



## Dining Services Committee Agenda Wednesday, February 28, 2018

### Business Items

#### **Mint Wrappers**

Karen Roth: Mint wrappers being littered are not an issue with Traditions or other retail locations, seems to be isolated to The Atrium at Eickhoff

Student Government (SG) Rep: Perhaps post on bulletin boards and social media to remind students to protect our environment and avoid littering.

#### **Music at The Atrium at Eickhoff**

Jen Armstrong: We have four approved radio stations on rotation in Eickhoff and if preferred, we can work with Student Government to conduct another survey to see what appropriate radio stations students would like featured in the dining hall.

#### **OZZI – Sustainable Containers**

Karen Roth: We can work with Student Government to increase student participation. There are 40 slots still available.

### Events/Promotions

**Italian Cooking Class** Wednesday, March 28, 2018 at The 1855 Room.

- Swipe + \$5
- Block + \$7.42
- Cash, Credit, Debit \$14.76

A comment was made that the class would feature mozzarella cheese making and pulling.

### Resident Dining

#### **1. The Atrium at Eickhoff**

- Global Chef – Chef Sergei Annaev from Russia will be visiting TCNJ on March 19<sup>th</sup> and March 20<sup>th</sup>.
  - a. Luncheon at The 1855 Room – Monday, March 19<sup>th</sup> from 11:30am to 2pm.
  - b. Dinner at The Atrium at Eickhoff – Tuesday, March 20<sup>th</sup> from 4pm to 9pm.
- Oreo Day – S'moreo Pudding Cups, Oreo Brownies, White Oreo Cake at Bliss Bakery in The Atrium at Eickhoff – Tuesday, March 6<sup>th</sup> (All Day).
- Hot Dog Bar at 91.3 Wokery – Thursday, March 8<sup>th</sup> from 11am to 3pm.
- St. Patrick's Day Luncheon – Friday, March 9<sup>th</sup> from 11am to 4pm.

#### **2. The 1855 Room**

- Caesar Salad Action Station – Thursday, March 1<sup>st</sup> from 11:30am to 2pm.
- CityScapes New York – Wednesday, March 7<sup>th</sup> from 11:30am to 2pm.

## Retail Dining

- Point Busters – Date TBA
  - C-Store, The Lion’s Den, and TDubs
- Limited Time Offer: Braised Pork Tacos (**\$7.99**) – February 19<sup>th</sup> to March 4<sup>th</sup>.
  - Any feedback?
- NEW! OBC Grill Specials
  - Loaded Chili Cheese Fries **\$3.49**
  - Roasted Red Peppers & Mozzarella Melt **\$6.99**
- NEW! SubConnection Special
  - Tandoori Chicken Sandwich **\$5.19** for 6” sandwich; **\$8.29** for 12” sandwich

## TCNJ Catering

- All students and student groups are eligible for 20% off their food orders through TCNJ Catering – great for meetings, events, socials and more!

A comment was made regarding the Student Catering Expo that occurred on February 28<sup>th</sup> – approximately 120 student leaders attended the event. It was reported that most students were unaware of the TCNJ Catering program on campus and the discount available to students and student organizations. SG Rep suggested sending flyers via email to student leaders and organizations to help get the word out, while continuing to utilize social media and napkin inserts. SG Rep offered to include the catering discount in the SG newsletter as a feature to help advertising.

**Question & Answer** – We invite students, faculty, and staff to share any comments, concerns, or suggestions they may have – what they would like to see in one of the dining locations, etc.

## New Business

<b>Date</b>	<b>Issue</b>	<b>Response</b>	<b>Results</b>
2/28/2018	Julio Herrera shared the new TCNJ Dining website to the rest of the committee, showing some of the new features and explained that the website is designed to be “mobile first”. Student expressed positive feedback regarding the new website.	Thank you for the feedback.	Julio was invited to a Student Government meeting in April to unveil the new website and its features. Student Government Rep will coordinate with Julio regarding meeting invite.
2/28/2018	Student reported that the biscuits recently featured in The Atrium at Eickhoff were very well received.	Thank you for the feedback.	No further action necessary.
2/28/2018	Mac and cheese night recently featured in The	Thank you for the feedback.	No further action necessary.

