NACUFS Town Hall #2 Chat Summary
May 8, 2020

Art Korandanis: Do any of the three panel members have experience working with Health Services and Office of Disability Services?

Andy Simonsen: Can you all talk about the possibility of Mobile ordering and the impact to student employment
Thomas MacDonald: Transact is enhancing their mobile order applications to assist with operations due to COVID-19

Tony Del Nano: How are forecasts being developed for # of students returning and the number that will participate in the meal program?

Amy Munoz: Other than providing all the PPE, How are you managing employees’ safety concerns about coming to work and serving customers?

Ken Toong: What's an ideal partnership we are all looking for between operators and suppliers during this usual time?

Leslie Gerretse: What kind of "extreme" measures are you taking to prepare for re-opening? Are you discussing HVAC/air filter system changes, plexi-glass for cashiers, expanding into other buildings to accommodate more seated dining options, etc.?

Temesgen Araya: Will any safety (Social Distancing) protocols be presented to students through education and will it be enforced?

Matt Fallin: https://www.chronicle.com/article/Here-s-a-List-of-Colleges-/248626

Wayne Childers: Where do the panel members see 'Self Serve' food service headed - esp. around self serve food stations? If changing, what might be offered in the future and under what conditions?

Michael McCarthy: Who is responsible for purchasing PPE on your campus.? Is it centralized or by department?

Matt Fallin: The Chronicle for Higher Ed is gathering a list of Campus plans and links to press releases. Campus are sorted alphabetically and easy to look to your peers for ideas. Just FYI, I am not affiliated with the Organization, just found it helpful. https://www.chronicle.com/article/Here-s-a-List-of-Colleges-/248626

Josh Galofaro: How do you plan on an increased demand for carryout meals from an operations and cost perspective?

Juliann Green: Are you getting pressure to reduce dining costs to help mitigate revenue losses in other areas?
Rich Neumann: All departments on our campus are being told to reduce costs.
NATHAN RUGER: Great resource to see what other campuses are doing with Campus events from ACCED-I https://docs.google.com/spreadsheets/d/1NJd9vW85TBO-KXeipWrwBHOFsR4-njhxp6uDylV8x4/edit#gid=0

bryan varin: Is anyone exploring a reservation system for unlimited access facilities in an effort to reduce crowding and promote social distancing? If so, please email me at bvarin@uga.edu. Thank you!

Floyd Lentz: Is reduced seating in major dining halls becoming the norm/necessity on most partner campuses?

George Barboza: Are any schools considering just a "Take-Out" program for the fall
Patti Klos: We used a reservation system since Spring Break; worked pretty well!

Matt Fallin: Are your Housing offices looking to reduce the number of students in each room?

Kim Imbornone: Concerns around self -serve/buffet style?
Patti Klos: We plan to discontinue self-serve bars for the foreseeable future
Rich Neumann: There is no self service in the State of Ohio until further notice.
Jon Plodzik: We will have no self service at Dartmouth

Kathryn Szklany: what system are you using for reservations. How do you monitor capacity and customer flow

Don Surratt: What are locations doing about salad bars and yogurt bars?

Sarah Larson: Do you rely on student employees for dining, and if so, what incremental strategies and/or resources are you dedicating to ensure adequate training for the new norm?

Juliann Green: Has anyone looked at temporary, pop up facilities?
Patti Klos: We believe we'll want to Pop Up distribution in non-dining locations around campus to de-densify
Jose Lule: Juliann Green - check with local regulatory agencies. Most agencies only allow temporary setups for less than 30 days.

Julaine Kiehn: Any plans for ghost kitchens paired with pickup and delivery service?
Patti Klos: We believe we may very well need ghost kitchens to support our desire to provide pre-order and delivery, as "family" meals as well as individual; using our staff differently to extend our reach beyond our 4 walls, and maybe keep the staff more safe as well!

Catherine Legacy: does anyone have food lockers for mobile pick up?

Conor Faloon: What role does delivery to residence halls play for the upcoming fall and foreseeable future? Will this elevate dining services and allow for continued foodservice success within college & universities?

Patrick Clemens: is anyone considering reducing menu options if have to switch to take out only or because of the increase in labor costs with staff needing to serve the food?
**Bhavani Werning:** How can Food Packaging partners best work with campuses on forecast for Take-out packaging? Is there a way to streamline demand? What role does sustainability play in Take-out packaging?

**Terry Waltersdorf:** For those stopping self-service: Are you re-working existing counters by adding appropriate sneeze guards, re-locating or replacing this equipment? Are you looking at this as a short-term or long-term change?

Ginnie Dunleavy: No self-serve here. We have a pressure point at lunch, the academic committee is committed to not changing the academic calendar. The time needed to sanitize is not being taken into account. We are going to serve lunch as a catered event (very limited menu) for 1,800 every day since the break is only an hour. We will have multiple pick up points.

**Julaine Kiehn:** Any recommendations for tamper-proof packaging that is working really well?

**Merrill Collins:** Our local print shop partner has been making face shields - different source of PPE perhaps depending on what mandates are for masks/face coverings etc.

**Don Surratt:** Beverage dispensing stations...thoughts? Have an employee dispense beverages for everyone? Bottled beverages. even though they are more costly?

Clint Jeffries: The only thing we allow self serve on is beverages, however the students need to use sanitizer and put on gloves when they enter. Also not allowed to touch their phones

**Marty Johnson:** With our primary customer falling outside of high-risk health criteria, are there lobbying efforts underway on a state of national level to loosen the guidelines for college and university dining?


