

## HOUSING AND FOOD SERVICE COMMITTEE

Thursday, January 3, 2013

10:00am in the Faculty/Staff Lounge

### Meeting Agenda

#### Purpose:

To monitor and review functions and services associated with housing and food service.

#### Responsibilities:

1. To meet in October and May to review matters concerning dormitory life and campus food service. –John B. Hardin, III

2. To foster a good relationship between personnel of the food service provider and the College community.

*Review food service surveys*–John B. Hardin, III and Teresa Willett

3. To recommend ways to make dormitory living an integral part of the College experience.

*Review housing surveys*–John B. Hardin, III and Tony Perez

4. To promote a learning environment in the residence halls that supports the educational mission of the institution. –Brandi Brannon and Housing Staff

## Housing & Food Service Committee Meeting

Bi-annual committee meeting

Thursday, January, 3, 2013

*Members Present:* John B. Hardin, III (chair), Brandi Brannon, Chris Bell, John Mahoney, Melvin Jenkins, Rhonda Knox, Toni Bell, Tony Perez, Valerie Armstrong, Sjhontont Fanner, Kevin Lallmann, Teresa Willett

*Not Present:* Christie Lehman, Dina Neal, Roger Blackmon

The meeting was called to order by committee chair John Hardin at 10:03am. Dean Hardin opened the meeting with an apology about the timing of this meeting. The committee is charged to meet in October and May but was unable to get an October meeting date scheduled, so today's meeting would simply be a review of the surveys and the May end of year meeting would have a more extensive agenda.

Dean Hardin reviewed the responsibilities of the committee which were provided on the agenda for the meeting.

Dean Hardin started with the review of the Great Western Dining service surveys. These surveys were completed during the last week of school by the dorm students as part of their checkout process. Dean Hardin stated that we would make the surveys for the May meeting available to other students as well. Tony Perez summarized the results of the food service survey. The majority of students (about 82%) agreed that overall the food service was very acceptable or usually acceptable. The committee agreed this was very good feedback. Chris Bell observed that the variety of vegetables was the highest rated among the negative feedback as not acceptable, but other than that there were mostly good comments from the students.

Dean Hardin encouraged all to remind students to utilize the suggestion box. Dean Hardin then reviewed the comments written in by students on the surveys. He observed himself and commented on the greater variety of food items this year than ever before. Some of the comments from students suggested adding weekend meals to the food plan. Dean Hardin recognized that this has been suggested many times in the past, but doing so would make the cost of meal plan fees go up. To do an "x-number" of meals type meal plan, would also make the prices of meals go up. Valerie Armstrong suggested a weekend brunch available on Saturday and Sunday that students would have to pay extra for. Several of the coaches commented that their athletes would not be there for the majority of the spring semester to take advantage of the weekend meal options.

Teresa Willett, Director of Great Western Dining, suggested a weekend (Saturday and Sunday) "to-go" lunch that the students would sign up for in advance at the beginning of the week for the coming weekend and pre-pay (like a hamburger basket-type/hot lunch). This would be a cash transaction with Great Western Dining. The committee agreed this was a good suggestion and would solve the lack of weekend food availability. Chris Bell made the motion to start this option this semester on a trial basis: 1

meal per day offered on Saturday and Sunday that the students would pre-order and pre-pay for. This motion was seconded by Valerie Armstrong.

Another comment was to have pizza nights more often and Teresa said they planned to do this.

Based on past years experience, this was a positive list of suggestions. Dean Hardin again encouraged all to have students utilize the suggestion box.

Chris Bell brought up the issue that between classes many students that come to hang out in the SUB will come in and refill their drinks without paying for the refills. Drink refills are not free throughout the day. Dean Hardin said it is our responsibility to help “police” the dining hall, but moreso this is the responsibility of GWD to handle.

Kevin Lallmann asked about another option for road trip meals besides sandwiches. Teresa said the issue is that food has be kept in a cooler and kept cold. She will look at other options and present those to the coaches for weekend road trips.

Moving on to the next item on the agenda; the housing exit surveys. These surveys were also given at checkout from the dorms. Tony said overall about 84% agree/agreed completely that overall they were satisfied with the dorm experience which is very positive. The most negative comments were on the size of the dorms rooms, which the committee agreed that VC’s dorms are above average in size.

As far as comments from students on the dorm surveys, many have complained about the backside of the dorms being littered with cigarette butts from the smokers. Tony said he can get some trash cans placed around for dorm students to properly dispose of their cigarette butts, if they use them. John Mahoney reported that RunBiz is also in the process of working on the internet at the dorms. They are installing fiber optic wires to the dorms for better functionality of the internet service at the dorms. Another comment of note was that the “on-duty” dorm phone needs to be able to receive text messages. The current phone plan does not have text messaging for the on duty phone. Dean Hardin said that would be an easy fix to get that added to the phone plan. Dean Hardin also would like a suggestion box placed at the dorms.

