusions or actions reported in these minutes represent the views of, nor are they binding on, the Senate or Assembly, the Administration or the Board of Regents.]

PRESENT: Gary Jahn, Chair, Kent Rees, Roberta Juarez, Donald Kelsey, Theresa Robinson, John Adams, Scott Lanyon, Jean Montgomery, Jane Phillips, Rongsheng Ruan, Ryan Osero

REGRETS: Steve Fitzgerald, Linda Jorn, Steve Spehn, Cynthia Jara, Ronald Sawchuk

ABSENT: Lorelee Wederstrom, Calvin Alexander

GUEST(S): Leslie Bowman, Director, UDS Contract Administration, Larry Weger, ARAMARK, Resident District Manager

OTHER(S): Jerome Malmquist, Toni Pangborn

I). Professor Jahn called the meeting to order and welcomed all those present.

II). Committee members unanimously approved the November 1, 2001 STCFSS minutes.

III). Leslie Bowman, Director, UDS Contract Administration and Larry Weger Resident District Manager of ARAMARK presented Committee members with an update on retail and residential vending and catering services as it relates to the ARAMARK contract with University Dining Services (UDS).

A significant amount of effort over the past year focused on expanding retail outlets across campus. Currently there are twelve retail locations on the Twin Cities campus. Below are the UDS/ARAMARK endeavors over the past year.

- The Law School Café that opened in August 2001 serves upscale sandwiches, salads, soup and has a full espresso bar.
- “Essentials” in Blegen Hall was reconfigured to improve service.

- “Sushi On Campus” was introduced at the Carlson Food Court, Essentials, and The Law School Café. UDS/ARAMARK formed a partnership with Kikugawa that makes and delivers fresh sushi daily to these locations.
- The Metropol on the West Bank serves pizza and has been very popular.
- UDS/ARAMARK are currently soliciting input from the Art School staff to determine what type of eatery will be put in the new Art School location once it is completed.
- Diligent work on Coffman Memorial Union (CMU) to determine what venues will be located in the newly renovated facility. There will be an Einstein Brothers Bagels, Baja Tortilla Grill, Chick Filet, Starbucks Coffee, Cranberry Farms, a full deli that will also offer sushi, as well as a full Italian concept.
- Initial discussions are underway concerning the renovation of the Outside In located in the Phillips-Wangensteen Building (PWB) that will take place this summer.
- With the closure of the Outside In this summer Sostanza will remain open.
- Besides its soup and sandwich menu, Nolte Dining Center this year will have theme days i.e. in October there was “Pfutz and Chips” to honor Richard Pfitzenreuter; in December in honor of Vice Provost Robert Kvavik there will be “You Betcha Bob Day” with a Scandinavian menu; January will honor Vice President of Campus Life Robert Jones and so on.
- The Terrace Café on the St. Paul Campus underwent a major renovation during summer 2001. A Subway Sandwiches and Salads Shop was put in the Terrace Café and it is extremely popular. Additional outlets include Java City, a full espresso bar, a grill, an Italian concept etc. and is open daily until 6 p.m.
- All retail locations across campus now accept “flex-dine” dollars. Students on meal plans can purchase “flex-dine” dollars and spend those at any of the retail locations on the East Bank, West Bank or St. Paul Campuses.
- As of the first of the year fair trade coffee will be served at The Cup, Essentials and The Terrace Café. Fair trade coffee can also be order through catering. In addition, the Residence Dining Halls will be serving fair trade coffee starting spring term 2002. The whole bean, freshly ground coffee will replace the other coffee previous offered.
- A customer satisfaction survey is conducted every spring and fall. Results indicate that with every survey customer satisfaction has increased.

Questions fielded by presenters on retail venues included:

- Professor Jahn asked Ms. Bowman to explain the relationship between UDS, ARAMARK and the various retail outlets across campus. Ms. Bowman explained that UDS has a contract with ARAMARK to provide all the dining services that occur on campus. As a result, ARAMARK has partnerships with all of the retail outlets to provide these services.
- While it was recognized that great strides have been taken to improve customer satisfaction levels, a question arose concerning whether a survey has been conducted trying to reach individuals that stopped frequenting retail-dining outlets

on campus. Ms. Bowman indicated that this has been an item for discussion, but it is difficult to identify these individuals and welcomed input from Committee members on how to do so. Ms. Bowman went on to say that a marketing project has recently been undertaken in an attempt to better communicate UDS/ARAMARK successes, change perceptions and illustrate the direction the partnership is going.