	Atrium at Eickhoff were very well received.		
2/28/2018	The cornbread bar from the Black History Month Dinner at The Atrium at Eickhoff was very well received.	Thank you for the feedback.	No further action necessary.
2/28/2018	Student brought up concern that some students have asked for additional servings at a station but were informed by the worker that they would need to get back in line.	Thank you for sharing your concern.	<p>Patrice Mendes: Students can receive food as many times as they want and we will work with the staff to ensure the old culture of informing students that they must get back in line for additional servings is eliminated.</p> <p>Chef Tony: The nutritional signs for a food item are based on a specific serving size, something to keep in mind when asking for larger/multiple servings.</p>
2/28/2018	Karen Roth thanked the TCNJ Dining team for the Student Catering Expo and reported that it was beautifully executed.	Thank you for the feedback.	No further action necessary.
2/28/2018	The committee discussed a PR issue in regards to an article in The Signal about fresh fruit and vegetable options on campus.	<p>Patrice Mendes reported that her team was aware of the article and recently met to discuss the article and how to improve the visibility of fresh produce in The Atrium at Eickhoff.</p> <p>A question was asked whether the fruit should be in one central spot, as opposed to various spots throughout the dining hall (fruit with edible skin must be placed behind sneezeguards as per FDA</p>	<p>The TCNJ Dining team will work with Karen Roth, Julio Herrera, and Student Government to conduct focus groups or additional means of gathering feedback.</p> <p>The Eickhoff team will look into the fruit locations and Marketing will create new/additional signage to communicate the fruit offerings.</p>

		<p>regulations).</p> <p>Student commented that no one really utilizes the various comment boxes in the dining hall, but rather text or email their comments (<a href="mailto:mktgcrd@tcnj.edu">mktgcrd@tcnj.edu</a>).</p> <p>Julio Herrera suggested conducting focus groups with students for additional feedback. Commuters, residents, and SG reps were identified as some of the targets for the focus groups.</p>	
--	--	--	--

**Resolved Business**

<b>Date</b>	<b>Issue</b>	<b>Response</b>	<b>Results</b>
1/31/2018	Student(s) requested more vegan options at TDubs.	Lauren Konate reported that there is at least one vegan option at every station as well as grab 'n go options.	Marketing was asked to create signage that would let students know where to find these options. 2/28 Update: Marketing has added Vegan and Vegetarian icons next to items on the menu screens at TDubs to help identify Vegan and Vegetarian items.
2/14/2018	Student requested pears in The Atrium at Eickhoff.	Thank you for the feedback.	Alison Peters will see if this can be accommodated.  <b>Chef Tony: Pears are now available to students – they are located behind a sneezeguard near Ceva Pizza.</b>

\*\*Our next Dining Services Committee meeting will take place on Wednesday, March 7<sup>th</sup> at 2pm in Social Sciences Building, Room 226\*\*

*All meeting times, dates, and locations can be found at our website:*

<https://tcnj.sodexomyway.com/community/committee.html>

**Fall 2017 – Spring 2018  
Resolved Business**

Date	Issue	Response	Results
9/6/2017	Concern: Student asked why the Whoopie Pie event in The Atrium at Eickhoff is only scheduled from 12pm to 2pm rather than all day.	Thank you for expressing your concern. We reported that it was offered to impact the most students while avoiding high volume activities in the cafeteria.	The program offerings will be reviewed during the course of the year.
9/6/2017	Comment and suggestion: Student with food allergies expressed sincere appreciation for the new offerings in the C-Store that are gluten- and dairy-free. Student requested that Ego Waffles (gluten-free) are superior to the current offering and asked if it was possible to offer small coconut milks for those with allergies to dairy and soy.	Thank you for sharing your comments, we are very pleased to hear that the new offerings in the C-Store are being well received. We will look into these options.	Jennifer Armstrong is currently looking into acquiring gluten-free Ego Waffles for the C-Store and will also investigate options for small coconut milks.
9/6/2017	Question: Student queried why the mugs are for first year students only. Literature says that they are also available to all Carte Blanche meal plan holders.	Thank you for your question. We wanted to encourage students to keep their mugs from year-to-year. Because the mugs must be spill-proof (to be used in the Library), they are very expensive. Reusable containers are also going to be introduced later this year.	Patrice Mendes will look into this concern and provide an update.
9/6/2017	Concern: Student expressed that fellow students are unhappy with the new sushi provider at The Lion's Den – they have been rude to students. Also expressed that the staff at the register have been rude.	Thank you for expressing your concerns and experiences. We explained that the previous vendor is no longer working at the sushi station at the food court.	Stuart Ringelheim will speak to the staff to ensure a better student experience.

