



# DINING & SUMMER CONFERENCES

# Annual Report

2016-2017



Dining and Summer Conferences  
University of Wisconsin-Stevens Point

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# Mission & Vision



## OUR MISSION

As a student focused organization, Dining and Summer Conferences enhances the educational experience by creating sustainable meals and nourishing a diverse community.

## OUR VISION

Dining and Summer Conferences seeks to bring diversity to the table through engaging the campus community with innovative hospitality.

# Services & Programs



RESIDENTIAL AND OFF-CAMPUS MEAL PLANS

INTERNAL AND EXTERNAL CATERING SERVICES

EDUCATIONAL FOOD EVENTS

THEMATIC SPECIAL DINNER EVENTS

STUDENT MANAGER DEVELOPMENT PROGRAM

IN HOUSE POINT TO FOOD SAFETY CLASS FOR STUDENT  
MANAGERS AND STUDENT EMPLOYEES

SUSTAINABILITY AND LOCAL FOOD RESOURCES

SUMMER CONFERENCE SERVICES MANAGEMENT

NUTRITIONAL AND SPECIAL DIET OFFERINGS

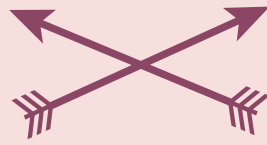
REGISTERED DIETITIAN

NETNUTRITION ONLINE NUTRITION PROGRAM

MEALS FOR UWSP CHILDCARE CENTER

MEALS FOR YMCA CHILDCARE CENTER

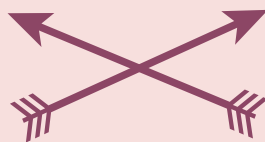
REDUCED PRICE MEAL VOUCHERS FOR ADMISSIONS TO  
SUPPORT RECRUITMENT AND RETENTION



DINING & SUMMER CONFERENCES

# Achievements

2016-2017



## People



### NEW EMPLOYEES REPRESENT 25% OF THE DSC TEAM!

#### New Employees:

Rob Neumann → Residential Dining Manager

Kyle Braun → Residential Dining Sous Chef

Mike McSherry → Evening Residential Dining Kitchen Manager

Troy Thompson → Cook 2 Upper DeBot

Jessica Peterson → Cook 2 Upper DeBot

Jeff Jung → FSA2 Upper DeBot

Brian Robinson → FSA4 Lower DeBot

Joe Wallner → FSA4 DUC Food Court

#### Promotions:

Matt Raczek → FPA Lower DeBot

Julie Singer → Morning Residential Dining Kitchen Manager

Jared Lowry → FPA Catering

Hired 322 student employees in FY 2017.

Introduced online exit survey to improve DSC employment program, 71 of 128 staff resigning in FY 17 participated ( 55.4% ).

Introduced WIN WIN WIN hiring competition within DSC in Spring 2017 to encourage current staff to recruit new staff. 16 additional student employees joined DSC as a result of this program.

Suzette Conley accepted the Director of Dining and Summer Conferences position and began her new role on April 1, 2017.

Student Manager of the Semester program introduced to recognize and reward exceptional leaders in the DSC Student Manager team.

- Fall 2016: Holly Ahrens—Upper DeBot, Kelsey Nelson—Lower DeBot, Angela Townsend—Catering, Malia Xiong—DUC.
- Spring 2017: Alex Friebel—Upper DeBot, Tim Blazek—Lower DeBot, Ashley Otto—Catering, Rachael Ellis—DUC, Rachel Lionberger—Admin/CBORD.

Jared DeWar, Student Operations Manager at Upper DeBot, selected as Student Employee of the Year from SIEO—announced in April 2017.

Russell Reeves is a member of the NACUFS Education committee for 2016/17.

Cameron Griggs co-facilitated the NACUFS Food Service Management Institute.

Suzette Conley and Russell Reeves participated in the NACUFS National Convention in Anaheim CA.

Suzette Conley participated in the NACUFS Leadership Institute in Solon OH.

Rob Neumann, Cameron Griggs, Suzette Conley and Russell Reeves participated in the NACUFS Regional Conference at the University of Iowa.

