University of Minnesota-Duluth
Dining Services

Annual Year-End Report
2016-2017
Executive Summary

Our school year started with the opening of our newly renovated 5.2 million dollar Superior Dining. Our project remained on time and was completed and turned over to us to start training on August 15, 2016. Our first large event was Bulldog Welcome Week, which ran August 24 – 27. The very first day of operation we served 2200 customers. We held a grand opening for Superior Dining on September 15. This included media coverage, interviews, prizes and a reception. Countless hours of planning and preparation were finally finished and the result has been overwhelming. The new actions stations and individual areas have been a welcome addition for our students, as well as faculty and staff. Our Off-Campus Commuter meal plans grew from 268 last year to over 697 this year!

We were very pleased to have a featured article in Campus Dining Today, a national publication for the National Association of College and University Food Services. At the Regional Conference of NACUFS, two of our managers were co-presenters during an interest session on the renovation process for Superior Dining. This included collaboration with our Design Company Ricca, as well as our architects ARI, and our construction company McGough. While at the conference one of our chefs Conor Maki competed in the Culinary Competition. Conor was the ultimate gold medalist and brought home a traveling trophy, medal and bragging rights for his dish, The Swine and The Brine. He will be competing at the National Convention this July in Nashville, Tennessee. Along with the culinary demonstrations, Daemon Williams our Sous Chef presented four different weekly sessions at Glensheen educating participants on farm to table produce featuring the garden at Glensheen.

A huge plus for our increase in meal plans this year was the partnership between Student Financial Services and Dining Services. This new process was created to include meal plans on student fee statements. This truly increased the numbers of the meal plans this year over last year. This allowed the amount of the meal plan be taken out of their financial aid package vs. having the student come up with the cost out of their pocket.

We also worked on partnerships this year with various other departments. These partnerships are listed throughout this report and have been key to many of our successes this year. This is also one area where we would like to continue to grow.

The success of our students is also very important to Dining. We developed an orientation video with the help of our Communications Associate to introduce Dining to our new student employees. We are now working on videos to assist in our training process with the many tasks that are involved while working in Dining Services. This will also free up our managers to spend more time on additional tasks.
Along with many different staff training sessions, we planned a seminar on for our managers on Strengths Deployment Inventory, led by Shannon from Continuing Education. This session was very beneficial for our managers to understand how their co-managers think and react to certain events. It has helped with situations throughout the year to understand the importance of understanding another person’s view point.

Our media presence was bumped up a notch this year due to the hiring of a Communications Associate. Katie Lindow is our new hire in this position. It is a shared position with Housing and Resident Life and has seemed to work out quite well. One of the major projects brought online was our Drupal website. Many hours were spent with researching and gathering data. Our nutritional information is almost complete and is incorporated into each Dining area. Our Catering site is being worked on as well with the addition of many pictures from various events. We will also have the ability for our customers to send questions to Catering, thus getting information out quickly. Katie and Alyssa Hammitt (our Dietitian) also worked through the year developing our informational television screens in Superior Dining. Our daily menus were posted and also included events that were taking place.

We hosted many events throughout the year that were well attended and enjoyed by all. We couldn’t have done it without our great staff who continue to support our Dining Services department and make our customers have an enjoyable experience when dining with us.

Claudia A. Engelmeier
UMD Dining Services Director
## Table of Contents

Executive Summary ........................................................................................................... 1

Table of Contents ............................................................................................................... 3

Vision ................................................................................................................................. 4

Mission .............................................................................................................................. 4

Goals ................................................................................................................................. 4

Objectives/Outcomes ........................................................................................................ 5

Assessment/Plan ................................................................................................................ 7

Personal Growth of Goal #2-UMD’s Strategic Plan 2016-2017 ........................................... 8

Dining Services Hosted Events ......................................................................................... 9

Training Opportunities .................................................................................................... 15

2017 Spring Survey UMD Dining Services ..................................................................... 17

Social Media Presence ...................................................................................................... 41

Sustainability .................................................................................................................... 42

Out With the Old, In With the New: The Story of the Superior Dining Remodel .......... 43

Harry T. Kase Scholarship ................................................................................................. 47

Dietitian Update ............................................................................................................... 48

Retail Operations .............................................................................................................. 49

Catering ............................................................................................................................. 51

Main Production Kitchen ................................................................................................. 57

Financial Summary ......................................................................................................... 58

2017-2018 Strategic Plan ................................................................................................. 59

Summary ........................................................................................................................... 62
Dining Services Vision, Mission, 2016-2017 Strategic Plan and Review

University of Minnesota Duluth
Division of Student Life
Dining Services
2016-2017 Strategic Plan

I. Vision
Dining Services provides an inclusive dining experience and promotes understanding and appreciation of different life styles, while striving for complete customer satisfaction.

II. Mission
Dining Services provides students, faculty, staff, and the surrounding community with quality food and services. This is accomplished by practicing creative menu development, ensuring a friendly environment, and incorporating variety and convenience.

III. Goals
1. Provide innovative responses to varied culinary palates, including healthy options.
2. Remain committed to sustainable practices by respecting our environment, and consciously purchasing locally when possible.
3. Foster student employee development through leadership, training, and life skills.

Dining Services Goals Mapped to the UMD and Student Life Strategic Plans

<table>
<thead>
<tr>
<th>Dining Services Goal</th>
<th>Mapping to University Goals</th>
<th>Mapping to Student Life Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop and implement a marketing plan to include website upgrade and enhanced social media presence.</td>
<td>6</td>
<td>4.2,5.1</td>
</tr>
<tr>
<td>Utilize results of the Employee Engagement Survey to build respect and improve working relationships among staff and management.</td>
<td>2</td>
<td>2.21, 5.2, 6.3</td>
</tr>
<tr>
<td>Continue education regarding the use of locally and regionally sourced food, and how Dining incorporates sustainable practices into our menus and operation.</td>
<td>4.5,6</td>
<td>3.2,4.1,4.2,5.3</td>
</tr>
<tr>
<td>Continue the Dining Center remodel process, focusing on the importance of creating effective spaces that are sensitive to our current students’ needs, as well as a tool for attracting new students.</td>
<td>1,6</td>
<td>3.2,4.1,5.2,5.3</td>
</tr>
</tbody>
</table>
IV. Objectives/Outcomes

Goal completion responses are highlighted.

Goal 1: Develop and implement a marketing plan to include website upgrade and enhanced social media presence.

- Work with other Student Life departments to develop a shared full-time position that will focus on marketing efforts.
- Create an informative and user-friendly website to include details regarding: retail, menus, dietary information, hours of operation, programs services, etc.
- Develop a new Catering website that is focused on event planning and service. Work with colleagues in Kirby Student Center, Glensheen, and other campus partners to create a Catering & Events collaboration.
- Develop a student organization catering menu; plan for and implement a Catering open house/showcase for the campus.

Kathryn Lindow was hired as a Communications Associate. It is a joint position between Housing/Residence Life and Dining Services. Katie has done a great job with several aspects of marketing and social media this year. She has increased all of our followers on social media and has been a great asset with creating training videos, creating signage for events, live Tweeting, as well as helping collaborate with other departments with social media and marketing pieces. One of the major areas she is working on is with Kirby Catering and Event Services. This is a growing area with shared events between Kirby and Catering.

Our Dining website was under construction a good portion of this year. Using the new Drupal format, several changes have taken place and exciting things added. One of the biggest additions is the “Tasty Tidbits” section, which our Dietitian updates on a regular basis. We have also added all the nutritional information for the various menus in our locations. Catering was also included in this process and has added many new pictures and menus. The student organizations Catering menu is gaining popularity and is giving the students organizations additional options to fit within their price point. We continue to offer tastings for our student organizations for their various events. When organizations have given us their special recipes, want to make sure they are completely satisfied with their menu and how it tastes.

Goal 2: Utilize results of the Employee Engagement Survey to build respect and improve working relationships among staff and management.

- Offer annual training sessions for: Respect in the Workplace, MERTKA training, CPR training, fire extinguisher training, etc.
- Continue work on the Employee Engagement Action Plan, sharing results with staff and working with management to implement changes.

We continue to offer training opportunities for our staff. We also incorporated a couple different times for the training to allow as many of our staff to attend as possible. Some of these major trainings sessions were: Respect In The Work Place, MERTKA, Active Threat, Labor Management, Emergency Response Cards, Who Are Our Students? Disabilities Resources, ServSafe Certification, Turn The Tide, Leadercast, Food Allergens and Strengths Deployment Inventory.
We also developed a new Building Emergency Response Guide for getting our building evacuated is a safe and swift manner. We assigned management staff to specific duties when the need arises to evacuate the building.

We continue to look at our Employee Engagement Survey results to assess what the needs are for our employees. This includes management, as well as our bargaining unit employees.

**Goal 3:** Continue education regarding the use of locally and regionally sourced food, and how Dining incorporates sustainable practices into our menus and operation.

- Offer “pop-up” information sessions in all food areas to educate the campus community about sustainable food choices.
- Offer specific sessions for our staff to educate them on the UMD Farm, SAP, and out use of sustainable food and incorporating sustainable practices. Look at the potential to offer on-site farm tours for our staff.
- Continue working with the Office of Sustainability to identify additional ways to source local/regional food, develop sustainable waste management plans, an energy consumption.

