

STUDENT GOVERNMENT ASSOCIATION AGENDA
March 21th, 2023

- I. ROLL CALL: Levi Ekstrom, Timothy Allen, Eric Hardy, Loic Black, Alexandria Mallios, Lukas Apel, and Jack Roy were absent.
- II. APPROVAL OF MINUTES FROM: March 7, 2023 Minutes were approved
- III. PRESIDENT'S REPORT: **Aaron Lessing**
Hi everyone, welcome back from your spring break I hope it was well! Our guest speaker tonight is Bill Connor from Dining Services to discuss what they have been up to in his department. A few quick items from me, first as I sent over email, President Thompson informed Chloe and I that the university is not moving forward with housing families on campus. I know there was divide on the topic but I thank everyone for the respectful conversations we had when discussing it. I also wanted to mention that I know multiple people have asked me about the reasoning why and I will ask President Thompson at our next meeting. Regarding elections, if you do have any questions about the responsibilities of President or any executive or legislative position in general, please reach out to me! Just an update on who our guest speakers are in the future, next week is John Zocco to discuss residential life and housing selection for the fall. On April 18th, State Senator John Velis will be at our meeting so that will be a dress code meeting! There is another Accepted Student's Day this Thursday from 11:30 am to 1:30 pm. If you are able to please come by our table to help welcome students! I believe we will be right outside this room for Accepted Students Day like the last time. I hope to see you all at Owl Ball on Friday!

A. Dining Services: **Bill Connor**

Bill Connor: I just got done with an hour-long lecture that I made work so I can make this work without my slides too. So a couple of things that we want to have a conversation about. I've heard that you have a lot of feedback for us. I heard that there's been some frustrations, I've heard that you are not happy with dining, I've heard that you feel like we give you the same excuses all the time, I've heard that you don't think that we are listening. I've heard a lot of things. And please know that if that is the case I want you to tell me the truth. this is a really safe space. I'm not going to attack. I'm not being judgmental. If I'm not doing what you need me to do then shame on me because you are my boss. I want to have a conversation around where we're going and what we're doing and feedback. We get inundated with people giving us information all the time right so some of the challenges that we run into is being able to decipher that information to be able to determine how much of it is actionable and things that we should change and how much is it one person. You know if someone comes in and says they want gravy on every meat we serve that's their personal opinion but not the opinion of the class or the body of students in which the dining program is here to serve. For some of the things that we have to separate out is what are my personal preferences and what are my personal feelings versus what are the feelings of the students and the student body that I represent and how do we decipher what is our personal opinion versus what is the the will and the desire of the class of students that make up Westfield state. So I think some of the things that we need to look at is that feedback model. We all have an opinion. I go out to get a steak at dinner I might pick up some A1 sauce. I may pick up Heinz 57. I may like salt and pepper. I may like butter and mushrooms on my steak. We all get to pick and personalize and choose how we want and we hope you would do much the

same in the dining Commons. so we met with Food Committee right before break and one of the things I want to share with you is we're happy to take feedback and we're happy to take suggestions. But one of the key things for us is that they've got to be actionable and they've got to be something that we're able to make some changes based upon right so when people complain that the food is cold. I'm not happy that the food is cold but was there a particular night? Was there a particular station? Is it habitually at the same place? Is that a particular problem that you see frequently? Some of those details are really important for us to be able to solve the problem. One of my campaigns to share with you is asking the question of who did you tell? Food committee taking on a whole pile of complaints. Which is great. That's their role and my role is to work with them to find solutions but we need to make sure that we're taking action at the appropriate time. If you come in the dining hall and there's no ketchup waiting to tell food committee a week later isn't going to solve the problem for you or the colleagues that you work with or someone else that's coming up that night. If you just let a supervisor know or another dining employee know we can fix that not only for you but for everyone else that's going to come in after you that we don't want to inconvenience or particularly have a problem with. In the DC specifically and we're working on the other retail locations is our supervisors put a picture of themselves up with their name next to the chef's table in the DC every day and on there on certain days there are two because they overlap so those individual services are primary basis of contact for you at any given time. You should feel comfortable going up to that person with any complaint concern or criticism more positive suggestion feedback that's going to help us make the dining program better for you. If that doesn't work and you don't feel comfortable with that we do have a text and tell program that you can text us and we get that feedback. Many if not all of you have my personal cell phone number you can text or call or let me know if there's going to be a problem and you can shoot us a text you know I actually have two phone numbers that you can text me on, so I want you to feel comfortable in the ability to provide feedback. One negative things about your generation are that you know sometimes people call you keyboard warriors you're happy to make complaints and you're happy to provide feedback as long as it's anonymous and you can't be tied to it. But that sort of feedback isn't always necessarily the most helpful one that we're able to take the most action on texting may change right if everyone keeps saying I hate the color of Ely and I don't go there well you know what can we do about that you know you hate the purple carpet and how do we fix that right like you need to be able to provide things that are helpful and supportive with us to be able to do that so our goal is to leave the DC happy every day and every retail location happy day and if that didn't happen then shame on us and I apologize we didn't do anything about it. But if you left unhappy and we tried to fix it that's worse for us than it is for you but if you didn't say anything and you left unhappy shame on you because you never give us the opportunity to make your day better and that's our goal. I'm going to be honest with you know Maria is in the back, Maria is the dining hall manager Sarah is in the back she does retail and residential operations. We on average work 60 plus hours a week to make sure that you have a great dining experience and that we're taking care of all of your needs. I'm not going to say that you know probably the colleagues in this room work exactly the same way but we do put all of our passion into making sure that you have a good experience outside the classroom and if we're not hitting that mark that's one thing. But if you're not telling us how we can improve that that's another a couple things that we can have a conversation around have been some of the general feedback and notes that we've been making about the spring. One of which was late night so taking the feedback from last Food committee we are going to exchange to expand meal exchange to be instead of eight to 9 to 8 to 10 and that's going to go

