

February 9, 2016

Minutes, University Dining Committee Meeting

Location: Talley Student Center, Room 5101

The meeting began at 4:03 PM; attendance is recorded on a Google spreadsheet. The meeting was informal (no procedural rules were followed).

Old business:

1. Discussed the special events at Fountain (“A taste of Korea”) and Clark (“A taste of Brazil”) dining halls. Shawn Hoch described some of the goals of the events:
 - a. Monotony breakers
 - b. Introduce new flavors and cuisines to the students
 - c. Engage campus communities

Some of the comments:

- The corn on the cob at Fountain was old/tasteless
 - The Korean community was quite engaged with the event and there were several cultural presentations during the evening.
 - The Brazil food was good
 - A crop science professor worked to get rain forest certified passion fruit as an ice cream flavor for the Brazil event.
2. Status of campus-wide Dining survey results: Shawn Hoch had just gotten a copy of the results and summarized some sections for the committee as he perused it. Several thousand responses were received – thanks in part to incentives like drawings for prizes. There are > 40 venues in the university and the goal was to achieve a customer satisfaction score > 8.0 out of 10. 20 of the venues were > 8; 13 were between 7.5 – 7.9, and 2 were 7 – 7.4. All of these units had enough responses to provide a valid sample size.
 - a. David Goldsmith asked to get a summary of the results from library locations.
 - b. Louis Bailey asked about the plans for Hill of Beans as there have been rumors of it closing. Shawn Hoch reported that the facility needs extensive renovation and those are currently being considered. It is not an option to replace the venue with a Starbucks due to that company’s strict requirements regarding floor space and floor plans.

New business

1. Warren Weisler suggested adding a late night dessert buffet or some other meal option for students, particularly during finals weeks. Shawn Hoch charged Warren with polling his peers to come up with ideas and report back to the committee.
2. Tapingo recently added a delivery option. The discussion included the observation that local businesses not affiliated with Dining are on the NC State Tapingo site; this was an anticipated development that shouldn't have a major impact on on-campus utilization. The option was rolled out before sufficient staff (delivery people) were available so ran into a number of problems at the start.
3. David Goldsmith requested that UD consider extending the hours at library coffee shops to 24 hours when the libraries are open 24 hours Mon – Thursday.
4. There was some discussion of what the committee should do between now and April:
 - a. The second Tuesday of March falls on spring break; we agreed to hold the meeting the following week
 - b. The last committee meeting date will be April 12.
 - c. Shawn Hoch solicited interest in doing something different/extra as a committee in addition to the business meetings. There was discussion of the NCSU organic farm and the fact that the planned tour last spring was cancelled due to weather. Lisa Eberhart agreed to contact the farm manager to find a few possible tour dates in late March/early April so the committee could see the activity there and learn more about the relationship between the farm and UD. She will send out a Doodle poll for dates.
 - d. Another option would be to tour and learn more about the rooftop gardens that TJ Willis and others are working to expand on the roof of TSU.
5. There was some discussion of the committee charge and the role of the committee.
 - a. Chair Bernie Hansen suggested that the committee might serve more purpose if it either:
 - i. ...was charged with serving as a mechanism to connect UD with university intellectual and research resources for projects to reduce the environmental impact of campus dining, or
 - ii. ...was populated with a strategically chosen mix of faculty and staff from different university constituencies (colleges, departments) and students (undergrad, grad) that comprised a broad-based representation of the campus communities. Shawn Hoch commented that getting specific feedback from areas currently represented by committee members (like Hansen for the CVM and Goldsmith for libraries) is particularly helpful.
 - b. Warren Weisler stated that he appreciated the current work of the committee to serve as a mechanism for student input into UD's offerings to the students and would not want to see that lost to a major change in the committee's charge.
 - c. Shawn Hoch and Lisa Eberhart commented that student input to UD was really important because of the financial impact of UD on student fees and the fact that operating surpluses are returned to the student (so financial losses incurred by UD ultimately come out of the students' pockets).
 - d. Shawn Hoch expressed appreciation for the current student members' contributions to the committee and asked for more student feedback at any time,

including between meetings. There was some discussion of how students are recruited and the student senate appointment process. Louis Bailey commented that the NCSU Student Senate has a goal of having one senator on each committee (he is a Student Senator representing the College of Design)

- e. Jacy Barnes commented that student committee members can also serve as connections between UD and resources on campus. She is currently enrolled in a poultry science class and will check into possible collaboration between UD and the poultry processing facility in CALS.
6. Chair Bernie Hansen stated that another duty for the committee is to elect a new chair for 2016-17. Jeff Webster has tentatively volunteered for the position.

The meeting was adjourned at 5:12 PM.

A summary of duties for the next meeting:

1. Warren Weisler is to poll his peers on & off the committee for ideas/suggestions for extended student dining options after hours, particularly during finals weeks.
2. Shawn Hoch is to scrutinize the all-campus dining survey results to see if there is any area or venue that should be visited/checked out by committee members for discussion at the next meeting.
3. Lisa Eberhart to contact the organic farm manager to come up with some date options for a farm tour and send this out to committee as a Doodle poll.
4. Jacy Barnes is to bring more information about the potential for UD to utilize poultry processed in the CALS poultry facility.

Respectfully submitted,

Bernie Hansen
Chair, University Dining Committee