



**Board of Directors
Meeting Minutes of September 21, 2018
Clark Hall Conference Room 540**

MEMBERS PRESENT: Bill Campsey
Patrick Day
Charlie Faas
Tanvi Kothari
Ariadna Manzo
Julie Stone
Sharon Willey

GUESTS: Ann Bui, Director of Accounting
Spyros Gravas. VP Operations Chartwells

I. CALL TO ORDER

II. Interim Board Chair Charlie Faas called the meeting to order at 11:02 AM.

III. PUBLIC COMMENTS

No Public Comments.

IV. APPROVAL OF AGENDA

MOTION: Bill Campsey moved to approve the Board of Directors meeting agenda for September 21, 2018 as presented. Sharon Willey seconded the motion.

VOTE: Motion carried unanimously.

V. APPROVAL OF MINUTES

- a. Board Meeting Minutes of May 11, 2018
- b. Board Meeting Minutes of August 17, 2018

MOTION: Bill Campsey moved to approve the May 11, 2018 and the August 17, 2018 Board of Directors meeting minutes. Sharon Willey seconded the motion.

VOTE: Motion carried unanimously.

VI. OPERATIONAL REPORT

Spyros Gravas joined to give an update on Spartan Eats. Chartwells is the #1 food service company providing food service to higher education institutes. Been transitioning for the past 3 months. Their guiding principles are people, cuisine, community, culture, and ideas. Currently feed 20,000 per day. Residential is roughly 5-6,000 with retail (not including catering) making up the difference. Chartwells currently employs 800 student workers with 350 employed in the dining commons. Jackie Smith is the registered dietician on campus working collaboratively with our Student Wellness Center. Chartwells goal is to align with the University's vision. Over the past 3 months Chartwells has refreshed the dining commons. Menus rotate on a 4 week cycle to keep it new and fresh. Great addition is Plains to Table. All menus have nutritional values.

Question 1: Patrick Day expressed positive feedback from students regarding food quality in the dining commons, however, expressed concern over the lack of Kosher and Halal foods

Spyros said they will be looking into outsourcing to provide Kosher/Halal foods. They also will be doing a customer service study to assess dietary needs in October.

Question 2: How local is the local sourcing

Chartwells utilizes vendors less than 150 miles. Use local San Jose vendors as much as possible.

Question 3: How do you increase commuter optional meal plan?

There used to be 0 commuter students purchasing a meal plan that is now up 15%. Chartwells is looking to grow this area. Just announced "Foodie Fridays" for \$6 on Fridays, Faculty and Staff can eat in the Dining Commons. The reason for the introduction was to keep the flow for Fridays tend to be slower.

Question 4: Where can students/staff/faculty provide feedback?

Students can provide their feedback both on the website and via social media.

Question 5: What is the plan to alleviate the long lines in the Student Union at lunch time?

Chartwells realizes there are long lines in some places in the Union and are working to manage the lines and make more efficient. Looking into the order ahead using technology and utilizing a pick up station.

Question 6: When is the Soda Station going to move? What other changes are in store?

Currently there are two changes in process. There were issues with the Fire Marshall so the Soda Station relocation will happen in January. Next summer, Panda Express will expand to twice its current size with 2 registers and 2 lines (taking the Waffle Coop space).

Question 7: What is the plan for mobile options?

There is a plan to have mobile options, Food Trucks, at various locations outside.

Question 8:

Question 9: What are the plans to deal with Food Insecurity? Can residents donate a meal?

Currently there is no specific plan. We need to identify the best way to approach this. Willing to meet and collaborate with those on campus.

Question 10: Is the feedback posted publicly?

The feedback is private on the website, but public on social media. Chartwells will do a survey 2x per year and will share the summary results.

Question 11: Is there a way to have focus groups? Create a Dining Committee to include dining residence students?

Yes Chartwells can do that. Our marketing team is currently producing videos with students communicating their dining experience on campus.

Comments:

Bill Campsey noted that the Bookstore and Dining are the Face of the University and need to be more welcoming and friendly.

Patrick Day expressed that we need to find ways for regular feedback with students. Chartwells should work with Associated Students.

Charlie Faas stated that he, Kevin Kinney (housing), Cathy Busalacchi (Student Union), Blake Sasaki (Athletics) and Thomas Moore (facilities) meet/talk weekly for updates in their areas.

VII. INTERIM BOARD CHAIR'S REPORT – CHARLIE FAAS

Spartan Daily has written 5 articles regarding the new food operations on campus with 3.5 – 4 being positive and one negative.

Update on Spartan Shops Employees: Severance Package was offered; 10-15 left and did not transition; 5 retired; the remaining transferred to the Chartwells team; Ann Bui joined University Finance and a few others went to other

departments on campus i.e. IT. The last to transition out was Steve Oleson who's last day was September 8th. All severances have been paid out.