instantaneous and that should have already happened so meal exchange in the Bistro for late night will be 8 to 10. If you look at the GET app it lists all of the entrees that are available for you to choose from for late night. It's salads and sandwiches and hoagies and bowls and we even added an owl happy meal now which is kind of like a McDonald's happy meal and you get a toy in it so like we wanted to provide you some fun options so that you can have an experience in the dining hall that's pretty enjoyable for late night. So you know people add in we want more healthy options at late night the question is well what healthy options would you like to see? Unfortunately I don't have a crystal ball and if I did I probably wouldn't work here but if I knew what you were looking for that would be helpful. One of the things that that I like to say that the dining program prides itself on is we're your dining program. If the Bistro is not the place you want late night and you want late night in the DC next year we can do that. We switched late night to be in the DC this semester because students felt more comfortable having late night in the Bistro. They felt more comfortable with the menu that was being chosen they and they felt more comfortable going there when maybe they were a little bit more inebriated than they should be. There was a you know the concession was made we switched to the Bistro and provided more options. Is that wrong? Maybe. Does every generation that comes to the university do things a little different? 100%. The bad part is we're planning now for next fall right so if they're dramatic drastic changes that you'd like to have us do for the meal plan for next fall we need to know now. We've presented our budget to you it's not too late to make minor changes but I need to know what you want for the fall. We're not often that forward thinking in terms of where we're going to be going so just consider through that. We also got add sandwich and burger toppings so there's lettuce tomato and Pickles out and onions every night kind of top your own so if you've ever been to like Moes and you're gonna get your own sauces and things so we put out four toppings for folks who ask for toppings on their burgers. Folks wanted more options so if you look at the grab and go cooler on the Scanlon side of the building there's a pan of each of those condiments out so that folks can have an opportunity for that. We added in the custom smoothie options so folks are able to choose through that. Every night there are two bowl options. I think this week is an Asian bowl and a Mashed potato bowl and then there are other nightly specials so we're doing a meatball hoagie and that are rotating hoagie every night as well and kind of working through that piece. And then you know we've got a lot of feedback about switching to GET and I have to be honest with you we had a lot of challenges this semester at the very start having a cash register and people you know buying their food before they consume it. We had a tremendous amount of theft if you ask any of our student employees, they were receiving poor treatment because students were asking them to pay for their food before they eat it and they were getting called nasty names. We were losing a tremendous amount of product for people eating it throwing away the container and not actually paying for the food people blatantly filling their book bags with whole containers full of chips or pretzels or things of that nature and you know I've shared some of that with Shannon and Maggie were aware of that issue and one of the challenges we had to decide was how do we curb that. So we curb that by making everyone consume their food before our consume their food after they've paid with the GT app so is it ideal? no but I'm looking out for your money as well because if we continue to hide the high levels of theft then we have to start cutting somewhere because that's eating into you know your portion of the meal plan that someone else is taking that they shouldn't you know we are seeing you know the ability to put out food faster we've gotten feedback that your food is missing I have talked to every supervisor in the Bistro for late night if your food is missing you just have to show them your GET ticket on your phone and they will happily make you a new order. You may have to wait for it but

one of the challenging pieces is just like Panera or any of those other restaurants with pickup people take the wrong order or take two orders because they're just not great people. You don't deserve to not have your meal because someone else stole it from you so we've we're going to probably inconvenience you a little to make you a fresh order but at the same time you're not ever going to walk away hungry. No one should ever leave dining at a point where you still feel that you're hungry where you didn't receive this attitude was set to action you need when you're dining out. We had a long conversation about Owl cafe we have a lot of new drinks going on we've added flavored lemonades we've added flavored teas we're looking at refreshers. We have cold brew coming up we actually brought in cloud foams so kind of like your foam on your cold brews. Those options are available the rest of this month. This month is going to be Irish cream flavored drinks so those are going to be available. Neil has a new burger coming out the rest of the semester as well for you to enjoy and then we're looking at other updates that are going through we're looking at sweet options over there you know we realized that in the afternoon there on a lot of options it's more breakfast sweet treats. So we're working on pulling in things like cannoli chips and dip we're looking at pulling in you know hot cinnamon rolls in the afternoon and some hot baked cookies some other things that would be interesting for you to enjoy. Some of that takes a little bit of time and again you know we've really taken action after this last few committee to make sure that happened in the DC chef Rob has introduced our third cycle menu of the year. So in the past we've done two we've done a fall semester and spring semester now we're looking at seasonality which is one of the reasons we transition dining. Is we have a fall menu we have a winter menu and we have a spring menu so fitting that you know Monday we launched being you know at the beginning of spring. Our spring menu is launched with changes and tweaks going forward some of the things that he is adding is we're increasing diversity of proteins so you'll see things like flank steak London broil some of those other options to fill in for where there may have been too much chicken so there'll be some of those options continuing. Maria has done a wonderful job on a sandwich special of the day at the deli. She's coming up with an entire menu of a two week cycle sometimes it's muffaletta sometimes it's roast beef and cheddar it's going to vary on a regular basis. Those are going to be ready to go in something you can quickly throw in your container and head out if you're still looking for to go options. Every night we're doing a composed salad option that you can customize and build your own salad similar to a salad works if you've ever been there we wanted to give you a different option and a different change for that location we continue with our nutritionist on Wednesdays doing Wellness theme projects one of the feedbacks we received is they missed the nutritionist that we found one to work with us on a temporary basis I think she's enjoying it here I think we're enjoying her and I think we're going to continue that relationship into the fall which is going to be really important and the nice part is she also works with counseling services so there's a good opportunity for her to blend the two when students need support in the dining hall as well as in a clinical setting sushi opened on Monday so I wanna make sure you're all running wild blue upstairs wild blue sushi is offering a meal exchanges and ala carte sushi for you. I would say that yesterday was extremely popular probably about \$5000 in sales in one day. They were not prepared for the popularity not because they weren't prepared you know to open they just weren't I guess they were shocked at how fast Westfield would pick up on fresh sushi. So you know yesterday we had a couple of hiccups and we meet with them in the morning to go through all those challenges so that we can improve and make sure it's better going forward and if you have your feedback at the end but when it comes down to that. I'm happy to take anything that you have for this sushi location. Then marketplace is doing changes as well so we're

adding a hot program over there you know we've expanded the role of grill program and some of those other features so that we can kind of to roll through with that we need your ideas now for fall. So please share with food committee or myself or e-mail me or text me or call and let me know what you'd like to see as a drastic change for the fall so that we're able to make sure that we're up and running with those ideas. The summer is pretty busy we have a lot going on sometimes our summers are harder than our school year. I often say come August thank God the students from back because we're actually getting back into a normal routine where we can take care of you folks and make sure you have a great experience. So I can take questions comments concerns Sarah Maria are here to answer questions if I can and then they're also going to take notes so that we can share with food committee where we are.