Cameron Griggs, Rob Neumann, Mike Mc Sherry and Russell Reeves attended the National Restaurant Association convention.

Russell Reeves re-certified as a Food Service Safety and Sanitation Instructor.

Nora Stanczyk, Angel Alcantar and Becky Konkol attended the annual CBORD conference.

# Campus Collaboration



Collaborated with Faculty, staff and students within the CNR in the planning, preparation and execution of “Camp Wilderness”, a theme meal that acknowledged and supported the programs and clubs within the CNR and was utilized as the DSC NACUFS submission for dining awards.

DSC submitted a Green Fund application for assistance with the purchase of a pulper for the DUC dish room renovation and received \$10,000. The pulper will greatly increase the amount of compost that DSC contributes to landscaping projects at UWSP.

Collaborated with the NAMI Student Chapter and implemented the “Come sit with us” campaign in DSC dining locations promoting mental health awareness and encouraging community on campus.

Supplied the University Child Learning and Care Center with food service daily during the academic year; 9,328 breakfast meals, 8,571 lunch meals and 8,542 snacks were provided serving a grand total of 26,441 guests.

Collaborated with RHA on multiple events including Family Day, Homecoming, and Spring Fest.

Collaborated with the Dietetics professors to assist in the training and education of dietetic students.

Suzette Conley and Russell Reeves are members of the UWSP Emergency Operations Center staff, participating in monthly training and exercises to assist in the security of the campus.

Collaborated with the SGA sustainability committee to better market/ advertise vegetarian visibility, Green on the Go containers and other DSC sustainability initiatives.



# Programs



Sponsored and organized the 5th annual DSC Fun Run with CBORD students in conjunction with the RHA Spring Fest. 89 people participated and 24 volunteers assisted with the event.

The Food for Friends program initiated by DSC to assist The Cupboard by allowing students to donate meal swipes to the Cupboard had a great fall semester with 582 meals donated and 140 meals were donated in Spring. 722 meals TOTAL donated!!

DSC fulfilled 32 HUGS orders for an additional \$441.00.

Summer Conferences is expecting 47 groups this summer—39 internal groups, 8 external groups (2 are new to UWSP). Anticipating 28 UWSP Athletic Camps (21 overnight and 7 day camps), 4,695 participants with 3,902 staying overnight and 793 commuters, and 17,439 bed nights.

Special Olympics 2017 included 1,377 athletes and 506 coaches

Successfully implemented the Ginga Noodle station in the DUC Food Court.

Increased the DUC Food Court Grab n Go selections using the Lower DeBot production area as a commissary.

Developed a new menu for catering customers.

Becky Konkol taught two intensive courses on Healthy Menu Development and Creating Safe Dining Spaces for Allergen Customers to the Wisconsin Christian Camp Conference Association.

Nine staff members attended ServSafe Food Safety and Sanitation Class and were certified.

## ACHIEVEMENTS

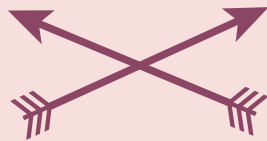
Catered the Nelson and Pade / UWSP Aquaponic Innovation Center member / investor banquet celebrating the 100th country utilizing the Nelson and Pade Aquaponics program.

Supplied food service for the Stevens Point YMCA Youth day care facility weekly Monday through Friday; 24,489 breakfasts and 24,489 lunches were provided for a grand total of 48,978 meals served.

Implemented 8-week evaluations on the Point to Food Safety program for DSC Assessment efforts.

DSC Student Human Resource Managers presented training on student-employee performance evaluations.

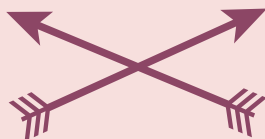
The DeBot renovation project was approved and design plans are 35% complete. Renovation will begin in May 2018 and be completed by August 2019. The DeBot management team worked extensively with Rippe Consultants and the SDS Architect team to facilitate the design process for the DeBot dining center renovation.