Three different events were held this year to showcase farm vegetables. Two events were held in the fall and another was held during the Sustainability Fair. Our Dietitian, as well as our Farm Manager were in attendance to explain and sample some different options of produce from the Farm. Education is the key to having students try new things they have never tasted. Our department also assisted at the Farm 5K/Festival. This also showcased to the community the importance of the Farm and how it impacts our campus.

Several different tours were offered for our staff to get out to visit the Farm. It was a fun and educational experience. They all felt it was worth their attendance. Many expressed how they could explain things better to our customers after seeing the Farm. They also enjoyed hearing about the history of the Farm and all the things that happened there years ago. Some also asked if there were possible volunteer options to come and work at the Farm. We continue to track our Farm usage that is used in various reports. This will be a benefit in the future to the STARS reporting for the Office of Sustainability.

Dining Services collaborated with the Office of Sustainability on important projects this year. We had a big push to educate what goes into our waste receptacles. Large signage was positioned over the bins with pictures to show what items went into each section. I heard comments from many people that they really liked viewing the pictures vs. just having the labels on the bins stating – Waste, Recyclable and Compostable.

We also saw some of the effects of our efforts related to sustainability in our Superior Dining remodel project. With the help of the Director of the Office of Sustainability, we incorporated energy savings measures which have paid off this year. One of the key aspects was our lighting. Sensors have made a huge difference with our lighting not being illuminated all day and night. As the brightness increases outside our lights automatically dim. It is not even a notable change, except on our electrical bill. With the metering that is going in soon, we will be able to compare the amount of electricity we are saving vs. the
old Dining Center usage. Having replaced our HVAC and older equipment, these changes have also added to our energy savings.

Goal 4: Continue the Dining Center remodel process, focusing on the importance of creating effective spaces that are sensitive to our current students’ needs, as well as a tool for attracting new students.

- Continue the involvement of the Planning Team in all aspects of the project.
- Develop new menus that incorporate the varied dietary needs of our students including: vegetarian, vegan, gluten-sensitivity, food allergies, etc.
- Utilize the Dietician and members of the Dining Advisory Committee to assist in making decisions regarding food option, service delivery, etc.
- Develop a transition plan for service in the Ballroom during construction to include an effective communication plan to inform students and the campus community. Maintain open lines of communication with our partners in FM.

With the start of the new school year our Superior Dining construction project was complete! It took the planning and assistance of many different people. I wanted to be as inclusive as possible and we tried to get feedback from several different partners of Dining Services for what they would like to see.

With the assistance of our Communications Associate, we tried to keep the campus up to date on such things as our Grand Opening and others happenings throughout the year in Superior Dining. It has been fun throughout the year to showcase SD to different tours and groups, such as A & R. Many returning students from last year have also told us what a great improvement it has been to campus.

New menus have been developed throughout the year and we have listened to our customers, Superior Dining survey and employees to address areas that were of concern. Over semester break we did a few small equipment changes for better accessibility and traffic flow to our action stations. We will continue to make additional changes as we listen to our customers and try to accommodate their specific needs.

IV. Assessment Plan

- Track web traffic on new Catering website
- Track utilization of the Student Organization Catering menu; solicit feedback about changes/improvements
- Track numbers and types of staff training
- Compare results of Employee Engagement Survey with prior years; identify areas for continued focus/improvement
- Track percentage of locally/regionally sourced food.
- Work with FM and Waste Management to develop a process to more accurately weigh different waste types. Compare percentages of recycling, compost, and general trash.
Management Team Personal Growth of Goal #2 - UMD’s Strategic Plan 2016-2017

- Read book *Turn the Tide*, by Dr. Kathy Obear and self-reflection
- Equity & Diversity classes for certificate
- Creating a unique position for a deaf student
- Webinar, Tools to Respond to Racist Comments, Dr. Kathy Obear
- Seminar, Dialogue in a Time of Division, Facilitated by Elizabetheda Wright
- Who Are Our Students? Disability Resources with Emily Norenberg
- Summit on Equity, Diversity, and Multiculturalism
- Strengths Deployment Inventory
- National Coming Out Day Luncheon
- Rusty is Who I Am, Dr. Nancy “Rusty” Barcelo presentation
- American Indian Spring Feast
- Sexual Assault Awareness Month
- Read book *Waking Up White* by Debby Irving
- Sabor Latino/Latino Chicano Student Association
- Commission on Equity, Race and Ethnicity attended open house
- Attended Disability and Wellness Fair
- Who Are Our Students? Queer & Trans presentation
- Attended WRAC
- Movie, Embrace Your Body – Body image
- Attended Enough is Enough
- Attended Stand Against Sexual Assault
- Attended 28th Annual Fiesta
- Watched, Alliance for Change, Consulting and Coaching with Dr. Kathy Obear
- Watched movie, Matthew Shepard, Hate crimes on a 21 year old gay college student
- Watched movie, Patriots Day
- Watched video on transgender [www.whenkaylawaskyle.com](http://www.whenkaylawaskyle.com)
- Read, *Transgender Parent: Child’s Journey When Mom Becomes Dad*, Susan Donaldson James
- Read, *What You Need To Know About Transgenderism*, Kate Wheeling
- Indian Student Association Dinner
- Asian Pacific American Association Dinner
- Feast of Nations Dinner
- Alworth World Quest & Irish Dinner
- Hmong Dinner
- Africa Night Dinner
- Fiesta Dinner
- Hmong Tasting
- Race, The Power of Illusion – movie documentary
- Gender Revolution – National Geographic Documentary with Katie Couric
- Gabrielle Civil, PhD, Black Feminist performing artist
- Student Life Change Team member
- International student employees hiring/training
Dining Services Hosted Events

All Campus Barbeque
July 13, 2016

Farm Tour with Dining Services Managers
July 15, 2016

Campus-Wide Power Outage Due to Storm - Collaborated to Have Scheduled Wedding Take Place with no Power
July 21-22, 2016

First Wedding Reception in Kirby Lounge-Planned All Without power
July 23, 2016

Farm tour with Dining Services Staff
August 5, 2016

Farm tour with Dining Services Staff
August 9, 2016

Farm tour with Dining Services Staff
July 29, 2016

Thank You Luncheon for Contractors Involved with Superior Dining Remodel
August 10, 2016
Received Occupancy Certificate for Superior Dining  
August 19, 2016

Regents Blue Heron Cruise  
August 19, 2016

Bulldog Welcome Week  
August 23-27, 2016

Picnic at Football Field for Welcome Week –Nearly 6,000 Guests Fed  
August 23, 2016

Lunch – First Meal Served in Superior Dining = 2,331  
5 Days, 16,000 Meals Served in Superior Dining  
August 24, 2016

Bulldog Welcome Week – Debunking Diets Talks  
August 24, 2016

Bulldog Welcome Week – Food Allergy Dining Tour  
August 25, 2016

Dining Services Job Fair  
September 8, 2016

Dinner on the Farm  
September 10, 2016
Superior Dining Open House  
September 15, 2016

Classroom in the Garden at Glensheen  
September 7, 14, 21, 28, 2016

UMD Food and Farm Festival/5K  
September 18, 2016

President Kahler’s visit to Superior Dining  
October 3, 2016

The SAP Farm & Land Lab- Campus Sustainability Week  
October 4, 2016

Educating /Tasting Farm produce in the Food Court  
October 4, 2016

UMD Health Check  
October 12, 2016

Sustainability Fair  
October 20, 2016
Lunch on a Mission – Tour and Lunch in Superior Dining
October 27, 2016

Superior Dining Pumpkin Carving
October 31, 2016

Cooking Demo for Women’s Softball and Tennis
November 7, 2016

Wellness Demo in Superior Dining
November 9, 2016

National Healthy Lunch Day – Food Court
November 15, 2016

Home Style Cookin’ with Dr. Erwin
November 30, 2016

All Campus Buffet
December 15, 2016

Bridal Show – DECC
January 21, 2017
Chester Park Pre-school Main Production Kitchen Tour  
January 24, 2017

Honors French Cuisine class demonstration  
January 30, 2016

Harry T. Kase Scholarship reception  
February 2, 2017

Love Your Heart – Go Red Day  
February 3, 2017

Honors French Cuisine Class Demonstration  
February 20, 2017

NACUFS Regional Conference – Culinary Competition – Gold medal!  
February 26-March 1, 2017

NACUFS Regional Conference – Superior Dining Remodel Presentation  
February 27, 2017

National Eating Disorder Awareness Week – Embrace Screening and Panel Discussion  
February 28, 2017

Partnered with Health Services to Facilitate First Intuitive Eating Student Group  
March 15, 2017

Study Abroad Photo Exhibit in Northern Shores  
April 3, 2017
Easter Egg Decorating in Superior Dining
April 16, 2017

