



DINING & SUMMER CONFERENCES

ANNUAL REPORT 2015-2016



Dining and Summer Conferences
University of Wisconsin-Stevens Point

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ABOUT DSC



OUR MISSION



As a student focused organization, Dining and Summer Conferences enhances the educational experience by creating sustainable meals and nourishing a diverse community.

OUR VISION



Dining and Summer Conferences seeks to bring diversity to the table through engaging the campus community with innovative hospitality.

SERVICES & PROGRAMS



RESIDENTIAL AND OFF-CAMPUS MEAL PLANS

INTERNAL AND EXTERNAL CATERING SERVICES

EDUCATIONAL FOOD EVENTS

THEMATIC SPECIAL DINNER EVENTS

STUDENT MANAGER DEVELOPMENT PROGRAM

IN HOUSE POINT TO FOOD SAFETY CLASS FOR STUDENT
MANAGERS AND STUDENT EMPLOYEES

SUSTAINABILITY AND LOCAL FOODS RESOURCE

SUMMER CONFERENCE SERVICES MANAGEMENT

NUTRITIONAL AND SPECIAL DIET OFFERINGS

NETNUTRITION ONLINE NUTRITION PROGRAM

MEALS FOR UWSP CHILDCARE CENTER

REDUCED PRICE MEAL VOUCHERS FOR ADMISSIONS TO
SUPPORT RECRUITMENT AND RETENTION

OVERVIEW

426 STUDENT EMPLOYEES

DSC continues to be the largest employer of student employees on campus; average general student employee tenure is 1.09 years; average student manager tenure is 1.85 years; we currently have 89 students with 2+ years of tenure; 231 new student employees were hired between July 1, 2015 and June 30, 2016.

Alan Heckert is our longest tenured student employee with a start date of March 10th, 2011

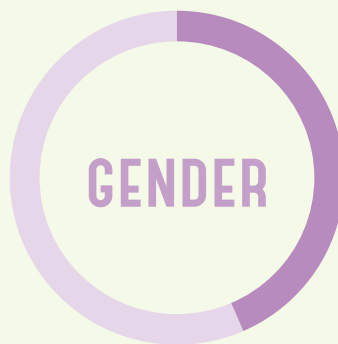
35 (8.2%) OF EMPLOYEES ARE INTERNATIONAL STUDENTS

STUDENT MANAGER STATISTICS



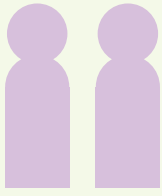
10.2%
non-Caucasian

89.8%
Caucasian



44.9%
44 male

55.1%
54 female

2 
2.0% International

EMPLOYEE STATISTICS

DSC is one of the few student employers on campus that provides our own student personnel/payroll assistance reducing the work load in the main Personnel office



**AVERAGE HOURS
WORKED PER WEEK
BY STUDENTS**



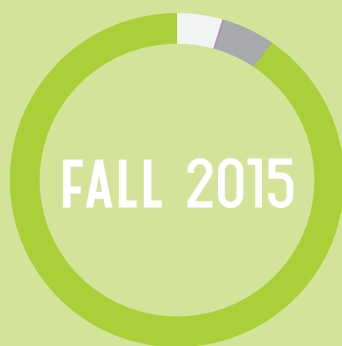
**AVERAGE HOURS
WORKED PER WEEK BY
STUDENT MANAGERS**

**30 CLASSIFIED STAFF
AND MANAGEMENT**

**10 LTE
EMPLOYEES**

Total student wages—\$1,351,274 (decrease of \$28,249 or 2.0% from PY, attributed to ACA and 54.2 % of employees were hired in the current FY at starting rate of \$8.00/hour). Average student wage is \$8.14/hour and average student manager wage is \$9.20/hour

STUDENT EMPLOYEE GPA STATISTICS



404 total checks

18 students (4.5%) under 2.0
20 students (5.0%) with 4.0



369 total checks

18 students (4.9%) under 2.0
14 students (3.8%) with 4.0

**SUMMER
2016**

92 current student employees
enrolled for summer classes

CATERING & EVENTS

Convocation: all campus picnic

3,551 SERVED

Homecoming: all campus picnic (this is the first time there was a \$5.00 or meal swipe charge for this event)

675 SERVED

DUC House Party food served during Welcome Week



**WEDDINGS
CATERED**

**729 EVENTS
CATERED**

**87,946
CATERING CUSTOMERS**

DINING PLANS

DINING PLAN
PARTICIPATION
RATE:

