

**University Auxiliary Services at Albany, Inc.**

**BOARD OF DIRECTORS**

**Friday, December 11, 2020**

**1:30 PM - Remote Meeting**

President Christakis convened the meeting at 1:32 PM. The following Directors were present:

Ms. Damilola Adesanya

Ms. Precious Agyeman-Badu Mr. Dylan Card

Ms. Taylor Chambers

Mr. Nicholas Chin

Dr. Michael N. Christakis

Mr. Todd Foreman

Ms. Indu Lnu

Mr. Kayan Matoo

Ms. Mary Beth Murnan

Mr. Stephen Pearse

Ms. Carol Perrin

Mr. Fardin Sanai

Mr. Lee Serravillo

Ms. Latonia Spencer

Ms. Cara White

**Absent:**  Dr. Jason D’Cruz; Ms. Lynn Gbadamosi

**UAS Staff in Attendance:** Ms. Michelle Bowen; Mr. Randy Simmons; Ms. Michelle Schifley; Ms. Roxanne Welch; and Ms. Nancy Harrigan.

**Public Comment**

Ms. Adesanya expressed her appreciation for UAS and the Board and for their work during this different semester. Ms. Adesanya noted that when students return for the spring it will be black history month and encouraged all to find ways to celebrate

Dr. Christakis noted that today is Mr. Serravillo’s birthday and offered best wishes.

**Approval of Minutes**

Mr. Sanai made a motion to approve the October 30, 2020 meeting minutes, seconded by Ms. Perrin. The minutes were approved.

**Graduating Board member recognition**

Dr. Christakis informed the Board that this is Mr. Card’s final Board meeting. Mr. Card’s serving on the UAS Board of Directors for 5 years as a student was truly unique - joining when the Board was transitioning to including a Graduate Student Association representative. Dr. Christakis read a resolution in Mr. Card’s honor in thanks for his long, dedicated and exemplary service to UAS and the University Community. Ms. Spencer made a motion to approve the resolution, seconded by Ms. Lnu. The resolution was approved. Dr. Christakis shared that it has been joy to get to know and work with Dylan. Mr. Card offered his thanks to the Board and added that it has been his pleasure to work with everyone and to do this work

**Executive Director’s Report**

**Old Business**

**Indian Quad Renovation- Phase II**

Mr. Pearse reported that Architectural Collaborative will serve as the architects for the second phase of the Indian Dining Hall renovation and the design work will be done by Regent Design Services, a WBE company. The salad bar/deli station will be renovated along with the main serving line, and the simple servings area.

**State Quad Ongoing Updates**

Mr. Pearse reported that the final updates to State Quad will be completed during intersession. The booths will be rebuilt and refurbished which will be less expensive than replacing them completely and some painting and laminate work will complete the project.

**Bookstore**

* Renovation – Mr. Pearse reported that the renovation was moving forward, working collaboratively with B&N, the Edge Architecture firm and Michelle Houghtaling of MH Professional Engineering. Much of the design from plans made two years ago will be used, but some changes will be made to be more up to date with current B&N trends. Mr. Pearse also reported that B&N has reassessed the way they name their college stores, changing from focusing on using B&N in the name to de-emphasizing B&N in the name. Mr. Foreman suggested using this opportunity to develop an interesting name, possibly holding a student contest. Mr. Pearse will get examples of signage and work on ideas for re-branding and re-naming.
* Finances - Sales are down significantly for the Bookstore. Mr. Pearse will be meeting with B&N representatives to discuss where they are now that the fall semester is over.
* Course Materials – Ms. Schifley reported that UAS and B&N continue to look for opportunities to provide more affordable course materials to students. The new B&N portal (AIP) for faculty course material selection which includes cost comparisons and open educational materials went live this fall and there has been no negative feedback. The technology infrastructure implemented for this AIP portal could enable some additional methods of reducing course material costs that have been in discussion over the last few years. B&N is working on a more current cost comparative to help the UAS and the University assess future options.
* On-Line Retail – Ms. Schifley reported that on-line retail is currently the main source of sales for the Bookstore, including students ordering course materials and merchandise. B&N manages the main Bookstore on-line store as well as the True Spirit on-line store that is focused on athletics and cross promoted with athletics and the Alumni Association. The small on-line pop up stores that athletics is using for team fundraising are approved by B&N but not managed by them, so they are not capturing that revenue.

