Paula let the attendees know that the Student Dining Committee was intended as a forum at which Dining could inform students of new things, upcoming events, and solicit feedback for ideas Dining might have for new programs. It was also a place for students to ask questions, offer suggestions, and provide feedback on things good and bad they were experiencing or hearing from other students.

Paula provided information about the movement of Dunker’s Deli concept to the T-Room, and about the new Market ’22. She also gave an update on the Pony Express, which was w/o generators and therefore unable to make its usual rounds. It was serving from its parking spot in front of Fast Track for the interim, and it was hoped to be back in mobile mode possibly as early as later on Friday, 8/29. Ciara commented that the Tweet that had been sent out on Monday night was worded in a way that made it sound like it was shutting down for good, and that was probably why there were so many people out there that still thought that. Paula mentioned that the Pony Express hoped to be at the intramural fields on Thursday nights when play started, and Brice offered up the suggestion that if so, it would be a good idea to sell Gatorade.

Ryan then offered up several items from other people:

- There is a perception on the part of some “smaller” customers at Winslow that they are getting served smaller portions. Paula said it was more likely that some staff were not properly trained on correct portions and were serving that to everyone, and it was something she would let the Chef/Manager know about, so he could make sure servers knew the correct portions and were also being monitored regularly to be sure they were doing as instructed;

- A complaint that the new expresso machine at Winslow didn’t serve as good a quality beverage as the previous machine. Paula acknowledged that was probably true, that the previous machine was a very expensive and higher quality machine, but that there had been frequent problems and breakdowns with it, it was time-consuming and expensive for the repairs, and given that it was out of service more than it was in service, it was thought to be a reasonable trade-off to have a machine that was reliable even if the quality wasn’t as good. Paula also pointed out that it was not the norm to have a machine like the previous one in an all-you-can-eat facility, it was designed more for a retail environment;

- Someone had asked about having the Pony Express operate in the residential area every night. Paula said that would not happen since Winslow was open Sun-Thurs until 11pm, and so
students in the residential area, most of whom are on a meal plan, had a place to get food later at night. It does operate in that location on Friday and Saturday nights because Winslow closes at 8pm those nights. But for the other nights, the Pony Express would continue to go to locations on and off campus where students did not have easy access to food service;

A complaint that there weren’t water chestnuts at the Mongolian grill(update: the Chef/Manager said they have not been discontinued and he will check and find out why they weren’t there, but look for them going forward, they should be there);

A complaint that one night there were 4 tubs of the same flavor ice cream instead of a variety(update: Paula spoke with the Chef/Manager, and he will make sure his managers and staff are doing a better job monitoring that, since something like that is not typically due to a lack of variety on hand, but workers just pulling what is closest when they’re in the freezer). Along with that was a comment/complaint that the sliding door on the top of the ice cream freezer doesn’t work properly(update: Chef/Manager will order new doors);

Another student wanted to know if he could get extra chicken in his wrap at Mingles, if that was all he was getting. Paula said no, the portions are what they are, and there was no way to really know if that was all the student was getting, it was no different than a student asking for extra servings or a 2nd entrée at the hot line because he/she said they weren’t going to get anything else. If it were a “to go“ situation, there is a little more flexibility;

A complaint that the 2nd dining room at Winslow wasn’t always opened soon enough to ease the overcrowding in the other dining room. Paula said she would speak with the Chef/Manager(this has been done) so that he could make sure his staff was monitoring this more closely and not waiting too long to open the 2nd dining room.

Ciara commented that at lunch that day, around 11am, in the T-Room, she had to make a point to ask the server at the hot line to give her the orange chicken from the new batch she had just restocked with, instead of the scrapings from the old batch, as she had initially done. Paula said that was a training issue and she would let the manager at T-Room know about it.

The day and time of the committee meeting worked well for everyone so meetings will continue like that, every other week.

Next meeting is Thursday, Sept. 11th.

Minutes submitted by Paula Amols