

Georgia Southern University

Digital Commons@Georgia Southern

Faculty Senate Index

Faculty Senate

3-29-2013

Faculty and Staff Members Eating at Lakeside Cafe and Landrum Cafeteria

Clara Krug

Georgia Southern University

Follow this and additional works at: <https://digitalcommons.georgiasouthern.edu/faculty-senate-index>



Part of the [Higher Education Administration Commons](#)

Recommended Citation

Krug, Clara, "Faculty and Staff Members Eating at Lakeside Cafe and Landrum Cafeteria" (2013). *Faculty Senate Index*. 170.

<https://digitalcommons.georgiasouthern.edu/faculty-senate-index/170>

This request for information is brought to you for free and open access by the Faculty Senate at Digital Commons@Georgia Southern. It has been accepted for inclusion in Faculty Senate Index by an authorized administrator of Digital Commons@Georgia Southern. For more information, please contact digitalcommons@georgiasouthern.edu.

Faculty and Staff Members Eating at Lakeside Cafe and Landrum Cafeteria

Submitted by Clara Krug

3/29/2013

Question:

When these two renovated facilities reopen, faculty and staff members will be allowed to buy food and beverages there only if they have purchased a meal plan. Currently, there are two prices for meal plans; the less expensive one costs \$1600.

1. Why may faculty and staff members not continue to buy food and beverages at these facilities as in the past?
2. If there is a reduced-price meal plan for them, what will it cost?
3. No one has officially informed faculty and staff members of this change. When will faculty and staff members receive written notification of this change?
4. When will faculty and staff members receive written notification of the other facilities where they must purchase food and beverages?
5. Who devised this new policy?
6. Will faculty and staff members be allowed to enter these two facilities if they do not purchase food or beverages there?

Rationale:

This new policy affects faculty members in more than one unit at Georgia Southern University.

I have contacted Jeff Yawn (Eagle Dining Services), Eddie Mills (Auxiliary Services), Provost Jean Bartels, and President Brooks Keel. I thank Provost Bartels and President Keel for inquiring into this matter. However, after weeks of inquiries, I have received no answers to the above questions.

Only people who pay for a meal or have a dining plan will be allowed to enter the dining portion of the new Landrum and Lakeside facilities. It will work the same as The Nest currently and Landrum in previous years.

Senate Response:

Minutes: 4/18/2013: RFI: Faculty and Staff Members Eating at Lakeside Cafe and Landrum Cafeteria

Moderator Mynard noted that an answer was posted by Eddie Mills. He recognized the submitter of the RFI, Clara Krug, from the gallery.

Krug (CLASS) said she found a lack of response to her RFI: She had asked, "Why may faculty and staff members not continue to buy food and beverages at these facilities, meaning Lakeside and Landrum, as in the past?" The response referenced only Landrum, not mentioning Lakeside. It says that people will be able to purchase meals as in the past, but no one in the past was required to purchase a meal at Lakeside to get a cup of coffee or similar single item.

She had asked, "If there is a reduced-price meal plan for them, meaning faculty members and staff, what will it cost?" A George-Anne article on April 16 specifies meal plan rates for students, but not for faculty. [Secretary's Note: The web site says faculty/staff rates are still being determined.]

She noted that no one had officially informed faculty and staff members of this change, and wondered when that would occur. She noted that some of her departmental colleagues had already been required to pay for a full "all you can eat" meal in order to get the small meal they wanted. She asked, "When will faculty and staff members receive written notification of the other facilities where they must purchase food and beverages?" The response noted that faculty can purchase food at 13 other locations, but she couldn't find them on the dining services website, or any information about their hours of operation, which is important because faculty members have little flex time between classes in order to get their meals. She asked, "Who devised this new policy?" She noted Dining Services constantly changes offerings to better meet the needs of students, that 3,000 students had been surveyed on this issue, but that faculty and staff had not been surveyed and so she could not see how Dining Services had decided that few faculty and staff use dining plans.

Rebecca Ziegler (LIB) said there's no place where faculty from a number of different departments can just gather to socialize and have discussions and so forth. In the past, this was done at Lakeside. At many universities, the faculty club serves that function, but University Club as it's being revived is not a place, but a series of events. We need a place where faculty from different disciplines can gather informally.

Marc Cyr (CLASS) gathered the big issue here is the inability to get just a cup of coffee or a sandwich a la carte. Basically it was going to be like cable television: You have to buy 8,000 channels, including the shopping channels. He opined that that might streamline accounting and bring in more revenue, but he thought it was absurd that he would not be able to walk to Lakeside, literally a few feet from his office, and get just a cup of coffee.

Janice Steirn (CLASS) hadn't realized what the prices would be until Krug mentioned them: "But, and my memory could be way off on this, but it sounds like some of those prices are more than the per diem that faculty are allowed when we travel and eat at a hotel, you know." This observation elicited applause.

