

FOOD SERVICE ADVISORY COMMITTEE MEETING

1/18/2023

JWRU – Room 2355

MINUTES

Attending:

Nancy Chrystal-Green
Eddie Daniels
Jessie Furman
Beth Gankofskie
Tina Horvath
Lisa House
Matthew Mueller
Kaylee August
Sazzad Mabud
Justine Tryon
Anna Bernstein
Emma Towler

Hannah Stahmer
Andrew Lipson – CHE
Courtland Thomas – CHE
Hector Leon - Pepsi
Morgan William – Pepsi
Ernie Oorbitg - Canteen
Danette Loyd
Bill McGinn
Jenn Banfield
Hana Prudilova McNeal
Robin Stewart

I. Call to Order

Jessie Furman called the meeting to order at 12:03pm following lunch provided by Palm & Pine Catering. Jessie asked those in attendance for the first time to introduce themselves.

II. Review/Approval of Minutes

The minutes of the December 6, 2022, meeting were approved as submitted by unanimous vote.

III. Director of Food & Beverage Services Report – Matt Mueller

Matt provided a copy of the partner updates for everyone's review. Going forward, the updates will be provided electronically in advance of the meeting. The updates may include upcoming events, new product information and new innovations our partners may bring to campus. Current list of updates is attached.

Matt shared a short video showing highlights of the recent late-night breakfast hosted by Florida Fresh Dining to celebrate the end of the Fall semester. The theme was "The Gator Who Stole Christmas".

Andrew mentioned the event was well received and great fun. Students lined up down the street with 500 students being served within the first hour. Students received coffee mugs to commemorate the event and some of the highlights included a donut and hot chocolate bar, a DJ, and dancing.

Justine commented the DJ was a great idea which allowed for more student engagement.

Matt mentioned he would like to see these legacy events promoted more. This would also be a good opportunity for members of the committee to volunteer at these events to interact with students and other members of the UF community.

IV. Old Business

- Food Insecurity

Continuing our discussion surrounding food insecurity at UF, Sazzad asked for feedback from the group related to the following questions:

- *What else is important to know about food insecurity at UF or nationally?*

Anna recommended conducting a survey where responses are anonymous and include students on and off campus.

Lisa stated a survey will go out in March. The survey includes questions regarding where an individual gets food from and how prices affect their spending habits. Response rate is generally low when not offering incentives to complete. Surveys are typically conducted in the Spring to target freshman.

Courtland suggested gathering data regarding proximity to dining locations.

Emma stated student organizations often offer food as an incentive for students to attend different events.

Anna suggested offering delivery service as there is limited to no parking available at the pantry.

Kaylee August mentioned she sat in on a panel regarding the pantry and some students expressed their needs were not sufficient and that others may need it more than them.

Justine would like to see the nutritional benefits of what people are getting from the pantry.

Lisa mentioned one of the least donated items to the pantry are spices for cooking.

Matt M. commented some students may not have the utensils at home to prepare the meals and may prefer a voucher instead.

Andrew asked if students are interested in learning how to stretch their dollars?

Nancy suggested a program with a chef who shows how to prepare a meal with items available in the pantry.

Jessie mentioned the pantry partnered with a chef who walked students through how to prepare their meals.

Beth mentioned that historically food demos and chef events have had low student attendance.

- *What are other factors at play that this committee is aware of? (Other than financial barriers, what are some other causes for food insecurity?)*

Emma stated possibly the distance associated with how far a student goes to get food. Do they drive, walk, take a bus, etc.?

Anna mentioned we should also look at hours of operation and suggested possible satellite locations.

Sazzad suggested creating an area for short term parking.

Beth asked if we know the population of those utilizing the pantry as she has seen many staff who also benefit from it. Undergraduates and graduate students typically have different needs and some live in family housing and have small children to care for.

- *What is the role of the FSAC?*

Jessie asked if we want to partner with other groups on campus.

Anna suggested we serve in a role of linking groups together so there is more communication campus wide.

Emma mentioned we are in a role where we can promote events, information, and initiatives across campus.

Sazzad suggested volunteering in the pantry.

Andrew suggested creating a program where students who may receive a parking citation can “work off” the cost of the citation by volunteering their time in the pantry.

Morgan suggested partnering with the dorms to display posters on vending machines in the kitchens and common areas promoting the pantry and asking for volunteers to work the pantry.