- i. Kaitlyn Egan: First off I'm going to go ahead and speak for everyone we appreciate the time you put in it doesn't fall on deaf ears that you want to help. With that being said I'm speaking on behalf of the Student Athletics Advisory Council and they've had some issues that have really grown and aren't just a matter of preference so I think that they're well suited to talk about in this setting. There are a couple of things the biggest we probably discussed before is that the dining Commons closing at 8. We understand what staffing it's hard to but their options are really limited after practices and they get out at 7:00 or 7:30 or they miss all together. Then we understood Bistro is a great alternative but a lot of the times many students have dietary restrictions which limit the meals that they can eat because a lot of it is fried. That's the good stuff that all the students like. I love it. We're talking about healthy options as well as off the top of my head like a fruit cup or like a protein rice vegetables sort of mixed bowl really good something more healthy other than that sure I've heard instead of like the prepackaged salads if we could have like an actual toss if you can't also that we already have. I think things like that would really make a big difference for them. Also but they wanted me to mention that many athletes have gone without dinner some nights and I'm sure I'm sure you don't want that and I'm sure nobody wants that so I think that's an issue. I know that alternative has been brought to the past two to go containers and filling it with more practice and then eating it later I think that's a good alternative except that a lot of students don't have access to storage or heating it afterwards if they don't live in an apartment or suite. And then finally I think that it might be important to have us make at least one dining option with meals open for on school breaks. Again I know that sure but not only for athletes so I think it's important for athletes as well but not only for them but also for students who have to reside on campus over breaks and might not have access to this. I know that like all these issues can't be resolved overnight but I'm hoping to just bring them to your attention hopefully get the ball rolling maybe this is like a summer project but thank you for all you do.
- ii. Bill Connor:110%. I can touch on a few things. We have worked a lot with athletics we have tried to provide options we were assured that between the hours of four and eight you weren't in practices or you weren't in physical training or any of those sort of features so we were told by athletics that within that. Everyone had time to go and get a meal so I would say it's news to find out that students between four and eight aren't getting a dinner because we were informed that the coaches aren't permitted to have 4 hour practices or 4 hour strength trainings that there was a limitation to that so it's

helpful to know and I think we can reach out and continue a conversation with Nancy and Dick and see what we can do to improve that so thank you for that feedback. You know I think that one of the challenges we see in the Bistro is limitation to space and I think that we have to play the game of you know do are we better served with late night being in the DC with more options and a salad bar and deli and some of those other pieces or are we better off having it in you know the Bistro and I'm going to put that question on you know would you rather have as a student government in a student representing body late night in the DC or do you like it better in the Bistro right so collectively as Westfield state we make that decision and then that's what dining executes right so I think you know I'm happy and I think Sarah and Maria can make a note of that but I think it's important that we will reengage with Food committee tomorrow because that's a decision we have to make now going forward. I'd rather have the DC open where there are more options for you and be able to do take out in the evening but you also lose out on some of your favorites. So like fried chicken fingers are about a dollar a piece right now so you know if someone comes in and eats 15 chicken fingers at late night we aren't going to be able to continue to offer chicken fingers. So I think there's a trade off there that we need to have an understanding about and I think the big thing for us is we'll engage with athletics and see what we can do to help.

- iii. Kaitlyn Egan: something I forgot to mention that Marlee said if you ever wanted to have anyone from dining and wants to come to a SAAC meeting and they really wanted to have you to sort of bridge that disconnect because it seemed like there is some miscommunication and it's no one's fault but I think that maybe if the representative or someone from dining would like to go to those meetings they'd be happy to have you SAAC meeting.
- iv. Chris Lannan: first of all I want to start with a really positive thing I talked to a bunch of students yesterday they loved it I mean thank you so much we they thought they they loved how the sushi domain on campus was filled by this and a lot like I talked to some seniors and they said this was one of the best things dining has done since evening so thank you so much for that that is that's really great I do want to say though I feel like you know you're you have a hard job and I you know I would not want your job but a lot of students do take it out on you and I I feel bad especially the workers too I just will say a complaint I get a lot from students is that the food is really only good on certain days like except students today I know I had a lot of friends in the ovet program and they said the food was really good then and now it's like if so is there something we can do to make sure that students are satisfied with food all the time because even like commuter students when they have food on weekends the commissioners don't come here on weekends they don't have real plans the food's good on the weekends but not a lot of people stay on the weekends so I was just wondering if there's anything we can do to get maybe you know wholesome food healthier food and that's a complaint I get a lot personally I think that's a good thing myself that having healthier food I was just wondering what you think yeah.
- v. Bill Connor: so you know I opened that up to a couple things you know one we love you for thinking it but we don't do anything different on accepted students days. On the last accepted students day we had boneless chicken wings which are on the rotation menu. Like that you every four weeks was on the

rotation menu for that accepted student take the only thing we did different was Maria offered to toss salad at the center of space but the menu is exactly the same we you know are there more people in the dining room 100% because it takes more of us to service another 400 so so there is some difference there weekends we have an opportunity to play with some new things so we'll try new menus or new dishes because it's a smaller student population for us to serve and we can see if students like it or not so is there more exploration on the weekends for us 100% I think when it comes down you you know on days that they're not happy with the menu we you know the news cycle menu is written if you ladies remind me I'm happy to get it for food committee tomorrow the whole menu is up for audit you know you're welcome to take a look at the entire cycle menu and tell me on days that you feel like there may not be something that you enjoy or days where it may not be as exciting or as healthy and we can readdress that you know just like the budget there are no secrets and I'm happy to give you the ability to look at that remember T-bone steaks and lobsters aren't in our you know \$2500 meal plan we probably have to charge double that if we wanted to do something a bit more expensive so keep that in the back of your head as we work through that and then I think the other thing for me in terms of healthy is I'm happy to take those words but I think what I need are tangible examples of things that we can do to change so you know if you've been to other dining programs if you've been to other places I think the critical piece for me is what are those options so that we can help explore them with you and come up with some solutions.