Honors French Cuisine Class Demonstration
April 17, 2017

Northern Shores Photo Contest
April 24-30, 2017

Late Night Breakfast with Dr. Erwin
April 30, 2017

Graduation Party for Superior Dining Senior Student Employees
May 2, 2017

Graduation Party for Food Court Senior Student Employees
May 3, 2017

Glensheen Gala
May 14, 2017
Training Opportunities

**New Equipment Training in Superior Dining**
August 15-23, 2017

**Record Retention**
October 5, 2016

**Fall Safety Forum**
October 7, 2017

**Cbord User Group Conference**
October 16-19, 2016

**Best Practices and Hidden Dangers in Minneapolis Kitchens**
October 24, 2016

**Labor Management Training**
October 27, 2016

**Supervisory Training**
October 28, 2016

**Building Emergency Response Guide Training**
November 9, 2016

**Dr. Rusty Barcelo**
November 18, 2016

**Emergency Cards – Care Team**
December 1, 2016

**Fire Drill – BERG Training**
December 9, 2016

**Active Threat – Superior Dining, Main Production Kitchen, Receiving**
December 16, 2016
Active Threat – Northern Shores, Food Court
December 19, 2016

Strengths Deployment Inventory for Management Staff
December 21, 2016

Who Are Our Students? Disability Services
January 9, 2017

Turn the Tide by Kathy Obear
Book assigned reading and reflection for management staff
January 10, 2017

Performance Appraisals Trainings with Julie Westlund
January 19 & 24, 2017

Webinar – Auditing and Improving Customer Service on Your Campus
January 20, 2017

Human Resources Supervisor Training on Performance Appraisals
February 21, March 2, 22 & 27, 2017

Summit on Equity, Diversity and Multiculturalism
February 22, 2017

ServSafe, Certifications and Re-Certifications
May 1, 2017

Leadercast
May 5, 2017

Food Allergens with Alyssa Hammitt
May 10, 2017

Lunch on a Mission – UMD Building Names
May 11, 2017
2017 Spring Survey Results

UMD Dining Services

Meal Plans

- Survey based on on-campus meal plan students only. (Off-campus commuter meal plan student not included in this survey.)
Special Diets

- ~20% follow a special diet
- 2,000 meal plan holders = 400 students following a special diet.

Special Diets

- 80% of students follow a “normal” diet.
- Diabetic: 1
- Clean food: 1
- Catholic (Lenten meatless Fridays): 1
- No Pork, Turkey, Pasta, Noodles: 1
- Vegan: 1
- Eat Healthy: 1
- No red meat: 1
- GF sometimes: 1
Special Diets:

- Provide variety for those with food restrictions
  - DF breads, vegan shredded cheese, vegan sour cream, vegan & GF hotdish, almond milk, increased salad bar selection, simple foods without preservative and additives for people will special diets can eat them
- More vegan options (suggestions: hummus, avocado spread)
- Separate area for bread, butter, jelly and syrup
- More GF products (like the GF products offered in the coffee shop)
- Provide signs at the entry points to direct people to appropriate dietary options
- Fresh fruit offered all day
- Offer healthy options (burgers, hotdogs, and fries are not ideal)

Order of Importance- Food

- Taste- 75%
- Freshness- 69%
- Food Overall - 49%
- Amount - 42%
- Eye Appeal - 18%
Taste

Freshness
Food Overall

Amount
Eye Appeal

Order of Importance- Menu

Menu
- Variety of Menu- 66%
- Variety of Healthy Menu- 59%
- Variety of Vegetarian Choices - 22%
- Variety of Gluten free - 20%
- Variety of Dairy Free - 20%
- Variety of Vegan Choices- 19%
Variety of Menu

Q19. Please rate your satisfaction with the following aspects of the MENU and their importance to you - Variety of menu choices.

Q13. Please rate your satisfaction with the following aspects of the MENU and their importance to you - Variety of menu choices.

Variety of Healthy Menu

Q20. Please rate your satisfaction with the following aspects of the MENU and their importance to you - Variety of healthy menu choices.

Q14. Please rate your satisfaction with the following aspects of the MENU and their importance to you - Variety of healthy menu choices.
Variety of Vegetarian

Variety of Dairy Free
Variety of Vegan Options

Order of Importance - Service

- Cleanliness of Superior Dining - 65%
- Hours of Operation - 61%
- Service Overall - 59%
- Helpfulness & Friendliness of Staff - 44%
Service Overall -3

Helpfulness & Friendliness - 4
Students Following a Special Diet

Explaining why they are not using a meal plan next year

1. 47% Living/eating off campus
2. 19% Not worth the value
3. 14% Dissatisfied
4. 11% I can make better food
5. 8% Graduated/transferring
What is your favorite thing about SD?

1. 19% Dining Environment
2. 9% Variety of Offerings
3. 6% Breakfast, especially omelets
4. 5.5% Creation Station (10/179)
   a. Sandwich/Salad Bar
   b. Friendliness of staff
5. 5% (9) Nothing

What aspect would you recommend for SD

1. 21% Increased Hours (mornings on the weekend, later at night)
2. 14% Increase variety of Healthy Options (fruit)
3. 13% More Variety and Options
4. 9.5% Better food (choices, taste, placement, options between meals, quality, variety)
5. 6% Take food out of SD
What is your favorite food?

1. 6- Quesadillas
2. 5- Mac & Cheese, Waffles, Tacos
3. 4- Mongolian Grill, Burgers, Chicken Pot Pie, Saute Line, Pasta, Salad/sandwich bar
4. 3- Mashed Potatoes, French Fries, Omelets, Pizza, Sesame Chicken

What is your favorite food?- Special Diets

- French Fries
- Fresh Fruit
- GF and DF sandwich
- Loaded Mashed Potato bowls
- Mongolian
- Salads
- Wheat Berry Saute Dish
- Tofu stir fry
- Hummus
I would like to see more _____ in SD

1. 40%- Fresh Fruits and more vegetables
2. 7%- More Vegan Options
3. 6%- More options
4. 4% -More salad options
5. 4% - Pizza
6. 4% - Asian cuisine options

Variety, Variety, Variety

1. Fresh Fruit Options
2. More Salad Options: bleu cheese, bacon, banana peppers, jalapenos
3. Vegan/Veg: more options that are not cheese
4. Cultural Options: More Asian cuisine (orange, sesame chicken)
5. Seafood: Fried fish, grilled fish, shrimp, fried shrimp
Key Takeaways

- Students enjoy the atmosphere and staff in SD.
- Greater variety and options.
  - Greater variety of healthy options beyond the salad bar.
  - Greater variety of fruits and vegetables (strawberries, watermelon, banana peppers).
- Longer hours (open after 7pm on the weekdays and open earlier on the weekends).
- Students would like the option to take food out of SD (a piece of fruit, snack, or to-go meals).
General Survey

Key Takeaways:

- Students express an interest in a greater variety of healthy options beyond the salad bar.
- Students express an interest in a greater variety of fruits and vegetables (strawberries, watermelon, banana peppers).
- Students enjoy the atmosphere and staff in SD.
- Students express an interest in longer hours (open after 7pm on the weekdays and open earlier on the weekends).
- Students express an interest in greater variety and options.
- Students would like the option to take food out of SD (a piece of fruit, snack, or to-go meals).

Responses from Open-Ended General Survey Questions

Survey Question 2: Number of Students Following Special Diets

Diabetic: 1
Clean food: 1
Catholic (Lenten meatless Fridays): 1
No Pork, Turkey, Pasta, Noodles: 1
Vegan: 1
Eat Healthy: 1
No red meat: 1
GF sometimes: 1
None: 146

Survey Question 35: What is your favorite aspect about Superior Dining? – 179 Respondents

<table>
<thead>
<tr>
<th># of Responses</th>
<th>Responses to Open-Ended Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>34</td>
<td>Dining environment (atmosphere, plenty of windows, open floorplan, easy to navigate, variety of seating options that are comfortable for individuals or groups)</td>
</tr>
<tr>
<td>16</td>
<td>Variety of offerings</td>
</tr>
<tr>
<td>11</td>
<td>Breakfast, especially omelets</td>
</tr>
<tr>
<td>10</td>
<td>Creation Station, Sandwich/Salad Bar, Staff (friendly)</td>
</tr>
<tr>
<td>9</td>
<td>Nothing</td>
</tr>
<tr>
<td>7</td>
<td>All you can eat, Buffet, Convenience (quick)</td>
</tr>
<tr>
<td>3</td>
<td>Waffle Makers, Drinks, Cereal (all the time), Desserts</td>
</tr>
<tr>
<td>2</td>
<td>Stir Fry Line, Salad and Sandwich options, Cleanliness, Dirt Dessert, All Day Hours, Ice Cream &amp; FroYo Machine, the Grill, Variety</td>
</tr>
<tr>
<td>1</td>
<td>Ability to heat sandwiches in the sandwich bar, Bacon in the morning, Burgers, Chicken Wild Rice Soup, Cream of Tomato Basil Soup, Eating with friends, Food, Serving fries daily, Gyros, Radio playing by the toaster for breakfast, Sauce, Taco Tuesday, Salmon, Heat sandwiches, Peanut butter, Self-serve, Fresh vegetables</td>
</tr>
<tr>
<td>Critiques</td>
<td>-Would like to bring food out of the SD (2)</td>
</tr>
<tr>
<td></td>
<td>-Too much chicken (1)</td>
</tr>
</tbody>
</table>
**Survey Question 36: What is one aspect you would recommend for Superior Dining? - 179 respondents**