97.2%
FALL

97.8%
SPRING

707 OFF-CAMPUS
DINING PLANS

5,997 RESIDENTIAL DINING
PLAN CONTRACTS

3,170 2,827

1,187,725 Number of board meals used
(814,251 swipe trades and
373,474 board meals)

44.92%

Percentage
of 'local' food
purchases per
the most recent
AASHE Star
Report

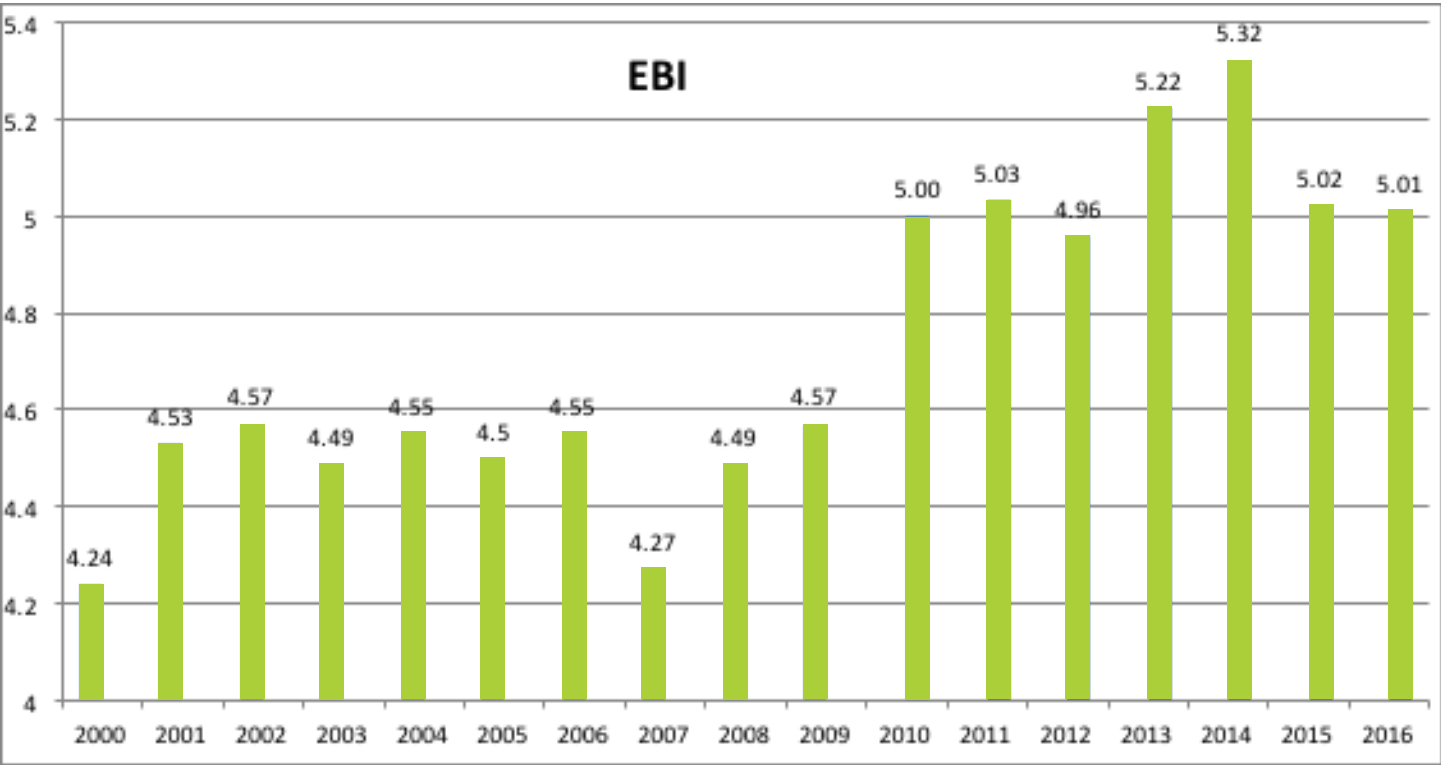
\$1,475,841 SPENT ON 'LOCAL' WI BASED
FOOD PURCHASES (45% OF TOTAL FOOD
PURCHASES)