Eddie Mills (Associate VP of Auxiliary Services) said the December 2010 student survey received 3,000 responses, and "anytime you can get 3,000 students to respond to anything, you realize that it's important." Students were interested in an all access plan to the dining halls. We have almost 5,000 students that live on campus and so we're providing this as an all-encompassing, all-access, in-and-out-as-many-times-as-you-want-to meal plan. If faculty and staff want to go in to Landrum or Lakeside, the price will be \$8.50 to purchase a meal in those places. We have six other places on campus for to-go, a la carte options. We can't possibly allow to-go option right now in the way that it is designed at Landrum and Lakeside because students will have the ability to take advantage of that, take food out of there and feed their friends. In future, a to-go option might be possible.

Helena Hernandez (CLASS) suggested that surveying only students means Auxiliary Services sees only students as potential customers, but not faculty, and asked if faculty are not expected to eat at their facilities. Mills said that was not accurate. They do see faculty as customers, but the large majority of what dining services is tasked with is to provide 21,000 students a place to eat all their meals at regular times, particularly students who live in our housing.

Tim Teeter (CLASS) was puzzled by the "stark choice" offered: Either all or nothing. Other universities have student meal plans where they pay as they need to for meals and yet still manage to provide a la carte service for other people as well.

Mills said they have sold these plans as all-access: Students can come and go as often as they want for \$1,650 for the semester. They can't allow a la carte meals at \$8.50. The cash price will be \$11, though there will be an EagleExpress package in which you put money on your ID card and it comes down to \$8.50 for the meal.

Teeter said there seemed to be a disconnect here. He understood the meal plan issue, but couldn't see why it could not co-exist with a la carte service.

Mills said once you have access to the facility, there is no pricing model for a la carte; you could pay \$3.00 for a piece of pizza and then just get food from a lot of other food offerings as well.

Tim Whelan (CLASS) said that if there're 2000 faculty and staff on campus, he didn't understand that marketing scheme.

Mills said there are other options for someone like Whelan. Whelan said they'd just lost him as a customer, and maybe as many as 2,000 customers, so they'd lose that money, so he thought their plan was not logical. He has worked at colleges and universities all over the country and everywhere else he goes and not encountered something like this. He cited Emory as an example. He couldn't understand why there wouldn't be an a la carte section. At Provost Bartels' request, Mills noted that on campus are eight other places for small-scale a la carte service: in the Nursing Building, Education Building, Library, Russell Union, Centennial Place, and the RAC.

Ed Mondor (COSM) wanted to hear what President Keel thought about that pricing structure.

President Keel said Mills had described the situation well: Two places on campus without a la carte service because their design will not allow it, but everywhere else with it. To try to do a la carte in a dining hall with 1,600 seats would be impossible. The purpose of these two dining halls is to meet the needs of the students who are living on campus and need that sort of dining facility and have told us that's the sort of dining facility they want.

Janice Steirn (CLASS) pointed out that generally when you send a survey out, you usually get approximately one-third return. 3,000 out of 20,000 is not a third. But her real concern was what this would do to our students' health.

President Keel said that data shows that students actually eat less on this kind of meal plan, and they eat more healthily. He noted that commercial a la carte places try to

sell you something to go with your cup of coffee. This is not the case with these meal plans. Students can have as little or as much of anything as they want. Data shows they eat healthier, and they eat less at a single seating.

Steirn asked if we would collect data to assess if that happens here. President Keel said he couldn't imagine why our students would be different than other students.

Other Response

This item was approved for inclusion on the agenda of the April 18 senate meeting. It was directed to Eagle Dining Services and Auxiliary Services.

Update 04/09/13: Eddie Mills (Auxiliary Services) provided the following answers: Faculty and staff will not be required to purchase a meal plan to use the new Landrum and Lakeside dining facilities.

They can purchase a meal, using cash credit, debit or EagleXpress.

1. Why may faculty and staff members not continue to buy food and beverages at these facilities as in the past?

Faculty and staff members will be able to purchase a meal at either of these facilities, just like they have done all year at The Nest and in previous years at Landrum. We accept cash, credit, debit and EagleXpress.

2. If there is a reduced-price meal plan for them, what will it cost?

Faculty and staff can purchase the Blue or Gold dining plans this Fall, but these plans are designed for students. For those faculty and staff wanting to regularly eat on campus, the better option is to put money onto an EagleXpress account through their ID card and receive a discount off the cash price at any of our dining establishments. EagleXpress is essentially a pre-paid debit account through your GSU ID card.

3. No one has officially informed faculty and staff members of this change. When will faculty and staff members receive written notification of this change?

We are constantly evaluating the services that we offer to the GSU Community and we offer different dining options nearly every year. The GSU Community will see more of a marketing effort over the next several weeks to educate the community on new offerings planned for the fall semester.

4. When will faculty and staff members receive written notification of the other facilities where they must purchase food and beverages?

Faculty and staff can purchase food and beverages at any of our 13 locations throughout campus.

5. Who devised this new policy?

We are changing the dining plan offerings to the GSU Community, something that Eagle Dining Services does constantly in an effort to better meet the needs of our customers.

6. Will faculty and staff members be allowed to enter these two facilities if they do not purchase food or beverages there?\

Only people who pay for a meal or have a dining plan will be allowed to enter the dining portion of the new Landrum and Lakeside facilities. It will work the same as The Nest currently and Landrum in previous years.