DINING & SUMMER CONFERENCES

# Service Indicators

2016-2017



# Student Employee Statistics



## 375 STUDENT EMPLOYEES

DSC continues to be the largest employer of student employees on campus; average general student employee tenure is 1.05 years; average student manager tenure is 1.93 years; we currently have 80 students with 2+ years of tenure; 322 new student employees were hired between July 1, 2016 and June 30, 2017.

*Jimin Jeong is our longest tenured student employee with a start date of Jan. 22, 2013*

16 (4.3%)

OF OUR EMPLOYEES ARE INTERNATIONAL STUDENTS AT UWSP.

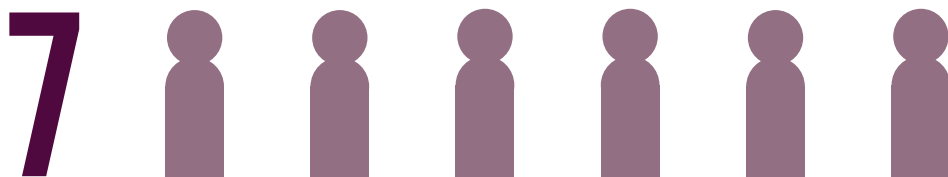


## Student Manager STATISTICS



14% Non-Caucasian 86% Caucasian

40% 40 male 60% 59 female



7.17% International

DSC is one of the few student employers on campus that provides our own student personnel/payroll assistance reducing the work load in the main Personnel office.



**35** CLASSIFIED STAFF AND MANAGEMENT

*and*

**8** USTE EMPLOYEES

Total student wages—\$1,129,696 (decrease of \$221,579 or 16.3% from PY, attributed to ACA and 54.2 % of employees were hired in the current FY at starting rate of \$8.00/hour).

*Average student wage is \$8.12/hour and average student manager wage is \$9.22/hour*