REDEEMED \$13,910.94 IN FOOD
MANUFACTURER REBATES

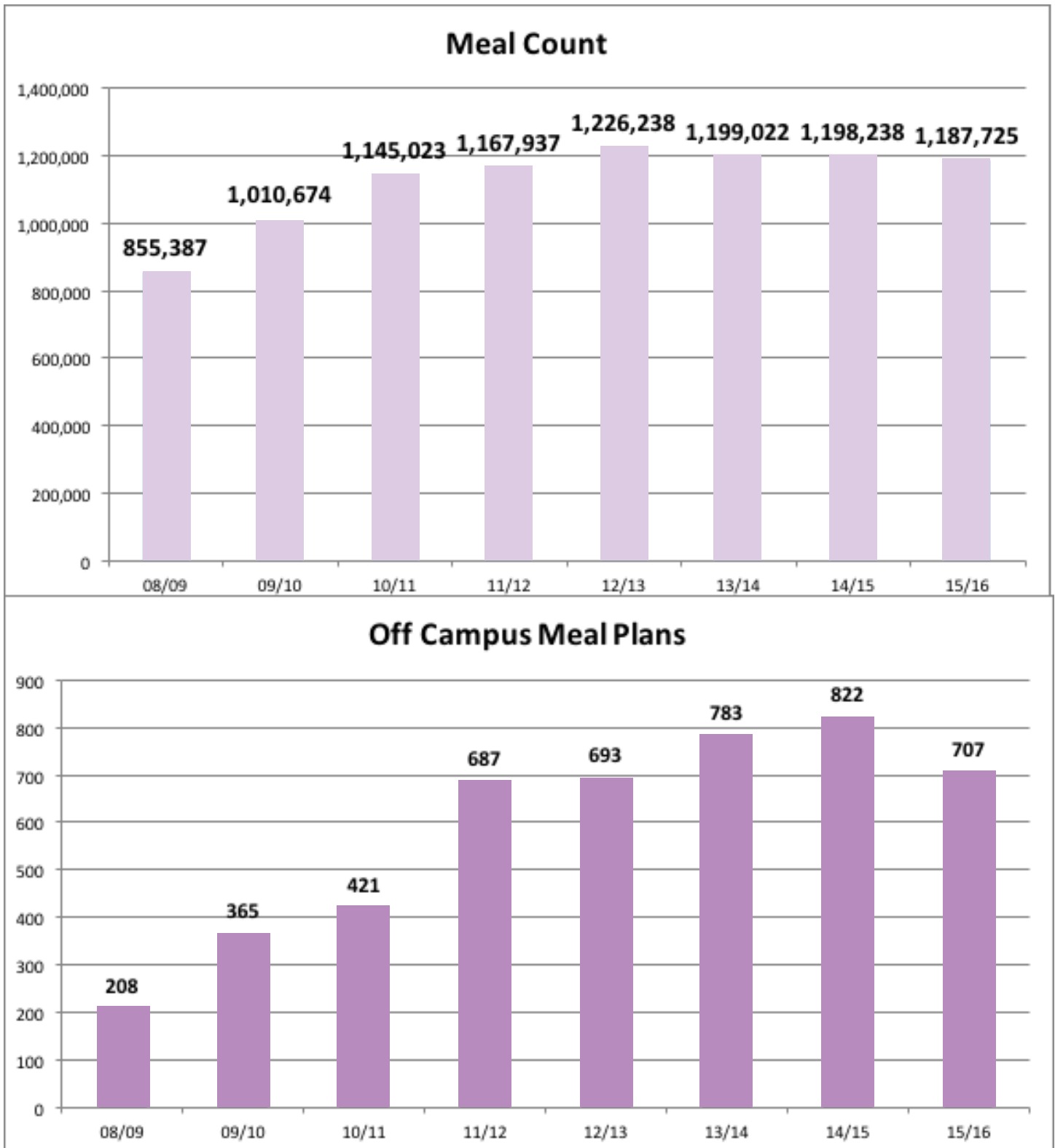
25 FOOD VENDORS, 13 OF WHICH ARE
'LOCAL' OR WITHIN A 250 MILE RADIUS

SATISFACTION & SERVICE INDICATORS

EBI TOTAL SATISFACTION
FOR 2016 IS 5.01



SATISFACTION & SERVICE INDICATORS



DEPARTMENT ACHIEVEMENTS

DSC updated our mission and vision with the input of students and staff to better indicate the Inclusive Excellence vision of UWSP

Won Honorable Mention at NACUFS for Special Event—Residential Dining with Focus on Food

Summer Conferences: 45 groups this summer –36 are internal groups, 9 are external, 3 groups are new; 28 athletic camps (19 overnight, 9 day camps), 5,323 participants (4,513 residents and 810 commuters), and 17,050 'bed nights'

Summer Conferences saw an increase in Special Olympic participation. The number of athletes and coaches increased 143 or 8.1% from Summer 15 for a total of 1,913 attendees. Meals served increased from 6,531 to 6,757 or 226 meals and 3.5%. Anticipated revenue increased \$7,423 or 7.0% from Special Olympics 2015.