9/6/2017	Concern: Student expressed concern that healthy items are gone from the salad bars at The Atrium at Eickhoff and The Lion's Den such as almonds and sunflower seeds. Additionally, there have been limited offerings of Greek yogurt at Fresh Pride Café and carrot/celery stick snacks.	Thank you for sharing your concern. We explained the problems with cross contamination and the high number of students with nut allergies. Nuts are available elsewhere in individual packaging as well as individual glass containers at Fresh Pride Café.	Management for Eickhoff, The Lion's Den, and Fresh Pride Café will look into alternative locations or separate vessels to bring back these salad offerings while ensuring food safety for those with allergies. Management will also ensure Greek yogurt is stocked at all available locations.
9/6/2017	Compliment: Student expressed great satisfaction with the guacamole offering this year at 31 North Deli in The Atrium at Eickhoff.	Thank you for the positive feedback!	No action required.
9/6/2017	Concern: Student said they were unhappy that hot sauce and buffalo sauce were not available at C-Street Grill in The Atrium at Eickhoff.	Thank you for your concern. We explained that the buffalo sauce pump broke and has been reordered. Hot sauce is available with other condiments at 93.1 Wokery.	Hot sauce will return when the new equipment arrives, Ronald Pritchard will be monitoring this.
9/6/2017	Concern: Student explained that a fellow student paid \$15 for a container of yogurt and fruit from Fresh Pride Café and fruit and felt the price was excessive.	Thank you for expressing your concern. We explained that the price for items from the salad bar are based on weight and will look into the cost/weight and see if any modifications need to be made.	Stuart Ringelheim will investigate this concern.
9/6/2017	Question: Why are vanilla and chocolate the only options in the ice cream swirl machine at The Atrium at Eickhoff?	Thank you for asking. The current equipment only allows for these 2 options.	When new equipment is required, this will be a consideration.
9/6/2017	Request: Student asked to reserve two tables (one for Republicans and another for Democrats) for Constitution Day.	Thank you for your request. We can easily do that.	Ronald Pritchard will reserve two tables by the entrance for these student groups.

9/6/2017	Suggestion: Student asked if sesame-ginger dressing could be added to the salad bar at The Atrium at Eickhoff.	Thank you for your suggestion. We will look into food allergy issues as well as the possibility.	Ronald Pritchard: We are unable to provide sesame-ginger dressing due to food allergies and the safety of our patrons.
9/6/2017	Request: Student asked if Nutella could be offered at The Atrium at Eickhoff.	Thank you for your question. We will look into the option, but it does fall into the concern for nut allergies.	Ronald Pritchard: At this time, we will only be able to offer Nutella one or two times a week. We will inform students when Nutella has been added to the rotation.  Ronald Pritchard: Nutella will be available Wednesdays and Fridays.
9/13/2017	Concern: Student said that the lines at SubConnection have gotten very long and there are only 2 staff members.	Thank you for expressing your concern.	Lauren Konate: There should actually be 4 staff members. HR is currently looking to fill them. Our supervisors will jump in as needed to keep lines moving.
9/13/2017	Concern: Student stated a concern for a lack of vegan items across campus. Can some locations offer more?	Thank you for expressing your concern/question. Response: Lauren Konate: We have Quinoa Timbale and the Sweet Potato can be ordered without certain toppings at Traditions, we have Portobello Burgers at OBC Grill, and there are other vegan options at SubConnection, Eastern Sensations and Pizza & Pasta Co.	Jennifer Armstrong: We will continue to look into vegan options for The Atrium at Eickhoff, offer vegan options twice a week at Veggie Loop.
9/13/2017	Concern: Students currently have to write their smoothie orders on scraps of paper, can we change this?	Thank you for expressing your concern.	Lauren Konate: Our new smoothie order pads arrived today and will be utilized at locations.
9/13/2017	Concern regarding lack of toaster at Fresh Pride Café  – bagels no longer toasted and cream cheese no longer applied to bagels.	Thank you for sharing your concern. Response: Lauren Konate: Due to the high demand of smoothies and salad at Fresh Pride and the need of an additional toaster at	Lauren Konate said the OBC Grill is looking into expanding breakfast items including bagels.

		SubConnection to meet their demand, the toaster will be relocated.	
9/13/2017	<p>Concern: Student said no signs of gluten-free soy sauce at wok in The Atrium at Eickhoff?</p> <p>Student expressed concerns of cross- contamination.</p>	<p>Thank you for your concern. Response: Jennifer Armstrong: Wok does not use gluten products on wok at all and it is a “dry grill” so there is no cross contamination. There is a gluten-free soy sauce - bottle labeled.</p>	No further action required.
9/13/2017	<p>Concern: Student asked if there can be plates readily accessible at My Zone.</p>	<p>Thank you for your concern.</p>	Jennifer Armstrong: Yes, we will ensure this is done.
9/13/2017	<p>Suggestion: Student asked if cereal ingredients can be added to dispensers?</p>	<p>Thank you for your suggestion.</p>	Jennifer Armstrong will look into compiling a binder of nutritional information for the cereals and displaying by the cereal station for students to utilize.
9/13/2017	<p>Request: Student asked if we can have roasted vegetables all the time at Veggie Loop?</p>	<p>Thank you for your request. Response: Jennifer Armstrong: Due to the limitation of hot wells available, we can’t fulfill this request at this time.</p>	Jennifer Armstrong said that we can make them available at 31 North Deli, however, we only have a cold well there.
9/13/2017	<p>Request: Student asked if microwaves could be provided to students in Brower Student Center.</p>	<p>Thank you for your question. Response: Lauren Konate: Microwaves are available the Education Café and TDubs and we will look into providing one at the Brower Student Center.</p>	There is now a microwave available for students to use in the Brower Student Center.
9/13/2017	<p>Concern: Student had a concern about SubConnection workers not changing gloves when touching</p>	<p>Thank you for expressing your concern. Response: Lauren Konate: All of the sandwich</p>	Lauren Konate reported the staff would be happy to change gloves if requested by a student.

