# DINING & SUMMER CONFERENCES Annua Report 2017-2018



Dining and Summer Conferences University of Wisconsin-Stevens Point



(Altrada

# **Table of Contents**

- **4 M**ISSION **& V**ISION
- 5 Services & Programs
- 7 INCLUSIVE EXCELLENCE
- 8 DINING & SUMMER CONFERENCES STATISTICS
  - EMPLOYEE ( PG. 9 )
  - catering & events ( pg. 11 )
  - MEAL PLAN ( PG. 12 )
  - purchasing ( pg. 13 )
  - point to food safety ( pg. 14 )
  - CUSTOMER SATISFACTION ( PG. 15 )

### **16 MAJOR UNIT ACHIEVEMENTS**

- Employment ( pg. 17 )
- Recognition & education ( pg. 18 )
- CAMPUS COLLABORATION ( PG. 19 )
- CAMPUS PROGRAMS ( PG. 20 )
- OFF CAMPUS INVOLVEMENT ( PG. 21 )

### 22 GOALS & PRIORITIES



# **Mission & Vision**

# 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.



# Programs & Services

### Residential and off-campus meal plans

- Residential Block Plans: 150, 200, 250 meals each with \$100 Dawg Dollars
- All Dawg Dollar Plan: \$1,600 Dawg Dollars
- Off-Campus Meal Plans: 25, 50, 75 meals

### Internal and external catering services

- On Point Catering Re-brand
- Updated website
- Local Event participation: Central WI Wedding Show and Farmshed Local Food Fair

### **Educational food events**

- "Taste of..." (Local food vendor events)
- Focus on Food event series

### Thematic special dinner events

 Oktoberfest, Halloween Dessert, International Night at DeBot, Mac and Cheese Night, Super Bowl Celebration, Valentine's Dinner, Lunar New Year, and St. Patty's Day Celebration

### Student manager development program

- Strengths Finder Assessment for all SMs
- Composting Presentation

### Point To Food Safety class for student managers and student employees

• Point to Food Safety Assessment

# Programs & Services

### Sustainability and local food resources

 Participation in Sustainability Office events: Sustainability Fair, Fair-Trade Fair, and Earth Week

### Summer Conference services management

- Special Olympics of Wisconsin
- 43 on campus summer camps

### Nutritional and special diet offerings

- Registered Dietitian
- Net Nutrition Online program

### Meals for YMCA and UWSP child care center

• Over 34,000 meals to participants in a year

### Free meal vouchers for admissions to support recruitment and retention

- 1,608 VIP passes redeemed
- \$11,256 donation

### Partnerships with other UWSP departments

- SGA Green Fund: Green on the Go containers
- CASE The Cupboard: Food for Friends Program
- Interior Architecture, Facility Services, and Residential Living: DeBot Dining Center Renovation Project

### Marketing support to other Student Affairs departments

- Student Health Service
- Diversity and College Access
- Counseling Center

# **Inclusive Excellence**

### All DSC Student Managers attend Safe Zone training

### All DSC Staff completed Harassment Training

### All DSC Student Managers and Staff completed the Strengths Finder Assessment

• Martha Yonke attended SM meetings to dive further into students strengths

### All DSC Staff attended "Toward a More Inclusive Campus"

- Part 1: Building Awareness
- Part 2: Value of Diversity

### Work closely with the Office of International Education

- Present work opportunities to ESL participants every semester
- Employ International Student employees and Student Managers
- Partner with International Student and Scholar Services for themed meals and events: International Night at DeBot and Lunar New Year Dinner

# Work with the community in training and employing people with special abilities.

• Increasing staff members of ODC/CIC from 5 to 7

### DSC sent a representative to the Bringing in the Bystander Training

• Greg Lang became certified to teach this training on campus

# Dining & Summer Conferences Statistics

2017-2018

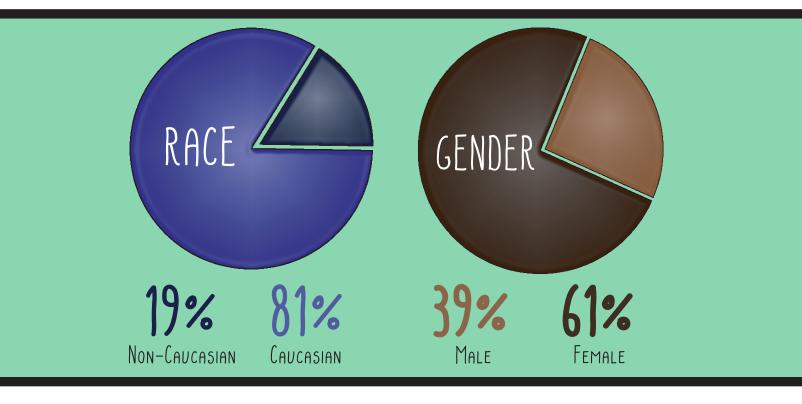


# Student Employees

# **282** STUDENT EMPLOYEES

DSC continues to be the largest employer of student employees on campus.

