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

History
UW-Stevens Point (UWSP) made the decision in 2008 to transition to self-operated dining after many decades of contracted food service. In June 2009, Dining and Summer Conferences (DSC) was created as a department within the Division of Student Affairs and we have been serving the campus community ever since.

DSC is self-supporting and receives no funding from the University, State, or Federal resources. DSC is managed very much like a commercial restaurant operation. All expenses incurred, including the cost of food, wages and benefits, operating supplies, utilities, repairs and maintenance, and occupancy costs, must be covered by revenue generated across the dining units on campus.

Dining and Summer Conferences has served UWSP students for 10 years! We have gone through many name changes and a few facility updates, but we are still focused on providing UWSP students a dining program that fits their every need.

Looking back on the last 10 years, Dining has served millions of meals and employed thousands of students. This year was our time to reflect and plan for the next 10 years of self-operated dining at UWSP.

Vision
Dining and Summer Conferences seeks to bring diversity to the table by engaging the campus community with innovative hospitality.
Our Team

263 Student Employees
11 Classified Staff and Management Team
26 Culinary Team Members
8 University Staff Temporary Employees
8 ODC client participation - Work with the community in training and employing people with disabilities.

New Team Members:
- **Marty Kalepp** – Residential Dining Chef
- **Laura Force** – Training Officer
- **Sara Williams** – Food Production Assistant
- **Kui Fang Huang** – Food Service Assistant 4
- **Shana Kizewski** – Food Service Assistant 4
- **Dan Kriefall** – Food Service Assistant 2

1 Promotion – **Chris Kotolski**, Food Retail/Catering Lead 2 at Wausau Dining

---

Student Employment

**263 Student Employees**

- **152 Female**
- **111 Male**
- **19 International Students**

**Total paid in student wages:**

$895,717.61

**Students with a 4.0+ GPA**

- Fall: 6
- Spring: 8

**Students with a 4.0+ GPA**

- Fall: 6
- Spring: 8

**Student Managers**

- Fall: 64
- Spring: 67

**Student Operation Managers**

- Fall: 14
- Spring: 18

**Starting wage increased from $8.00 to $8.50 in Fall 2018**

**Average hours worked**

- General: 11
- SM: 19

**Graduated Student Employees who received the Chancellor Leadership Award**

- Fall: 4
- Spring: 9

**Student Manager of the Semester Program**

Each winner receives $100 bonus, travel mug and recognition at orientation.

**Fall 2018:**
- **Preston Mertins** for DUC Food Court
- **Jenna Ewers** for Lower @ Allen
- **Arianna Anderson** for Cafés
- **Lauren Santos** for Catering
- **Nick Brazee** for Admin/CBORD/Graphic

**Spring 2019:**
- **Preston Mertins** for DUC Food Court
- **Matthew West** for Lower @ Allen
- **Alexis Pacaia** for Cafés
- **Shelby Fehrenbach** for Catering
- **Sydney Wayner** for Admin/CBORD/Graphic

Services and Programs
### Meal Plans

**Residential Meal Plan:**
- All Dawg Dollar Plan: $1,472 Dawg Dollars
  - Dawg Dollars are worth one dollar each and all food/beverage purchases are tax exempt.
  - $200 Dawg Dollars will be available for roll-over into Spring if the student has an active Residential Dining meal plan.
  - The All Dawg Dollar plan has no administrative fees and gives the student 100% of purchasing power for food!

**Off-Campus Meal Plan Options:**
- $50, $200, $300, or $1,472 Dawg Dollars
  - All UWSP students can add an off-campus plan at any time in the semester.

**Food Allergens and Dietary Preferences:**
Dining continues to identify food allergies through our Net Nutrition program and nutritional labeling. Our Registered Dietitian works closely with students who have special dietary needs. Labels inform students about gluten-free, vegetarian, and vegan options. It is our goal to continue to offer accurate information and provide a variety of choices to all students on the meal plan.

### Sustainable Dining Practices

#### Local* Food Purchases

<table>
<thead>
<tr>
<th>30% Local* Food Purchases</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,267,340 Spent on Local Purchases</td>
</tr>
<tr>
<td>$57,600 Spent on Fair Trade Purchases</td>
</tr>
</tbody>
</table>

*Local vendors are within 250 miles

#### Partnerships with Other UWSP Departments:

- **SGA-Green Fund: Green on the Go containers**
  - An Eco-friendly, reusable container to be used for to-go meals. As a reusable and recyclable container, the Green on the Go container is helping our campus reduce unnecessary waste.

- **CASE – The Cupboard: Food for Friends Program**
  - This program created an easy way to donate food that was purchased with meal plans to students in need.

- **Office of Sustainability: Earth Week and Sustainability Fair**
  - During Earth Week, Dining introduced new plant-based proteins and brought in samples from vendors including Morning Star Farms and Beyond Burger.