- vi. Chris Lannan: Just to readdress, I think we talked about in the last meeting moving through services coming to the common hour on Friday would that be so more students could come party did it OK so I'm sorry it is Friday this week and we put up a giant sign that says two committee meets here on Fridays I think it's 140 to 250 so yes I got you so sorry it's not I'm trained for it to be tomorrow.
- vii. Emily Fluet: Something that I just wanted to talk about I know I brought up before to like Adam for when he does food services, is the ingredients lists online. The big two big issues I have with it is one a lot of times it's inaccurate to what is actually being served so I'll see something and we look at the ingredients and see I can eat it and then it's not what's being served on the menu. I know obviously specially after COVID and things change a lot. There are also sections that are never listed so like the global cuisine there's never any ingredients listed online or like the special sandwiches that we have in the middle never have any ingredients listed online so I can't have them and I know probably the responses like ask the person who's serving but a lot of times it's like student worker and I don't really expect them to know the ingredients and I want to make sure I'm getting the right information so that's just something I think for a while has kind of been an issue. I don't know if this is a technology thing but that is the biggest issue that I have.
- viii. Bill Connor: You're right you know do you feel comfortable talking to one of your peers about ingredients or safety of food or what's in it probably not I'm going to be honest with you I don't probably either you know students are here to help fulfill a portion of the program which is service and providing things to you but by no means or any of you food experts like the rest of us are that that actually work in dining so you're right I think we should ask there are two things yeah there are three we switched purveyors and we're

seeing some great successes with the new company called U.S. Foods we were with a company called PFG out of Springfield one of the challenges that we had is all of the recipes are built within numbers from PFG Springfield so the problem was when we adopted and we're actually getting great savings we actually just pulled in between the rebates for last semester we received a \$40,000 check last week that we're reinvesting into food for the second-half of this semester which is why we can do things like London broil and some of those other higher end proteins we're reinvesting that money that came from the rebates we worked out with those vendors to bring in more options for you so one of the challenges we have is the new food company doesn't align with the old recipes so we're unable to produce fruit ingredients because when we print ingredient lists the system says no ingredient available because the numbers aren't tied up so we have acknowledged and we know this summer one of the projects that we need to do is essentially rebuild every recipe in the timing repertoire to have it be in line with the new purveyor I'll also say that it can be hard you know when we're looking at you know being able to buy specials for freshness or you know let's say Bok choy is on special you know the ability for us to substitute that we can get almost instantaneous versus having you know potentially a frozen vegetable is there so there needs to be a little bit of creative liberty in order for us to be able to execute what you know we were designed to do and I'll be honest with you I think the thing to keep in mind is our food is all made by individuals and I think there can be some challenges about some of those ingredient pieces and there are days we give our chefs creative liberty like Saturday brunch you know you could walk into salmons Benedict you can walk into breakfast sandwiches Saturday morning brunches are probably some of our more fantastic brunches because of the individual that's there and we give that person a little bit more creative freedom to be able to put out things it would not necessarily normally be manured I think when it comes down to specific news I think the biggest thing is to either connect with Sarah and Maria and the dietitian and this goes for anyone with a dietary oral allergy need because there are things that we're able to give you some general oversight feedback on that would give you some general clearances to eat in dining we can talk about adding in the salads and sandwiches but they're so new we don't even have recipes for them we're building them as we go but I appreciate that but I think the other thing is Wednesdays when the nutritionist is in let's connect with her and see what we can do to also help with that process I would like to say we're going to be 100% for fall I don't know that but we're going to be better than we are now.

- ix. Joseph Bonilla: thank you for coming in I just had two quick things so as far as like the late night menu goes for like I think that one of like the struggles similar to like what Katie was mentioning maybe like people with like begin sharing alternative when it comes to like the sway or most of the time it's really just like thing there but like you know like I was wondering if like there were like other like fast food or healthier options that like kind of fall in line with like and obviously this is like something that people have to for the future but just specific feedback for that there's like a lack of and it might be a little difficult with people I mean I see myself having like OK well I'm not gonna go someone so you know just feedback in that sense as far as like wild blue I just had so I know that you guys like you said you guys had a

meeting this morning tomorrow morning yeah OK you have meetings yeah I was wondering so one of the big issues that I came across so sushi was great it was awesome the way however wasn't really something that I enjoyed as well as many other people I actually ended up waiting like a little over an hour which obviously last night yeah last night and you know and obviously as expected obviously I was like it's totally fine there apologizing it's totally fine I was wondering if going forward would there be like a capacity or something to like counteract like waiting time