<table>
<thead>
<tr>
<th># of Responses</th>
<th>Responses to Open-Ended Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>37</td>
<td>Increased Hours (open mornings on the weekend, open later at night)</td>
</tr>
<tr>
<td>25</td>
<td>Increase variety of healthy options- Increase variety of fruits and vegetables (strawberries, watermelon, etc.)</td>
</tr>
<tr>
<td>24</td>
<td>More variety and options</td>
</tr>
<tr>
<td>17</td>
<td>Better food (choices, taste, placement, options between meals, quality, variety)</td>
</tr>
<tr>
<td>11</td>
<td>Take food out of the SD (piece of fruit, to-go bags and boxes, take-out meals)</td>
</tr>
<tr>
<td>5</td>
<td>Cleaner dishes, tables, and windows; More options for vegans and vegetarians</td>
</tr>
<tr>
<td>3</td>
<td>Food station lines are long and slow; don’t run out of food</td>
</tr>
<tr>
<td>2</td>
<td>More options between meals, Mix up items offered at the Grill, Always have the omelet station open, Change food every week (not just the main dish), Limited seating post-remodel, Smaller meal plan option, Make sure all employees (including students) use proper food safety procedures, More options for people will restrictions, More seafood</td>
</tr>
<tr>
<td>1</td>
<td>At least one vegetarian soup available each day; Make nutrition information accessible; Parmesan for noodles; TVs for broadcasting new, sports, etc. instead of announcements; Pizza bar; Play louder, more easy-listening music; Saute; Self-serve for all meals; Taco bar; Stop serving so many casseroles and hotdishes; One person tables are lower than the seats; Advertise French toast and pancakes so we know they are being served; Greater value (pay $9 for the meal- should get that value); Don’t spray toward eating students when cleaning tables; Diverse ingredients and creativity; Actual eggs; More variety at breakfast; Don’t run out of drinks and make sure machines work; Make sure music volume isn’t too loud at breakfast; 21 meals/wk; Separate breakfast and lunch on the weekends; Whole Wheat pasta; Banana peppers, jalepenos, and other salad toppings; Chicken taco option for Taco Tuesday; Posted menu ahead of time (online or email); Add another option to daily meals (maybe panini grill); Fresh cabbage; Larger cups, Let me bring my salad bowl in; Larger servings; Overcooked meat; More Bacon; More cultural options; More salad bars; Keep dinner simple</td>
</tr>
</tbody>
</table>

**Survey Question 37: Are you expecting to use a meal plan next year? 40 (No “no” meal plan next year)**

<table>
<thead>
<tr>
<th># of Responses</th>
<th>Responses to Open-Ended Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>Living off/eating campus</td>
</tr>
<tr>
<td>7</td>
<td>Not worth the value (too expensive for quality provided)</td>
</tr>
<tr>
<td>5</td>
<td>Dissatisfied</td>
</tr>
<tr>
<td>4</td>
<td>I can make better food</td>
</tr>
<tr>
<td>3</td>
<td>Graduated/Transfer</td>
</tr>
</tbody>
</table>
Survey Question 38: What is your favorite food(s) served at Superior Dining, and what would you like to see more of?

<table>
<thead>
<tr>
<th># of Responses</th>
<th>Responses to Open-Ended Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Quesadillas</td>
</tr>
<tr>
<td>5</td>
<td>Mac &amp; Cheese, Waffles, Tacos</td>
</tr>
<tr>
<td>4</td>
<td>Mongolian Grill, Burger, Chicken Pot Pie, Saute Line, Pasta, Salad/Sandwich Bar</td>
</tr>
<tr>
<td>3</td>
<td>Mashed Potatoes, French Fries, Omelets, Pizza, Sesame Chicken</td>
</tr>
<tr>
<td>2</td>
<td>Bacon, Chicken Nuggets, Breaded Chicken Sandwich, Cereal, Lasagna, Chicken, Cordon Bleu, Tater Tot Hot dish, Corn Dog, Grilled Cheese, Fish, Meatloaf, Orange Chicken, Oreo and Chocolate Pudding, Salmon, Steak, Stir Fry, French Toast, Tomato Basil Soup</td>
</tr>
<tr>
<td>1</td>
<td>Beef Stew, Cheesy Nuggets, Chicken Patties, Cheeseburger, Cheesy Tater Tots, Butcher’s Special, Chef’s Creation, Chicken Parm, Carrots and Celery with Dip, Beef Pot Pie, Tater Tots, Chicken Wild Rice Soup, Dirt Dessert, Creation Station, Crepes, Fried Fish Slices, Fried Shrimp, Gyros, Hibachi Grill, Meat, Soup, Pizza Hot dish, Ice Cream, Biscuits and Gravy, Action Station Dishes, Country Fried Steak, Pico de Gallo, Black Bean Salad, Reuben Casserole, Seafood Chowder, Curly fries, Fried Chicken, Honey Lemon Chicken, Stuffed Pork chop, Cake, Tomato Bisque Soup, Turkey, Vegetable, Fruit, Frozen yogurt, English Muffin, Cheese</td>
</tr>
</tbody>
</table>
I would like to see more _______ in Superior Dining.

82

<table>
<thead>
<tr>
<th># of Responses</th>
<th>Response to Open-Ended Question</th>
</tr>
</thead>
</table>
| 32             | Fresh fruits, vegetables, and healthier options  
- no canned fruits and vegetables  
- no brown fruits and vegetables  
- increased variety (berries, carrots, peppers)  
- grilled vegetables |
| 6              | More vegan and vegetarian options |
| 5              | More options |
| 3              | More salad options |
| 3              | Pizza |
| 3              | Asian Cuisine options |
| 2              | Grilled Cheese Bar, possibly at the Mongolian Grill |
| 2              | TVs programs playing, rather than announcements |
| 2              | Better meat |
| 2              | Chef Specials |
| 1              | Bacon on the Sandwich Line, Chicken Strips, Chili, Desserts, Cultural Options, Food worth $9-13/meal, Bleu Cheese, Better GF Noodles, Steamed Noodles at the Mongolian Grill, Meatballs Daily at Hotwell, More Saute Station options, Less Mac & Cheese, Longer Hours, Veggie Burgers and Meat Substitutes, Not Frozen Condiments, Less Casseroles, Blueberry Bread for Breakfast, Noodles, Orange Chicken, Pancakes, Mashed Potatoes, Chicken, Ice Cream Bars, More Hotwell Sauce options, Sausage variety, Seafood, Shrimp, Sesame Chicken, Breaded Chicken, Space to sit when it’s busy, Spicy Foods, Tacos |
Special Diet Survey

Key Takeaways:

- Students with special diets would like a greater variety of options (DF breads, vegan shredded cheese, vegan sour cream, vegan & GF hotdish, almond milk, increased salad bar selection, hummus, avocado spread, GF products offered in the coffee shop, vegetarian options that are not cheese).
- Students would like special diet signs to be present (esp. for desserts), accurate, and not contradictory (“dairy free” and “contains milk”). It would be helpful to have signs posted at SD entry points to direct students to the appropriate station.

Responses from Open-Ended Special Diet Survey Questions

Survey Question 2: Are you able to follow your diet appropriately while dining at UMD?
No, because...
There are not enough options and it gets old eating that same thing every day (salad, veggie wrap, protein). All vegetarian options contain cheese and there are no dairy free milks.
I chose not to, because....
I cannot follow my diet in the DC, so I eat out of my dorm.

Survey Question 3. Was the food in SD clearly labeled for allergy/nutrition information?
No. Please explain and provide suggestions.
- Better signage would be helpful: make sure the signs are present (esp. for desserts), accurate, and not contradictory (“dairy free” and “contains milk”)
- Soups and Sauté Station challenging as a vegetarian

Survey Question 4. What additional ways can Dining Services accommodate students with Food Allergies or special diets?
- Provide variety for those with food restrictions (DF breads, vegan shredded cheese, vegan sour cream, vegan & GF hot dish, almond milk, increased salad bar selection, simple foods without preservative and additives for people will special diets can eat them)
- More vegan options (suggestions: hummus, avocado spread)
- Separate area for bread, butter, jelly and syrup
- More GF products (like the GF products offered in the coffee shop)
- Provide signs at the entry points to direct people to appropriate dietary options
- Fresh fruit offered all day
- Longer hours of operation
- Offer healthy options (burgers, hotdogs, and fries are not ideal)
Survey Question 5. What food station in SD did you frequent most often, and what food did you like from that station?
- Greens and Grains
- DF and GF sandwiches
- Salad x 2
- Soup when vegetarian option is available
- Sandwiches x 2
- Hot Dish
- Baked Mac & Cheese
- Swedish Meatballs
- Beef Lasagna
- Sauté Station
- Anything without meat, esp. the Wheat Berry Dish
- Mac & Cheese
- Loaded Potato Bowl
- Salmon Couscous
- Mongolian Grill/ Creation Station
- Tofu Stir Fry with most of the vegetables
- Veggies
- Allergen Free Station
- Rice Chex Cereal

Survey Question 6. What is your favorite food(s) in SD?
- French Fries
- Fresh Fruit
- GF and DF Sandwich
- Loaded Mashed Potato Bowls
- Mongolian
- Salads
- Wheat Berry Sauté Dish
- Tofu stir fry
- Hummus
Responses to Key Takeaways from Superior Dining Survey

- Students enjoy the atmosphere and staff in Superior Dining.