V. **New Business**

- **Secret Shopper Feedback**

Jenn gave a brief presentation (copy attached) regarding the Secret Shopper program. Each semester we enlist the assistance of students, faculty, and staff across campus to participate in the program and cover dining, vending and the bookstore. Generally, there are 10 participants per semester. For the area of dining, secret shoppers are encouraged to have three meals per week: 1 at Gator Corner, 1 at Broward, and 1 at location of choice.

Florida Fresh Dining provides the funding. Students complete a survey after each dining experience. Areas evaluated include customer service, cleanliness, overall experience, and related items.

Students are asked to provide as much feedback as possible, so Florida Fresh Dining can address issues quickly and find ways to improve the overall customer experience.

Andrew mentioned Florida Fresh Dining is open to all questions, comments, and concerns and there are many ways to provide feedback.

VI. **“Last 5 minutes”**

Sazzad explained the “last 5 minutes” is intended for the group to discuss any additional committee business.

Courtland took a moment to promote some of their upcoming events and will be working on convening meal plan focus groups. Lunch will be provided.

Matt asked if anyone in the group has had the opportunity to experience the food truck pilot program. Jessie mentioned that yes, some of her colleagues have gone and had a positive experience.

Beth asked if they have sold any Ozzi boxes since having been made available. Andrew stated 74 boxes have been sold so far.

VII. Adjournment

With no additional questions, comments or concerns, Jessie adjourned the meeting at 1:00 p.m.

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Next meeting February 15, 2023, 11:30am – 1:00pm, Location JWRU 2355

Florida Fresh Dining:

Meals plans for the Spring:

3457 Residential vs. 3436 Fall Residential plans

1137 Commuter vs. 1476 Fall commuter plans

4594 Total student meal plans sold vs. 4912 total student plans sold in the Fall.

The Weekly 10 plan is the most popular this semester. We are at 6.5% fewer plans sold this Spring compared to the Fall. Most campuses see a 10-15% drop on meal plans due to attrition and other factors.

New Innovations:

What is HowGood?

HowGood is an independent research company with the world's largest database on product sustainability. With data and analysis for more than 33,000 ingredients, chemicals, and materials, HowGood helps leading brands, retailers and investors improve their environmental and social impact. Through in-depth, ingredient-level insights on factors ranging from greenhouse gas emissions to animal welfare to labor risk, HowGood data powers strategic decision-making for the sourcing, manufacturing, merchandising and marketing of sustainable products. Brands identify opportunities to improve sustainability, drive greater transparency and empower their consumers to make higher impact purchases. Menu items will be identified if they meet certain Howgood standards for sustainable ingredients.

Ozzi Boxes are here and are being used!

Ozzi Reusable To Go Boxes are being marketed to students and guests as a green alternative to using single use to go boxes in the residential dining locations for to go meals. Students purchase the first box for \$5 and then return their box for a clean one any time they like. FFD washes and sanitizes the box for future use. Students can receive a token if they are not using a box when returned. If the box is returned at the end of the semester, students will receive a \$5 mobile app credit for future use.

Here is a link for more info: <https://dineoncampus.com/UF/ozzi-boxes>

January events of note:

Teaching Kitchen on 1/19, learn how to make and enjoy Poke Bowls at the Eatery at Broward.

There will be Lunar New Year Celebrations on 1/23 in both resident dining halls. Food, decorations, dragon dancers and more!

Taste of Gainesville will feature the Zen Noodle Bar in addition to Fat G's the week of 1/17.

Pepsi Update:

Fall sales trend recap: Overall sales for all cases of Pepsi products were up 21000 cases and 16% from the previous fall.

New Products Coming to Campus:

Starry (lemon/lime soda) is replacing Sierra Mist. Look for it in the campus Market locations and vending units soon. Look for it on our fountain units in March.

Gatorade Fast Twitch energy drinks. With 200 mg of caffeine to help athletes focus their mind and to power the body for athletic performance. Contains electrolytes and zero sugar. Coming soon!

Mt Dew Energy Pitch Black: A limited time return of the dark citrus punch flavored beverage. Look for it in vending and the c-stores.

New Innovations:

Quick Pic Coolers: Open the door, see what is available, grab your drink, pay for what you take vending solution.

Soda Stream Professional: working to bring to campus soon.