- Perception has been “high prices, low quality” and, as a result, how are prices established? First, for annual price evaluations a local market analysis is used to determine pricing for the start of each fiscal year. In addition, results of an extensive nationwide college campus survey are consulted in order that pricing is consistent with other post-secondary institutions. Typically studies show that prices are below market. Ms. Bowman and Mr. Weger agreed to forward survey results to Renee Dempsey of the University Senate for distribution to Committee members.
- What obstacles prevent longer hours for the retail locations? According to Mr. Weger, Resident District Manager of ARAMARK, indicated it essentially boils down to volume of business. ARAMARK uses a tool called Retail Operations Management Systems that defines by 15-minute increments during the course of a day what the volume is at each outlet, and basically it becomes an equation of revenue against labor.

Residence hall initiatives over the past year have included:

- Revamped Dining Plans for the 2001-2002 academic year. Students for the first time were able to purchase a voluntary meal plan on-line. Program enhancements included: continuous dining expanded to not only include Centennial Hall, but Comstock as well. Continuous dining means continuous dining is offered between 7 a.m. to 7 p.m. Also, hours of service were expanded at Centennial Hall to include a late night component open until midnight.
- Currently Sanford Hall is being renovated with a new kitchen and dining area. In addition, a convenience store will be incorporated into this expansion.
- A convenience store was opened in Middlebrook Hall.
- Fall survey results have been tallied and, with the exception of Centennial Hall, results indicate above national average results.

Questions on residence hall meal plan options included:

- Why aren't there more customized meal plan options available as opposed to the more traditional options being offered? Mr. Weger indicated for the 2001-2002 academic year six-meal plan options are being offered. Input from housing and parents help to influence what options are offered.

- How are prices established for the various meal plan options? Mr. Weger responded that prices are calculated against the 'missed meal factor'. For example, plans that have fewer meals i.e. 14-meal plan typically the participation factor increases and the missed meal factor decreases. If students actually ate all the meals in a plan the cost of meal plans would be significantly higher than they are now. Another consideration is the cost of labor. The University has a Teamster contract that states that Teamster employees with 2080 hours or one year of service will be paid \$12/hour plus benefits starting July 1, 2003.

Does the Committee need to do anything in terms of reporting back to SCFP regarding today's meeting with UDS/ARAMARK? Professor Jahn invited any Committee member who desires to forward a special report of findings (as distinct from the inclusion of a summary of the findings in the annual report) or have further discussion on this topic to bring this wish to the attention of the Committee via New Business. The Committee as a whole will then decide if it wishes to discuss the matter further and issue a special report or not.

IV). Committee members unanimously supported forwarding the memo requesting a response to the Common Goods Budgeting issue to the Senate Committee on Finance and Planning (SCFP), the parent Committee of STCFSS. Next, Committee members edited the document paragraph by paragraph until there was general satisfaction with its style and tone. Professor Jahn will make the recommended changes to the memorandum and the final draft will be forwarded to Committee members for their approval before being forwarded SCFP.

V). Old Business:

- A recurring spring semester meeting schedule was established. Members present unanimously agreed that the first Thursday of each month was a good day to meet. Renee Dempsey of the University Senate was instructed to distribute an e-mail to all Committee members indicating such and unless a significant contingent of members have a conflict with these dates it was decided that future meetings would be held on the first Thursday of each month starting in February 2002.
- Kent Rees checked with Mary Berg, Chair of the Civil Service Committee, as to whether she would be interested in holding the second Civil Service seat on STCFSS and she declined.

VI). New Business:

- Professor Jahn indicated that although Steve Fitzgerald of Classroom Management could not attend today's meeting he wanted to bring to the attention of the Committee the issue surrounding the improvement of general usage classrooms. Toni Pangborn, representing the Office of Classroom Management,

encouraged Committee members to invite Mr. Fitzgerald to come before the committee to speak to the Classroom Technology Upgrade Plan issue.

- It was agreed that the subject matter of the next Committee meeting should include an overview and general report concerning new Facilities Management initiatives being undertaken. Associate Vice President Steve Spehn will be invited to attend.

With no further business, Professor Jahn adjourned the meeting.

Renee Dempsey
University Senate