ASSOCIATED STUDENTS OF CALIFORNIA STATE UNIVERSITY, CHICO
ASSOCIATED STUDENTS BUSINESSES COMMITTEE
MEETING MINUTES

Monday, March 21, 2016 10 a.m.  BMU 205

Members Present: Matt Zaleski, Megan Odom, Pedro Douglas, Stacie Corona, Michelle Korte, Amanda Labrado, Brent Adams

Members Absent: Daniel Venancio

Others present: David Buckley, Mary Cox (recording), Jamie Clyde, Sarah Foisy, Corinne Knapp, and Thang Ho

I. CALL TO ORDER – The Chair, Zaleski, called the meeting to order at 10:01 a.m.

II. AGENDA – No changes

III. APPROVAL OF MINUTES – Minutes of the regular meeting of 3/7/16. Corona asked that the minutes under VP Appointee's Report be changed to read “SFAC went over their $1,700 budget, and the Union will be getting a t-shirt printer.” Motion to approve minutes of the regular meeting of 3/7/16, as amended (Adams/Labrado). 6/0/1 MSC.

IV. ANNOUNCEMENTS – None

V. PUBLIC OPINION – Limited to items on the agenda – None

VI. OPINIONS – None

VII. BUSINESS

A. Action Item: Approval of Dining Strategic Plan We Wills – Motion to approve Dining Strategic Plan We Wills (Labrado/Odom). Corona asked if names or positions will be listed with the “We Wills”. It was her opinion that positions, not names, should be included. Clyde explained that she put her name most often when it was a group’s responsibility, but only occasionally a name was entered if known. 7/0/0 MSC.

B. Information Item: Dining Staffing Plan – Director and Associate Director – Buckley reported that last week his assistant sent out an email regarding the Dining Director search. He stated that moving forward he isn’t confident that another search will be successful at this time. He reported that he asked Clyde to remain as the Interim Director for one year and they will formally recruit for an Associate Dining Director. He reported that Knapp has been working in this role as the Interim Associate Director as well as her duties as the Retail Manager. Discussion was held.

C. Information Item: NACUFS Customer Satisfaction Benchmarking Survey Results – Clyde shared information regarding the survey results. She reported that prior to the survey, there were many changes made at Sutter to address complaints from prior years and the results show an upward trend. Knapp shared a PowerPoint presentation of the specific results. She reported that the survey began after Thanksgiving and ran through December 2015. Overall, Residential Dining satisfaction was much improved over the prior year. She reported that Retail Dining satisfaction is in line with industry standards and the prior year. She stated that the lowest customer satisfaction results are related to location, appearance, and layout of facility at both residential and retail dining locations. Food quality overall was up over 2013 and 2014. Discussion was held. Labrado asked who is responsible to address the facility issues. Buckley responded that Housing is responsible for Sutter and the AS is responsible for all other dining facilities.

VIII. DINING SERVICES DIRECTOR'S REPORT – Clyde shared some photos from the Catering reveal reception. She reported that the AS retreat was last week with 90% attendance from employees. She also reported that Dining is almost fully transitioned to Sysco as the broad line vendor. She reported that Catering will be extremely busy in the next few weeks with many events including the Etiquette Dinner, Choose Chico, and Distinguished Alumni Dinner.
IX. **CHICO STATE WILDCAT STORE DIRECTOR’S REPORT** – Foisy reported that the primary focus is text returns and renewing invoices. She reported that the floors were done over spring break but they are not happy with the result and will have the company back out to fix the issue, although some areas may not be salvageable and may need to be replaced. She reported that she has communicated with the home office and is waiting to hear back.

X. **EXECUTIVE DIRECTOR’S REPORT** – Buckley reported that the results of the Compensation Study are in. It was determined that our grades compared to market are off by about 10%. He reported that doesn’t mean all wages will be adjusted. He reported that he discussed with the Board about how to make adjustments of 8% to the range and how to get employees who are below the range to the minimum. He reported that the University would like to see the AS follow their process of in-range progression. He stated that Dining has some of the lowest paid employees in the organization. Buckley also reported that the increases will be built into the budget.

XI. **VP APPOINTEE’S REPORT** – Labrador reported that BMUC did not meet prior to spring break so she has no report.

XII. **CHAIR’S REPORT** – Zaleski stated that elections are coming up and candidates will start campaigning and handing out flyers next week.

XIII. **ANNOUNCEMENTS** – None

XIV. **PUBLIC OPINION** – None

XV. **OPINION** – None

XVI. **ADJOURNMENT** – The Chair, Zaleski, adjourned the meeting at 10:42 a.m.