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**University Auxiliary Services at Albany, Inc.  
BOARD OF DIRECTORS MEETING  
Friday, October 5, 2018 – 11:30 AM  
Indian Quad - Danes Den**

President Christakis convened the meeting at 11:49 PM. The following Directors were present:

Dr. Michael N. Christakis	Mr. Todd Foreman	Mr. Fardin Sanai
Ms. Damilola Adesanya	Mr. Brandon Holdridge	Mr. Lee Serravillo
Mr. Scott Birge	Mr. Stephen Pearse (by telephone)	Ms. Tarlee Sonie
Ms. Langie Cadesca	Mr. Nicholas Pepe	Ms. Latonia Spencer
Mr. Dylan Card		

**ABSENT:** Ms. Karen Chico Hurst; Dr. Jason D’Cruz; Mr. John Giarrusso; and Ms. Carol Perrin

**ALSO IN ATTENDANCE:** Ms. Michelle Bowen, Senior Director of Marketing & Communication; Mr. Michael Ramella, Associate Executive Director; Ms. Michelle Schifley, Senior Director of Administration; Mr. Randy Simmons, Senior Director of Finance & Business Administration; and Ms. Nancy Harrigan, Administrative Assistant

**Guest:** Mr. Kevin C. Wilcox

**PUBLIC COMMENT**

None at this time.

**BOARD BUSINESS**

**Resolution in honor of Kevin C. Wilcox**

Dr. Christakis read a resolution in honor of Kevin C. Wilcox in thanks for his 12 years of service on the UAS Board of Directors. Mr. Wilcox has taken a new position with the University, ending his service on the Board. Mr. Sanai made a motion to adopt the resolution and Ms. Cadesca seconded the motion. The resolution was unanimously adopted. Dr. Christakis thanked Mr. Wilcox for being a tremendous champion and partner for the University and UAS. Mr. Wilcox thanked the Board for the opportunity to serve and expressed especial appreciation for the students.

**Seating of the Board**

Dr. Christakis asked each Board member to introduce themselves and indicate their role on the Board.

**2018-2019 UAS Board Membership:**

- Ms. Carol Perrin – serving by virtue of position (Director of Residential Life)
- Mr. Todd Foreman – serving by virtue of position (VP of Finance and Administration)
- Mr. John Giarrusso - Presidential Appointment
- Mr. Fardin Sanai – Presidential Appointment
- Dr. Michael Christakis - UAS Executive Director Appointment
- Mr. Scott Birge – UA Senate Appointment
- Ms. Karen Chico Hurst – UA Senate Appointment
- Dr. Jason D’Cruz – UA Senate Appointment
- Ms. Latonia Spencer – UA Senate Appointment

Mr. Lee Serravillo – serving by virtue of position (Executive Director, Alumni Association)  
Ms. Damilola Adesanya– Student Association Appointment  
Ms. Langie Cadesca – Student Association President  
Mr. Dylan Card – Graduate Student Association President’s Designee  
Mr. Brandon Holdridge– Student Senate Chair  
Ms. Tiffany Hopkin – Student Association Appointment  
Mr. Nicholas Pepe – Student Association Appointment  
Ms. Tarlee Sonie – Student Association Appointment, ASDAC Representative  
Mr. Stephen Pearse – UAS Executive Director

### **Election of Officers**

Ms. Spencer nominated Dr. Christakis for President, seconded by Mr. Sanai. Dr. Christakis accepted the nomination. There were no other nominations. Dr. Christakis was unanimously elected President.

Mr. Pepe nominated himself for Vice President, seconded by Ms. Cadesca. There were no other nominations. Mr. Pepe was unanimously elected Vice President.

Mr. Foreman nominated Ms. Spencer for Secretary, seconded by Ms. Cadesca. Ms. Spencer accepted the nomination. There were no other nominations. Ms. Spencer was unanimously elected Secretary

### **Committee Assignments**

Dr. Christakis presented the slate of committee membership for 2018-2019, noting a change this year to each member being assigned to only one committee rather than two, and that the Governance and Executive Committee duties would be combined in the Executive Committee.