Future Events of Note:

Celsius Sampling events: Dates and details to follow.

Gatorlyte Sampling events: 2/2 National Women and Girls in Sports Day

Pepsi Chill Juice Sampling event: Dates and details to follow.

Dr. Pepper Tuition Giveaway is back and running from February to march with winners announced in April. Five UF students will be awarded a \$1000 tuition award presented by Dr. Pepper.

Canteen Update:

Smart Market opening later this week: Our first Smart Market automated market solution will open in the Cancer/Genetics building later this week offering beverages, grab and go solutions, and snacks on a 24/7 basis. Three more markets to follow in the next month.

New Products Coming to Campus Vending: Sun Shack BBQ and Sour Cream & Onion Chips, Ludicrous Chips, and new flavors of the Garden Veggie Chips, Sea Salt and Zesty Ranch.

Sales of Healthy Snacks Slowing Down: While increasing the number of healthy snacks as a percentage of items in the snack vending units (30% are listed as "better for you" by Canteen), overall sales of healthy designated snacks slowed slightly in January. We will continue to monitor this as we move forward.

Canteen Donations: 8 cases of packaged pastries (384 pieces) last week to the Hitchcock Field and Fork Pantry, and over 400 packages of snacks on 12/15. Thank you Canteen!

Dining Secret Shopper Report

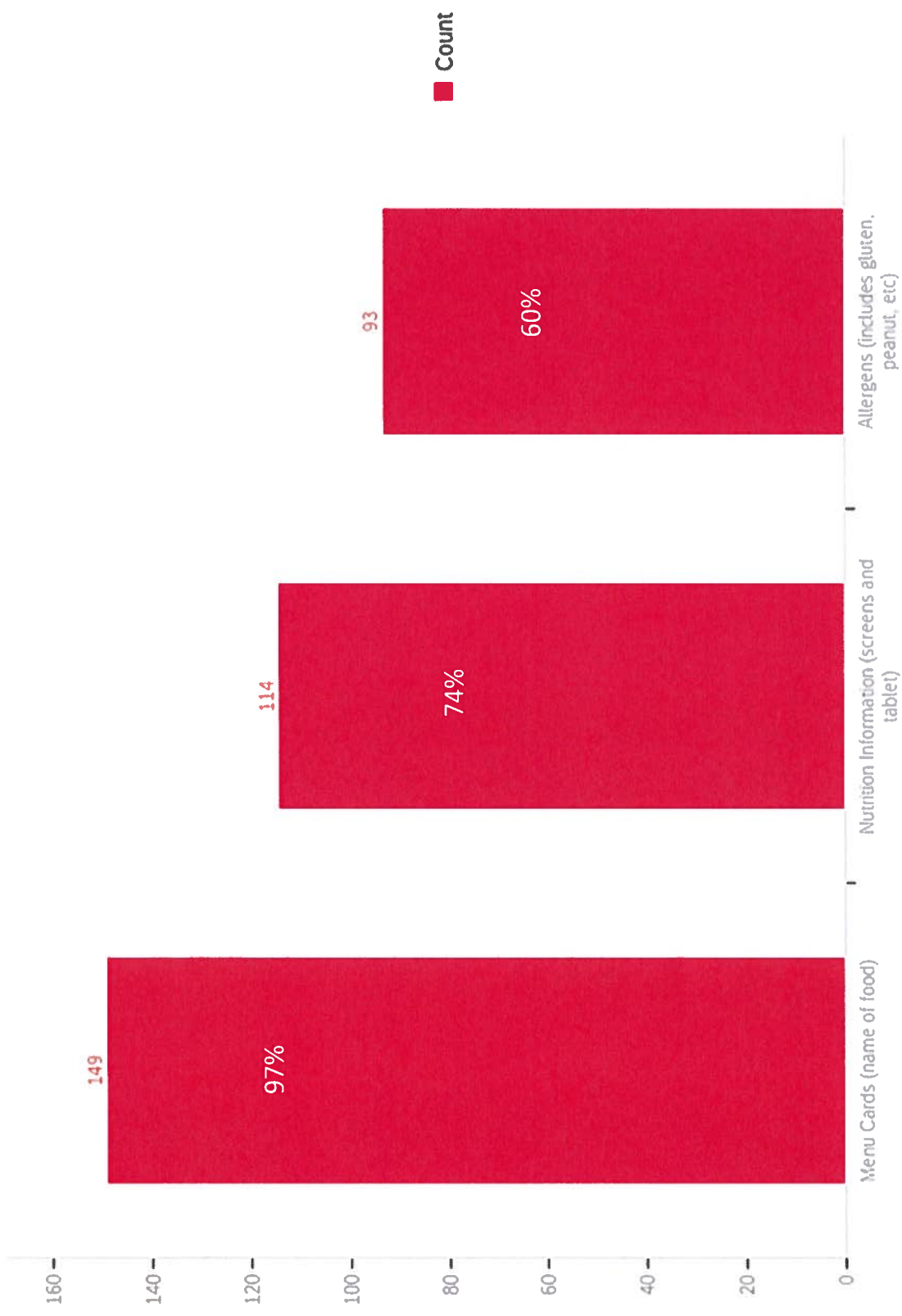
Fall 2022 - Dining Secret Shopper

January 18th 2023

