

## Student Voice Meeting Minutes October 13, 2023

### Meeting details

Time: 12PM

Location: West Side Dining

12:04PM

- Start of the meeting with the members present:
  - Frankie Yang
  - Myra Lin
  - Rachel Truskinovsky
  - Madhabi Chakravorty
  - Mishkat Amlan
  - Emily Stone
  - John Hesse
  - Jenna Sweet
  - Christian Demushkin
  - Michaelo Herring-Calvo
  - Laura Martarono
  - Jamelly Diaz-mena
  - Peter Joyce
  - Dawn Villacci
  - Diana Kubik
  - Nicole Diaz
- New Business
  - ❖ Feedback from students:
    - Sometimes Nutrislice does not match what is offered in different locations. Students did not specify what items and which locations. It is important to ask for specific information to get it fixed.
    - Students commented that the eggs are powdery and don't taste good. SBU Eats used liquid eggs because they are pasteurized, not powdered eggs.
    - Students like the vegan/vegetarian options. They would like to see more of that at dine-in. Students can always reach out to the Campus Dietitian Laura Martorano.
    - Students commented that the coffee is too light.
    - Students gave positive feedback about the cheesecake.
    - There is a shortage of chopsticks at West Side Dining.
    - The knives don't work too well to cut meat.

- A sophomore expressed their concern about paying with dining dollars and not being able to get a take out box. That is not accurate, all students on a meal plan can get a reusable takeout container. We need to know who the students are so we can fix the problem.
  - Desserts are sometimes out for too long and they get crunchy. It is important to tell students to speak with a manager wearing a red shirt about the situation so they can fix it.
  - The toaster at the cereal station sometimes doesn't work because people leave bagels inside and make a mess.
  - More refills for oat milk. We always have soy milk and oat milk. Maybe we can put a fridge for storage.
  - More flavored toppings at breakfast. Strawberry, vanilla, caramel, and others are located by the hot chocolate machine.
  - Students requested more halal options, not just chicken. They like crispy chicken. At both dine-in locations there are halal hotdogs and burger options, but they have to be requested. A sign is needed to inform students about these options.
  - Kimbap and sushi were requested at West Side dine-in so students don't have to spend their dining dollars at other retail locations.
  - Students want the banana cake back.
  - When there is taco night, they would like to see sour cream.
  - Students would like to see Crave cereal more often.
  - Students would like more gluten free foods. A new web page is being created to show all of the gluten free options throughout campus.
  - The pizza station doesn't always have parmesan cheese out. This is always available, guests should ask the server.
  - Old-bay dry seasoning is not available at both dine-in locations.
  - Penne alla vodka should be available more often at dine-in locations..
  - Students expressed positive feedback about the coffee station at West Side, the creamer options are better compared to East Side.
  - Bao buns are great, especially for those with dietary restrictions.
  - Students expressed positive feedback about the variety of options available at West Side.
  - The garbage cans at West Side were removed. This was done because students were throwing away the reusable dishware.
  - Students expressed that the food is dry at West Side Dining compared to East Side Dining. It could be because of the heat lamps or how long the food is out.
- ❖ Feedback about the use of tablets for feedback surveys:
- Not too many students came so not much use of the tablets.

- Most students don't have a lot of time to fill out a survey.
- You have to relog in every time you refresh and the DUO verification step everytime you want to fill out the survey.
- There is a confusion about whether the students log in or the student ambassador log in when completing the survey. Maybe a solution is to create a shared google document so all ambassadors can use it at the same time.
- Improvements are being made to the survey.
- ❖ Next week, for homecoming week, student ambassadors will have an inflatable football toss game next to their tables.
- ❖ There are multiple interns checking the accuracy of Nutrislice.
- ❖ All student ambassadors should voice students' feedback to the managers of the location.
- ❖ The fridge at West Side Kelly Deli is in the process of being fixed. A sign is being added to inform everyone that the fridge doesn't work but they can ask staff for the items that were there before.
- ❖ West Side dine-in is being redesigned and all the feedback is being considered for the design. For example, a new system for dropping your plate and utensils after eating.
- ❖ Next week, we will meet the sanitarians to help us gain more information about food safety.
- ❖ If something urgent comes up, don't hesitate to contact Dawn Villacci, Director of University Dining Operations.
- ❖ **Our next meeting will be Friday October 20 at East Side Dining, Starbucks seating area.**

12:59 PM

- Adjournment