- **Dining Advisory Board: Plastic Straws**
  - Dining eliminated the use of plastic straws in all dining locations in March 2019. Dining then offered a reusable alternative and sold 588 stainless steel straws in just 3 months.
**Retail Dining**

**Revamped Stations:**
- Mainline Dinner - previously Creme de la Crèpe
- A la Mode - previously Spicy Meatball

**Introduced New Weekly Specials:**
- Mac and Cheese Mondays
- Wing Wednesday
- Popcorn Chicken Bowl Wednesday

**Celebrated Thematic Special Events:**
- National Cheese Curd Day
  526 orders of cheese curds sold
- National Caramel Apple Day
  355 caramel apple sundae boats sold
- National Gingerbread House Day
  297 votes on 3 employee built gingerbread houses
- National Maple Syrup Day
  618 maple entrées plated

**Remodeled the lower level of the Allen Center:**
- Replaced the floor and relocated exercise equipment for dining room.
- Redesigned the floor layout for the convenience store and two grab and go stations
- Transformed hallway into a prep area and hand washing station for dining employees
- Moved management team members, Lower student managers, and CBORD student managers to new offices.

**Revamped End of Semester Bulk Ordering:**
- Created Bulk Purchasing in Lower Dining Room where students grab what they want in bulk and pay in efforts to use their Dawg Dollars and not lose them.
- Bulk Sales in Spring $143,058 Dawg Dollars

**Worked out the kinks during year of transition:**
- Ordered a new Turbo Chef for grill line to increase offerings.

---

**Cafés**

**Opened new Common Ground Cafe in Fall 2018:**
- Purchased local coffee from Mission Coffee in Plover, WI and New Roots in Ringle, WI
- Featured monthly drink specials
- Offered Zest baked goods
- Limited the use of plastic by featuring canned soda

**Featured weekly drink specials**

**Introduced new products:**
- Hope Hummus
- Healthy Roots cold-pressed juice
- Featured new bubbly sparkling water for $1.25 in celebration of the UW-Stevens Point’s 125th anniversary

**Celebrated Thematic Special Events:**
- November 8th - National Cappuccino Day
  211 crafted beverages sold

**Sit & Stay A While:**
- Promoted the grab a mug and stay a while program
- Ordered a new Turbo Chef for the deli bar to offer hot sandwiches

---

**Services and Programs**
Support recruitment and retention
2,478 Admissions Recruitment Vouchers Redeemed
478 Athletic Recruiting Vouchers Redeemed

Summer Conferences

Special Olympics
1,629
Participants
6,924
meals served to coaches and athletes in one weekend

Admissions
11
Service Days
4,400
meals served to STAR participants and their families

Total meals served during the summer:
Breakfast: 14,395
Lunch: 18,034
Dinner: 13,148
DSC brought home a silver award for the NACUFS Sustainability Outreach & Education program presented in Spring 2018, but received in July 2018.


DSC took over internal money handling responsibilities due to staffing changes in the Centers and have managed this task without adding labor.

DSC lead the creation of weather emergency/power outage protocol impacting catering events and student organizations going forward. Plans will be shared with student organizations at Fall 2019 orientation meeting.

DSC started discussions with Aspirus to possibly supply food service for a new overnight wing at their Stevens Point Complex.

DSC revamped the pre-order bulk ordering process to an easier purchasing process where customers come in and choose groceries to buy with their dawg dollars in an effort to use their dawg dollars and not lose them.

DSC introduced new concepts to the DUC Food Court including A la Mode, the dessert station, to increase student participation.

DSC collaborated with the UWSP daycare for the children to make seasonal decorations for the window display in Lower @ Allen and hosted thank you snack break in May 2019.

DSC supported the UCLCC day care meals program and served 8,838 breakfasts, 7,680 lunches and 7,699 afternoon snacks for a total of 24,217 meals.

DSC supported the Stevens Point Area YMCA day care meals program and served a total of 23,850 lunches.

DSC successfully integrated student management staff from Upper DeBot during renovation.

DSC now has one SOM/SM hiring process for all locations and created a new online New Hire Orientation Video with questionnaire for new student employees.

DSC and RHA hosted the 7th annual Finals Frenzy Fun Run/Walk Spring Fest event.

DSC planned for operations to begin at UWSP Wausau on 6/17/19

Hired from internal staff for continuity and reduced training needs from afar

Became fiscally responsible for meal plan prices

Enhanced culinary and service levels to increase revenue and customer satisfaction

Assisted in catering and alcohol services at branch campus

DSC staff participated in the following campus committees:

Suzette - Member of the Centralized Budget Finance Operations Action Team

Suzette - Member of EOC—Emergency Operations Center

Marshall - Head of Grievance Committee

Marshall - Member of the Student Affairs Planning and Vision Committee.