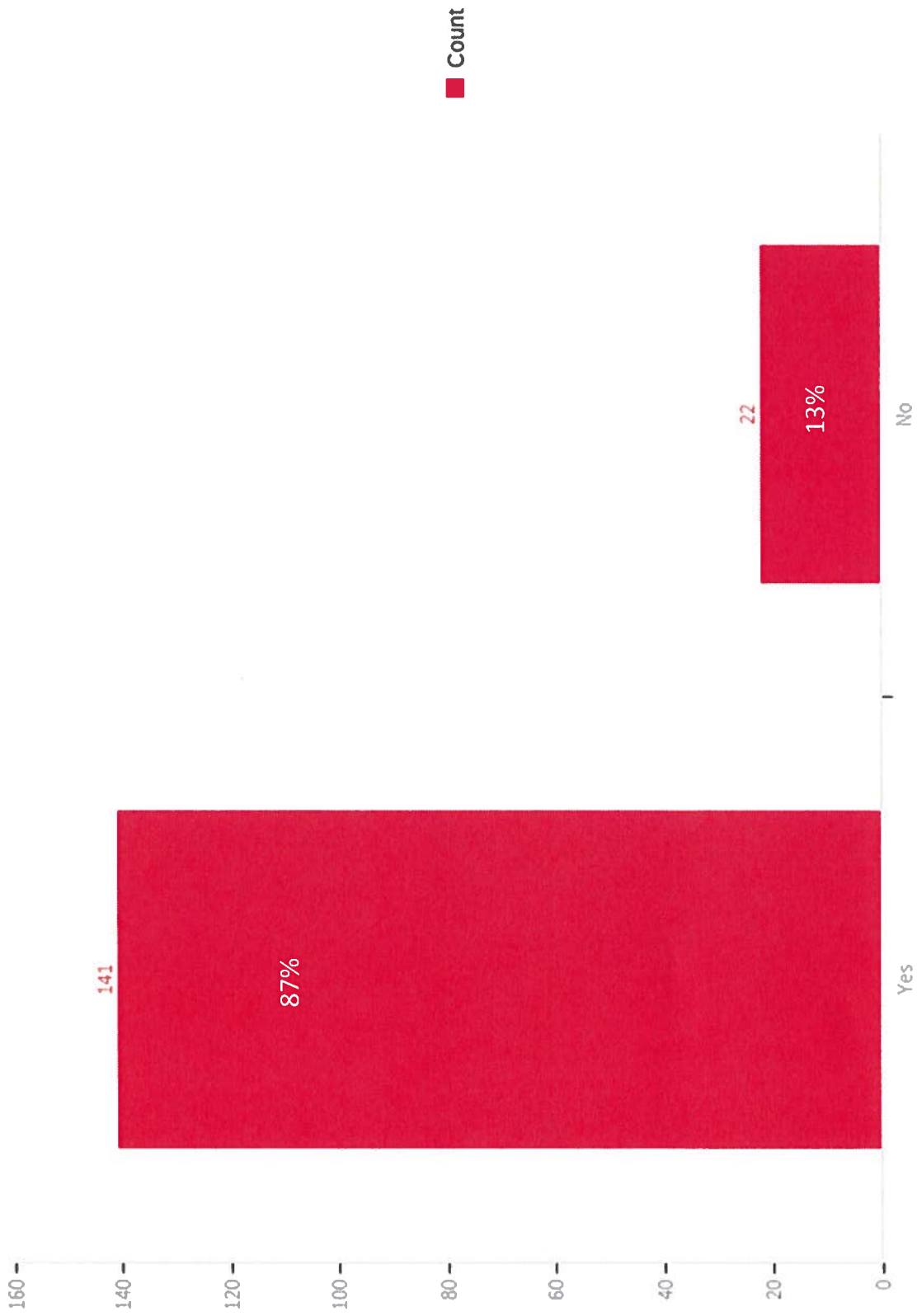
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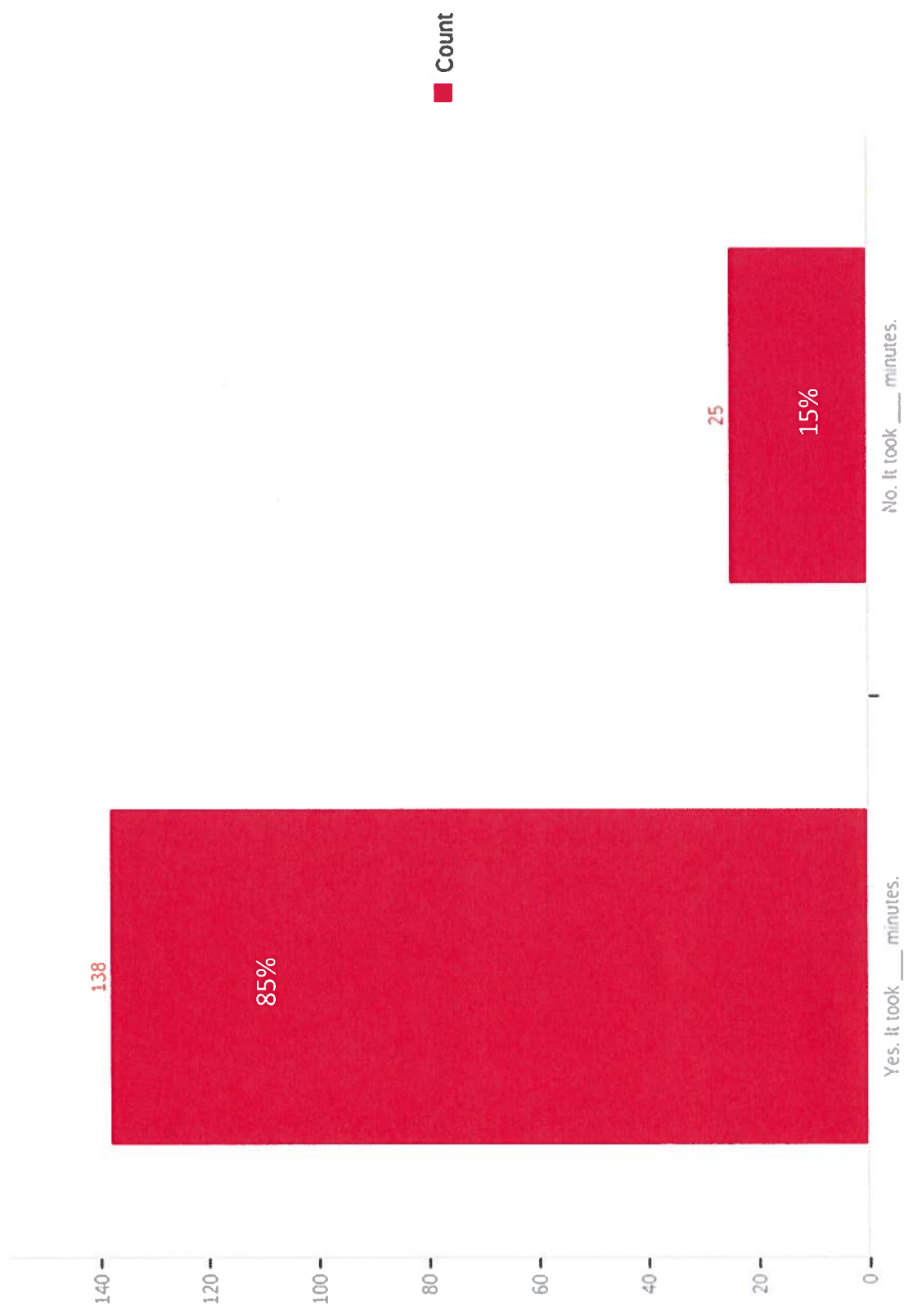
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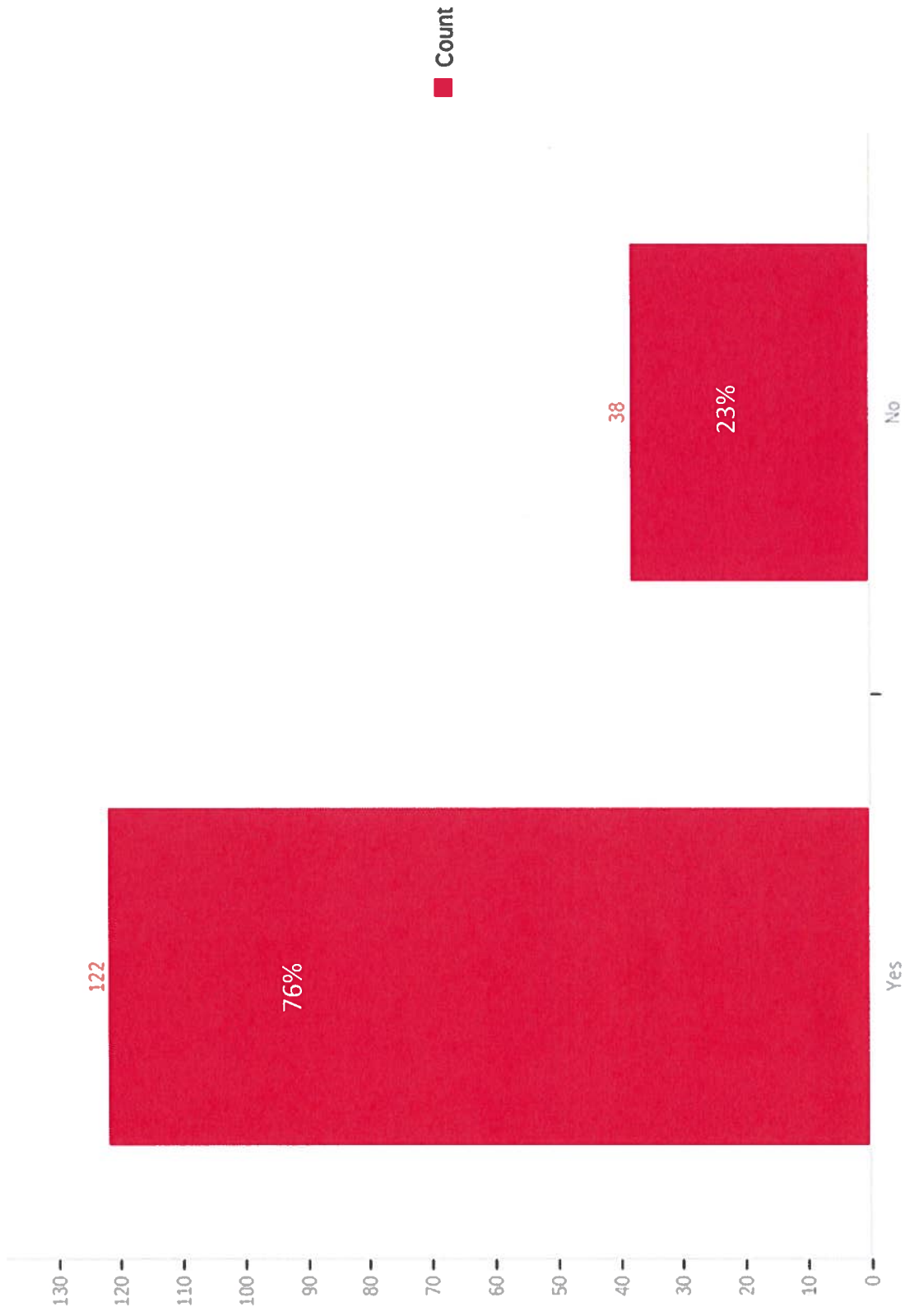
Did the food meet your dietary restrictions/requirements and/or standards?



Did you order and receive your food in a reasonable amount of time?



Was the overall experience a good value for your money?



How would you rate your overall experience?