In closing, Teresa said the students this year have been good and said that she encourages them to use the suggestion box. Dean Hardin thanked Teresa and her staff for being so accommodating to the students and on the variety of food and the addition of the hot/soup bar that has been added this year.

Action items from food service are: 1) Teresa get pricing for the box lunch offering for weekends and 2) get coaches options list for other offerings for weekend road trips.

For housing: 1) get trash cans for cigarette butts at the dorms, 2) text messaging added to the on-duty phone and 3) suggestion box for dorms.

With there being no further business or comments, Kevin Lallmann made the motion to adjourn the meeting, which was seconded by Chris Bell. The meeting was adjourned at 10:50am.

# Great Western Dining Service

## Customer Survey Results

### Fall 2012

**Very Acceptable      Usually Acceptable      Not Acceptable**

#### 1. Temperature of Food

Hot Food	31	81	26
Cold Food	25	86	27
Beverages	54	73	11

#### 2. Variety of Choices on Menu

Breakfast	29	82	27
Lunch	26	88	24
Dinner	24	81	33

#### 3. Quality of Food

Entrees	24	86	28
Starches	29	84	25
Vegetables	19	81	38
Fruits	32	77	29
Salad Bar	35	73	30
Desserts/Ice Cream	43	74	21
Beverages	62	57	19

#### 4. Quality of Service

Promptness of Service	51	68	19
Presentation/Attractiveness	27	82	29
Cleanliness of trays, dishes, etc.	42	80	16
Atmosphere of Dining Area	41	74	23
Courtesy of Staff	49	70	19
Courtesy of Manager	39	72	27

#### 5. Overall Food Service Program

22	86	30
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Male: 67

Female: 71

Freshman: 93

Sophomore: 45

Survey was given the week of December 10th

138 Housing students surveyed

## **DINING SERVICES CUSTOMER COMMENTS**

1. Desserts are always good, more emphasis on entrees
2. Less fried chicken, more baked items
2. Fish sticks more often with mac and cheese
3. More beef, less chicken
4. GWD does a great job
5. Less chicken more steak and bake
6. Better entrees in the evening, less fried food
7. Serve on the weekends
8. Quality of food is up and down, more consistent
9. More variety, change it up – add pizza nights
10. Drinks are sometimes out
11. Have an option plan, less than three meals a day
12. Hot wings more often along with pizza
13. The desserts are sometimes stale
14. Waffles and pancakes daily
15. Fajitas are always good, serve more often
16. Nacho bar daily along with corn dogs
17. More variety of fresh fruit, always the same items
18. Make dinner items less fried and not so much butter
19. More green beans and corn
20. Finals dinner was really good, those items more often

Overall the students rated Great Western Dining as usually acceptable to very acceptable. A few healthier options have been requested such as less fried food, more baked items and less butter on vegetables. The students did mention that the finals breakfast was the best meal of the year. The students would also like to see more options at dinner. The overall consensus is that Great Western does a good job.

# Vernon College Student Housing Resident Survey Fall 2012

1= Agree Completely    2=Somewhat Agree    3=No Opinion

4=Somewhat Disagree    5=Disagree Completely

Place an X in the appropriate box

		1	2	3	4	5
1	The check-in procedure was quick and efficient.	95	23	4	8	7
2	I received adequate notice of the rules and policies for residency in the dorm.	104	14	3	7	9
3	The size of the dorm rooms met my expectations.	79	31	5	9	13
4	The furnishings of the dorm are adequate for my needs.	83	32	4	6	12
5	Maintenance always fixes my problems in a timely manner.	101	18	9	4	5
6	The exterior of the dorms is well-maintained and clean.	81	26	7	15	8
7	The Housing Office staff is helpful in meeting my goals for residential life.	87	29	2	8	11
8	There are enough on-campus after-hour activities for me to participate.	91	28	4	7	7
9	The fees for room and board are about what I expected.	81	30	5	9	12
10	The overall environment at the dorm is a positive experience.	86	27	2	9	13

**137 Residents Surveyed ..... Fall 2012 Semester**

**66 male students**

**93 freshman**

**71 female students**

**44 sophomores**

## **Student Resident Survey Comments**

1. Parking lot is too crowded
2. More closet space at the baseball dorms
3. Internet is too slow
4. Free laundry, should be included with rent fees
5. Furniture is old and outdated
6. Pool table in the basement
7. Baseball dorms are too small, no room for personal stuff
8. Too loud on the backside
9. A stereo system down in the basement
10. Smokers throwing their butts all over the backside
11. Get a text messaging plan for the duty phone