

THE UNIVERSITY CORPORATION
Board of Directors
June 22, 2020

A meeting of The University Corporation Board of Directors was called to order by Chair Dianne F. Harrison at 1:01 p.m. on Monday, June 22, 2020 via Zoom Conference Call at California State University, Northridge. A quorum was present.

Members Present via computer video and audio:	Jacob Akopnik, Mechelle Best, Harvey Bookstein, Matthew Contreras, Colin Donahue, Ronald Friedman, Carlos Fuentes, Dianne F. Harrison, Hamid Johari, Rose Merida, Dave Moon, Michael Phillips, Jerald Schutte, Ben Yaspelkis
Members Absent:	Mohammed “Q” Hotaki, Sabrina Maglalang, Diana Vicente
Staff Present via computer video and audio:	Heather Cairns, Elizabeth Corrigan, Rick Evans, Dan Martin, Karina Ward
Others Present via computer video and audio:	Joseph Fischioni, Karen Gray, Ivy Kusler, Kylene Ott, Andreas Pias, Claudia Scotty, Robert Sur, and Todd Tekiele

ITEM I DISCUSSION WITH CHARTWELLS REPRESENTATIVES

Karen Gray, Vice President Business Development, Chartwells, introduced the Chartwells team: Joe Fischioni, Divisional President, Ivy Kusler, Regional Vice President of Operations, Kylene Ott, District Manager, Robert Sur, Divisional Financial Director, and Andreas Pias, Divisional Culinary Director.

Chartwells presentation included the history of Compass Group, Chartwells’ approach to diversity and inclusion, the central support team, pricing, food quality, sustainability, talent acquisition, training and development, marketing, technology, key performance indicators, economics of contracting, students first approach, residential dining program, initial investments, and path to open plan.

Rick Evans, Executive Director, The University Corporation, asked for an explanation on the weekly audit in the Redbook/Quality Assurance program. Chef Andreas explained that Redbook is a database and communication tool to log information relating to food quality, pre-shift agenda, quality assurance standards, and menu for the day. Mr. Contreras asked if Redbook is used for inventory. Mr. Fischioni stated that it is used to note low inventory at the location. However, inventory management and purchasing are done through a different system.

Mr. Evans asked how Chartwells will support the Food Pantry. Mr. Fischioni explained that Chartwells is proposed an annual donation specific to the Food Pantry to help support food insecurity on campus, a dine on campus app to communicate when there is leftover food from an event, and a national partnership with Food Resource Network to recover and donate food to the Food Pantry.

Ms. Corrigan asked what is the process to hire past TUC staff during Covid-19? Ms. Ott explained that Chartwells would partner with the campus to obtain a contact list of those associates and reach out to them of opportunities available. Chartwells has created a YouTube series explaining the virtual onboarding process as well as human resources personnel available to assist with the necessary paperwork.

Dr. Mechelle Best asked if the internships are a progressive model requiring students to be student associates and then student supervisors before they are eligible for the internships? Ms. Gray explained the internship program is separate and does not require the students to be associates and/or supervisors first.

Mr. Evans asked what percentage are of the part-time employees would be students? Mr. Fischioni explained that Chartwells would aim to have a similar percentage of student employees as TUC. Ms. Corrigan stated that TUC typically has 80-85% part-time student employees at a dining location.

Dan Martin asked what are some examples of the allergy friendly dishes that will be available? Chef Andreas explained Chartwells G8 program, Rooted, which is used to determine how to serve safely an allergen free menu without the eight major allergens including gluten. The menu would included hot and cold items as well as side dishes.

Heather Cairns asked with primarily virtual fall, how will Chartwells engage with meal plan students and what strategies would be incorporated to grow the meal plan participation. Ms. Ott explained various programming including popup markets in residential dining, a blue apron type meal service in the Matador Mercado, and virtual teaching/cooking videos to help engage meal plan students as well as grow meal plan participation. Chartwells marketing team will also work to create marketing program to outreach to the student population.

Mr. Contreras asked how wellness checks will continue throughout the duration of the Path to Open program. Ms. Ott explained that the wellness checklist that has been added to the Redbook as a daily reminder for the associates. The employee will need to go through a wellness check before they are able to start work. Mr. Fischioni noted that every associate will need to sign off on a wellness form stating their ability to work and feeling well in addition to temperature checks prior to starting their shift.

Mr. Evans asked how the student reservation system would work at Geronimo's. Mr. Fischioni explained the app would allow for capacity to maintain social distancing in the dining area. Dr. Harrison asked if Chartwells could talk more about the scholarships they would contribute? Ms. Gray stated that in year one, there will be \$35,000 for the campus to use at their discretion as cash scholarships.

Mr. Contreras asked what initiatives are in place to ensure diversity and inclusion? Mr. Fischioni stated that Chartwells has a Diversity, Inclusion, Action Committee (DIAC) that spans across the nation. There is a committee at each individual campus that partner with diversity and inclusion counsels at the campus that helps build and embrace inclusive efforts. The committee does include student members. Ms. Kusler stated that daily during pre-shift before the dining location opens, employees discuss specific talking points relating to diversity and inclusion. There are also diversity and inclusion questions incorporated in surveys and feedback questionnaires.

There being no further business, the meeting adjourned at 2:26 p.m.

Respectfully submitted,

Colin Donahue

Digitally signed by Colin Donahue
DN: C=US, E=colin.donahue@csun.edu, O="California State
University, Northridge", OU=Vice President for
Administration and Finance/CFO, CN=Colin Donahue
Date: 2020.10.09 14:41:01-0700'

Colin Donahue, Recording Secretary