Recently met with Lisa McEuen the President of Chartwells. Discussed SU food options and the need for \$2 value options. They have added 3 value options, a sandwich, salad and quesadilla. The average sales price is \$6.50. Tax has been the biggest criticism. CW has to charge sales tax. If commuter students by dining dollars in blocks, they save more and can use anywhere on campus.

Catering prices are higher but they are coming up with more value options. The pricing is not a negotiation, provide them with your budget and they will work with you as best as possible. Patrick Day expressed that there needs to be a value menu for student organizations/student groups.

We need to get the flyer out for Foodie Friday's – Patrick suggested the need for student ambassadors to spread the word to upperclassmen.

VIII. COMMITTEE REPORTS

- a. Administrative Committee – no report
- b. Audit Committee – Tanvi Kothari, Ann Bui
Review of the 2018 Audit Wrap Up – In summary everything looks good.
What's next – Audit Committee will continue with another Audit for 2018/2019.

MOTION: Bill Campsey moved to approve the Audit review. Tanvi Kothari seconded the motion.

VOTE: Motion carried unanimously.

IX. OLD BUSINESS

- a. No old business

X. NEW BUSINESS

- a. Chartwells Contract Management Discussion
 - i. Management of the contract will be handled in Contracts and Purchasing
- b. Spartan Shops Housing Program
 - i. Currently managing 13 apartments with 3 vacant
 - 1. Fourth Street – 5 units
 - a. Outside gorgeous; historic (purchased for \$1 from City so cannot sell for 15-20 years). Did not police what was going on. Rooms small. Remodel and change from 4 bedrooms to 3 and open up kitchen. Get more value
 - 2. Reed Ave – 8 units
 - a. Good to nice
 - ii. Current faculty and staff renting. No turnover process. Should be 3 year and out process

- iii. Improvements on properties estimate cost is \$250K per to put in good shape. Estimate 3-4 months to complete and make available by May 2019
 - 1. Julie Stone stated the return on investment would be 5-6 years
 - 2. Patrick Day stated it would bring in and keep more people

MOTION: Julie Stone moved to approve up to \$250000 per unit to do the renovations with plans first. Tanvi Kothari seconded the motion.

VOTE: Motion carried unanimously.

- iv. Future Plans – Faculty/Staff Housing
 - Discussion – Charlie Faas asking for \$100K to look into the possibilities for Faculty/Staff Housing. What would be the economics of having housing available for faculty and staff, perhaps a 15-20 story building? Survey what faculty really wants. Patrick Day agrees it is a great idea and that many colleges with auxiliaries build housing. We need a housing option plan in this area and investing \$100K to look into options is a good investment. Julie Stone mentioned being able to put a time limit such as 3 years on leases. Being able to offer faculty/staff housing would allow us to bring in younger faculty.

MOTION: Patrick Day moved to max \$100K to Interim Charlie Faas to be able to engage in exploratory of feasibility studies for a potential Faculty/Staff multiuse housing building. Bill Campsey seconded the motion but asked is 100K enough? Are we limiting you. Charlie Faas agreed that \$200K would be even better. Patrick Day asked what the plan of communication to the board would be. Charlie noted updates would be provided on a regular basis as progress is being made.

MOTION: Patrick Day moved to approve up to \$200K. Bill Campsey seconded the motion.

VOTE: Motion carried unanimously.

- v. Structure of the BOD
 - Discussion regarding keeping current members; keeping the Board small; adding a student; Charlie Faas continuing as Interim Chair for now.

MOTION: Bill Campsey moved to leave BOD as is for now. Sharon Willey seconded the motion.

VOTE: Motion carried unanimously

- vi. In need someone to monitor Chartwells Contract. Need to bring in someone to handle parts of what Lisa Thomas did. This person will report to University Purchasing Team and bill back to SSI. Will have a Position Description for the BOD to review next meeting. The purpose of the position being with the Purchasing Team is that they will be managing contracts. We need to be able to hold Chartwells and B&N accountable so need someone to oversee these contracts. This person will be an ex facto member of the board.

MOTION: Bill Campsey moved to approve looking into hiring someone to oversee the contracts under SSI. Julie Stone seconded.

VOTE: Motion carried unanimously.

- vii. Tanvi Kothari's term serving on the BOD ended. Would we like to extend Tanvi's appointment?

MOTION: Bill Campsey moved to extend Tanvi's term on the BOD. Sharon Willey seconded the motion.

VOTE: Motion carried unanimously.

XI. EXECUTIVE SESSION

- a. None

XII. GENERAL DISCUSSIONS

- a. None

XIII. ADJOURNMENT

MOTION: Sharon Willey motioned to adjourn the Board meeting at 12:58 PM. Bill Campsey seconded the motion.

VOTE: Motion carried unanimously.

We hereby certify that the foregoing meeting minutes were duly presented and approved by the Board of Directors of Spartan Shops, Inc. at a regular meeting held on January 25, 2019 at San Jose, California.



**Charlie Faas,
Interim Board of Directors Chair
Spartan Shops, Inc. Board of Directors**

Date: 1/25/19, 2019