We have heard many comments from students and patrons of how they love the remodeled Superior Dining. They have stated there are greater opportunities to sit with groups of friends or dine alone on the counter spaces if they so desire. Students also liked the flexibility of the various areas and the variety of food choices. The biggest thing most students talked about this year was the Mongolian grill and also the menu options for students with food allergies. We will continue pursuing new ideas at the Mongolian grill and adding new menu items. Students appreciate the smiles they receive entering Superior Dining and notice when we have staff missing. Students build relationships with our staff over the course of the school year.

Greater variety and options.

- Greater variety of healthy options beyond the salad bar.

Our dietitian is working on some additional meal items for next year. We have been looking at several different new grains that will be incorporated into menus for variety. We are pursuing additional vegan items such as a new veggie patty. We have changed some of our cereal for more gluten free options and we will be adding additional pastas for vegan options. We also have added sauces to the Mongolian grill that are lower sodium.

- Greater variety of fruits and vegetables (strawberries, watermelon, banana peppers etc).

We will be expanding the list of salad bar items next year for more variety. One of the issues with fresh fruit is the time of year. We will incorporate fresh fruit that is in season during a particular month. We have also started adding additional vegetables to the salad bar, such as red peppers, garbanzo beans, celery stick, carrot sticks, etc. We will also be adding fresh vegetable grown from the UMD Farm as they become available. In the fall we also will offer apples from Bayfield.

- Students would like the option to take food out of Superior Dining (a piece of fruit, snack or to-go meal).

This started out with a piece of fruit or ice cream cone that a student could take with them when they left Superior Dining. As this took off we were stopping students exiting with 3 fruits, sandwiches, cups, bowls, a whole pie, etc. We tell students they can eat as much as they would like while dining, but nothing can leave with them. We have researched to-go containers. We are not very comfortable with this option at this time for food safety reasons. If a student takes a container out of Superior Dining, they may be going to class for a few hours, then to study, or wherever else they may be going. With the food not being heated properly or not being refrigerated, there is the possibility of the student getting sick.
• Longer hours (open after 7pm on the weekdays and open earlier on the weekend).

There are a few reasons we cannot stay open after 7:00pm. A major factor is cleaning. Our grills have to cool at night before they can start cleaning the hoods over them. Our cleaning staff now works until 11:30pm. It would get later for them if we stayed open longer at night or some cleaning projects wouldn’t take place. Our union staff also gets shift differential after 7:00pm. This would add additional costs for our employees. Since the majority of our students can come in between our window of 12 hours (7:00am – 7:00pm), we feel these hours work well for the majority of our students.

We will open for brunch earlier this year at 9:30am vs. 10:30am. By checking our customer counts at various intervals of time, we will easily be able to see if students are taking advantage of this time frame. We will use this data to determine if this will be a permanent change.
Social Media Presence

- Re-established a presence on Twitter
  - Average Monthly Views: 11,000
  - September Followers: 408
  - June Followers: 516
- Maintained a regular presence on Facebook
  - September Page Likes: 835
  - June Page Likes: 935
- Created and maintained an Instagram account for Catering
- Created media for Catering advertising
- Created media for various Dining Services events
  - Superior Dining Grand Opening
  - Great Pumpkin Challenge
- Took various photos at Dining Services events for later promotion and to promote on social media
- Worked with managers and chefs to determine training videos that would be important to have
- Creating training videos for Dining Services
- Created video calendar to continue to create more training videos
- Worked with Dietitian to create social media
  - Tasty Tidbits
  - Dining Services Survey
- Worked with campus partners on a variety of events
  - Farm 5K
  - Love Your Heart Day
  - Home Style Cookin’ with Dr. Erwin
  - Dining Services Late Night Breakfast
  - Student Worker Appreciation Week
- Worked with ITSS to redesign the Dining Services website to be more student friendly
- Researched and purchased camera equipment for video & photos
- Researched and purchased a computer capable of running all editing software for photo and video editing
- Managed and maintained Dining Services digital signage
- Tweet of Football Team Grocery Store Tour with Alyssa Hammitt largest number of views - 3,100
- Facebook top post of the year was The Dinosaur Made of Twist Ties- 2,033 views
Sustainability

One of the fun things we did with our staff this year was to take them to the UMD SAP Farm. They all felt the excitement of seeing where all the wonderful vegetables grow that we receive from them. We also felt our staff would be able to convey more personal experiences with our customers after seeing where and how things are grown and planted at the farm. This year our total poundage was 13,703. The farm was talked about a lot this year with budget cuts, but we are all very happy that it survived and we will continue to get the fresh organic produce that we have enjoyed over the past 6 years.

It has been a pleasure to working with Randy and Kevin Moris the farm manager. Randy had the honor this year of being named the Endowed Chair in Agricultural Systems from the University of Minnesota’s College of Food, Agricultural and Natural Resource Sciences. The fellowship means the Randy will be able to take a break from his teaching responsibilities over the next year and work with campus and community supporters to ensure the long term development and sustainability of the UMD Farm. An addition to the farm this year was a weather station. Through a CLA Technology Improvement Grant, students from courses such as Geography of Soils and Sustainable Food Systems will use data obtained from the weather station to monitor and track soil temperature and moisture content in real-time, enhancing planting, harvesting, and irrigating proficiency at the farm, while allowing the analysis of long-term climatological trends for the site that will help with decision making.

With our remodel of Superior Dining, we now have some new solutions to old problems. Our lighting now dims as the sunlight brightens our space. The ability to lower shades in sections as the sun moves around has also been a tremendous help with the heat that comes in our windows. The reflective coating on the one side also aids in keeping heat out. Having all new equipment has saved on energy consumption as well.

We are continuing to work on our compostable products. A week long project this spring had interns from the Office of Sustainability stationed at our trash receptacles in the Kirby Plaza Food Court. They helped educate our customers on the 3 compartments that are offered at our trash stations and what needed to be deposited where. A large display board also helped with showing exactly which of our paper products went into each area (compost, recycle, trash).
Out With the Old, In With the New:  
The Story of the Superior Dining Remodel  
University of MN Duluth  
Dining Services

The University of Minnesota Duluth is a campus of over 11,000 students and sits on the western edge of Lake Superior. With only one on campus dining facility that was built in the early 70’s, it was well over due for a total remodel. We needed a space that was more welcoming to students, would highlight our vegetable crops from our UMD Farm, had better food choices, would offer action stations, would be more sustainably friendly and be inclusive with our accessibility options.

When one looks up the word remodel in the dictionary the definition states to “reconstruct” or “make new.” That is exactly what we did with our recent remodel of our residence dining center, Superior Dining. Planning was started three years prior to our construction start date. With many additions and modifications to our original plans, our final costs were well over our pre-design plans. With such a small window of time for construction to occur we decided to wait a year. With this additional time we were able to have all of our plans and budget in place, and avoid rushing into any important decisions.

Being a self-operated dining service, we had been saving over time so we would not need to finance our remodel with any type of loan. Our final cost came in at $5.2 million. Our dream became a reality in March of 2016 when we finally were able to begin construction. Our time table for completion was a short, 4 ½ months, which we knew would be a challenge especially considering our need to continue to serve the campus during the renovation.

Our first challenge was moving our existing operation into our campus ballroom before construction could begin. Unfortunately, we do not have any other space on campus large enough to feed 2000 students three times per day. During Spring break last March we moved tables, chairs and equipment into our Kirby Student Center ballroom. This was accomplished after significant pre-planning with plumbers, electricians, IT staff, staff from our Kirby Student Center, and many of our dining staff and students. This all had to be done in a week’s time so we would be feeding students when they came back from spring break. Coolers, freezers, bakery cases, soup wells and beverage machines lined the walls of the ballroom. Without hood ventilation we could not bring our fryers and grills into the space. We found out in a hurry that students were not happy without French fries and burgers! We tried to react to all suggestions as quickly as possible and chose to offer burgers and fries on a limited basis. The products were produced in our Main Production Kitchen, with many trips back and forth to the ballroom. Without our soft serve machine we also added ice cream novelties in a freezer as a substitution. For everything from our menu that was taken away during construction, we tried to add a substitution that was comparable or exceeded expectations.

Our board plan students were in the ballroom for only six weeks and then school ended for the year. Our summer camps and conferences that would have been in our dining center in the summer months were rerouted through our retail Food Court. This change produced yet another set of challenges but our patrons knew it was only for the summer of 2016.
We opened the new doors of Superior Dining on August 24th for our Bulldog Welcome Week. As the move in week for freshmen, it is the busiest time of year for our department. On opening day we fed 2,200 students in two hours. Our one salvation was offering the same entrée at all of our stations for ease of getting the students through in a short period of time. We only had one week prior to opening to train staff on new equipment and become accustomed to a whole new work area. Our construction company stayed on schedule throughout the timeline. Everyone asked if we had a Plan B for opening. Our standard answer was always “no,” because we knew that we would have to open for our new students when they arrived - and the Kirby ballroom would no longer be available.

Looking back at the whole process there were many key considerations.

* Involve a number of key people. Initial meetings should include students, campus faculty and staff, custodians, your department staff, and anyone who might bring interesting ideas to the projects or have ideas of things they are looking for. We established a core team with representation from these different segments of people.