Sheldon - Member of the Parking Advisory Board

Nora - Member of PCI Compliance Board

Russell - Faculty advisor for the UWSP Cycling Club

Russell - Member of EOC—Emergency Operations Center

Angel Alcantar attended the Forward Foods conference in Ann Arbor, MI. Chefs and Registered Dietitians discuss the direction of campus sustainability with Plant Base Foods including the health impacts and benefits to changing to a plant base diet.

Angel Alcantar and Becky Konkol networked with UW campuses to create a group initiative with WI Farm to College.

Becky Konkol attended the Health and Hunger Summit 2019 to learn about food insecurity and it’s impacts to college students.

Laura Force and the student HR team implemented New Hire Packets for each new student dining employee as part of the on-boarding experience

Russell Reeves was elected as the NACUFS National Learning Committee Chair

Russell Reeves rated and selected all applicants for two NACUFS Institutes and has been selected to evaluate the newly formed Planning Institute in June 2019

Sierra Kelley and Becky Konkol attended the NACUFS National Conference in July 2018 in Providence, Rhode Island; both were recognized in the 2018 NACUFS Sustainability Outreach & Education award category.

Sierra Kelley collaborated with another Student Affairs department, Health Service, to help with marketing and website updates.

Suzette Conley and Russell Reeves attended the NACUFS Midwest Conference in March 2019 at the University of Northern Iowa; Suzette volunteered at two events during the conference

Suzette Conley was invited to be a NACUFS Loyal Horton Awards judge—expense paid trip to Lansing MI for 3 days in April to review 103 entries for 6 awards

Suzette Conley volunteered to call and thank donors for donating to UWSP during GratiTuesday
Goals and Priorities

Review of Huron Assessment Report:
- Eliminate bulk sales opportunities at end of semester
- Develop and implement new catering policies and procedures for ordering, payments, waivers, and staffing levels
- Determine new local and sustainable business practices
- Planning and marketing of new meal plans for 2020/21

Catering Initiatives:
- Create and conduct a catering survey with current customers to identify areas for improvement
- Develop and implement assessment tool to be used on every catering order
- Begin collecting data in 2019/20; assessment begins in 2020/21 due to transition year
- Maintain high quality On Point Catering services during period of transition through improved communication, further developed systems and culinary team meetings

Planning and marketing of new meal plans for 2020/21

Dining Operations Initiatives:
- Recruitment, hiring and training of additional culinary team members
- Continual revision of plans for menu offerings, staffing plans, hours of operation for all temporary locations, etc., to optimize customer service and satisfaction while controlling costs
- Track renovation progress, manage budget to ensure completion in Fall 2019
- Work with Facilities and other UWSP departments to plan/prepare/move/clean for the transition from temporary locations back to DeBot
- Continue the development of menu items and plans, staffing plans, operating hours, and equipment needs for the newly renovated DeBot Dining Center
- Develop meal plans for 2020/21 Academy year by October 2019

Sustainability Initiatives:
- Collaborate with the SGA Sustainability Committee to better advertise vegetarian visibility, Green on the Go containers and other sustainability initiatives
- Continued development of the Green on the Go container program—new methods of distribution to students, collection methods and re-distribution to students by August 2019

Marketing Initiatives:
- Increase social media presence and engagement with UWSP student population through more effective marketing/advertising/education of Dining activities and events
- Increase marketing of student employment opportunities and meal plan offerings to on and off campus students through postcard and email blasts

Training Initiatives:
- Increase number of management staff participating in NACUFS Institutes, conferences, webinars and other opportunities for professional development
- Continue student employee retention practices:
  - Continue stay interviews
  - Increase training opportunities beginning Fall 2019
  - Continue financial incentive every semester for those working at least 8 weeks in previous semester
- Development of DSC Training Team including Culinary Staff and SOM from each location:
  - Review current training models
  - Determine training outline
  - Determine training materials/timeline for all locations
  - Full implementation to be completed by Spring 2020.
- Continue the progress of the DSC Assessment Team; reviewing the Point to Food Safety program results and implications on student employee retention
- Expand CBORD knowledge base through more frequent visits by CBORD staff and attending webinars/online trainings provided by CBORD

CBORD Goals:
- Assess current CBORD system, develop training plan for 2 years
- Continue online CBORD training for Registered Dietitian
- Maintain an active role in UWSP PCI compliance committee
- Standardize inventory procedures at all locations through cross training of staff to assist with inventory in multiple locations
- Mobile inventory application implemented and operational in all food production locations for weekly inventory by August 2019
- Plan for CBORD operations in the new DeBot Dining Center by December 2019
- Develop commissary plans for cold pantry and bakery at DeBot and distribution to all locations to be planned and operational by January 2020
- Order scheduler and advance prep sheets implemented and operational in locations deemed viable by February 2020

Dining Operations at UW-Stevens Point at Wausau:
- Review Summer 2019 operations and assess for Summer 2020 operations
- Plan and manage Fall 2019 operations in the most fiscally responsible way allowed and possible
- Communicate and provide financials to support informed business decisions going forward