

SAB 09/23/2020

- Guest Speaker: Lamar Patterson
 - Director of Dining Service
 - Goals this year were quality and speed of service
 - Went to GrubHub for better structure with all locations
 - Menu items were balanced out
 - Items that were offered at multiple locations
 - Ex: Grilled Chicken sandwiches are at the loft so they aren't at Chick-fil-a
 - Tried to avoid the lack of customization that other campuses are doing with food services
 - Dining business has decreased heavily in volume
 - Cyclone traffic was so low that it was shut down for the rest of the semester.
 - Q: Why has customization been removed from chick-fil-a?
 - Chick-fil-a has certain standards with the menu, so if some things are removed other things also have to be removed
 - There are options to go other places
 - They want to keep chick-fil-a moving fast to decrease lines
 - Q: Toasting of buns at SubCo
 - Took too much time and was not vital to the business
 - There's a bad bottleneck with lines especially where SubCo is located so sacrifices were made to keep that line down
 - The Loft was limited a lot to cut down wait times as well
 - Q: There is a lot of frustration with Red Mango being closed this semester
 - Tried to do the product in other areas but it was not working
 - Red mango is a labor intensive area which means more wait time with more people standing around
 - Red mango had such low volume when they first tried it this year
 - Simply to Go's are not doing a lot of business
 - Q: The loft has limited items on the breakfast menu. Is there anyway this will change?
 - Several things were added because the volume of business was so low that it is less of an issue to offer for more options
 - Q: Is there a way to make the online loft menu more accurately reflect what's being served in the loft
 - That is being worked on. There's a lot involved in straightening that out

- Q: People are frustrated that GrubHub is still charging a convenience fee even though they are the only way to order for certain locations. Is there anything being done to fix this?
 - It's being considered. Food services may take on that fee next semester and pay it behind the scenes so students are not expected to pay that
- There are always complaints about hours of locations. The compression in hours is because there have not been the number of customers needed to keep longer hours.
- Welcome back to Josh Dudek, our first active alumni on the board!
- Survey for Fall 2020
 - Link will be sent out to all Pott College Students
 - There may be a prize for the first few people that fill it out
 - Add question about which format of class is most beneficial
 - Add question about what teachers are doing that is working/not working
 - Look into tests not changing even though the class' format has changed and the impact on test scores
 - Ask a question about what students are doing to stay active outside of school and see if there is a boredom there
 - Add question about feeling safe in labs
 - Is there trouble reaching out to professors now that you cannot go to in person office hours
 - Ask how communication with professors is going
 - Ask if students feel engaged with their classmates
 - Ask if there are issues with professor solutions to students quarantining
 - Ask if students know what would happen with their classes if they had to quarantine
 - Maybe don't put issues about the professors in the survey
- Update on LLC's
 - Adjusting to college life is hard to begin with plus they have the new restrictions of covid that make it more difficult
 - Getting involved in pott college is currently difficult
 - Students are feeling isolated
 - Mentoring program seems to be going well
 - 1:1 Mentor-Mentee
 - There are 15 minute meeting times over zoom every week
 - Engineering Mentor-Mentee is about 1:3, but it is going well
- Next Guest Speaker Ideas
 - Distance Education

- Information about online classes
- Student Development
 - If organizations can meet in person
 - Are there spaces that groups can reserve
- Library Services
 - Questions about reserving space in the library
 - Could Sanitization stations be set-up
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