

ASSOCIATED STUDENTS BUSINESSES COMMITTEE

This meeting was facilitated both in-person and via an online Zoom format.

Monday, March 20, 2023

8:30 a.m.

BMU 205

Members Present: Johnathan Montes, Allison Wagner, Michelle Korte, Stacie Corona, Megan Odom

Members Absent: Anita Barker

Others Present: Jamie Clyde, Karen Bang, (recording), Katrina Robertson, Tom Rider, Lexi Extein, Kyle Alsberry, Steve Novo, Kendra Wright, Curtis Sicheneder, Keith Crawford, Windy Van Dam

- I. **CALL TO ORDER** – The Chair, Montes, called the meeting to order at 8:33 a.m.
- II. **MECHOOPDA LAND RECOGNITION:** The meeting began with the reading of the Mechoopda Land Recognition Statement.
- III. **AGENDA** – Approval of the 3/20/23 regular meeting agenda. **Motion to approve the 3/20/23 regular meeting agenda, as presented (Odom/Corona) 5/0/0 MSC.**
- IV. **APPROVAL OF MINUTES** – Minutes of the regular meetings of 1/23/23 and 2/6/23. **Motion to approve the minutes of the regular meetings of 1/23/23 and 2/6/23, as presented (Corona/Korte) 4-0-1 MSC.**
- V. **ANNOUNCEMENTS** – None
- VI. **PUBLIC OPINION** – Limited to items on the agenda, three minutes per speaker, five minutes for entire topic – None
- VII. **BUSINESS**
 - A. **Information Item: Dining Automated Cash Count System** – Robertson explained that they're looking into a new automated cash count system from Revolution Retail Systems – Paragon Series. She said this system would gain efficiencies for internal control and provide better customer service, noting they're putting a proposal together. A video explaining the system was shown. Van Dam explained that Ron Flatt, the Director of Treasury Operations for the Chancellor's Office was very excited about this and that the CSU system has a contract with them. She said currently that on average each cash bank gets counted a total of six times each day and noted a lot of counting would be eliminated by use of this system. She explained the process and approximate amount of time spent doing this. Robertson said FSO has condensed their staff over the past 12 years since she has been here. She explained the morning process, which she said is burdensome for all, especially as they work with seven dining outlets. Rider said this new system cleans up time, efficiencies and daily struggles to open. Montes asked if this is a service with monthly costs, or a one-time expense. Van Dam said both, noting there would be a one-time cost for the equipment, and a contract with Loomis, who we're currently with. She explained that Loomis would go straight to the machines. Robertson noted this system would allow for self-service regarding needing additional/different change and the machine would be in a centralized location. Odom asked what percentage of income is cash vs. credit and Robertson said approximately credit card two, cash one. Van Dam said cash purchases have increased since she has been here. Clyde said there is a 3% merchant fee for credit and debit cards and noted some

students don't have access to a bank account. Novo explained the machine they use in the bookstore. Discussion was held. Robertson said the quote for two was about to expire and they're working on a new quote for one machine at an estimated amount of \$45,000, which would be through capital expenditures. She also noted the Loomis contract amount would increase because they would monitor the cash system and that FSO would pay for this through their budget. She said the contract with Loomis is up in June so it's a good time to do this. Van Dam explained how the system works as well as Loomis' responsibilities. Robertson said this increases internal controls as well as efficiencies with time for Dining Services staff and FSO staff. Robertson said the return on investment would be two years at the most.

