Sacramento City College  
Food Service Advisory Group (FSAG) Minutes  
March 28, 2008

Attendees: Colleen Peterson, Greg Hayman, Frank Gleason, Vicki Byers, Regina Wilkins, Irma Rodriguez, Kellie Lusk, Laura Machado, and Bob Martinelli

Introductions  
Bob Martinelli welcomed everyone to the first meeting. Martinelli encouraged everyone to share results of this meeting with their constituency groups.

Purpose of the Food Service Advisory Group  
Bob Martinelli stated the purpose of the Food Service Advisory Group (FSAG) is to have a working forum for all constituencies to provide input regarding how food service is delivered to Sacramento City College.

Food Service Survey Results - Summary  
- Frank Gleason, the City Café manager, reported that last Fall a survey was taken. When reviewing the survey, Aramark found that the survey did not have a good representative sample. Aramark worked to put another survey out and it had the highest participation ever recorded.
  - Frank Gleason passed out the results of survey and explained how the survey was broken down and went over the results and comparison from previous years compared to this year. The survey provided a broader look at what people liked and didn’t like with City Café. Frank expressed the importance of the survey stating it is a great way to get feedback and better improve the City Café. Frank stated that the fall 2007 survey responses were 5,006. This total includes all of Los Rios District. The fall 2006 survey was a little over 200 students.
  - Frank Gleason said that they were able to email the survey link to students this time around and that helped increase the number of surveys taken. Aramark just completed the spring 2008 survey. The survey is sent out twice a year.
  - Frank Gleason explained that the demographic information compared from 2006 to 2007 had a large increase of student evaluations and this was the first time more students than employees filled out the survey. Frank Gleason explained that Aramark pulls data to compare year over year to look at progress, and the performance is getting better.
  - Irma Rodriguez asked if totals were compared to 2005/2006: Frank Gleason said no, they are just compared to 2006.
  - Vicki Byers asked if the survey questions were the same from semester to semester: Frank Gleason said the questions do change year to year. She said the survey was better this year. It was easier to follow and more user friendly.

- Frank Gleason said that the next survey will be in fall 2008. Results for the spring 2008 survey will hopefully be in May.
  - Bob encouraged members to talk to their constituency groups and urge them to take the survey so the Aramark will respond to it.

- Irma Rodriguez asked if there is a way to pull out information to see how many faculty members filled out the survey: Frank Gleason said that he would check to see if this is something that can be done.
Frank Gleason said there were 65 pages of comments from the survey. Unless responses are specific Aramark does not know what to change. Frank assured the committee that the comments are something Aramark pays attention to.

Discussions on key topics:

Food Variety, Selection, Quality, Nutrition Values and Costs

- Irma Rodriguez passed out feedback she received from faculty on Food Service. There were only ten faculty that responded to her questions. Faculty was concerned with having healthier food choices and more green friendly materials used. They also wanted to allow off campus catering or to expand catering options.
  - Frank Gleason is researching more green friendly utensils/plates/cups.
- Regina Wilkins expressed student services concerns. One of the concerns that Regina expressed is having a manager available on call all the time. Regina will send Laura Machado the comments from the Student Services area to be included in the minutes.
- Student representative Colleen Peterson stated that the student concerns were quality and pricing of food.
- Frank Gleason presented the new look of the Web site. The Web site will have links on the SCC homepage. Frank is talking to the district office about tying a link in the Los Rios Web site as well. The plan is to launch the new Web site at the end of April, 2008. FSAG will be advised when the new web site is available.
  - Vicki Byers stated that it would be good to show the hours of operation and holidays listed on the new Web site.
  - Frank Gleason said they will be listed in the new Web site. The Web site that he had printed for the meeting is just a mock up sample. The Web site will include SCC café catering options and Frank Gleason’s contact information. The catering menu will have hyperlinks. When you click on hyperlink it will give nutritional value of that item.
- Irma Rodriguez asked if catering will have nutritional values printouts available inside the café: Frank Gleason will look into providing nutritional information at City Café.
  - Regina Wilkins suggested putting a flat screen up with nutritional facts. This will be considered as a future initiative.
- There will be an informational bulletin board and suggestion box located in City Café for people to write comments or concerns (Fall 2008).
  - Bob Martinelli said that staff feedback will help shape decisions and changes with time. He also expressed the important of reporting comments and suggestions back to Aramark so they can make changes.

Facility Appearance, Maintenance, Modifications, Seating

- Greg Hayman stated that there will be a walkway open on the south side A lot when the North Gym is completed (September 08). The plan is to include tables and umbrellas by the start of fall 2008 and improve the faculty/staff patio area.
- Bob Martinelli talked about taking out the vending machines by business building and making the structure into food service point and relocating Java City to this area. The plan is to put tables and chairs in the patio area between the student center and business building. The area where Java City is located now will be changed to a small convenience store. This is an initiative that is being worked with Aramark. No implement date at this time.
- Vicki Byers asked if there was any thought about adding a food cart by Mohr and Lillard Hall. Bob Martinelli said that there are plans to put a cart serving students down that way, so they don’t have
to come all way to the City Café. This is also an initiative that is being worked with Aramark. No implement date at this time.

- Irma Rodriguez stated that EOP&S students are issued food tickets. Irma was concerned about students being able to use the tickets at the food carts.
  - Frank Gleason said that he can work with department on these types of issues. Frank said that he intends to put machines to take credit cards etc. in each food service location on campus. Bob Martinelli said that the college is working on being able to add value to your student ID cards, but this is still in the process of being figured out.

**Semester/Summer Schedules and Hours of Operation**

- Irma Rodriguez said the faculty would like to see the specialized food options be extended until 2:00pm instead of 1:00pm. This will be considered by Aramark for the fall schedule.
- Irma Rodriguez suggested call to order options: Frank Gleason will look into this.
- Bob Martinelli stated that Frank Gleason is more than willing to work with an area on the price of the catering menu. Bob also stated that Kellie can provide other alternative menus and options to meet your budget. Bob encouraged people to communicate with the City Café about their needs and budget constraints.
  - Aramark has exclusive right to cater on campus. The contract is written that way, but keep in mind they will be flexible with the menus and the cost of food where possible.
- Irma Rodriguez suggested that Aramark work with other restaurants for specialty food, like ethnically diverse.
- Vicki Byers asked if Aramark could create a separate menu for outside Los Rios catering: Frank Gleason said that he would put a menu together.

**Customer Feedback and Customer Service**

- Regina Wilkins said the survey should be better marketed to students: Bob Martinelli said that this will be done.
- Colleen Peterson said to let ASG know when the survey comes out so she can get the information out to the students.
- Vicki Byers suggested putting some computers around for students to take the survey.
- Bob Martinelli said that to send the survey out to students it must go to PIO to send through Imai. He stated that he will look at ways to refine the process.
- Irma Rodriguez suggested people walking around City Café with clip boards asking specific questions to get feedback.

**Next Meeting and Meeting Schedule**

- Bob asked if anyone would like to meet again during the spring 2008 semester. Bob explained that the commitment of the FSAG committee is to meet once a semester, but we can meet again this semester if there was a need. Between meetings we will communicate via email to keep the dialogue going on suggestions for improvements.
- The committee agreed to meet in fall 2008. This will give the committee the opportunity to meet with their constituency groups.

**Future Agenda item**- review minutes discuss concerns or emails that have been sent since last meeting.

Meeting adjourned 12:15pm