* Look for all of the sustainable opportunities. Some things we accomplished include: the reduction of water consumption, installation of a new air handler to save energy, occupancy sensors allowing lights to automatically come up or down, roller shades to reduce total solar summer heat gain and winter heat loss, exhaust fans that run at premium efficiency, equipment meeting Energy Star ratings, local sourcing for finishes, reduced, recycled and managed waste generated during construction, and many others.

* Think outside the box. Shoot for the moon in your ideas. You can always scale things back but don’t end your project with the thought, “We should have done.....”

* Consider your limitations. Our dining center is surrounded by a floor to ceiling glass envelope, is built on cantilevered – stilt pilings and has an exposed waffle slab floor. This created a number of interesting challenges. We couldn’t go bigger so we had to work with what we had.

* Really think about traffic patterns. Everything looks great on plans until people start entering your new space. We had to rethink some specific traffic flow patterns after we opened.

* Tour lots of spaces. We visited several campuses to get ideas that we hadn’t even thought of. Even looking at color schemes is interesting.

* Have a furniture fair with several options to choose from, from several companies. Our fair was open to campus and was a great success. The valuable input we received from our own customers helped us make the final decisions on furnishings.

* Expect disappointments. We were somewhat disappointed to wait a full year longer than our anticipated start date. You may also have to settle for a less expensive wall covering, light fixture or piece of equipment due to unexpected costs. That isn’t always a bad thing. Work with your designers to come up with something you can still be happy with.
* Make sure you have a good working relationship with your architects and your construction company. We had a weekly construction meeting with all parties involved including our plumbers, electricians and code officials. It was a great group of people to work with. You need to trust their expertise when making certain decisions because they have the knowledge, but you must also remember that this is your project, not theirs.

* Tell staff to work with new things for a while. Our staff wanted to make things work in the new space like it worked in the old space. We had to give it a whole semester. Old habits die hard so don’t make changes to soon.

* Make sure your space is functional with plenty of outlets and plenty of power. After construction was over we decided to move some toasters, which ended up blowing breakers. Make sure you have plenty of outlets in case you change your mind where you want to place something.

* Plan for a power outage. This was something that wasn’t even on our radar until we had a bad storm during the summer and our power was out for two days. Luckily our electrical work was still in progress. We added outlets that will work with our campus generators in the event of a power outage. We actually have used them once already.

* You may want to rename your space. Our old facility was called Residence Hall Dining Center, which everyone referred to RHDC. With a new space we also wanted a whole new beginning and thought we needed a change right down to the name. We came up with Superior Dining to highlight a more upscale dining experience and highlight Lake Superior. We also maintained the theme throughout the space using reclaimed wood, granite from northern Minnesota and pictures of Lake Superior.

* When looking at equipment, make sure it does what you want it to do, i.e., ice makers big enough, cubes not crushed ice, enough burners on a range, heating with induction vs. gas, etc.

* Expect there will be minor problems for the first year. We have had under counter refrigeration to warm, paddles on hand washing sinks not functional, key broken off in refrigerator lock, minor plumbing leaks, blinds not functioning properly, etc. The good news is they can call be fixed.

* Remember students with food allergies. We made sure we had an area for students with food allergies, but the placement for their hot food was also important. We re-arranged a few of our hot wells so our gluten free areas are now more accessible. Students no longer have to make such a large travel path to acquire their food.

After construction plans are in place a few other areas to keep in mind include:

* Dishes – we used many more dishes than we had anticipated with our new Mongolian Grill.
* Silverware placement - make dispensers convenient for your customers. We have silverware placed in many different areas for easy accessibility.
* Condiment placement – we re-arranged these several times until we felt they were where they needed to be. You may find you need even more.
*Glass and cup racks - after touring many places it was a must that we purchased racks that would fit into our counters. The visual appearance of your space can totally change if your customers have to look at unsightly racks sitting in the middle of your new construction.

*Napkin dispensers – make sure you have plenty available and also appealing in looks.

*Menu changes – with new action stations came new menus. Make sure the menu items fit the theme of the station and change it up so it does not get boring.

Equipment is one of your largest expenses so make it count. We incorporated induction units into our granite countertop. Within the first week we found our vessels to be too small. Keep in mind how many people you are feeding. Our frost tops had the same issues. Things were beautifully displayed but with the amount of students we are feeding it was not a good option for us. We also added a toaster oven at our sandwich area. It is on a center island that an employee has to manage. This slows down our line considerably. We decided self-serve Panini grills would have been a better option.

Superior Dining has exceeded our expectations. We have certainly leaned a lot along the way. We have completed our list of why we needed to remodel. As much as we thought we were prepared to open, it is almost impossible to be prepared enough. It was a huge undertaking for our department, but with a great staff and a lot of skilled support, we did it!
Harry T. Kase Scholarships

The Harry T. Kase Scholarship reception was held this year on February 2, 2017. It was a pleasure to award ninety-nine students $220.00 each for their scholarships. The grand total awarded was $21,780.00. Harry T. Kase was a former Dining Services director. He valued our students and the important roles they played within our dining areas. This is always a great way to give back to our students for the time and dedication they give to us.

“The scholarship was an awesome surprise for me during my time in Dining Services. When you’re working to pay for school, every scholarship/grant/etc. means so much, it’s just that much more not to worry about. Honestly, the amounts don’t even matter, it’s just every little bit. The Dining Services Scholarship is a generous surprise that you all give back to your employees. Knowing that full time employees and managers have to recommend students AND you have to be doing well in your classes also means a lot. It’s not just about me working hard at school, but it shows that you all notice how much we do while at work too. It’s great to know that you have to be recommended by others for the scholarship as well, it shows how much Dining Services really pays attention to each of the students!”

-Jenna Lee, Superior Dining student employee

“It was an honor to receive the award. It means a lot to be rewarded for hard work.”

-Cory Clapsaddle, Superior Dining student employee
Dietitian Update

We have developed some strong collaborations and partnerships with various departments relating to nutrition and healthy eating. Our dietitian continues to meet with students on various food allergies but also deals with issues relating to weight loss and eating disorders. Having our dietitian’s office now located in Superior Dining has made her presence much more visible and easily accessible. Alyssa, our dietitian, also conducted our Superior Dining satisfaction survey. Through the survey we have gained insight into what students are looking for and areas we can improve on.

A large project where we made great strides this year was getting our menus up on the informational T.V.’s in Superior Dining. Alyssa also supplied all the nutritional information for our daily menu items and continues to monitor and make changes to those as products change. Our website was also a big project that Alyssa contributed to, listing nutritional information for all of our retail areas.

Some of the presentations Alyssa has done on campus this year include:

- Bulldog Welcome Week – Debunking Diets presentations
- Bulldog Welcome Week – Food Allergies - Superior Dining tours
- UMD Health Check
- National Eating Disorder Awareness Week (NEDAW): Embrace moving screening
- Partnered with Health Services to facilitate first Intuitive Eating Student Group
- SAP Farm tastings in the Food Court
- Love Your Heart – Go Red Day, National Heart Association, informational tabling in the Food Court

Alyssa has worked with 8/15 NCAA sports teams through a partnership with Athletics. She has done grocery store tours, cooking demos such as stir fry, granola bars and energy balls and provided nutritional information for these student athletes. These teams have included:

- Women’s Softball
- Women’s Tennis
- Men’s Football
- Women’s Soccer
- Women’s Volleyball
- Women’s Hockey
- Women’s Basketball
- Men’s Basketball
Retail Operations

An all-time high for daily sales was reached this year in retail operations. The former high was December 11, 2013, when sales were $20,299. This year on February 28, we reached a sales high of $24,257. The all-time high customer count was also reached this year on February 7. We served 4108 customers in the Plaza Food Court and Northern Shores Coffee Shop. In comparison, we serve an average of 4000 meals a day in Superior Dining during the academic school year.

Our commuter meal plans also hit an all-time high this year. The first year we offered commuter meals plans was 2014. We sold 37 commuter meals plans that year. In 2015 it increased to 268 meal plans. This year we sold a record number of 697! A large portion of this increase was due to our collaboration and hard work done by Jill Stanislawski from Student Financial Services, and also included work done with the Business Services department, ITSS and the UCard office. This enabled us to charge the commuter meal plans and Off Campus meal plans to the student’s financial account.

The Food Court hosted Love Your Heart Day on February 3, 2017. Wear Red Day is held on the first Friday in February to raise awareness of heart disease, which is the #1 killer of women. Our campus dieticians assisted with this event offering information increasing awareness of heart disease and stroke. They also had some heart healthy recipes to hand out offering additional suggestions for preparing healthier meals. Dr. Corbin Smyth was on hand to assist in Fresh Works making healthy salads and wraps.

As a department we honor our Veterans daily by giving them a discount on their meals. On Veterans Day we offered a free meal from Dining Services to thank them for their service for our country.