	meat products and then preparing sandwiches for those who are vegetarian or have religious or health concerns.	items are ready-to- eat, and it is not a standard to switch gloves between every order.	
9/13/2017	Question: What happened to KinetiCart?	Response: Lauren Konate: KinetiCart is being replaced by STEM Forum Café – opening soon. It will be the same type café as the KinetiCart with many grab n go options and hot soup.	No further action required.
9/13/2017	Comment: Student stated they love the Eickhoff employees! Can we do an employee of the month?	Thank you for your compliment. Response: Lauren Konate: Yes, usually the DSC members pick and choose!	Students may also share their selections with Eickhoff management.
9/13/2017	Question: Student asked if The 1855 Room was available to students	Thank you for your question. Yes! Absolutely.	Marketing will work on additional social media postings and outreach to let students know.
9/13/2017	Request: Student requested a round table in The 1855 Room for deaf students and faculty so they can communicate through sign language.	Thank you for your request.	Jennifer Armstrong has contacted TCNJ Facilities requesting for a large round table. For the time being, a small round table has been added to one of the rectangular tables in The 1855 Room.
9/13/2017	Compliment: Students shared that they love DSC and feel they are heard.	Thank you for sharing.	No additional action required.
9/13/2017	Concern: Student raised a concern about Traditions meal equivalency.	Thank you for voicing your concern	Lauren Konate reported that this has been resolved, the staff has been trained and marketing has created signage.
9/13/2017	Question: Student said she loved the banana cheesecake that was offered during the summer. Can it be offered again during the school	Ron Pritchard looked into this.	Banana cheesecake was added to the menu 10/3/17.

	year?		
9/13/2017	Request: Student would like dairy free butter in The Atrium at Eickhoff.	Jennifer Armstrong looked into this.	Eickhoff now offers dairy-free butter by the toaster and spread station located at Bliss Bakery.
9/13/2017	Concern: Student said that there were incorrect identifiers on the falafel sandwich in The Atrium at Eickhoff.	Thank you for your concern.	Jennifer Armstrong will look into this and see that staff is trained on using the right ones.
9/13/2017	Concern: Student said that a dairy-free pudding was offered at Bliss Bakery, but the crust used dairy – making it no longer dairy- free.	Thank you for sharing your concern.	Jennifer Armstrong will look into this.
9/13/2017	Request: Student requested form fresh seasonal berries.	Thank you for your request.	Lauren Konate will have them in Simply To Go cups.  Lauren Konate commented that the current offerings include watermelon, strawberries, and pineapple.
9/13/2017	Request: Student requested a coconut milk offering.	Thank you for your request. Response: Jennifer Armstrong said that they are working on an almond milk dispenser – at which point they will be tapped out of electric.	Jennifer Armstrong said she will continue to look at the options including coconut milk and soy milk.  Alison Peters commented that the almond milk dispenser has arrived and is awaiting installation in The Atrium at Eickhoff.
9/13/2017	Compliment: Student said the chicken nuggets and dairy-free ice cream in Roscoe's Healthy Corner are excellent.	Thank you for sharing.	Jennifer Armstrong said she will continue to seek high quality health food options.
9/13/2017	Compliment: Students said they loved the bagel chips at Traditions (a sampling was provided at the	We are pleased you like them.	Lauren Konate reminded students they are available to go at Traditions Express.

	meeting).		
9/13/2017	Request: Student requested gluten-free pasta options.	Thank you for your request. Lauren Konate: there are currently gluten-free options at Pizza & Pasta Co.	We will look for ways to provide gluten-free options cross campus.
9/20/2017	Concern: Student said that her professor complained that there were no options for coffee after 2:30pm.	Thank you for expressing your concern. Response: Lauren Konate reported that Fresh Pride serves coffee until 2:30pm; and Traditions offers coffee at the window until 9:00pm on weekdays and 5:00pm on weekends.	Student will share with the professor.
9/20/2017	Comment: Patrice Mendes asked the students for feedback on the 5pm DSC meeting that took place on September 13.	The students reported the 5pm DSC meeting was well received by all of the attendees and that many attended because of the free food.	Patrice Mendes: The 5pm DSC meetings will continue and food will be provided to encourage greater participation of students.
9/20/2017	Comment: Student wanted to know if there is going to be an Oktoberfest this year.	Patrice Mendes looked into this.	Patrice Mendes: Plans have not been formalized for Halloween. She will look into adding Oktoberfest festivities for that day.
10/4/2017	Karen Roth thanked the entire committee for their participation. She stated "We work to make a difference."		No further action required.
10/4/2017	Comment: Karen Roth informed DSC that faculty, staff and students will soon participate in the NACUFS survey this year. On other years, Sodexo conducts an annual survey.	Thank you for seeking the participation of the school community.	No further action required.