*Student Employee*  
**GPA**  
STATISTICS



374 total checks

24 students (6.4%) under 2.0



370 total checks

16 students (4.3%) under 2.0

# Catering & Events Statistics



**Convocation:** All Campus Picnic

**Homecoming:** All Campus Picnic

2,047 SERVED

332 SERVED

654  
EVENTS  
CATERED



77,460 CATERING  
CUSTOMERS

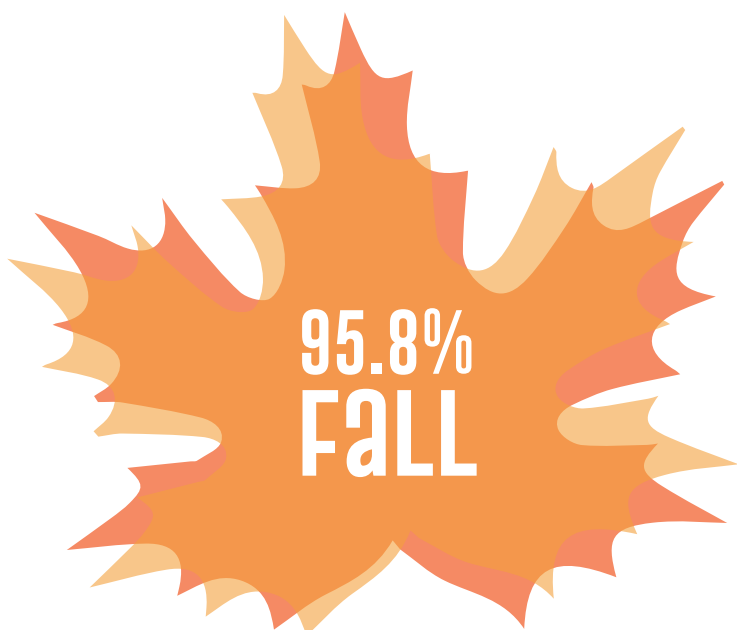
CUSTOMER SATISFACTION SURVEY : 4.6 AVERAGE OUT OF 5



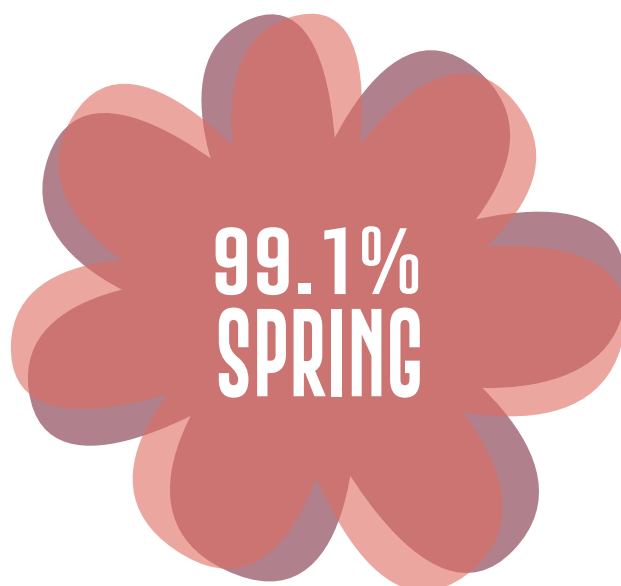
# Meal Plan Statistics



## DINING PLAN PARTICIPATION RATES:



 2,980



 2,675

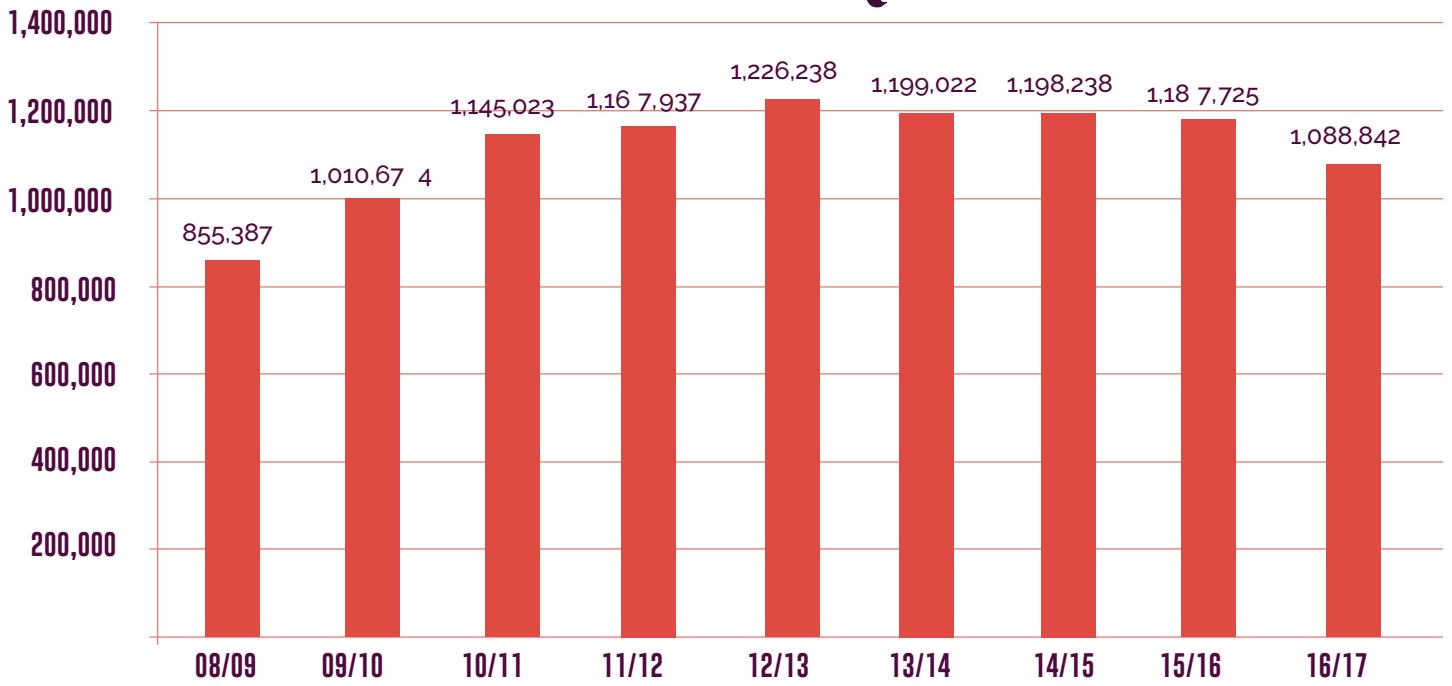
**643** OFF-CAMPUS  
DINING PLANS

**5,655** RESIDENTIAL DINING  
PLAN CONTRACTS

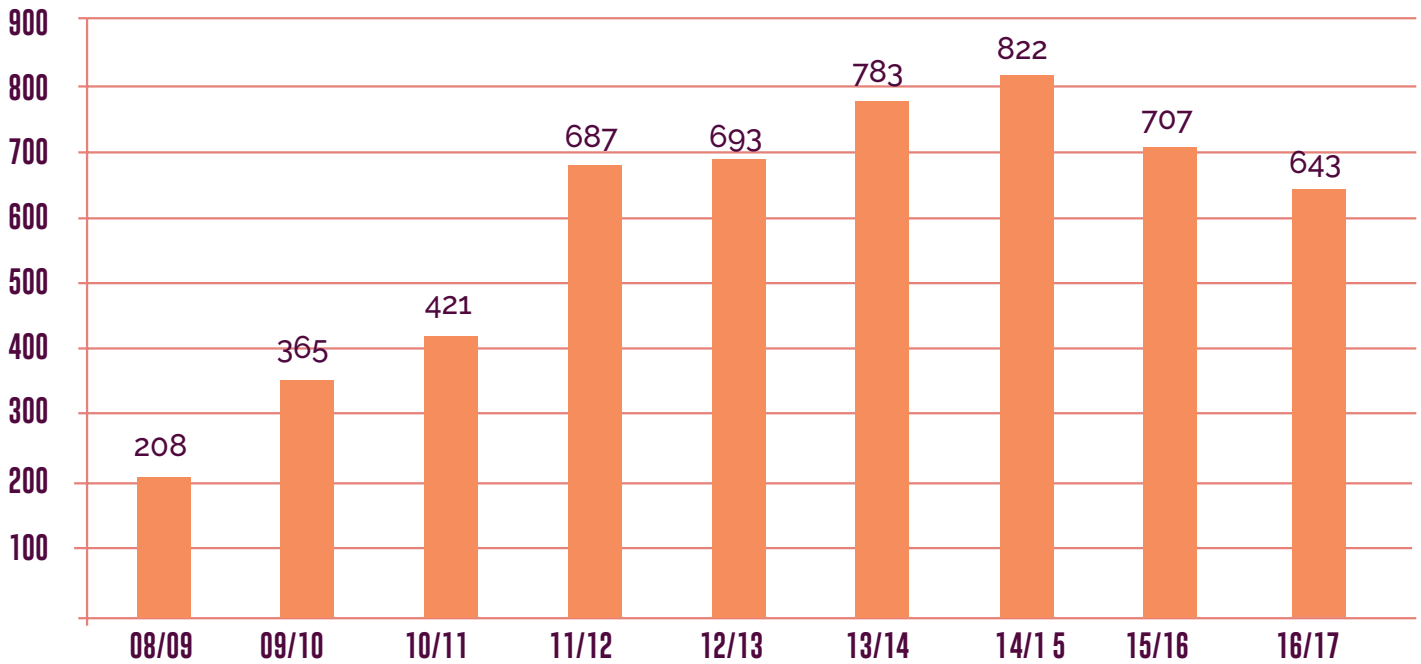
**1,088,842**

Number of board meals used  
with 786,884 swipe trades  
and 301,958 board meals

# Meal Count



# Off Campus Meal Plans





# Purchasing Statistics



**44.92%**

Percentage of 'local' food purchases per the most recent AASHE Star Report

**27** FOOD VENDORS  
OF WHICH ARE  
**12** 'LOCAL'  
OR WITHIN A  
**250 MILE RADIUS**

**\$1,514,716**  
SPENT ON 'LOCAL'  
WI-BASED FOOD PURCHASES  
(42% OF TOTAL FOOD PURCHASES)

**\$12,528**  
REDEEMED IN FOOD  
MANUFACTURER REBATES

# EBI Graph



EBI TOTAL SATISFACTION FOR 2017 IS **4.78**



# Inclusive Excellence



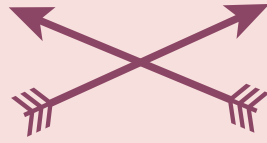
- All DSC Student Managers attend SafeZone training
- All DSC staff completed Harassment Training
- All DSC University staff and Student Manager staff watched “Inclusive Negligence”
- The DSC Student Employment Office presents work opportunities to ESL participants every semester

**DSC has also increased our commitment to work with the community in training and employing people with special abilities. Some of these efforts include:**

**INCREASING THE NUMBER OF SPECIAL NEEDS EMPLOYEES FROM ODC/CIC FROM**

**3 TO 5**

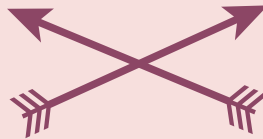
