

Commission on Student Affairs
Thursday, November 14, 2013
3:30-5:00 p.m.
Squires Student Center – Brush Mountain Room

Present:

Shaimaa Abdallah, Maria Andrade, Brent Ashley, Cathye Betzel, Matthew Chan, Claire Childress, De'Ashley Spain-designee for Morgan Esters, Jean-Luc Ford, Lauren Surface-designee for Monika Gibson, Kylie Gilbert, Jacob Grohs, Vaishnav Krishnan-designee for Andy Hsu, Mary Ann Lewis, Peter Nettekoven, Frank Shushok for Patty Perillo, Greg Purdy, Caroline Sapyta, Robert Sebek, Lester Schonberger, Emma Smith, Colleen Thom-designee for Jay Tucker

Absent:

Chris Atkins, Noha ElSherbiny, Margaret McQuain, Nick Warrington, Erica Wood

Guests:

Ted Faulkner, Director-Dining Services

I. Call to Order

Ms. Kylie Gilbert, chair, called the meeting to order at 3:36 p.m. welcoming the group to today's meeting and reviewing the agenda items for discussion.

II. Guest Speakers

a. Dining Receipt Update – Ted Faulkner, Director of Dining Services

Mr. Faulkner thanked commission members for the invitation to attend. He has served Virginia Tech for 16 years. Due to the efforts of CSA, key university entities are now willing to advance some necessary conversations; however, there are audit concerns associated. The various dining facilities process 40,000 transactions per day, \$7 million annually, and have 800 employees involved in the receipting process. Cash transactions will always require a receipting process; the same exists with credit/debit cards. This cannot change due to audit and financial controls that are needed and necessary. However, Hokie Passports and Dining Plans could benefit in many ways by eliminating a printed/paper receipt. Dining has considered whether or not there is a way to determine student preference during the enrollment process, but have been told that isn't possible. The next option pursued was a magnetic strip/swipe option preference, but that also is not an option. An on-demand system (per transaction) is possible; however, all of the cash registers at a single location must operate the same way.

Dining Services plans to operate a test site at Dietrick Express (DX) with a pilot program after Thanksgiving break through winter break to identify challenges, weak links (DX chosen because of their high volume - 3K students/day; controlled environment; and, because they are a continuous service facility). If successful, the larger roll-out would occur in the spring semester with full implementation fall 2014. Hardware needs (two-sided check-out, specifically) exist and there are logistic considerations. The resolution prepared by CSA states a seven to eight second check out time savings, but that is complete ring-up and check out process. The reality is it takes between 3.4 to 4.2 seconds for the actual receipt printing process. Ted asked for a show of hands of who would/would not want a receipt. It was a unanimous response for no-receipt being desired. A significant concern is that salaried management, specifically-identified individuals, would be required to verify a purchase if there are customer concerns or dis-satisfaction (because Dining offers a 100% satisfaction guarantee). To investigate a "complaint," management is pulled from the floor and a five to eight minute process occurs to verify purchase and rectify the account. Internal processes at some facilities will need to be maintained (example: West End due to internal receipting for order preparation). Mr. Faulkner offered to entertain questions. He verified that each student will be asked per transaction, "do you want a receipt?" As well, he reconfirmed that cash, debit, and credit will always require a receipt due to audit control concerns. Mr. Faulkner inquired of interest in a self-selected volunteer enrollment in an app or automated email/text message receipting option (to expedite the customer satisfaction concerns). A little more than half of the CSA members present would take this election. Based on benchmarking, only one location in the higher ed arena besides Virginia Tech is attempting to go receipt-less, and that entity is in London, England. Mr. Faulkner acknowledged that Virginia Tech could lead the way in this regard, and a successful launch could generate additional positive news coverage.

III. Commissions/Committees Updates

a. **Non-Traditional Student Support Working Committee**—Mr. Lester Schonberger

Mr. Schonberger indicated they were awaiting a list of questions from Dining Services, which have now been received and are being reviewed. They are in the process of soliciting feedback and input. As well, they are investigating and working on sticker identification for foods addressing special dietary needs (i.e.- kosher style, vegetarian, etc.).