- x. Bill Connor: 100% you should be getting the food in the quarter hour which you order it and we had a conversation about that Sarah do you want to touch or do you want to wait off until after tomorrow morning.
- xi. Sarah Chisholm: So they have never actually done a program similar to ours. They've done and like from hub where someone comes in gets out of the case and then brings it to whoever ordered it or they've done like had a cashier and the cashier rings them up and then away you go with your food so the way they were learning how to do it yesterday we were working with them it was all new to them we had our GT parameter set on like 20 all car and 20 meals so 40 every 15 minutes and it's just kept growing so we would shut it down a little bit and then we can just keep growing could not keep up with it you guys were amazing everyone was really excited but it did cause a drastic rate for a network which is terrible and I'm so sorry for that but so we are working on that today with much better than it was yesterday and we anticipate tomorrow being better so we're working through all those little glitches that they're not really accustomed to and then just following through it like we printed for them today sadly what they went through yesterday so they were all of those things i think yesterday they ran out of shrimp dumpling at 2:00 o'clock in the afternoon there was an 11 there are two so it was super popular so they know that they have to keep up with that now so we'll keep going through that with them so that they understand what you're looking for and how we can offer it to you.
- xii. Bill Connor: My expression is that you never go to a restaurant in the first 30 days because we are working out the kinks. It's new and so one of the interesting things is we're the newest version of what they're doing on a college environment and Sarah can attest they're doing some things here for the very first time they've never done before but is now going to be their model going forward so I wouldn't say we're a Guinea pig but we are definitely a trial that they you know did they expect everyone between six and eight to hit them so hard that they would go through 120 to 130 rolls in an hour absolutely not I didn't think you would do that so there is some improvement and we will see some of those for tonight and then we'll regroup with them tomorrow so if you have specific issues or feedback related to sushi you know shoot me a text or an email and we'll address them first of tomorrow.
- xiii. Sarah Harrington: definitely notice it and I've had people tell me that they really liking it and I like hearing that more stuff is being added we don't really appreciate it because we know how hard I really like the section in the middle of the DC that has like there's the display that's like this I think that's fun for late night I think moving to the DC would be a good idea my main thing like in my head maybe went to seating because I know lot of people don't really have necessarily a place to hang out their friends or like things like that so it was nice last year to be able to like

sit at night and hanging out with your friends so I think since the Bistro seating is so limited to it would be nice. One of my concerns is o the stir fry station. I'm sure you've heard it before it's just the wait is very long for it. I don't know if it is getting another person in there for another set of hands or something. But just a long time and it really limits it because people often skip going to stir fry because they know they're going to have to wait so long.

- xiv. Maria: We have added an extra staff member during the week there. I don't necessarily think that it moves the line faster because you are getting a custom made meal so it takes time to prepare correctly but it does give support to that staff member. I'd say they can serve maybe 1 and a half students in the same amount of time they could normally serve 1. That area is really tight as well and it's really hard to get more equipment there. We are working on it and have a couple of solutions in the works.
- xv. Bill Connor: One would be do we have less ingredients and do we have a set stir fry every night. Do we reduce the options to one custom bowl a night and one that is premade. We also looked at that space and I'm happy to name that center island after someone but it would probably be about 750,000 dollars to update that space at this moment we can maybe get three orders done at a time. You know the old joke used to be that you went to the DC in a DC coat because you left smelling like Stir Fry is that still the joke. You wear a DC coat and everyone knew that you did that. The equipment there is outdated and it should really be updated. I'm happy to continue talking about that so continue your thinking in terms of what you want that station to look like. My other question is would you want to sauté your own food and turn the station around. The other thing was late night in the DC, this is a poll and you don't need to answer it tonight but we need to collectively make a decision about late night. You should go out and ask if people want to see late night in the DC or in the Bistro,. What it would allow us to do is keep the DC open until 8 and then a reduced menu from 8-11. That is the decision that you have to make. Seek feedback from your peers about what the will of the people is and if it's the DC we can get it there for the fall no issue. I actually prefer it there but then you miss out on some of the fried food that is there in the bistro program.
- xvi. Aaron Lessing: yeah so I just want to echo this piece about for student athletes and housing insecure students over break. I think that's something for next year that really needs to be figured out of having some somewhere open on campus for students that can't go home or they don't have a home. And then also you're going to hate me for this but the dishwasher what's going on and I was just curious I know it broke once didn't break a second time and I was just curious how much is that costing?
- xvii. Bill Connor: hopefully nothing so a couple things yes Sarah and I actually just engaged in a conversation the other day about trying to find an opportunity for your own daddy Maggie has asked us to explore your round dining and one of the you know the biggest hurdle for us is not that there aren't people here one of the biggest hurdles for us is cost right because you were current real plan is only designed for about 150 days so if we were to explore and offer a year round meal plan program we need to identify and talk about a cost right is it built in do you buy a supplemental meal plan how does that look what does it look like and how do we explore that right so that's the biggest piece we've grown our staff to have some

additional 52 week staff which are all your staff that we've not had in the past umm so we have already committed to win the semester ends we will automatically shift into the Bistro being open for a lunch and dinner program so that students that are here will have an opportunity to dine over there we've expanded our summer conference program which will also help carry the cost for this summer so I think we can find a price for this summer if that's the will of the folks but I think the other thing for us is the the year round option that we can continue to explore I think the piece that's really important for us is to have a conversation as well with residential life to determine you know is there a capacity to take on more students year round because the more students that are in a year round program the cheaper the cost would be for everyone else who needed to have that meal component piece we had one of the comment that however this was oh the dishwasher so yes we we believe the dishwasher is under warranty when we know the dishwashers under warranty the issue is did we break it or was it a fault to the system so Long story short when the dish belt gets so much tension the motor is supposed to shut off so that it doesn't break the motor did not shut off and it broke and they dispelled flu and everything came out of the dish it was like a really bad children's book it took us two weeks to have two pieces custom fabricated that fit our dish machine dish machines our custom everyone is built I can't go to the Walmart of restaurants and go buy a dish machine and put it on the truck right they don't exist they're not stocked we ordered it it takes six months to prepare and then they deliver hard dish machine in our box to us so we had to get some custom pieces done so that's the case there was a short delay with the carousel today we are working with the manufacturer there's a challenge with the pins and the top we pulled the pin took out the carousel that was broken and had it up and running in a few minutes but the carousel did have a hiccup a couple things one they're hiccups and new equipment all the time right and because it's custom built our dishwasher came in like 12 or 14 pieces that had to be welded and fabricated on site so there are a lot of custom things that go into it and the caddy is kind of new for us and new for them you know that design is customized to Westfield state because of our location so we have some hiccups I promise you I'm doing everything I can to make sure we don't have to pay for any of those charges I'm actually fighting with both companies to make sure that we're not bearing the cost of those they're manufacturer defects should not be something you're paying for a student trust me I have a rule here in this circle you're out of the circle and you don't want to be out of the circle.

xviii. Levi Ekstrom: I just had a suggestion that supervisors in the DC to just go table to table and ask like what's going on can we do anything for you like a manager at a restaurant yeah talk to you instead of having to go find a blue shirt or purple shirt they just walked around a couple times throughout the day and ask and then when I was thinking about wild blue opening last night it's like and or somebody was around at night when we were having these hour long ways that like something could have been done or just like written down because there was like no upper management managers from whatever time I don't know what you leave it like it really doesn't matter but like opening new locations or just like having somebody available when those new locations are being opened.