Mr. Holdridge made a motion to approve the 2018-2019 Committee assignments as presented, seconded by Mr. Pepe. The motion was unanimously approved.

### **Approval of Board Meeting Minutes**

Mr. Serravillo made a motion to approve the May 10, 2018 Board meeting minutes, seconded by Mr. Birge. The motion was approved.

## **EXECUTIVE DIRECTOR’S REPORT**

### **NACUFS Survey**

Ms. Bowen, reporting for Mr. Pearse, informed the Board that UAS will be conducting a NACUFS Customer Satisfaction Benchmark Survey of students, faculty and staff from October 19 – November 21, 2018. All residential and retail locations will be included in the online survey. Dr. Christakis noted this survey will provide important baseline information with the new normal in place for dining on campus

### **UAS Brand Identity and Logo**

Ms. Bowen presented the new UAS logo which will now include the UAlbany logo. Marketing UAS as a separate entity from the University causes a lot of unnecessary confusion, when we are here to serve UAlbany solely. Moving to the UAlbany logo, from a marketing perspective, provides a better focus for UAS and the University.

### **1844 Restaurant**

Mr. Ramella reported on the completed renovations to the 1844 Restaurant (formerly the Patroon Room) entry hallway and entry door. The first four weeks of the semester show a 41% increase in the number of diners over fall 2017. The top three user groups are from Dutch Quad, off-campus, and Colonial Quad; none have residential dining facilities available.

### **East Café**

Mr. Ramella reported that the former Jazzman's venue has been converted to the East Café, a "We Proudly Serve Starbucks" venue. The East Café serves the same products as Starbucks and was opened to provide some relief to the lines at Starbucks. The venue has had a slow start and has not performed as well as Jazzman's compared to the same time frame last year. Starbucks, in the meantime, has had a large increase in daily transactions and seems to be processing customers more quickly, although lines continue to be long at times. Discussion centered on ways to move customers to the East Café and how to meet customer needs and expectations for coffee service.

### **Meal Plan Participation**

Mr. Ramella reported mandatory meal plan sales are down and voluntary meal plan sales are up, resulting in a slight increase in all plan sales from last year. Discount Dollars are being spent faster this semester and there has been an increase in the sale of plans with lower Discount Dollars amounts.

### **Retail Sales Volume**

Mr. Ramella reported that retail sales volume for all tenders for the first 4 weeks of the semester shows a 21% increase from the same time period last year. Factors for the increase include Colonial students now using the Campus Center, and an increase in Faculty/Staff participation. The top three venues for retail sales for all venues for the first 4 weeks are Damien's, Fountain Grill and the Halal Shack. Mr. Ramella noted that seating capacity seems to be meeting the increased demand with Colonial dining now closed. Issues concerning poor customer service and long lines for breakfast in the Campus Center were raised. Mr. Ramella noted that customer service issues are addressed whenever they are known about and that breakfast service in the Campus Center would be reviewed.

### **State Quad Renovation**

Mr. Ramella reported that planned renovations to the State Quad dining hall have been moved to summer 2019, which will coincide with other work that needs to be performed at State Quad that will require the dining hall to be closed.

### **Bookstore Renovation**

Mr. Ramella reported that Bookstore renovation plans were moving forward as well as engaging architects to explore an expansion plan. An RFI will be issued for the expansion plan and the final decision will depend on those results.

### **NEW BUSINESS**

Mr. Pepe inquired about the possibility of having a Chase Bank or ATM on campus. Ms. Schifley noted that Chase is trying to get into the area, but there were no definite plans at this time.

### **PUBLIC COMMENT**

None at this time.

### **ADJOURNMENT**

The meeting adjourned at 12:49

A handwritten signature in black ink, appearing to be "M. Ramella", written in a cursive style.