

V.J. and Angela Skutt Student Center Advisory Board
Monday, November 2, 2009
Meeting Minutes

Voting Members Present: Voting Members by category were students Kevin Harrington, Joshua Roehrick, Kimberly Utzig, Keithen Weeces; Non-Students Matt Hill, , LeeAnn Crist, Sally O’Neill

Non-Voting Members Present: Michele Starzyk, Eric Yarwood, Jake Webb

Guests Present: Tami Thibodeau

Voting Members Absent: Students - Ian Steele, Stephanie Van Veen Non-Students – Eric Immel

Non-Voting Members Absent: Jana Ammon

Special Guests from Sodexo: Cindy Adair – Catering Director and Denine Buck – Retail Manager

Welcome: Michele Starzyk called the Board to order.

- Approval of Minutes – Approval of the minutes for the Advisory Board Meeting on October 5, 2009 – approved with no oppositions.
- Starzyk started with introductions of everyone since there were representatives from Sodexo to discuss how Food Service interacts with the Skutt Student Center.

Old Business:

The following items were reviewed: No review of Old Business

New Business:

Sodexo Discussion:

- Starzyk: Asked for the Sodexo guests to give an overview of Sodexo’s presence.
- Buck: We will be having focus groups late Nov./early Dec. to see more what our customers/guests want in Skutt – “What other changes would you like to see?” We have had talks about what other changes we could make. We are also looking at maybe starting up delivery of pizza and Blimpies around campus. Talking about also having a points system where you’re buying a pizza or any kind of food would add to you earning points for your floor or Residence Hall. These points would allow the students to earn food for their meetings/events.
- Adair: We just need more feedback on what Skutt is doing. Need more feedback overall on what we could do to make our catering operations better, what we are lacking, what was better before, is the service level still there, etc.
- Starzyk: Open up for questions of these Sodexo employees to get more information or give them some feedback they are looking for.
- Utzig: We talked last time about price points – difficult to get something healthy for the price of meal plan allows and it is harder to get healthier things as opposed to unhealthy items.

- Roehrick: I have noticed the same things.
- Buck: I have been working with Sodexo and get permission from Ray Lee and Chef Wes to have the option of a smaller portion for smaller price – more affordable – but this goes against Sodexo’s price points. Refillable cups – are you interested in the refillable cup and being able to refill them for around \$.59 for smaller one and \$.79 for the larger one every time. In terms of meal exchange, we do not have to offer everything within that price range of meal exchange, but we do have to offer a choice to be able to get something for the price of meal exchange.
- Unanimous: If there is a refillable mug - stainless steel bottle with logo would be best.
- Thibodeau: Is it marketed that you can bring in your own cup anywhere there is a fountain?
- Buck: Will have to work with Amber to get more advertising that people can take their own mugs to any fountain on campus.
- Utzig: Late night – McGloin has more than one option for late night and we (Skutt) have only one option for late night. So we are losing a lot of people who go down there that might stay in Skutt if we had more options. We need more than just one option for late night here.
- Weeces: Why is there no meal exchange at noon hour in Skutt?
- Yarwood: Meal Exchange was originally designed to get food when there are no dining halls open.
- Weeces: Having no option of some sort of Meal Exchange from 8pm-10:30pm might be an issue as well.
- Buck: These are really good points and since this would affect our contract, I need to discuss this with Ray Lee, Chef Wes, and Dr. Rossi. What do you think about late night Sunday night or Dinner Sunday night?
- Harrington, Weeces, Utzig: That would be a great idea.
- Weeces: I think we should always be able to use meal exchange all across campus and it tends to be very confusing.
- Starzyk: Any outlets you would like to see?
- Hill: I have a list! I think Chick-fil-A would be a great idea.
- Unanimous: Chick-fil-A would be a great choice.
- Hill: No matter what, I like the sandwich option.
- Buck: Mongolian stir fry is amazingly popular when we offer it.
- Roehrick: Stir fry is offered at all the other places.
- Harrington: You may see it drop off if it is offered all the time and then it won’t be a novelty anymore.
- Roedrick: Maybe have a survey and see what people want to see more of.
- Buck: Maybe I can go to Chef Steve and we can talk about more variety we can get.
- Hill: I know that with the stir fry, they don’t put the noodles in the sauté pan and cook them. They just take it out of the warmer and the noodles are just lukewarm.
- Buck: I will take care of that – I did not know that was happening. I can fix things better if I know about them.
- Starzyk: Should we move more into catering?
- Thibodeau: Where is pick-up for student groups?

- Adair: they can pick up at Jack and Ed's and Harper. We will have a Catering Expo this Wednesday (November 4). We have new menus offered on the website – we want to compete with “the street.” We now offer a build-a-buffet (HyVee offers this) – this is a basic buffet and you just add to it based on your budget, “Simply-To-Go” over “Smart Market” – “Smart Market” is pretty weak and we are rolling out “Simply-To-Go” in January and everything is fresh and made daily. We can't necessarily do everything cheaper – we have contracts too. We will try to work with our clients, but sometimes we have to be able to meet our contracts. Next year, I would like to change all of the menus, but right now, we are stuck with the prices and the menus we currently have. Regarding the Catering Expo on Wednesday, November 4, we are meaning this to be for faculty and staff, but if there is someone you think needs to be there, please bring them along.
- Buck: If we are comparing apples to apples, catering and I can try to meet and sometimes beat competitors' prices, just please come and talk to us and give us a chance.
- Hill: Do you honor basketball ticket stubs?
- Buck: Yes we do.
- O'Neill: I don't think some people know about that.
- Buck: I will have to work with Amber on marketing that. If Myron used Facebook to promote Billy Blues, would that be a good idea?
- Unanimous: It might be a good idea (a little skeptical), but it might not get the response you are looking for.
- Buck: If we got a listserv to send out menus, specials, etc. to everyone, would that be better?
- Unanimous: It would be better to have a listserv instead of a Facebook account.

Drawing:

- Weeces: Where did V.J. Skutt acquire his wealth? What company?
- Utzig: Mutual of Omaha

Announcements:

- Hill: We are selling raffle tickets for the Russell Child Development Center Auction up at the Creighton Federal Credit Union. The Auction is on November 19.
- Starzyk: Please bring your schedules for next semester to our next meeting. We might have to move a couple of our meetings next semester.

Adjournment: The meeting adjourned at 4:50pm