- B. Information Item: Budget preview – Rider explained that in the next upcoming weeks budgets will be presented. He noted the budget is informed by our past as well as what is predicted for next year. For example, food costs. He said 2% to 3% inflation has gone up 30% to 40% for some items. Also, they don't know when a piece of equipment, such as a refrigerator, might go out. Rider noted that next year is again challenging and that the Marketplace RFP is still out. He said if the bid is successful, construction would begin in the fall, and the Marketplace would be closed during that time. If the bid is not successful, some community members may be asked to occupy that space. Rider said there is also an interdependency with Housing and the loss of 550 residents from Whitney Hall next year. He said the budget for 2023-24 reflects philosophical changes in staffing, adding more career staff and reducing student staff. He also explained the effect enrollment has on Dining Services. Rider said it's also being suggested to close Holt Station and Creekside Café. Capital Expense requests were noted. He said they are looking at mobile systems for concessions and reviewed other additional expenses. Clyde said they're once again dealing with the "flaming dartboard" analogy. She said they've dealt with fire, COVID and now Whitney is going off-line and there are many unknowns for next year. She said she and Rider met with Corinne Knapp of University Housing because when you look at Dining, you have to look at it as a collective unit or it won't serve campus. She said they discussed middle-case numbers in terms of cost. She said there are a lot of assumptions at this point, and they are preparing for the worst-case scenario, noting that Housing currently keeps Dining afloat. Clyde said the NACUFS benchmarking survey helps so that we can see what the rest of the industry is doing and said our peers are struggling just like we are.
- C. Discussion Item: 1/31/23 Dining Services Financials – Rider reviewed Dining Overall and said Income YTD was at \$4,985,689, Net Income YTD at (\$263,088). He also reviewed each area and said that Catering has been busier than it has been for years. He noted this is going to falsely predict next year but feels a large loss for Catering is a big issue as big events will probably go away and cause staffing issues. He said the Marketplace and Catering are the biggest issues. Discussion was held. Korte said we've been through this before and there are two ways to deal with this – controlling costs and looking at new streams of revenue.
- D. Discussion Item: 1/31/23 AS Wildcat Store Financials – Robertson reviewed, noting Income was as at \$65,124, Net Decrease YTD of (\$215,342). She said in February \$180,000 of HEERF dollars was received to offset lost sales.
- E. Discussion Item: 1/31/23 Follett Wildcat Store Financials – Novo said Textbook sales were down 23.9%. Their adoptions were number one out of all of the 14 stores. He said online was very busy, inside the store was very quiet. Overall, they were down 21.1% for the month.

VIII. AUXILIARY BUSINESSES DIRECTOR REPORT – Rider said concessions at Nettleton Stadium are on hold as a plan review from the Butte County Health Department is required. Until then, we're using our hot dog cart and BBQ for Athletics concessions. He reminded that Choose Chico is this Saturday and there will be a \$5 buffet at Sutter. Rider said the RFP closes next Tuesday, March 28, the sub-committee is nearly finalized and in-person presentations by those that responded will be scheduled for the first week of April. Rider said they had a good meeting recently to discuss Follett

and the Access Program and hope to have the ability for us to have some type of small program in the fall.

- IX. CHICO STATE WILDCAT STORE MANAGER REPORT** – Novo said this weekend’s Choose Chico is a big weekend for the bookstore. He advised that Apple is bringing back their yearly sale since pre-pandemic and it will be held April 17 – 24, during the week of Senior Sendoff. Regarding graduation, Novo said as of last week, 2,500 students have signed up to walk in the ceremony. Almost 2,000 gowns have been pre-ordered. He said the website closed for pre-order pickup at the store and pre-order pickups begin on April 18. For those that didn’t pre-order, May 8 will be the first day they’ll be able to get their gowns in the store. He said Herff-Jones has 5,000 gowns ready to go. Fifty-one customizable stoles have been sold. Clyde asked him to reach out to Shar Krater regarding adding their event to AS Programming as it could be a nice collaboration.
- X. EXECUTIVE DIRECTOR REPORT** – Clyde said lots of conversations have been held with Housing. And Corona has been involved with these as well. She said she’s thankful that we’re at the table and part of those conversations, talking about creative things that can be new and innovative. Clyde said our Compensation Policy allows us to utilize a third party to look at our compensation compared to market, and is done every three years. She said she and Leah Mercer have been working on this with the representative. She explained that he looks at all positions in the organization and compares to market. If results show individual jobs that are off, they will decide if corrections need to be made. If not the case, then a holistic change will need to be made and she will come back to committees regarding shifting grades, changing percentages across the board, and looking at seniority. Otherwise, they’ll be wrapped into budgets. Clyde said she and Mercer have been very proactive the last several years regarding analyzing positions when they open and positioning them well, also addressing internal equity issues at that time.
- XI. CHAIR REPORT** – Montes thanked Korte for making Zoom livelier, noting she had a lot of good questions. He also thanked everyone for making sure stateside and AS are moving forward together. Montes said he went to the California Higher Education Student Summit (CHESS) Conference, which was a great experience. He said he learned a lot about leadership and met with representatives. He said he asked about budgets, and accountability with the \$40 million to make sure the money is being spent correctly. Montes announced that he’s running again for the Vice President of Business and Finance position.
- XII. ANNOUNCEMENTS** – None
- XIII. PUBLIC OPINION** – None
- XIV. ADJOURNMENT** – The Chair, Montes, adjourned the meeting at 9:45 a.m.