The questions received include:

- What foods or combination of foods in a single menu item would disqualify something from being labeled Kosher style?
- As I may have mentioned in our meeting, I have found that several cuts of chicken that we purchase are certified as Halal. What other items contained in the recipe with this chicken would disqualify it for the Halal Style label?
- I also understand that all fish is considered Halal. If that is correct, then I have the same question for a fish recipe as the one above on the chicken.
- If a food item that could be Halal or Kosher Style is cooked on a grill where other foods that are not Halal or Kosher are also cooked, would that disqualify the item for the label? For instance, fish may be grilled on a grill that is also used to grill steaks that are not Halal.
- We will need to create some signage in the dining centers and on our webpage that explains the terms Kosher Style and Halal Style. Once you have answered my questions above, I will create the wording for that signage and get you to review and approve.
- Do you have any ideas of what the labels should look like – colors, symbols, etc.

b. **Principles of Community Working Committee**—Mr. Chris Atkins

Chris Atkins wasn't present so there was no official report. Ms. Gilbert will invite a representative from Human Resources who is a university-expert. She hopes this representative can attend the December commission meeting.

c. **Series 8000 Policies Working Committee and Budget Board Working Committee**—Lester Schonberger

The joint working committee met last week (Lester Schonberger, Matt Chan, and Monica Hunter). Policies were reviewed, notes and questions were made, and Ms. Hunter is sharing with the appropriate individuals within the Division of Student Affairs. A follow-up meeting is scheduled for Thursday, November 21.

Budget Board procedures remain to be reviewed, as well as the commitment to integrity statement.

d. **Connecting Cultural Groups Working Committee**

No report.

e. **Policy 91 Working Committee**—De'Ashley Spain

It was discovered that advisors in university studies are already meeting and can advance the Policy 91 discussion within their own area better than CSA could; therefore, it was decided to pass this issue on to the academic side of the house.

IV. Old Business

Mr. Brent Ashley said the second round of Extreme Campus Makeover will be going out soon. Non-traditional diets and observance of religious holidays (specifically, which holidays) are included in the next round. Mr. Ashley wants and requested that questions related to these two topics come from CSA specifically.

V. New Business

a. Dining Receipts Resolution – Mr. Brent Ashley

An additional meeting will occur with Dining Services for additional information, but adjustments to the original resolution have been made... in effect, creating a new resolution. The first reading of this revised resolution has occurred within SGA. Additional readings in SGA might be necessary; regardless, the resolution will not return to CSA until spring semester.

VI. Announcements

The Jewish Student Union (JSU) has expanded. Chabad has joined the JSU community. As well, on Monday, December 2, JSU will show "8 Crazy Nights" in Colonial Hall. Carol Lee Jelly Donuts will be served. (Hannukkah celebrates oil and the symbolism is expressed via fried foods.) Doors open at 7 p.m.; movie starts at 7:30 p.m.

Rasche Hall, a long-time Corps residence hall on the upper quad is currently being demolished. An invitation was extended for anyone who wanted to come watch/see.

LGBTQA AIDS awareness week was celebrating with a charity drag show (tonight-11/14/13) in Haymarket Theatre at 8 p.m. They are requesting a \$5 donation at door which will benefit the Roanoke Drop-In Center. As well, 750 condoms were distributed on Drillfield in 2 day period.

Ms. Claire Childress invited students to a panel discussion at Career Services at 6 p.m. (tonight-11/14/13)

De'Ashley Spain noted that the Black Organizations Council (BOC) will hold a fall "state of the black union" open forum. Progress and barriers will be discussed by the panel, followed by a Q&A session next Wednesday, November 20 in Colonial Hall at 7 p.m.

Mr. Brent Ashley mentioned that Hokie Day (a day of lobbying in Richmond) will occur in the early spring (February 6, 2014) and he invited anyone who wants to participate to attend. Hokie Day is run in partnership with the Alumni Association and the desire is that 100+students will participate to have the VT voice heard in Richmond.

SGA orchestrated shuttles offering transportation of students to airport for voting. No complaints or concerns were expressed. Of good note, however, an on-campus voting location is looking more possible.

Final meeting of the semester will be held December 7.

VII. Adjournment

a. With no further announcements or business, Ms. Kylie Gilbert, chair, entertained a motion to adjourn; Lester Schonberger motioned and Claire Childress seconded. The meeting was adjourned at 4:20 p.m.