



Student Experience Zone Tuesday 27th November, 4pm SU Coffee Lounge

Present

Chair

Olivia Bowers (PWD)

Students' Union Officers/staff

Dan Grayson – Administrative Graduate Intern (Minutes)

York St. John University Staff

Emma Wilkins – Director of Staff and Student Services (EW), Sue Waller – Head of Campus and Residential Services (SW), Ewan Thompson – Catering Services (ET)

Apologies

None recorded

Welcome & Introductions

PWD welcomed all in attendance to the meeting and presented staff with the opportunity for introduction

Items for Any Other Business

No items were taken

Agenda Items

1. Open discussion



Open discussion

Students were asked a series of questions presented by the use of Menti-Metre.

The most common points of feedback included:

- A lack of value for money across campus, as well as varying prices between the outlets and the dining hall
- That portions are too small for the amount paid
- Not enough provision is being made for dietary requirements (oftentimes there's only one non-meat alternative hot meal which may not accommodate veganism, allergies, etc.)

A suggestion was made to introduce oat milk as a free alternative to almond milk, if Sodexo insisted on charging for almond milk, as the point is that alternative milks should be free.

The feeling is that healthy alternatives to fried meat are of a lower quality/overcooked. They are also more expensive than unhealthy options, which does not promote healthy eating.

Quality of food all-round was felt to be poor.

There are alternatives to the dining hall (co-op, londis, etc) where higher-quality food can be purchased. It was said that the dining hall should be competitive with these external shops, capitalising on convenience.

PWD reported that she had enquired about a £1 meal deal. Catering replied by saying that option would not be cost effective, but they will be introducing a £3 meal deal (sandwich, drink, crisps).

Catering/Student Experience staff questions:

Q: What proportion of food served is ethically sourced/fairly traded?

A: Don't know but can be found out. Would students prefer to pay more for ethically sourced food?

Students felt that all food should be ethically sourced.

Q: Can menus be more visible and dietary alternative dishes be made more public?

A: There is a City Social website, Facebook page, and Twitter.

Students were unaware of these.

A: Their existence will be promoted, and a large-print menu can be added to the entry to the dining hall.



Q: Why are Costa and Starbucks charging more for the same products?

A: There should be a price consistency across all outlets. This will be followed up.

Q: Students were asked about queues at the outlets.

A: Costa is the worst for queues. Students suggested that more staff should be available to make drinks and take orders, based on resources available. Students praised staff for working hard to accommodate large queues.

Students said that they appreciated the open space at the back of the dining hall which was opened this year.

Students said that there're not enough sandwiches every day, and that pizzas aren't cooked well. The latter is a staff training issue.

Students asked for the salad bar to be re-opened.

Cooking practices (how food is cooked) should be advertised alongside ethical sourcing.

Students are free to email PWD to pass on additional feedback to catering

Date of the next meeting:

TBC