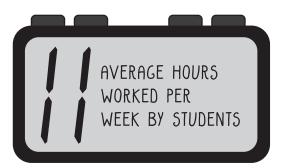
We currently have 38 students with 2+ years of tenure. 243 new student employees were hired between July 1, 2017 and June 30, 2018. 31 (12%) Of our employees Are international STUDENTS AT UWSP.

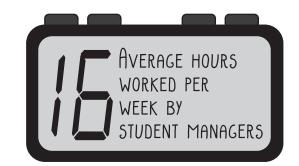


72 Student Managers 22 Student Operation Managers

# Student Employees

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.





Total student wages-\$983,214 (decrease of \$146,482 or 13% from PY). Average general food service student employee wage is \$8.12/hour and average student manager wage is \$9.24/hour.

# STUDENT MANAGER GPA STATSFALL<br/>65%SPRING<br/>59%ABOVE 3.0<br/>60 OUT OF 93 SMSSBOVE 3.0<br/>58 OUT OF 98 SMS



10 USTE Employees

# **Catering & Events**

### CONVOCATION: ALL CAMPUS PICNIC

# 1,575 Served

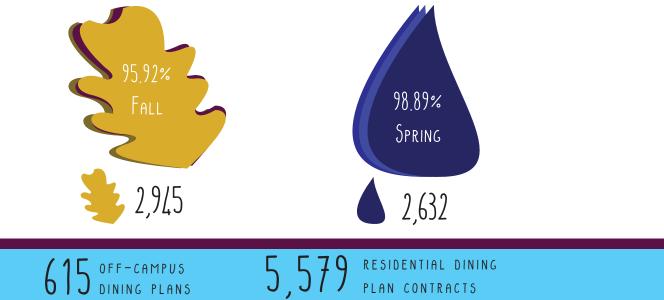
# <text>



73, 619 CATERING CUSTOMERS CUSTOMER SATISFACTION SURVEY: 4.7 OUT OF 5.