**WORKING WITH STEVENS POINT AREA SENIOR HIGH SPECIAL NEEDS STUDENTS IN JOB TRAINING AND EXPERIENCE**



DINING & SUMMER CONFERENCES

# Goals & Priorities

2017-2018



# Academic Year 2017–2018



Recruitment and hiring of Marketing Specialist by August 2017.

Recruitment and hiring of FSA4—Coffee Barista by August 2017.

Development of RFP for temporary dining location procurement during DeBot renovation; RFP completed by August 31, 2017, vendor selected by January 2018.

Green Fund application for assistance in purchasing Green on the Go containers for all students living in Residence Halls in Fall semester 2018 to be completed by August 31, 2017.

Implement reduced operating hours in DSC locations fall 2017.

Introduce FujiSan Sushi operations in the DUC Food Court, Lower DeBot, Food for Thought Café and Homegrown Café.

Improve EBI scores during time of transition.

Re-introduce theme meal events at the Upper DeBot Dining Center to increase variety and excitement for meal plan.

Introduce an International Expo Night once per semester at Upper DeBot in collaboration with the ISSO highlighting one country and the students from that country.

Introduce “Taste Test Tuesday” at all DSC locations in collaboration with various food vendors to provide all DSC customers the opportunity to provide feedback on potential new food items.

Re-introduce “Recipes from Home” with increased marketing and advertisement.

Develop menu plan, marketing plan, equipment and staffing needs for the new Science Building café to open in August 2018.

Increase marketing of DSC student employment opportunities and meal plan offerings to off campus students.