Some of our other special events we hosted in Superior Dining were:

- Grand Opening of Superior Dining, September 15
- Pumpkin Carving Contest, October 31
- Home Style Cookin’ with Dr. Erwin, November 30, featuring our chefs and Dr. Erwin
- Celebrating Spring, April 16, Chef hand carved entrée and special meal, along with egg dying for those students who remained on campus during the Holiday weekend
- Late Night Breakfast with Dr. Erwin, April 30, Dining Services donated a breakfast for all campus students

Northern Shores Coffee Shop special events included:

- Education sessions offered by Peace Coffee along with classes offered on Fair Trade coffee and sustainable practices during Bulldog Welcome Week
- Free coffee samples of new blends during spring semester finals week
- Study Abroad photo contest, April 2017
- Northern Shores Photo Contest, April 2017

Sustainability activities included collaborating with the interns from the Office of Sustainability. One major event was educating our student and campus staff. Using visual boards our patrons were directed to the proper bin to recycle and compost items in the Food Court. The Food Court is also working on ways to become 100% compostable or as close as we can possible be to that goal.
We highlighted the SAP Farm during Campus Sustainability Week in the Food Court. Our farm manager Kevin Moris, assisted Alyssa Hammitt our dietitian, with taste testing some of the great produce raised on the farm.
Catering

- Averaged 200 events per month
- Catering sales for fiscal year up slightly year to date, many months higher than last year
- First time UMD hosted the Regents meeting on campus. We worked closely with the Chancellor’s Event Planner on the details for their visit. We provided two breakfasts, two lunches, one dinner and several smaller breaks for the meetings. The Regents Office was involved with the planning. At the follow up meeting the Chancellor’s Office complimented us on the great food and service, and thanked Catering for working with them. The Regents are considering making UMD their meeting place every other year for their March meetings.
- Our students enjoyed the “student group reduced price pick up menu.” We saw growth in this area and plan on adding additional menu items to it.
- Created a special for a summer bagged sub lunch
- Catering website is under construction to improve the look and function and also will include dietary information
- We have updated service equipment, signage and centerpiece items
- Collaborated with Kirby Student Center on promotional materials, mailers, signage and events
- Participated in the Duluth Bridal Show at the DECC
- Catering met with Kirby, Housing and our Communications Associate to collaborate on marketing items
- Reaching out to the public, we have placed ads in Lake Superior Wedding Events magazine and the Lake Superior Bridal magazine
- We were a participant in meetings regarding the renovation of the Kirby Ballroom. This will be a plus for securing growth for meetings and events on campus
- Our second year with our alcohol license has gone well. We are on track to double sales for this year.
- We continue to be a caterer at Glensheen
- Researched and purchased logoed napkins for our alcohol service
- Participated in the Glensheen Gala. This year was a French Cuisine theme
- Our weddings included six at Glensheen and two on campus
- We had many large events for on campus groups as well as off campus groups – see attached
- A new full time staff member was hired this spring
- We have worked hard on getting some of the business that departments have been using off campus vendors for. This year we worked with Karen Stromme to get the football stadium buffet lunches and dinners.
- We also worked with Alumni to get them to use Catering for their end of year graduation event that they host annually at Glensheen
- We have seen an increase in our student organizations using us for events and fundraisers
- Catering has made training a priority this year with our student staff. We have created forms, signage and emails to assist with our training process.
- We worked with our full time staff on various trainings as well within the department and division
- We have worked with Student Life’s Office of Budgets and Payroll for taking over our billing process
Larger Catering Events

**Weddings**

*Glensheen*
- June 3, 2016
- June 16, 2016
- July 23, 2016
- August 6, 2016
- September 3, 2016
- September 4, 2016
- September 17, 2016
- September 23, 2016

**Housing Summer Residents Events**

*Hawaiian Luau Dinner*
- June 6, 2016

*Vista Appetizers*
- June 23, 2016

*Oktoberfest Dinner*
- June 30, 2016

*Game Night Appetizers*
- July 14, 2016

*Fish Fry Dinner*
- July 26, 2016

**Cultural & Student Events**

*Student Activities Fair*
- September 8, 2016

*GLBT Coming Out Luncheon*
- October 11, 2016

*Indian Student Association Dinner*
- November 16, 2016

*LSBE Etiquette Dinner*
- February 16, 2017

*Feast of Nations Dinner*
- February 18, 2017

*Alworth Quest Game Night Dinner*
- February 23, 2017
**American Indian Learning Resource Center (AILRC) Spring Feast Luncheon**  
February 27, 2017

**Hmong Living Dinner**  
April 1, 2017

**Alworth Irish Dinner**  
April 6, 2017

**African Night Dinner**  
April 8, 2017

**Fiesta Night Dinner**  
April 15, 2017

**Asian Pacific American Association (APAA) Tasting Event**  
April 18, 2017

**Larger Campus Events**

**All Campus Barbeque**  
July 13, 2016

**FM Safety Picnic**  
August 14, 2016

**Med School White Coat**  
August 21, 2016

**Welcome Week Events**  
August 22-27, 2016

**University Education Association (UEA) Faculty Breakfast**  
August 25, 2017

**Student Life Fall Welcome**  
September 27, 2016

**Family Weekend**  
October 1, 2017

**Homecoming Events**  
October 15, 2016

**Swenson College of Science & Engineering (SCSE) Dinner**  
October 24, 2016

**Commission of Women Luncheon**  
November 16, 2016

**All Campus Buffet**  
December 15, 2016

**Family Weekend**  
February 17, 2017

**Multi-Cultural Summit**  
February 22, 2017

**SCSE Dinner**  
February 29, 2017

**Equity Program Reception**  
April 4, 2017

**Chemistry Dinner**  
April 27, 2017
Alumni Graduation Dinner at Glensheen
April 27, 2017

Glensheen Gala
May 13, 2017

Northern Sun Intercollegiate Conference & Student Athlete Advisory Council (ASIC & SAAC) Summit Dinner & Orders
May 23-24, 2017

Chancellor Larger Events

Chancellor’s Blue Heron Fish Fry Shore Lunch
August 19, 2019

Chancellor’s Faculty & Staff Welcome Reception
August 22, 2017

President Kahler’s – Reception & Breaks
October 3, 2016

Chancellor’s First Fiolo Reception
October 7, 2016

Chancellor’s Advisory – Melas & Breaks
October 27-28, 2016

Chancellor’s Corporate Donor Luncheon
February 7, 2017

Chancellor’s Women’s Athletic Reception
February 17, 2017

3 Chancellor’s Board of Regents Meeting – Breakfa$t, Lunches, Dinners, Breaks
March 23-24, 2017

Chancellor’s Duluth Day’s Reception in St. Paul
March 29, 2017

Chancellor’s Faculty & Staff Awards Reception
April 25, 2017
Main Production Kitchen

We had a pretty exciting past year in the Main Production Kitchen. We overcame many challenges, such as the opening of Superior Dining, but continued the growth in our operation.

**Bakery** – Our bakery put in place new fresh baked muffins for both Northern Shores and Superior Dining. Additionally, we began baking sandwich breads for Superior Dining which have gone over very well. We are doing additional cross training with staff to learn the tasks and duties of our long time baker.

**Grab & Go** – We continue to reinvent ourselves, adding to the variety of upscale items paired with standard fare. Over the past year we created a great student team of individuals working in this area. We are pleased to see that most of those that were trained last year, will be returning to the same work area. This will be a great step in creating consistency in the upcoming year, especially with the addition of the mobile coffee cart.

**Ovens/Kettles** – This area has expanded its duties due to the addition of the creation stations. While they are doing less volume of individuals dishes, their overall production has increased significantly with the variety of items.

**Superior Dining Stations** – The Main Production Kitchen took on new perspective this past year. The staff of two stations in Superior Dining expanded the Main Production Kitchen’s role in Dining Services. In addition to managing the MPK area, the MPK also is overseeing 2 of the 4 “live stations.” We had great opportunities to test out many menu items and will continue to utilize these two stations to wrap our arms around the creativity that our customers deserve.

**Employees** – We continued to improve our employee pool and strengthen its diversity by hiring 3 additional cooks this past year. These cooks were brought on board to help facilitate the opening and operation of Superior Dining. We sadly lost one of our great salad department employees to retirement.

We employed 80+ students over the school year. This can vary with the ebb and flow of the farm and seasonality of menus.

Training opportunities across the board have been great for staff. We have tried to ease them out of their comfort zone and are teaching them new skills that they can use to help each other. Teamwork continues to evolve.

**Major Purchases** – Four additional Cambro thermal hot boxes have provided safety for heat/hold temperatures and transporting the units. New user friendly shelving units for our coolers have allowed ease of disassembling for washing. A newer Hobart mixer was purchased for the bakery that was a necessity as bakery production increases.
Financial Summary

UMD Dining Services
2016/17 YTD Revenue Breakdown

- Superior Dining: 64.50%
- KPlz Food Court: 19.05%
- Northern Shores: 7.28%
- Vending: 0.64%
- Catering: 6.76%
- Misc Rev+: 1.76%

UMD Dining Services
YTD Income Comparison

- KPlz Fd Court
- Superior Dining
- Misc Rev+
- Catering
- Northern Shores
- Vending

Comparison between FY 2016/17 and FY 2015/16
I. Vision
Dining Services provides an inclusive dining experience and promotes understanding and appreciation of different life styles, while striving for complete customer satisfaction.

II. Mission
Dining Services provides students, faculty, staff, and the surrounding community with quality food and services. This is accomplished by practicing creative menu development, ensuring a friendly environment, and incorporating variety and convenience.