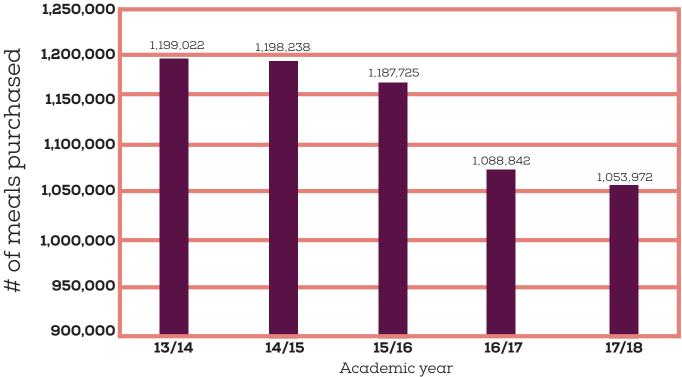
# **Meal Plans**

### Dining plan participation rates:



# 794,889 SWIPE TRADES 259,083 BOARD MEALS

Meal Plan Usage



# Purchasing

PERCENTAGE OF LOCAL FOOD PURCHASES

\$1,540,585

SPENT ON LOCAL

WI-BASED FOOD PURCHASES

# 29 FOOD VENDORS OF WHICH ARE **LOCAL** OR WITHIN A 250 MILE RADIUS

\$14,883 REDEEMED IN FOOD MANUFACTURER REBATES

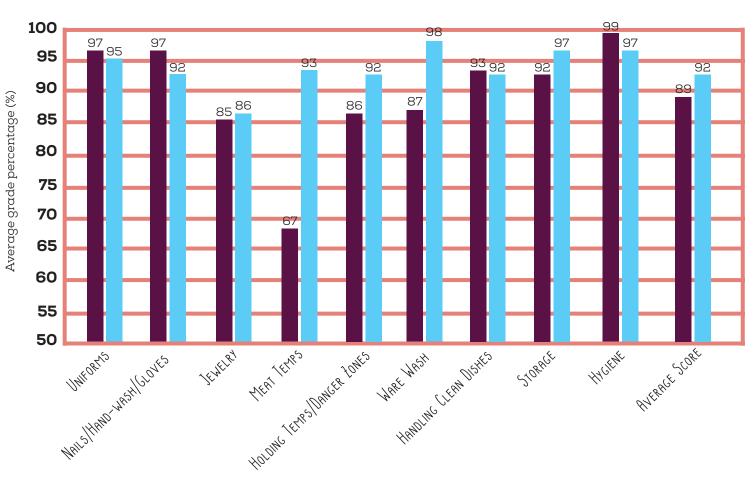
Fair Trade Purchases Spring: \$19,857 Fall: \$17,859

# **Point to Food Safety**

Dining and Summer Conferences conducted an assessment of its student employee food safety training program.

Each employee takes an online training program when employment is started and completes an eight-week evaluation of their retention and usage of the policies they have learned while working with DSC.

Below is the average grade percentage received from all of our employees evaluated in our nine categories of food safety in the past year.

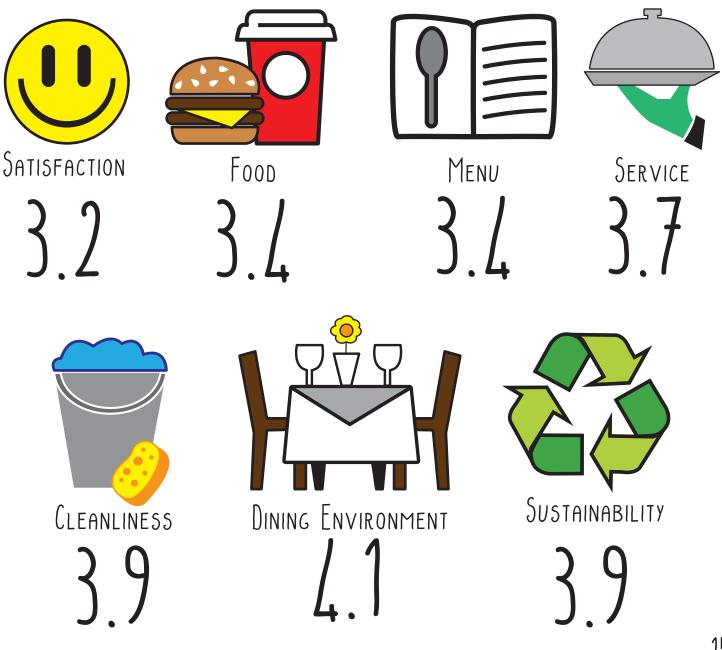


### POINT TO FOOD SAFETY ASSESSMENT: 2017 VS. 2018

# **Customer Satisfaction**

The National Association of College and University Food Services (NACUFS) conducted a satisfaction survey to all UWSP students, faculty, and staff. Each participant was given a unique code and asked to rate their satisfaction of the DUC Food Court, Lower DeBot and Upper DeBot.

Below are the overall result from 936 responses. Each category is the overall satisfaction of all locations on a scale of 1-5 with 1 being Very Dissatisfied and 5 being Very Satisfied.



# Major Unit Achievements

# Employment

| New Employees  |
|--|
| <ul> <li>Lily Filtz – FSA4/Barista</li> </ul>            |
| <ul> <li>Sierra Kelley - Marketing Specialist</li> </ul> |
| <ul> <li>Emiley Dorrler – FSA4</li> </ul>                |
| <ul> <li>Chris Walkoe – FSA4</li> </ul>                  |
| • Melinda Hack – FSA4                                    |
| Retirements  |
| <ul> <li>Joanne Berti - FSA4</li> </ul>                  |
|  |

DSC continued the WIN-WIN-WIN Student Hiring competition in Fall 2017. All locations tied with 4 new recruits totaling 16 new employees in Fall 2017. Lower DeBot won WIN-WIN in Spring 2018 with 6 new recruits, all locations totaled 16 recruits.

### DSC Student Manager of the Semester:

Fall 2017:Upper – Elizabeth Williams<br/>Lower – McKenna Hammons<br/>DUC – Hannah Pettepiece<br/>Catering – Karli Riemer<br/>Admin – Holly Krey

**Spring 2018:** Upper – McKenzie Wessell-Woodcock Lower – Austin Mikoulinski DUC – Victor Alencar Catering – Eva Walters Admin – Rachel Kleine

# Recognition and Education

Becky Konkol participated in Continuing Education programs for her Registered Dietitian certification including 5 workshops and 3 webinars.