Conduct a Catering survey with current customers to identify areas for improvement.

## GOALS & PRIORITIES

Develop plans to expand menu offerings, staffing and hours in the DUC Food Court, Food for Thought Café, Homegrown Café and Science Café in Fall 2018.

Continue the development of plans for menu offerings, staffing plan, hours of operation for temporary locations for AYCE facility and Convenience Store.

Continue the development of menu items and plans, staffing plans, operating hours, and equipment needs for the newly renovated DeBot Dining Center.

Develop renovation plans for the temporary Convenience Store location and work in collaboration with Facility Services to implement those plans for a timely rollout of C Store operations in Fall semester 2018.

Increase DSC's presence in social media and engagement with UWSP student population through more effective marketing/advertising/education of DSC activities and events.

Revise menu plan offerings for 18/19 Academic year; introduce an all access plan to the temporary AYCE facility.

Continue the progress of the DSC Assessment Team; reviewing the Point to Food Safety program results and implications on student employee retention.

Collaborate with the SGA Sustainability Committee to better market/advertise vegetarian visibility, Green on the Go containers and other DSC sustainability initiatives.

Review day care food services and pricing structure to improve the viability of the YMCA Childcare and UCLCC contracts.

Increase number of DSC management staff participating in NACUFS Institutes and conferences for professional development

DSC plans to send two staff members to the annual CBORD Conference in October 2017

HERE'S TO A

*Wonderful*

2016-2017