**Tents**Mr. Pearse reported that the cost for the tents set up around campus in the fall for two months was $82,024. This cost will have to be considered when making decisions about putting tents up again in the spring.

**New Business**

**Dining Updates**

* **Fall Semester Wrap-Up**
  + Meal Plans- Enrollment in mandatory and voluntary meal plans for the fall semester was down 48% overall compared to last fall.
  + QI Meals - 16,000 meals were delivered to students in quarantine and isolation. The busiest delivery day had 267 students in quarantine requiring 3 meals for each student for a total of 801 meals delivered to 7 different locations. UAS funded Thanksgiving dinners to students still on campus delivering 20 meals to Liberty and 60 meals to Dutch.
  + GET App - Fall 2020 retail transactions ended with 52% of meals being ordered on line using the GET App. Student Board members provided feedback that students in general preferred to use the app to order meals.
* **Intersession Dining** - On line ordering is available for students staying on campus during intersession. Students have to order at least 24 hours ahead and currently 8-15 orders are being placed each day.
* **ETEC Café** – Ms. Welch reported that work continues to get the ETEC café ready for opening. Sodexo has toured the location and equipment and finishes have been selected and ordered. There will be a “We Proudly Serve” Starbucks venue to be able to offer Starbucks products. In response to Mr. Chin’s inquiry, Mr. Foreman explained where the building is located and some of the uses planned for the new structure. The building will be ready to open by late spring or early summer and classes will be held there starting in the fall. Ms. Lnu noted that this will be the most energy efficient building on campus.
* **New Meal Concept** – Mr. Pearse reported that in response to feedback on the meal plans from the fall semester a new concept would be introduced in the spring with new menus and pricing that will allow students to purchase 3 meals a day without running out of discount dollars. Currently, the idea is to use the Star Ginger location, which was converted to Simple Servings in the fall and offer allergy free items at the 518 Market. Mr. Pearse noted that decisions still need to be finalized. Ms. Welch added that this is a temporary option that will only be available until residential dining can re-open.

**Liberty to Empire Student Move – 160 Students**

Ms. Welch reported that our vendor partner, Don’s Moving and Storage, completed the move of 160 students from Liberty to Empire in the beginning of November. Ms. Welch expressed appreciation for the flexibility and willingness to adapt to the needs of a campus community that Don’s Moving has demonstrated, especially with the unusual needs of this year.

**Microfridge Cancellations (43)**

Ms. Welch reported that our vendor partner, Refrigerator Leasing, has received some cancellations from students not planning to return in the spring. Refrigerator Leasing will not charge us to use these microfridges for the rest of the year and plans will be made with Res Life to use them for students in quarantine and isolation.

**RFP**

Ms. Welch reported that there are 8 contracts expiring on June 30, 2021 and that RFP’s are being prepared and will be issued.

Ms. Perrin offered her thanks to Ms. Welch for all the work she has done to coordinate services for students this fall.

**CSC Laundry Contract**

Mr. Pearse reported that there is one more potential RFP. Conversations with CSC Service Works were disappointing last spring when machines and the Laundry View app were not being utilized and they were not willing to provide any financial relief. CSC leadership has changed and a recent conversation was more encouraging. Their response will determine whether an RFP for laundry services will be issued this year.

**Liberty Laundry**

Laundry facilities in Liberty Terrace will be reduced to the 1st floor only. The 2nd to 5th floor rooms are reserved for students that will need to quarantine and laundry rooms should not be utilized while quarantining.

**Social Media Engagement**

Ms. Bowen reported a shift in the approach to using social media this fall due to the pandemic, turning to doing more posts to try to get students engaged and to keep them informed. The engagement levels were remarkably high and show that the change in approach was extremely successful in capturing student interest through social media.