Becky Konkol attended the Wisconsin Academy of Nutrition and Dietetics in April 2018. She also attended the Farm to Fork tour to learn about Wisconsin farmers and producers.

Becky Konkol was awarded the Outstanding Work Performance recognition for 2017-2018 from the UWSP Common Council.

Becky Konkol and Sierra Kelley plan to attend the 2018 National NACUFS Conference.

DSC placed 2nd overall for the NACUFS Sustainability Award in Outreach and Education through their Focus on Food series.

## DSC/UWSP named as 2017 Employer of the Year for Portage County by ODC.

DSC staff completed CPR/AED training with the Stevens Point Fire Department in January 2018.

DSC Student Managers Malia Xiong and Jimin Jeong received the Spring 2018 Chancellors Leadership Award. Greg Lang attended the Bringing in the Bystander Training in October 2017. Greg is certified to facilitate Bringing in the Bystander trainings: share the ability to recognize, prevent, intervene and report sexual violence, while supporting the victims of sexual violence.

Russell Reeves was re-appointed to the NACUFS National Education committee for 2017/2018 and continues to implement the NACUFS education strategy and training plans for volunteer presenters at the Regional and National conferences.

Russell Reeves presented on the subject of education for collegiate food service at the Midwest NACUFS Regional Conference at UW-Madison in March 2018.

Russell Reeves conducted the ServSafe Food Safety and Sanitation Class with five DSC team members in May 2018.

Sierra Kelley attended the 2018 Central Wisconsin Digital and Social Media Conference in April 2018.

# **Campus Collaboration**

CBORD staff collaborated with the Dietetics professors to assist in the training of dietetics students.

DSC participated in the Sustainability Fair in October 2017 with Indianhead Foodservices Distributor.

DSC submitted a Green Fund application for the purchase of Green on the Go containers to be utilized by all residents of the residence halls. The proposal was approved in February 2018 for \$17,480.

# DSC participated in the Fair-Trade Fair and Earth Week events in April 2018.

DSC continued service to the University Child Learning and Care Center on campus with 4,704 breakfasts, 3,664 lunches and 3,360 snacks in Fall of 2017 and 9,655 breakfasts, 8,099 lunches and 7,461 snacks in Spring of 2018.

### DSC collaborated with UWSP Interior Architecture students for the DeBot Dining Center Renovation Project.

Greg Lang was involved in various committees including the University Personnel Development Committee and Student Affairs Assessment Team.

Greg Lang and Sierra Kelley were on the Student Affairs Focus on First Year Students Committee. This committee addressed First Year Students trending issues that have been collected by the National Survey of Student Engagement (NSSE) during Spring 2017. On Point Catering successfully supported the UWSP Foundation with planning and delivery of UWSP events while Chef Kenny Minor was visiting in Fall 2017.

Sierra Kelley collaborated with other Student Affairs departments (Health Service, Counseling Center and Diversity and College Access) to help with marketing and website updates.

Sierra Kelley was involved in various committees including the Strategic Marketing Plan Committee, Welcome Week Sub-Committee, and the Parking Advisory Board.

Suzette Conley represented Student Affairs with a presentation at all STAR Orientations sharing what each department can do for incoming students and employment opportunities within Student Affairs.

Suzette Conley and Russell Reeves are members of the UWSP Emergency Operations Center staff, participating in monthly training and exercises to assist in the security of UWSP.

# **Campus Programs**

Becky Konkol created a new series for the Focus on Food program in Fall 2017 which focused on educating students on sustainable diets. DSC entered the program in the NACUFS Sustainability Award for Outreach and Education and placed 2nd overall in their division.

Becky Konkol continued the Focus on Food series with a new focus on College Cooking Classes for Spring 2018 in collaboration with the CPS Café.

DSC collaborated with the International Student and Scholar Services (ISSS) organization for the first ever International Night at DeBot dinner. DSC entered the event for the NACUFS Horton Award for Residential Dining Special Event.

DSC collaborated with ISSS to hold the Lunar New Year dinner in February 2018. The event featured food from various Asian countries.

CBORD staff organized the 6th annual DSC Finals Frenzy Fun Run/ Walk. This year's theme was Star Wars "May the Fourth be with you". There were 80 participants and 20 volunteers.