10/4/2017	Request for Feedback: Karen Roth asked students for their feedback on the food at TCNJ.	Students reported that most students are quite pleased, however, the vegan community still feels that there are not enough vegan options. They also reported that students have difficulty knowing how to find these options at different stations.	<p>Patrice Mendes: We are very close to completing a project of pairing options at different stations based on dietary needs.</p> <p>Karen Roth: It is important to market what we have. The marketing team will work on educational pieces to distribute to students.</p> <p>Mindful graphic banners featuring tips on how to choose healthier options and make your meals Mindful have been unveiled in Eickhoff.</p> <p>With the addition of Executive Chef Tony, the Eickhoff team will be looking into offering more vegan options.</p>
10/4/2017	Comment: Student ambassador stated that she asks her fellow ambassadors to speak to new students about the food customization options (“not your mother’s cooking”) to set appropriate expectations.	Karen Roth: Thank you for your valuable feedback.	<p>Karen Roth: It comes down to marketing what we have and educating students about available options. The dining services team and marketing team will work on ways to educate students.</p> <p>Mindful graphic banners featuring tips on how to choose healthier options and make your meals Mindful have been unveiled in Eickhoff.</p>
10/4/2017	Student concern: There are very long lines at the Library Café during Meal Equivalency.	Thank you for your concern.	<p>This feedback will be shared with the Library Café management team.</p> <p>Lauren Konate: Conversations were had with all retail units regarding Meal Equivalency and to ensure staff is trained to ask students if they would like to use Meal Equivalency before ringing</p>

			them up.
10/4/2017	Question: Student asked when the STEM Forum Café will open.	Patrice Mendes: The ribbon cutting will be 10/12/17. Once open, it will take 7 plus days to stock the café and get the appropriate clearance for operation. It will probably open at the end of October.	Patrice Mendes will provide additional updates at future DSC meetings.  Lauren Konate: It will take about two weeks for the café to open up as we finalizing logistics and preparing for health inspections.  Karen Roth: As soon as we find out more information, we will communicate with the rest of the committee.
10/18/2017	Concern: Student reported that students complained the ice cream cones were too small in The Atrium at Eickhoff.	Thank you for your concern.  Ron Pritchard: The ice cream cones were switched to waffle cones, which are larger.	No further action required.
10/18/2017	Comment: Culinary Club representative shared some background information on his organization: about 20 regular members, held two cooking demonstrations last year as well as a “cooking for dummies” with the Veg Life organization.	Thank you for sharing.	No further action required.
10/18/2017	Question: What are the current vegan options available in the grab n’ go coolers?	Thank you for your question.  Lauren Konate: Currently there are fruit cups, salads, guacamole, and hummus with pretzel cups available from the Simply To Go line. We will continue to see how we can expand these options.	No further action required.

10/18/2017	Concern: Student mentioned that some students do not like the new mints offered at The Atrium at Eickhoff. She noted that she understood why the wrapped mints were transitioned to unwrapped mints, due to wrappers being littered and becoming a choking hazard for small animals.	Thank you for your concern.  It was suggested to have signage that will remind students to throw out their wrappers and garbage cans will be moved closer to the entrance.	Ron Pritchard reported that the individually packaged mints will be brought back next semester. Signage will also be created to ask for proper disposal of the wrappers. No further action is required at this time, pending that the wrappers do not present an issue.
10/18/2017	Question: Will there be an Oktoberfest celebration in The Atrium at Eickhoff?	Thank you for your question.  Alison Peters: We are planning an Oktoberfest celebration at the next DSC meeting on October 25 <sup>th</sup> at 5:30PM.	No further action required.
10/25/2017	Concern: Bagels are now wrapped and accompanied with spread at the Fresh Pride Café instead of having the spread applied for them.	Thank you for your concern. Lauren Konate: At this time, we are not able to change this offering at Fresh Pride Café. There may be an opportunity to re-introduce this at OBC Grill as we expand breakfast items at that location. We will keep you update regarding OBC Grill.	No further action is required.
10/25/2017	Feedback: Nutella has been extremely well received as well as Roscoe's Healthy Corner.	Thank you for your feedback.	No further action is required.
10/25/2017	Concern: The appropriate silverware does not accompany certain foods, i.e., soup spoons with soup.	Ron Pritchard will make sure that this is corrected. If there are any future issues, please provide specifics, and it will be addressed immediately.	No further action is required.
10/25/2017	Question: Can takeout options be offered at Eickhoff?	Patrice Mendes: Eickhoff is intended as a "eat while you are there" venue. Take out options significantly increase the cost, and the decision was made with	No further action is required.