- xix. Bill Connor: Yeah got you so two things, one one we knowledge that we've had more support over here during that time period today they also didn't think it would be popular so the other thing we identified today is actually had less people on for dinner outside than they did for lunch so they're stepping up their staffing for tonight which should help with that challenge as well so we're looking at those two components and then we have been looking for more feedback so we're stealing the idea that you do out here with the whiteboard I'm three reports in on all of the feedback that we received off of that whiteboard and we actually look at it and analyze it and we have you know you from church they tell us what you like on your pizza and you don't like on your pizza right and those sort of decisions are gonna be what we use to formulate the menu going forward so with the feedback today if there are 10 I don't like pineapple on my pizza then you know there's going to be less pineapple on the pizza next semester because you've spoken and shared that with us so so we are working through that but I will talk to Maria and we'll make that note to have supervisors touch more tables.
- xx. Aaron Lessing: hi hi this is regarding that night so I I think the gap can work the only problem is like the wait time when they get up is when they're behind everything that's becomes rampant and I mean like it becomes like every hour that next from what I from what I know like when there is so many like when people are waiting for a long time people are just gonna start grabbing and I don't know if it needs to be someone standing there and handing out the bags but when like people aren't getting their food and like I know you said talk to the supervisor but then that person won't talk to the supervisor and just take someone else's so it becomes a recycling issue of a new person stealing every time talk to you so I don't know how to fix that issue but it's been pretty problematic.
- xxi. Bill Connor: Well I think that we have to solve the issue first which is waits. I wasn't aware that there were waits at late night in the Bistro. I thought that we had resolved most of that with this program. i we're still you you know give us a leeway of five minutes right but if it's in excess of that then then I need to know you know should be show me text send me a photo whatever it is so that yes I can fix that I can dispatch someone else on campus to help that program if it's underperforming if we knew that that was a challenge right so I think the big thing is to just push through that and it's really crappy you all steal from each other. I'm happy to look at that I think the biggest thing is if there are days or nights or there's a pattern of lateness let me know as soon as possible and I can resolve it so that it doesn't continue.
- xxii. Levi Ekstrom: so is there a problem with somebody like paying at the register getting a ticket and then going to saying this is my ticket I ordered this can I have it like instead of being get out only.
- xxiii. Bill Connor: Technology complications actually so our system doesn't ring in like that and there's a challenge there. We've looked at all kinds of models right and I guess one of the things I'll point back to is if you decide to go to the DC next year for late night all of these challenges go away. So I guess I want to hear from you all first do we want to keep late night in the Bistro if so we have lots of challenges to fix we've come a long way in two weeks but we still have more to challenge this to fix. If we're going to go to the DC for late night next year we have a little bit less to concern to deal with and we'll work through those

challenges. But yeah we had theft was really bad and I didn't know it was continuing now.

- xxiv. Kaitlyn Egan: I don't think fan of moving it to the DC I've ordered late night probably three Times Now I've yet to get that I ordered so I can't just be about I don't think it's not like not all of it is a dining problem I think it's a campus culture morale problem I think when people are angry they tend to lash out and do things they wouldn't they were they were more pleasant or happy I think the same can be said for staff as well like we I've seen people mistreat stuff and I think that like like they're human so I think that that really weighs on them sometimes and then like they're less willing to if some wants to like they're less willing to bring it up or they're less willing to like if you go up and say hey someone yeah maybe less willing to do so things like that so maybe it's less of a dining issue and more of a and then collected everybody's upset issue. Again, I think moving it to the DC would solve a lot of these issues and I would advocate for that.
- xxv. Bill Connor: OK do you have my cell. You can all have my cell phone number my cell phone is a Baltimore area code so it's 410 350 4270 lots of zeros you can text me and let me know that you are having a problem. I will be honest though I'm old and in bed by 10 and am usually here by 7 so just know that you may not get an immediate response after 10. So I think that is number 1. I think #2 i think you bring up a very good point about culture right what are we angry about here so one of the things we feel in dining is you come into the dining hall angry and we're happy to carry the weight of your anger right so right or wrong yelling at me makes you feel better we can work that right and so the culture of karens and kevins has kind of been something that we do right like it I think COVID has made everyone mentally ill with issues that we aren't able to manage right like there's so many things that COVID has contributed right they have changed who we are as humans they've changed how we feel you know doctors and medications like we are not the same society we were four years ago and and and those are things we have to work through but you culturally why are Westfield state students angry and I think that's a bigger conversation for you all to have and if it's just dining then yeah I have a lot of work to do but if you're angry about a professor or a class or an athletic event or not getting your favorite event or you're not favorite piece of equipment in the gym why are you angry and how do we resolve that anger right like it feels crappy to be angry at every day and we're right there with you yeah I have staff that have cried and have left and don't want to come back because they've been treated so poorly you know we we work through that but we're here to help you and we will do anything you know if if it's in the building and you want it if your favorite thing is chocolate marshmallow I will find you some fluff and we will make you some chocolate marshmallow ice cream that that's our goal in life is to make you happy so so that's our focus I just need you to do that and now you have my cell phone so if you have an issue you call me and I will have the supervisor fix it for you.
- xxvi. Liam Connor: hi if you are going to contact Bill. Please make sure you e-mail the right William Connor we already get each others mail.
- xxvii. Bill Connor: I opened a cookie basket from his mother and I thought that someone loved me and then I saw mom and dad and I'm like well either dad has come back from the grave or something's going on here and then I read and it was for Liam

so sadly Liam also did not share but we do I am W Connor with no numbers and he is W Connor with numbers.