Reserves stand at \$541,870, with \$2,179,767 in a 228 account for DeBot renovations scheduled for 2018—2019. Goal is to have 5 million in reserves prior to renovation to minimize the debt service impact; DSC currently is at 43.6% of the goal.

Hosted over 38 special events for students at DeBot Residential Dining Center

Increased external high-level catering business through word of mouth advertising and new clients. Catering posted a 9.2% sales increase in external catering business compared to prior year. Overall, catering sales increased 1.8% over prior year.

Catering served 8 weddings

The DSC Catering team volunteered their services at 6 UWSP events to assist with marketing and fundraising

Catering "donated" approximately \$17,315 in goods/services (DAB requests, reduced voucher pricing, goods at cost for student organizations, etc.)

DSC played an integral role in the Capital Campaign event on campus in April 2016. The entire DSC team worked well together to present the very best DSC has to offer.

Josh Berg was elected President of NACUFS Midwest Region and attended the Midwest Regional Conference in Columbus OH, Josh also attended the National NACUFS Conference in July 2015

Russell Reeves and Suzette Conley attended the NACUFS National Conference in July 2016

Josh Berg and Suzette Conley participated in the Design Bootcamp conference in Charlotte, NC in April 2016 to learn more about food service operation design.

DeBot renovation plans were approved, Architect/ Engineer selection of SDS Architects was awarded in May 2016. Starting date of renovation is yet to be determined; most likely either May 2018 or May 2019

The DeBot Continuity of Operations committee was formed and met once to begin discussions about food service relocation options during renovation. Given the unknown renovation date this group is currently on hold, but will be convening in Fall 2016 to continue these discussions

The DSC Continuity of Operations Plan was updated

DSC hosted the 4th Annual Fun Run and had 61 participants. 30 volunteers assisted with the event and Baldwin Hall won the traveling trophy for most participants. Participation was very low due to inclement weather.

DSC management staff was actively involved on all of the SA cross-functional teams

Scored 5.01 on the EBI survey

Cameron Griggs, Residential Dining Chef joined DSC in February 2016 to assist in culinary operations and development of the culinary staff in DeBot.

Nick Manzo, Food Production Assistant, joined DSC in September 2015 working with the Catering Department as a Sous Chef. Nick left DSC in June 2016.

Holly Bleser was promoted into the Financial Specialist Senior position and divides her time between financial specialist and summer conference coordinator duties.

Greg Lang began his duties as Student Payroll Coordinator in February 2016. Greg has been instrumental in assisting DSC with the ACA implications to student employment and monitoring of student employee hours.

McKenzie Gotz was hired in May 2016 as a Food Retail Catering Lead to replace Chris Walkoe who will be departing DSC in August 2016

Josh Berg, Residential Dining Manager at DeBot left DSC in June 2016.

Rob Neumann was selected to be the new Residential Dining Manager at DeBot. Rob will begin in this role August 1, 2016.

Angel Alcantar participated in the NACUFS Leadership Institute in June 2016

All members of the DSC management team completed Title IX training class

All members of the DSC team attended a presentation by Justin Lechleiter on Transgender Communication

DSC Student Managers attended trainings on:

- Motivating Employees
- Working with International Employees
- Professionalism in the work place
- Transgender Communication
- Stressed/Depressed Employees
- True Colors
- Conflict Management
- SafeZone
- CPR/AED/First Aid

Improvements made to the Food For Thought Café included the addition of an espresso machine, sandwich cooler and a new gate to better secure DSC property during off hours.

Introduced Island Oasis Smoothies at Lower DeBot and Homegrown Café

HUGS program was better marketed resulting in \$952 revenue from 57 orders

New catering menu was introduced in Spring 2016

DSC hosted an Iron Chef competition in Upper DeBot with 12 teams from Residential Living competing

Food For Friends was introduced by DSC to assist with food insecurity issues on campus by allowing meal plan participants to donate meals that were then distributed by The Cupboard to students in need. 225 meals were donated in fall semester and 107 meals were donated in spring semester for 332 total.