		student involvement to keep the price point down. There are several take out accommodations, i.e., food for the sick, student teaching, etc.	
10/25/2017	Comment: The food offered at this evening's DSC meeting is excellent.	Thank you for your feedback. Suggestions for next month's meeting were requested, and it was decided that the November evening meeting will feature a mashed potato bar.	No further action is required.
10/25/2017	Karen Roth: How did the Brazilian cooking class go?	Jen Armstrong: The class was excellent and well received by the participants, however, only 2 students of the 20 registered came.	A suggestion was made to co-sponsor these events with student organizations to enhance participation. A suggestion was also made to have a table for instant registration/payment. These suggestions will be considered for future events.
10/25/2017	Karen Roth: Asked students for additional ideas on the retail offerings and programming. She also encouraged students to think of TDubs as an ideal location for student meetings and gatherings.		Specific student feedback and input is both welcome and highly regarded at all times.
10/25/2017	Marketing asked students how they best learn about TCNJ Dining Service events and programs.	Student feedback: Napkin holders, flyer stand in Education Café, and posters/signage by the registers.	Thank you for the feedback.
11/1/2017	Comment: A new student expressed interest in wanting take-out at The Atrium at Eickhoff.	The student was thanked and informed that this has been discussed at previous meetings and is not possible because of the desire to keep the meal plan cost down for students. Alison Peters also explained that it is impossible to maintain foods at the right temperatures, so take-out options present safety considerations as well.	No further action is required.

11/1/2017	Alison Peters asked students for feedback on the upscale theme meal – Roscoe’s Vacation.	Students reported that it was well received in terms of venue and menu. Ron Pritchard reported there was a high rate of response to the evaluation, which he felt, was due to it being printed on the backside of the menu. Again, student response was overwhelmingly positive.	No further action is required.
11/1/2017	Lauren Konate introduced Rochelle Glover, the supervisor who will be overseeing the STEM Forum Café once it opens.		No further action is required.
11/1/2017	Student comment: So much is discussed at the evening meetings, little remains to talk about at the next daytime meeting.	The meeting was adjourned.	No further action is required.
11/8/2017	Question: A student invited Karen Roth to attend a Student Government meeting before the end of the year.	Karen Roth thanked the student and said she would be pleased to attend and extended the invitation to other Dining Services team members.	Karen Roth and others will attend the next meeting. No further action is required.
11/8/2017	Concern: Student reported that students did not like the meatloaf recently prepared.	Chef Tony said that he might have used a different recipe from the one previously used.	Chef Tony will research this and find the recipe previously used. No further action is required.
11/8/2017	Question: Student requested the return of Cinnamon Crunch Cereal and Honey Nut Cheerios.	Chef Tony said he could look into Cinnamon Crunch, however, we cannot offer Cheerios with nuts due to allergies.	The Cinnamon Crunch Cereal will be brought back. No further action is required.

11/8/2017	Concern: Student reported a chicken meal was undercooked, however, he did not know the details of the dish or date.	Chef Tony explained that every food is checked for correct temperatures before being served. The bones in frozen chicken can bleed color into the meat, and this may be perceived as undercooked meat.	No further action is required, however, Patrice Mendes told the students to please feel free to talk to staff at any time they have a concern, so that it can be addressed. Immediate feedback and/or specific information are greatly helpful to the staff being able to look into problems or concerns.
11/8/2017	Concern: Student reported that the lettuce at Fresh Pride Cafe and TDubs was wilted.	Thank you for your concern.	Stu Ringelheim will investigate and ensure the freshness of the lettuce. No further action is required.
11/8/2017	Comment: Students said students are very pleased with the grab and go items and the vegetarian options.	Chef Tony said that the new vegan signage and rack card (coming shortly) are very helpful to informing students of options. He thanked the Marketing team.	No further action is required.
11/8/2017	Comment: Patrice Mendes thanked the new students who came to the meeting and encouraged their continued participation. She also asked the students to please share the difference they can make by attending these meetings. They result in real change.	Other team members shared their appreciation and desire to have more students at the DSC meetings.	No further action is required.
11/8/2017	Concern: Several students spoke about wanting more fruit options campus-wide.	Ron Pritchard responded to a direct question about apples in Eickhoff. Ron reported that they had a display issue and that stickers needed to be removed. They are now available in My Zone. Lauren Konate shared the locations of other available fruit items.	Lauren Konate reported that pears have recently been added to the Food Court and Fresh Pride. Fruit options will be reviewed and added based on seasonal availability and freshness.  In Eickhoff, bananas and oranges are available at the hydration stations and the salad bar, along with fruit at the yogurt bar. Apples can be found at My Zone under the sneezeguard.