DSC collaborated with RHA on the 2017 Homecoming Picnic. DSC created a new program called "Taste Of..." featuring local vendors and their new products. These events give students a chance to learn more about the food these vendors supply to DSC. The vendors included: Brakebush, McCains, Rich's, Catallia, Red Barn Dairy and Klements.

Lower DeBot held three student raffles in Fall 2017. In Spring 2018 they held an additional six raffles.

DSC continued the Food for Friends program to assist The Cupboard by encouraging students to donate meal swipes to The Cupboard: 586 meals donated in Fall 2017 and 375 donations in Spring 2018.

# Off Campus Involvement

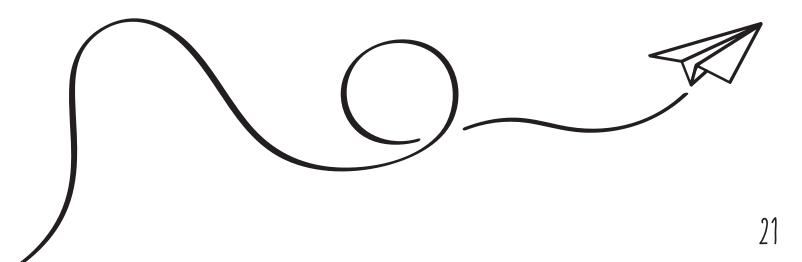
DSC partnered with Zest for baked goods at our cafés beginning Spring 2018.

DSC partnered with Mission Coffee at our coffee shops and retail locations.

DSC continued service to the Stevens Point YMCA Child Care Center with 4,180 breakfasts and 4,180 lunches in Fall 2017.

On Point Catering tabled at the Annual Wedding and Fashion Show in SentryWorld on January 20, 2018 where 258 brides attended.

On Point Catering attended the Farmshed Local Food Fair where Jared Lowry conducted a presentation on Quick Pickling at SentryWorld in February 2018.



# 2018-2019 GOALS

# PRIORITIES

# **Goals & Priorities**

Recruitment and hiring of Residential Dining Chef by September 2018.

### Recruitment and hiring of Residential Dining Manager by January 2019.

Continued development and implementation of the Green on the Go container program–purchase of containers, distribution to students, collection methods, sanitation procedures, re-distribution to students by August 2018.

Modify "Taste of ... " program to be re-introduced at some DSC locations in Spring 2019 with the collaboration of various food vendors to provide all DSC customers the opportunity to provide feedback on potential new food items.

Re-introduce "Recipes from Home" to DSC student employees with increased marketing and advertisement.

Increase marketing of DSC student employment opportunities and meal plan offerings to on and off campus students through postcard and email blasts.

Create and conduct a Catering survey with current customers to identify areas for improvement. Develop and implement an assessment tool to be used on every catering order; plan is to begin collecting data in 2018-2019, but assessment to begin in 2019-2020 due to transition year. Maintain high quality On Point Catering services during period of transition through improved communication, further developed systems and twice daily catering team meetings.

Continue the implementation of plans for menu offerings, staffing plan, hours of operation for all temporary locations with review and revisions as needed to optimize customer service and satisfaction.

Continue the development of menu items and plans, staffing plans, operating hours, and equipment needs for the newly renovated DeBot Dining Center.

Increase DSC's presence in social media and engagement with UWSP student population through more effective marketing/advertising/ education of DSC activities and events.

# Develop meal plans for 2019-2020 academic year by December 2018.

Continue the progress of the DSC Assessment Team; reviewing the Point to Food Safety program results and implications on student employee retention. Further develop DSC sustainability efforts that will be the assessment focus in year 3: Fair Trade purchases, Green on the Go participation, Compost data, clean plate waste audits, re-usable mug data, etc.

# **Goals & Priorities**

Collaborate with the SGA Sustainability Committee to better market/advertise vegetarian visibility, Green on the Go containers and other DSC sustainability initiatives.

Increase number of DSC management staff participating in NACUFS Institutes and conferences for professional development–two staff members will attend NACUFS National in July 2018.

DSC plans to send one staff member to the annual CBORD Conference in October 2018. Increase student employee retention–implement stay interviews beginning Fall 18, increased training opportunities beginning Fall 18, financial incentive every semester beginning Fall 2018.

Development of DSC Training Team including SOM and Culinary Staff from each location-determine training outline, determine training materials/ time-line for all DSC locations-review current training models in DSC locations, develop and plan during 2018-2019 academic year to be implemented in Fall 2019.

DeBot Renovation Project: Track progress, manage budget to ensure timely completion.