III. Dining Services Goals Mapped to the UMD and Student Life Strategic Plans

<table>
<thead>
<tr>
<th>Dining Services Goal</th>
<th>Mapping to University Goals</th>
<th>Mapping to Student Life Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop and create a HACCP program for our Dining Services warehouse and receiving area.</td>
<td>6</td>
<td>5.1, 5.2, 5.3</td>
</tr>
<tr>
<td>Create an educational partnership with UMD Children’s Place on exploring healthy and nutritious foods through tasting and menu creation.</td>
<td>1, 5</td>
<td>2.21, 5.2, 6.3</td>
</tr>
<tr>
<td>Develop and implement the STARS program for efficiently documenting our sustainable food/beverage purchases.</td>
<td>1, 4, 5</td>
<td>1.1, 3.2, 4.1, 5.1, 5.3, 6.3</td>
</tr>
<tr>
<td>Design and construct a new Grab &amp; Go location in the Kirby Plaza Food Court.</td>
<td>5, 6</td>
<td>3.2, 4.1, 4.2, 4.3, 5.1, 5.3</td>
</tr>
</tbody>
</table>
IV. Objectives/Outcomes

Goal 1: Develop and create a HACCP program for our Dining Services warehouse and receiving area.

- Work with the department of Environmental Health and Safety to develop a Hazard Analysis and Critical Control Points program for food safety.
- Train our warehouse staff after completion of the program.

Goal 2: Create an educational partnership with UMD Children’s Place on exploring healthy and nutritious foods through tasting and menu creation.

- Create a monthly lesson plan with our Dietitian for preschoolers and toddlers involving a healthy food option. This will include a brief introduction to the food and then a preparation involving cutting, measuring, mixing etc., followed by eating what was created.
- Work with the UMD SAP farm for seasonal offerings that will fit into the lesson plan for the month.
- Collaboration with the Children’s Place teachers on specific menu offerings.

Goal 3: Develop and implement the STARS program for efficiently documenting our sustainable food/beverage purchases.

- Work with the Director and the Office of Sustainability to establish what is needed for documentation for the Stars program.
- Work with training of a staff person to research local products from vendors.
- Compile yearly usage to be used in the annual STARS reporting project.

Goal 4: Design and construct a new Grab & Go location in the Kirby Plaza Food Court.

- Work with Facilities Management to plan and construct a new Grab & Go location.
- Assist the designated architectural firm in designing plans.
- Look at new equipment needed for the new area.
- Select food and beverage items for the new area that will satisfy our customers’ requests and needs.
- Continue to monitor the time frame to keep on task for location completion and opening.
Assessment Plan

- Log temperatures when receiving food products from vendors.
- Survey Children’s Place teachers and parents on nutrition program.
- Track locally and regionally sourced food/beverage items.
Summary

Many hours of hard work have gone into making this year truly memorable and successful; not only with our remodel of Superior Dining, but in all areas of Dining Services. It was an honor to have UMD Dining Services featured in Campus Dining Today (NACUFS - National Association of College and University Food Services national magazine).

Through trainings we have learned a lot about ourselves as a Dining Management Team. Our educational training has assisted us with improving one of our major goals, which is serving our students and campus community.

I would be remiss to say everything has been perfect. The road blocks and challenges this year have only made us stronger and better equipped to handle difficult situations. We will pull from these experiences and training when dealing with problems or issues in the future.

Looking at the list of things we have hosted over this year, we couldn’t have done it without our staff and all of their contributions. We sadly lost two of our great employees this year to retirements, Mike Sinnott and Russel Lunde. Mike was our warehouse supervisor and Russel was working in our Main Production Kitchen salad area. They will both be missed.

We continue to work on our relationship with our Teamster bargaining unit. Our Labor Management Team went through a major transition this year. All of our management team participated in a training session with the Bureau of Mediation. A new Labor Management team was formed with Dining, Facilities Management, Housing/Resident Life, and Human Resources. New members have been elected from these various departments. This committee has set up new guidelines of how the meetings will run, who is to be included on the team, agenda items, co-chairs and when meetings will take place. It was a huge step in the right direction.

We look to next year with new projects and excitement. A couple to note; our coffee cart will premiere the first week of fall semester, servicing our campus community. We will do a small remodel to the Plaza Food Court. This will be a grab and go area and will offer additional choices for our customers. We will give Northern Shores Coffee Shop a small face lift with seating and lighting. We will incorporate some new menu items and monthly coffee specials as well. Our website will be completed with nutritional information included for easy access to our many food options.

Change is the act or instance of making or becoming different. Change isn’t always a bad thing! To remain self-operated, UMD Dining Services needs to have the flexibility to do the things we want to try and change, while hopefully making a difference.
Superior Dining Center features a bright, contemporary dining facility serving 2,300 guests. This is a dramatic transformation of the scatter-system residence dining hall opened in 1974 to accommodate 900 students. This reimagined center follows UMD’s Superior Dining’s vision to provide an inclusive experience and to promote understanding of different cultures and life-styles, while striving for complete guest satisfaction. It also strengthens the partnership between the dining team and the UMD Farm.

Though the square footage remained the same, the new facility improves the traffic flow and provides more efficient and comfortable seating options. “As the sole dining hall on campus, offering and showcasing fresh and locally-sourced foods to students was an extremely important component of the renovation,” says Claudia A. Engelmeier, director of dining services. “The traditional back-of-house prep and cooking areas were brought into the front of the house for an exciting, engaging experience for both the chefs and the guests.” Energy efficiency received major emphasis with upgraded heating, ventilation, and air conditioning equipment.

**HIGHLIGHTS & UNIQUE FEATURES**

- The free-standing, centrally located residence hall dining center connects via tunnels to campus housing and campus academic buildings.
- Stations include:
  - The Hot Dish, a live cooking station featuring hot entrees for breakfast, lunch and dinner; this station includes Carving Station, featuring chicken, pork, beef, farm-fresh squash, and other rotating menu items;
  - Greens & Grains, a salad bar with multiple greens, grains, proteins, add-ins and dressings for create-your-own salads; this station includes a sandwich bar for creating and personalizing sandwiches;
  - Grille, a live cooking station featuring burgers and fries;
  - Creation Station features a Mongolian grill so a chef can prepare proteins and produce from the UMD farm;
  - Sauté highlighting a chef’s favorite dishes;
  - Allergen-free Station, featuring vegan dishes and gluten-free options.
- Featured materials include: locally sourced granite, a natural stone, for The Hot Dish that contains induction units; water, wood, and natural materials used throughout facility; a wall consisting of a reclaimed more than 300-year-old wood section from a historic grain elevator at the edge of the Duluth-Superior Harbor; and Corian countertops throughout the servery.
- For the final project, a hallway was relocated to create more back-of-house space for prep, a new walk-in cooler and new walk-in freezer. The flow of foot traffic was enormously improved.
• This year dining used nearly 11,000 pounds of produce from the UMD farm, a 174-acre site approximately four miles from the university. This allows for stronger partnerships with the Sustainable Agriculture Project (SAP) Farm and the use of fresh ingredients.
• Floor-to-ceiling windows surround the room and flood the space with natural light.
• Sustainable materials include reclaimed lumber and locally sourced granite. Photographs by a student photographer, Alex Ganeev, feature Lake Superior.
• Recycling and unneeded equipment, chairs, and tables were sold in an auction, thereby keeping them out of the landfill.
• The recycled material (178 tons) and diverted materials helped keep approximately 60 percent of the total project waste from the landfills.
• The new layout encourages socialization and strengthens the sense of place and community. Customers can sit at booths, square tables, high-top tables, and counters.
• Trayless dining reduces wasted food and saves water energy.

PROJECT DETAILS
Opened: Fall 2016
Hours of Operation: 7:00 a.m. - 7:00 p.m., Monday - Friday; 10:30 a.m. - 7:00 p.m., Saturday and Sunday
Daily Traffic: Approximately 4,000 meals daily
Seats: 433
Payment Accepted: AYCTE campus meal plan (2,755 meal plans sold in 2016-2017)
Average Check: $8.00
Annual Sales Volume (projected): $7.6 million
Total Project Cost: $5.2 million
Cost of Foodservice Equipment: $925,439.00
Staff: 1 senior manager for retail operations; 4 managers; 10 full-time employees; 5 half-time employees; 128 student employees

KEY PLAYERS
University of Minnesota Duluth: Corbin Smyth, Ed. D., associate vice chancellor for student life; Claudia A. Engelmeier, CFCS, director of dining services; Elizabeth Abrahamson, associate director; Tom Linderoth, executive chef
Architect and Interior Designer: Architectural Resources Inc.; Katie Hildenbrand, CID, principal
Foodservice Consultant and Designer: Ricca Design Studios; Al Moller, LEED AP, principal
Equipment Dealer: Boelter Contract & Design; Steve Trebiowsky, CFSP, project manager
Construction: McGough; Jesse Turner, project manager

The Hot Dish features entrees for breakfast, lunch and dinner.

Creation Station features a Mongolian grill. A chef prepares protein and vegetables in Mongolian-style, served as a stir-fry, sauté, or creation of your own)

One wall consists of reclaimed 300-year-old wood wall from a historic grain elevator at the edge of the Duluth-Superior Harbor.
The full issue can be found online at https://issuu.com/nacufs/docs/spring_17_final_issue