

on to theirs. We would prefer not to scrap the machine. Last year there were \$247,000 in sales and students are able to use their meal plans, this adds to the program and gives them another way to spend their money.

Executive Director's Report:

Oracle Ad:

Steve announced that CAS has now taking out a full page for advertisement in each edition of the Oracle. This will include any information going on in CAS that students should be aware of. This is added to all the other social media we are already using to reach students. The Oracle reaches about 2,500 students. It is a great way to fund a student organization and get the word out. **Kaina** asked if CAS has thought about getting a section in the SA newsletter. **Steve** said we would love to, we just need to know how.

Bakery:

Steve mentioned that the plans are going well. On track for 2018. There will be a bakery with a retail shop. Those renovations are also going to include HDH Lobby and the CAS office space.

Tapingo:

Steve explained that it is live at Element 93 and will be coming soon to Starbucks.

Kaina asked about the progress of suggestion boards going up at the SUB. **Ryan** explained that there isn't really a great spot to put the boards in the SUB or Element 93. However, Sodexo has started text to comment program. Students text this number, the comments go to Ryan's email and he responds as necessary. They are still trying to work on a program that will give live feed of the texts and response to the content players. Ridgeview will have a paper comment board.

Audit and Financial Statement:

Steve explained that CAS is audited once a year and our auditor Rose Palmeri would present the results now.

Rose explained what the letter to the governance body is. Audit is done in accordance to audit standards. She recommends policy and procedure writing and rewording on policies already in place. No difficulties performing audits. Items detected during audit that required adjustments, letter addresses larger adjustments made. Other comments; new department of labor regulation effective December first, affects who is eligible for over time. There were No disagreements with management during the audit. Explained the financial statement. Overall deemed fiscally stable.

Please reference attached audit and financial statement for further understanding.

Steve explained that we are \$9 million in the positive but, we have the bakery project coming up that we will be paying about \$5 million for. We are able to keep the lowest meal plan price in the system mainly because we carry no debt.

Rachel asked who oversees the investments. **Melinda** explained that Schwab watches over our investment portfolio.

Corinna wanted to know when CAS gives money back to the college does CAS pay taxes? **Rose** explained there is no gain, no loss, or tax implications.

Steve pointed out on page 11 Food Service Operations the difference between 16 and 17 meal plans and commissions; there is increased revenue but there is increased cost due to the Flex Plan; Flex plan is most desirable by students but costs CAS more money. Our organization overall is in great shape. The goal now is to make the profit margins smaller and smaller because CAS requires less money due to the bakery being the last large capital investment.

Sodexo Survey:

Steve explained what the survey is and that about 500 students filled it out. He also mentioned that overall it went up in double digits since the spring. Hasbrouck went up 29%. The number one challenge is working on the long lines and wait times. We need to find ways to speed up service. Tapingo will help with this. **Corinna** mentioned that she loved hearing great things at the food service evaluation committee meeting. She believes it's important students know CAS is doing everything they say they will do. **Dr. Brumfield** stated that the overall satisfaction shows what you've done to close the gap. CAS listened to the students concerns and acted on them. **Rachel** explained that many of her students chose to write about their experience with food service on campus and the students only had positive things to say about Max Fuller, he does a great job running Hasbrouck. **Steve** explained that he finds it very important to make sure that each venue has great management because that is what makes a great establishment.

Steve explained that Jen, Ryan, Melinda and he took a trip to University Amherst to check out their dining facilities and meal plans. They are currently ranked as the number one campus food service in the country by the Princeton Review. They have a 65 million dollar food service with 28,000 students with 21,000 meal plans. Working on ways to get New Paltz on a national level, possibly invite other colleges to come in and evaluate our services. Always looking for ways to improve and become the best. **Dr. Brumfield** asked if we have a Commuter meal plan. **Steve** stated that we do.

Niza explained that although the service needs to be sped up you don't want to lose the positive experience and the employee student connection. She notices the great interaction between employees and students. At Element 93 the cashiers are very responsive to long lines. **Steve** explained that we might have an outside party to conduct surveys to get an impartial opinion on our food service operations.

Michael asked if this could be just a honeymoon phase for Element 93 causing them to do so well on the survey. **Steve** stated he believes it is a big part of it. Hasbrouck however is much better overall than last semester.

Ryan clarified that all venues scored higher on the survey compared to last semester. **Dr. Brumfield** brought up the idea of bringing in a secret shopper. **Niza** explained that has been done before. **Steve** stated that was more quantitative than qualitative. Moving forward it may be for valuable to be qualitative.

Changing Venues on Campus:

Steve mentioned possibly changing Sub Connection because there are many places to get sandwiches on campus and no real Mexican venues on campus. **Ryan** explained that the survey showed students are looking for full meals and a Latin cuisine. Out of 160 polled, 101 would like to have Mexican food in Sub Connection spot and 54 would like to keep Sub Connection. **Niza** explained that York Street sandwiches are not up to par for the price. Many times the sandwich or wrap is soggy. Many faculty members eat at Sub Connection because the location is convenient and the price is less expensive. **Kaina** asked what would go in the Mexican food spot. **Ryan** explained they are not sure yet they would have to figure out exactly what to put in that spot. **Steve** asked if we moved Crazy Bowls to Sub Connection would we be able to make sandwiches where crazy bowls is. **Ryan** said we could look into it. Tim clarified that the main piece here is that people want value. **Michael** asked if it would be like Cafe Spice or Oscars. **Ryan** explained it would be around the quality of cafe spice. He is not sure yet of exact pricing. **Corinna** also mentioned that price is a key factor, Mexican is usually less expensive. **Steve** stated that what he is hearing is that value is important. **Steve** stated that there were two things that are coming up; gauge overall satisfaction, addressing that it needs to be sufficient quality but affordable. **Kaina** suggested replacing Starbucks instead of Sub Connection. **Ryan** stated that their needs to be a coffee venue in the Student Union Building because faculty and staff rely on it. **Tim** asked if faculty and students want coffee or specialty drinks. **Niza** stated that faculty want coffee. **Dr. Brumfield** stated that he noticed students like the specialty drinks. **Tim** stated he asked because there are concepts that could work that include sandwiches and coffee. **Steve** told the student representatives of the Board to poll their constituents, find out what they want and bring the results to the next Board Meeting. **Tim** mentioned to also ask the students if they would eliminate one venue which would it be.

Niza mentioned that there has been a major issue with student's owing \$100 on their student account bill due to changing their meal plans. Parents and Students were very upset finding out they still owed money when they thought they were finished paying. This was causing students accounts to be delinquent. **Steve** explained that we may have to make the most expensive plan the default plan for next year.

Niza motioned for adjournment, Dr. Brumfield seconded.

Meeting Adjourned at 11:32am