11/15/2017	Concern: Students want to know how vegan options are advertised because they do not see enough advertisements.	Marketing has posted advertisements on social media (Facebook, Twitter, Instagram) and created signage in The Atrium at Eickhoff. Rack cards are available at the Eickhoff registers for students to take.	Marketing will distribute electronic copies of the vegan advertisements to DSC reps so they may share with clubs, organizations, and other students.  Signage has been posted at the retail locations across campus. Electronic copies will be distributed to DSC members.
11/15/2017	Concern: There have been student concerns regarding flies getting into the fruit cups at Bliss Bakery because they are not enclosed.	If the fruit cups are not covered, there will be less room for the cups to hold fruit. However, we will look into this concern and the possibility of using lids while keeping the portion sizes.	Ronald Pritchard will look into this.  The management team is looking into ordering an open air cooler with sneeze guard. They are in the process of researching and gathering pricing information.
11/29/2017	Concern: Student asked when the soda machine next to Ceva Pizza will be fixed.	Thank you for your concern.	Ron Pritchard will work on getting this repaired.
11/29/2017	Concern: Student reported that students have talked about the food at the Wok not being thoroughly cooked.	Thank you for your concern.	Ron Pritchard will speak to the Wok staff.
11/29/2017	Concern: Student said that The Lion's Den does not have enough trash cans.	Thank you for your observation.	This information will be reported to Stuart Ringelheim.
11/29/2017	Compliment: Students said that the response to the vegan grab & go options is extremely positive.	Thanks for your feedback.	Lauren Konate reported that these items sold out immediately. They have been reordered and new vegan options will be rotated in over time. No further action is

			required.
11/29/2017	Request: Karen Roth asked for feedback on staff.	Student reported that Larry at Eickhoff is extremely friendly and welcoming.	Marketing will ask for feedback from students about staff on the regular DSC agenda.
1/31/2018	Student reported that the Nutella ran out on Wednesday, January 24 <sup>th</sup> .	Ron Pritchard reported that the Nutella was re-ordered and is available for every Wednesday and Friday moving forward.	No further action is required.
1/31/2018	Student reported that students are pleased with the pasta station at The Lion's Den and the return of the mints at The Atrium at Eickhoff.	Thank you for the feedback.	No further action is required.
1/31/2018	Student reported chicken was cooked improperly at OBC Grill at The Lion's Den and at Roscoe's Tacos in The Atrium at Eickhoff.	Dining management asked that students report incidents when they occur so that any problem can be corrected and/or so that other students are not affected.	Student Government reps will ask students to report incidents immediately to the Dining staff and management.
1/31/2018	A survey of students showed that they all favor adding the buffalo chicken wrap to the Traditions Express menu.	Lauren Konate reported that the buffalo chicken wrap is the number one selling sandwich in Traditions. The kitchen cannot handle the demand if it is also offered for take out.	Patrice Mendes reported that the kitchen area cannot be expanded and no further action is feasible at this time.  Stu Ringelheim reported that SubConnection now offers blue cheese to create buffalo chicken wraps. Blue cheese has been added to the order kiosks and the staff have been informed of the new option. Marketing has created signage to communicate this new option to the TCNJ community.
1/31/2018	Student(s) requested more vegan options at TDubs.	Lauren Konate reported that there is at least one vegan option at every station as well as grab 'n go options.	Marketing added Vegan and Vegetarian icons next to items on the menu screens at TDubs to help identify Vegan and Vegetarian items.

2/7/2018	Student reported that the soups and soup signage at Education Café and STEM Forum Café have been very well received by other students.	Thank you for your feedback.	No further action is required.
2/7/2018	Student reported that flies were observed near the muffins at Bliss Bakery in The Atrium at Eickhoff.	Thank you for your feedback. The Eickhoff management team will review and ensure all proper procedures are followed to ensure freshness of food. Just a reminder to bring an issue to the attention of a supervisor or manager as soon as possible so we may appropriately address the concern right away.	No further action is required.
2/7/2018	Student reported that a bug was found in a pepper at The Atrium at Eickhoff.	Thank you for your feedback. The Eickhoff management team will review and ensure all proper procedures are followed to ensure freshness of food. Just a reminder to bring an issue to the attention of a supervisor or manager as soon as possible so we may appropriately address the concern right away.	No further action is required.
2/7/2018	Student reported that a rotten apple was found at The Atrium at Eickhoff.	Thank you for your feedback. The Eickhoff management team will review and ensure all proper procedures are followed to ensure freshness of food. Just a reminder to bring an issue to the attention of a supervisor or manager as soon as possible so we may appropriately address the concern right away.	No further action is required.
2/7/2018	Karen Roth reported that one day there was no fruit available at 31 North Deli at The Atrium at	Thank you for your concern. Alison Peters reported that it may have been an issue with fruit delivered that was not ripe	As necessary, Eickhoff management will create signage to communicate to students should a similar issue arise in the