xxviii. Chris Lannan: so how did it go off with Sarah and Katie said about the stealing at just any place in general are there going to be any repercussions for students who caught doing it like is there like they have to pay for that food they stole from someone else or what like what's it going to be?

xxix. Bill Connor: that depends on which machine and green feels like those students should be held accountable for if we are able to identify the student if we tell security the footage of the student that was stealing and they're able to identify the student it's a student conduct issue and it goes to Shannon you know there's a student conduct and a judicial process to handle theft and the process will work through and you know the outcomes will be the outcomes for that particular student I don't know what the outcomes for theft are on campus but I'm imagining the adjudication and sanction would be within the student code of conduct it's very hard to catch you all are very quiet and reporting students who are stealing and I have asked multiple times to have access to the cameras and I've been told no I've also asked for a Taser but Tony won't give me one

B. Presidents Council: No Report

C. Items not listed on Agenda: No Report

IV. BOARD OF TRUSTEES' REPORT: **Chloë Sanfaçon**

A. All University Committee: No Report

B. Student Advisory Council: No Report

V. VICE PRESIDENT'S REPORT-STUDENT LIFE: **Jack Guindon**

A. Student Affairs Committee: No Report

B. Food Services Committee: No Report

C. Substance Advisory Committee: No Report

D. Student Athletic Advisory Board: No Report

E. Veteran Affairs Report: No Report

F. Enrollment Management Committee: No Report

VI. VICE PRESIDENT'S REPORT-ACADEMIC LIFE: **Emily Fluet**

A. Academic Policies Committee: No report

B. Curriculum Committee: No report

C. Special Committee on Reforming General Education (SCORE):Chris Lannan

Over spring break, SCORE committee was working on the fourth progress report to send to AUC, chaired by Ted Welsh. The thirty-five page report details the projected 2024 common core proposal, course descriptions and how students can collaborate with professors. There are four main models that SCORE has detailed out for first year students and their transition into Westfield State. First, in the Westfield State Journey Integrative Experience which is a seven credit model. It contains two classes, the first year journey and a mental health discovery course, which will detail self care and how to keep physically well. The second section is the analysis and practice model. It contains a rhetoric and analysis, worth four credits. This would be similar to a current composition class. The remaining three sections would be a data and reasoning category, creative arts practice and a dive into the natural world, which is similar to a science class worth four credits. The third section will focus on big thinking and big ideas. The model includes classes ranging from mathematics, arts and humanities and social and health sciences. The fourth section will focus on perspectives which include social groups and cultures and civics learning, as well as power and perspectives. These are all three credit courses. In

total, the model is roughly forty-one credits in total, and additional credits will be determined by a major department. Keep in mind the final model which will be presented in December to the President, will be decided by the 2024 SCORE committee as well as the incoming VP of Academic Life. Suggested learning outcomes are projected within these four areas. Specifically, in the Perspectives model, I would like to mention that this is similar to our current diversity credits we have now. But this is expanding on that as it will dive deeper into topics of global learning, culture and diversity, aesthetics, as well as racism, sexism, ableism, classism and ageism, some of which are things not discussed in most current classes. As well as focusing on systemic oppression topics and social Justice. Within this model, SCORE thinks it is important to make an inclusive and diverse model, while simultaneously teaching students about real world issues and life skills. As I like to say, tonight I would like to gauge the room and test the waters to see if there's anything you want to see added or removed from this model. This is by no means a final model, and it is most definitely a work in progress at the moment, but all your suggestions are appreciated and will be taken into consideration. I look forward to working more with SCORE and SGA to get feedback on this model and make it the best it can be. If you want anymore information, please reach out. Thank you and have a great night.

- i. Levi Ekstrom: I was wondering if the other isms are being covered or is it just those that you mentioned.
 - ii. Chris Lannan: I would hope so but those ones that I mentioned are the five that were detailed in the report.
 - iii. Levi Ekstrom: I'd bring it up.
 - iv. Chris Lannan: OK I will.
 - v. Daniel Currier: hey Chris so for the Common Core I would say there's really a few concerns that I would have I mentioned it before as well so the first of course is resources so we are down in our budget and they want to add certain classes or change certain things around so this needs to be data informed actually is you know real funds behind it hope they would talk to Steve and crew and not just make this decision without talking about finance into it the other part is the Westfield journey my guess is of course professors would be teaching this class and showing them various parts of the campus my concern as well so a lot of professors don't know much outside of their academic building so making sure that whoever is teaching that class actually understands it's not just about academic affairs but it's the whole campus.
 - vi. Chris Lannan: That was also what I was told by them. I have heard from some professors that I have talked to is that is kind of the job of orientation leaders to teach them like where everything is on campus but that is why we are adding those first year journey classes to get every part of campus covered and I'm all for it.
- D. New England Commission of Higher Education (NECHE) Self-Study Committee: No report
- E. Campus Academic Master Plan (CAMP): No report
- F. Parking Control Board: No report
- G. Parking Appeals Board: No Report

VI. VICE PRESIDENT'S REPORT-STUDENT EQUITY: **Rodney Duteau**

- A. Diversity and Inclusion Committee: No report

VII. VICE PRESIDENT'S REPORT-FINANCE: **Daniel Currier**

Good evening everyone! I hope you all enjoyed the week off.

Prior to break, I had the opportunity to meet with Vice President for Administration and Finance Steve Taksar.

We first discussed the Parenzo Hall Renovation Project, which he indicated is on track for completion by the start of the Fall 2023 semester. Select offices may be able to move in prior to the start of the semester, but no classes will be held in the building as you will notice when looking through the courses available this fall.