Jason Levy: We are crafting such a message as well - for both students, parents, etc.

**Rebecca Sexton:** In regards to local sourcing with regional markets, what if the supply chain buckles? Thoughts on that?

Derek Jackson: Our students also play a significant role in helping keep each other and staff safe. Setting stands for student behavior in the dining centers as well as the halls will be important.

Ginnie Dunleavy: [https://www.youtube.com/watch?v=SprFgoU6aO0](https://www.youtube.com/watch?v=SprFgoU6aO0)

**Tom Lyons:** We are getting a lot of questions about prepackaged condiments vs the bulk with dispensers... ideas?

Christopher Erick: @Tom Lyons, we've switched to PC individual condiment packets across the board here at the University of Washington

Byron Drake: Tom Lyons - University of Montana will be switching most operations to condiment packets for fall.

Krista Robbins: Dartmouth is also providing PC individual condiment packets instead of the dispensers to avoid any potential contaminations.
Dustin Atkinson: @Tom Lyons we have also switched over to individual PC packets as well at Central Washington University.

**Matt Fallin:** Are your campuses discussing if and how they are going to screen students for illness and are there plans for contact tracing?

**Ginnie Dunleavy:** How are folks modifying receiving practices?
Tom Lyons: Ginnie we do offer touchless deliveries, mostly for healthcare but there are exceptions...

**Tom Lyons:** Have you guys discussed the food supply chain and how inventories at your suppliers are being impacted?

**Darla Stewart:** @Tom Lyons and everyone, is there interest in a Town Hall discussion focused on supply chain?

**Andy Simonsen:** What are the strategies for mobile ordering and pick up pop ups

**Kelli Delgado:** What changes will campus caterers be making other than serving buffet meals?

**Peter Creyf:** Is there anyone from the college/university campus side considering the approach of having more kiosks (indoor and outdoor) but also fixed kiosks on campus that can be used to serve food & snacks spread out over campus?

**frank Dangelo:** What type of mobile ordering systems are out there? Do the big contract vendors such as Sodexo have one?
Thomas MacDonald: Frank Deangelo check with the vendor that provides you MP application system BB or Cbord

Owen Moore-NYU: social distancing is going to be a challenge, At NYU we have a few large spaces that we are adding to the academic inventory for the University classroom needs

Patti Klos: http://links2.newsletter.chronicle.com/u/click?_t=d6b85331c7f64991b3bf8ac524075448_m=a465945eaaf64e769bb714bf0c7bb6a18_e=k_HWxYyNvAtaeu-23izK4fo_2vX567yMWfpjKlIPK7lVekK-HufKaaKd8c53geBRKCPlyp1ERjaQIhJS9h5DurwgdhrHzPNEXb4WOb4KnG9VAGzWKLy6twUxxz_12LkdJIC-RWFrQZtTRscG3auQOHL9aqJF2Y4C3-JR7zCIEHnNqgQeqP_pGjaWmlqqSOTseCs8rdKuwC4Vi55jQa7Sxy8XHsCVJzCyZPUTQYCCsi6uhVrVwKUGPR1cpUTJ9gXkg9svbOCXxocAzCHxIxCq7NgYLeSNhONhxMWlbMzc80NlgCqs2ne6fqCn7uXxbYxMw2b3SrNVP6At7S2ztt8K5WgU1IWe0xs2y1UqzNiCQkNqk8XljYxQogHFEODJ3vTdxIIs478z5m6ZKegqfOiaOEYm4zCl2BVoNQKSQohb8jmheFrtXWJBE0XtFkfjTMQxQov3wDCdXTBwImS26ePJJagXDVL2c%3D

**Stephen Byruch:** How many schools have still not made a final decision on opening in the fall?
Julaine Kiehn: All four University of Missouri campuses plan to be open for Fall 2020.
Jason Levy: We are planning now for fall - looking at 4 scenarios from near normal to severely curtailed in-person/campus experiences.

**Amie Raskin:** For the colleges, is this a good time to hear from new vendors?
**Don Surratt:** Is anyone NOT planning on opening in the fall and going to online only?

Terry Waltersdorf: Planning to open in August, but we are working on 3 scenarios August, on line until January, and on line until next year.

Sarah McMahon: As an industry member, we know that our collegiate partners are wearing 18 different hats NORMALLY and now even more than that. What’s the best balance for communication? Should we be asking about your “agenda meeting schedule” so we can target the best times to contact you as decisions get made?

Robert Danhi: Tough times for so many, feel awkward to express... but very good, fortunately we have taken last five years to build Flavor360 so we are ready for remote innovation & R&D

**Nicole Nimmons:** Is there a collection of phased plans for fall opening - working doc to add to?

Ken Toong: What is your plan to make your take-out food healthy, sustainable. authentic and delicious?

William PRIME: What about Quarantine/ Isolation spaces on campus. What percentage of beds are being reserved for this. Also, how are you planning to feed them??

Rosetta Vannelli: is anyone considering a partnership with private housing providers to take on the possible overflow if the occupancy within residences cannot be at 100% due to distancing requirements?

Terry Baker: any one have a locker vendor for convenience stores

**Josh Berg:** Any strategies developed for Catering operations?

Patti Klos: Josh - we're using our catering mgmt. team as our logistic efforts and expect they may be part of solving delivery in the short term

Dustin Atkinson: Josh, we are discussing our catering currently. We are taking this time to revamp and rebrand our catering program.