**Contactless ID Card**

Ms. Schifley reported that at the beginning of the semester ID cards were still being handed out in person, but with the installation of remote printers and the addition of an ID Card Store in the GET App all functions can now be completed remotely. Over 5500 cards have been printed and distributed without students coming into the office. A remote card printer has been installed at UPD where cards can be picked up 24/7 to handle emergency needs. These changes will impact how the ID Card office will function going forward. Mr. Chin noted that he has been having trouble getting a new ID Card through the on-line system. Ms. Schifley will provide assistance for Mr. Chin and Mr. Pearse also added that staff will troubleshoot and work on ways to make this simpler for students so they do not get into difficulties when using the ID Card Store.

Dr. Christakis clarified that the new ETEC building is an academic building, not for housing and Mr. Foreman said that he would send a graphic of the building to the Board.

Dr. Christakis thanked Mr. Pearse and his team for their level of flexibility, innovation and collegiality and expressed gratitude for his leadership.

**Committees**

**Services**

Ms. Lnu reported that the Services Committee met on December 1, 2020 and noted that Mr. Pearse had covered all items in his report. Ms. Lnu thanked UAS for the all work they have done for students; for providing dining, for moving students, for feeding students in quarantine, adding that each single task is daunting on its own but to do them all together is amazing.

**Program**

Mr. Card reported there was no activity for the Program Committee.

**Governance**

Dr. Christakis noted that GSA Leadership will be asked to provide a replacement for Mr. Card on the Board, who has been serving as the GSA President’s appointee.

The Governance Committee met on November 30, 2020 and took up two primary items for revision to the Bylaws. One is restoring the SA Senate Chair Board member position and the other is establishing guidelines for the meeting of the Board during emergency situations. Dr. Christakis noted that the current undergrad seats on the Board are all occupied, and in consultation with Ms. Adesanya, SA President, the reinstatement of the SA Senate Chair position will take place beginning next fall. Language will be presented to the Board in the spring to finalize these revisions.

**Finance and Audit**

Mr. Foreman reported:

* The Finance and Audit Committee met on December 8, 2020
* The committee reviewed June 30, 2020 fiscal year end projections
* The committee reviewed and accepted the 21/22 budget with the following key takeaways:
  + Overarching premise
    - recognition of personal financial hardships caused by pandemic
    - build a budget that assumes we get as close to breakeven as possible
  + Assumptions:
    - 85% of “normal” pre-covid meal plan counts,
    - Successful negotiations with Sodexo
    - Commissions may be reduced
    - We will honor our scholarship commitments
  + Based on these assumptions we will need to increase our meal plan rates 2%.
* Investment earnings have increased since the last report
  + University may need to borrow from UAS to close its deficit.
* The committee passed a motion to approve the proposed budget, which includes the (not to exceed) 2% increase to meal plan rates, for approval by the full board.
* Committee membership

Mr. Pearse noted that the biggest difficulty for Sodexo is labor costs. An Inflationary increase is needed for next year to help balance their budget.

Mr. Foreman put the motion of the Finance Committee forward to accept the 2021-2022 budget that includes not exceeding a 2% increase for meal plans for 2021-2022. Ms. Sanai seconded the motion. The motion was approved and the budget was accepted.

Mr. Foreman responded to the question of the impact of a 2% increase to students. The cost would be about $100 per student per year ($50/semester).

Mr. Foreman noted that Mr. Card filled an important role on the Finance and Audit Committee as a student and that he would be seeking to add a couple of students to replace Dylan on that Committee.

**Public Comment**

None at this time.

Mr. Chin inquired about what dining in the Campus Center will be like for the spring semester. Chairs and tables in the Campus Center that were removed when the pause was put into effect in the fall will be returned and will remain as long as we don’t have to go back to being on pause. The University will also have to consider what measures to take if Albany County has to institute a pause.

Dr. Christakis wished all students a restful break, and Happy Holidays and Happy Hanukkah to all.

**Adjournment**

Mr. Sanai made a motion to adjourn the meeting. Ms. Perrin seconded the motion. The meeting adjourned at 2:54 PM.