The next major renovation project on-campus has been discussed amongst campus leadership. The two options identified were the Dower Center for the Performing and Fine Arts and Bates Hall. Vice President Taksar indicated that President Thompson is currently leaning towards Bates Hall for a complete renovation. Many of you likely recognize the state of disrepair that Bates Hall is in. The institution will likely file a request for funding through the Division of Capital Asset Management & Maintenance (DCAMM) in the near future, but given how slowly state government operates, we likely would not see shovels in the ground until at least 2028.

We turned to a conversation on the Governor's proposed FY24 budget. He is pleased with many of the proposals outlined in the budget, including an expansion of financial aid opportunities and funds to address deferred maintenance, but he noted that the funding is still not enough to contend with the \$160 million in deferred maintenance that we face. There are still a lot of unknowns that have to be worked through at this time.

A communication will be going out in the near future, but Vice President Taksar noted that we will be switching bookstore vendors beginning with the next academic year. Although a lot of unknowns remain, we can be confident that a bookstore will be available this fall for all your Owl merch and textbook needs; it just won't be Barnes & Noble. The University could simply not afford the new fee structure that Barnes & Noble was trying to impose as part of contract negotiations.

Finally, Vice President Taksar provided an update on the Sustainability Committee. The committee of faculty, staff, and student representatives appointed this past fall is now meeting and will soon be putting forward a request to Finance Cabinet for a sustainability official on-campus, whether that be a part-time position or a faculty member granted APR. More updates should be forthcoming.

As you all saw in your inboxes, I sent out a copy of the finance bylaws for review by all of you. There have been no comments on the documents, which I don't blame you, who wants to read the finance bylaws over spring break? Before the Finance Committee meets next Monday, please review the document I sent to your email last week and consider offering comments on the proposed revisions. Your feedback is vital in this process.

As a quick note, I will be working with Laura this week on a form that will be sent to club leaders requesting line-item allocations in the next fiscal year. The budget process will begin in earnest this week and I hope to have the FY24 preliminary budget ready for review by mid-April.

Finally, I am publicly announcing that I will not be running again for the position of Vice President for Finance. It has been an honor to serve in this role, but I believe that the time is right to move on to a different position. The position is not just about budget planning and geeking out over financial statements. Any individual in this position must work well with club leaders, but they also must be willing to be the voice of reason, even if it may seem unpopular. In my position, I serve on a number of committees, including as Chair of the Finance Committee and the Student Representative to the Westfield State

Foundation Board of Directors. The latter committee is a phenomenal opportunity to network with business professionals while doing the work necessary to secure the funds that our students deserve. If you have questions about the position, please feel free to come talk to me or email me at vpfinance.sga@westfield.ma.edu.

And with that, my lengthy report is finished.

i. Liam Connor: We appreciate all the you have done as Vice President of Finance.

A. Finance Committee: No report

B. Foundation Report: Daniel Currier

Good evening, everyone!

I would like to take this opportunity to thank all of those who attended the Notecard-a-thon event on Thursday, March 9th in support of the campaign for a new investments and data analytics laboratory on our campus. Thanks to your incredible efforts, we have been able to handwrite 702 notecards that have since been sent to prospective donors. It was truly a team effort, and I thank you all so much for helping out with this project.

This campaign is being organized under Give a Hoot Day - the annual day of giving for Westfield State University, which will run from Wednesday, March 22nd to Thursday, March 23rd. Please spread the word with your networks and help us to exceed our results from last year.

To get you in the giving spirit, I want to quickly show you the promotional video for Give a Hoot

Day: <https://www.givecampus.com/schools/WestfieldStateUniversity/give-a-hoot-2023/?a=6223163>.

As President Thompson mentioned, I hope you will also 'give a hoot' by spreading the word about our annual day of giving with your families, friends, colleagues, and networks. All funds raised benefit you, so please help with promoting Give a Hoot Day by the end of Thursday. I will update you next week on the amount of money raised along with the number of donors who contributed.

Should you have any questions, please let me know.

C. ITSAC Report: No report

VIII. VICE PRESIDENT'S REPORT - PUBLICITY: **Elizabeth Mercer**

A. Neighborhood Advisory Board: No report

B. Community Relations/Fundraising Report: No report

C. Owl Ball Committee: No report

D. Blue Key Committee: No report

IX. EXECUTIVE SECRETARY REPORT: **Adam Carpenter**

X. PARLIAMENTARIAN REPORT: **Liam Connor**

A. Rules and Regulations Committee: No Report

B. Constitutional Review Committee: No Report

XI. COMMUTER COUNCIL AND CLASS COUNCIL REPORTS:

A. Commuter Council: No report

B. Senior Class: No report

C. Junior Class: No report

D. Sophomore Class: No report

E. First Year Class: No report

F. Apartment Complex: No report

G. Courtney Hall: No report

H. Davis Hall: No report

I. Dickinson Hall: No report

J. Lammers Hall: No report

- K. New Hall: No report
- L. University Hall: No report

XII. UNFINISHED BUSINESS: No Unfinished Business

XIII. NEW BUSINESS: (Requires majority vote to be opened) No New Business

XIV. ANNOUNCEMENTS:

Chloë Sanfaçon: Just a reminder that if you are interested in any of the exec positions to come and talk to us. WE'd love to tell you all about them so don't be afraid to come say hi.

Chloë Sanfaçon: Westfield Wednesday tomorrow wear your Westfield gear tomorrow.

Elizabeth Mercer: We sold 262 tickets to the owl ball and check your email for updates with details, busses leave at 6:45 in front of Scanlon.

Nick Smith: Spongebob Trivia is in the Owl's nest tonight.

Mikayla Evans: 59 Days until commencement.

XV. ROLL CALL: Timothy Allen, Eric Hardy, Loic Black, Alexandria Mallios, Lukas Apel, and Jack Roy were absent

XVI. ADJOURNMENT: The meeting was adjourned at 6:42 until Tuesday, March 28th

Please also note that for accurate record keeping purposes, SGA meetings are recorded and kept on file by the SGA Executive Secretary.