	Eickhoff.	enough. Karen Roth suggested management create a sign as a communication piece for the students whenever this issue arises.	future. No further action is required.
2/7/2018	Student reported that sometimes there are dirty bowls and silverware in The Atrium at Eickhoff when students pick up dishes and utensils for their food.	Thank you for your feedback. The Eickhoff management team will review and ensure all proper procedures are followed to ensure cleanliness of dishes. Just a reminder to bring an issue to the attention of a supervisor or manager as soon as possible so we may appropriately address the concern right away.	No further action is required.
2/7/2018	Student reported that a student once received undercooked pasta at The Lion's Den.	Thank you for your feedback. The Lion's Den management team will review and ensure all proper procedures are followed to ensure foods are properly cooked. Just a reminder to bring an issue to the attention of a supervisor or manager as soon as possible so we may appropriately address the concern right away.	No further action is required.
2/7/2018	Student reported that the gnocchi and chicken soup served recently at The Atrium at Eickhoff was very well received by fellow students.	Thank you for your feedback.	No further action is required.
2/14/2018	Student commented that a student requested a cake on display at the bakery in The Atrium at Eickhoff but was told that it would not be available until the next day.	Chef Tony said that occasionally the bakery team will place a cake in the display cake as the cake or frosting sets in order to be fit for consumption, otherwise they are not held for any other reason.	Chef Tony will talk to the bakery team to ensure there was no other reason for a displayed item not being served immediately and to communicate with the students why a cake is not available if they ask for it.

2/14/2018	Student has been asked when the juice machine in The Atrium at Eickhoff will be fixed.	Alison Peters reported that the repair has been scheduled and will be up and running again very shortly.	No further action is required at this time.
2/14/2018	Student reported that the grilled cheese at C-Street Grill in The Atrium at Eickhoff is a big hit with students.	Thank you for the feedback.	No further action is required.
2/14/2018	Student reported that there was very positive feedback on the Mardi Gras event and menu at The Atrium at Eickhoff.	Thank you for the feedback.	No further action is required.
2/14/2018	Student reported that students are very pleased with the fresh and vegan options in the C-Store.	Thank you for the feedback.	No further action is required.
2/14/2018	Student expressed concern that the Caprese Grilled Chicken Salad is only a temporary option at Traditions as it has been hugely popular.	Robert Weinert reported that the salad is being added to the standard Traditions Menu.	Marketing was asked to modify the standard Traditions menu to include this item.
2/14/2018	Student reported that one of the dishwashers in The Atrium at Eickhoff is very friendly and well received among students.	Thank you for the feedback.	No further action is required.
2/14/2018	Student requested pears in The Atrium at Eickhoff.	Thank you for the feedback.	Chef Tony reported that pears are now available to students – they are located behind a sneeze guard near Ceva Pizza.
2/28/2018	Julio Herrera shared the new TCNJ Dining website to the rest of the committee, showing some of the new features and explained that the website is designed to be “mobile first”. Student expressed positive feedback regarding the new website.	Thank you for the feedback.	Julio was invited to a Student Government meeting in April to unveil the new website and its features. Student Government Rep will coordinate with Julio regarding meeting invite.

2/28/2018	Student reported that the biscuits recently featured in The Atrium at Eickhoff were very well received.	Thank you for the feedback.	No further action necessary.
2/28/2018	Mac and cheese night recently featured in The Atrium at Eickhoff were very well received.	Thank you for the feedback.	No further action necessary.
2/28/2018	The cornbread bar from the Black History Month Dinner at The Atrium at Eickhoff was very well received.	Thank you for the feedback.	No further action necessary.
2/28/2018	Student brought up concern that some students have asked for additional servings at a station but were informed by the worker that they would need to get back in line.	Thank you for sharing your concern.	<p>Patrice Mendes: Students can receive food as many times as they want and we will work with the staff to ensure the old culture of informing students that they must get back in line for additional servings is eliminated.</p> <p>Chef Tony: Serving sizes are based on calories, something to keep in mind when asking for additional food.</p>
2/28/2018	Karen Roth thanked the TCNJ Dining team for the Student Catering Expo and reported that it was beautifully executed.	Thank you for the feedback.	No further action necessary.