New meal plans were introduced for fall 2016. All traditional block plans will include \$100 Dawg Dollars. An all Dawg Dollar plan is being introduced to allow students greater flexibility and variety.

Angel Alcantar, Becky Konkol, Josh Berg, Suzette Conley and Greg Lang attended Assessment Training and have developed the learning outcome goals for DSC 2017

Becky Konkol completed her dietetic internship and passed the RD exam in June 2016.

Alyssa Blume (CBORD Student Manager) was selected NACUFS Student Employee of the Year 2016 for the Midwest region and the nation! Alyssa was honored with a reception and cash award from NACUFS. This is the second year in a row when a DSC Student Manager won both the Midwest regional award and the national award!

GOALS AND PRIORITIES

FOR ACADEMIC YEAR 2016-2017



Recruitment and hiring of a new Dining and Summer Conference Director by July 2017

Recruitment and hiring of a new Food Production Assistant to replace Nick Manzo

Recruitment and hiring of five culinary staff positions at DeBot

Successful onboarding and training of new management and culinary staff throughout DSC

Increase external catering sales by 5% or \$4,095 to \$85,994

Increase summer camps and conferences revenue by 5%

Increased marketing of summer conferences and catering services with ads in Campus Publisher

DSC will be providing meal service to the YMCA Childcare Center beginning in Fall 2016

Introduction of a new noodle bowl station at the DUC Food Court

Increase the participation in the 'Green on the Go' sustainability program in the DUC retail dining areas. Exploring other alternatives for distribution and collection of used containers. This program will be further developed prior to renovation as we see the use of reusable containers being key in the temporary dining locations.

Continue the progress on DeBot renovation plans with the continued discussion of the DeBot Continuity of Operations committee

Contract with Rippe Associates for management consultation to assist in the development of temporary dining locations and options during renovation

Implementation of budget cut reductions

DSC would like to enter more submissions in the NACUFS Loyal E Horton Awards to showcase more of our programs

Increase number of DSC management staff participating in NACUFS Institutes and conferences for professional development

Further develop the DSC assessment team with greater participation to achieve the assessment goals determined for the Point to Food Safety class, materials and checklists

Summer Conferences will be working with Residential Living to simplify fee structures and policies

DSC plans to send three to four staff members to the NACUFS national conference in Nashville TN in July 2017

DSC plans to send one to two staff members to the Menu of Change conference in Hyde Park NY in June 2017

DSC plans to send three staff members to the annual CBORD conference—Nora Stanczyk, Holly Bleser and Angel Alcantar

Improve EBI score in all categories

Increase off campus plans by 5% or 35

The DUC dish room will be undergoing renovation and the installation of a new dish machine to prepare for the influx of business in the DUC due to DeBot renovations

Implement a better marketing plan and process for discounts on purchases in reusable cups in all DSC retail locations



CBORD GOALS BY LOCATION

LOWER DEBOT

Continue to work on streamlining inventory utilizing the scanning guns.

Work with Karen to review and revise recipes for accuracy.

Revise the weekly special structure to be more consistent and easier to implement.

UPPER DEBOT

Continue to have CBORD team organize and present several Focus on Food events.

Prepare guide explaining FSS utilities used in Upper DeBot area by Residential Manager.

Assist in any areas where needed to assure operation of Upper DeBot runs smoothly during Manager transitioning.

Continue to communicate with Executive Chef keeping up with recipe changes so nutrition labels and recipes are current and correct.

CATERING

Continue to work with staff to assist in any way in creating a static menu with all information included in EventMaster program.

Continue to work on linking EventMaster and FSS so at some point recipes and financial information can be shared.

DUC FOOD COURT

Confirm ingredients in recipes are correct and instructions are followed.

Work to implement FSS order scheduler to incorporate ordering process into the Food Service System.

Produce a process where the goal is to utilize the advance prep application in the kitchen.

CBORD

Continue to meet regularly with CBORD employees creating and realizing individual department goals.

Communicating with all locations for representatives to share any concerns or successes.

ORIENTATION

Create training Power Point for the Micros registers for student managers and employee cashiers.

Assist in creating any written materials needed for registers or FSS report procedures.

FOOD FOR THOUGHT CAFÉ & HOMEGROWN CAFÉ

Continue to concentrate on these areas working towards the goal of being able to retrieve accurate reports from the FSS system concerning inventory and product costs.

Continue to update service menus and NetNutrition for the online application of these areas to be accurately available.

