



UNIVERSITY OF
NORTHERN
COLORADO

Dining Services

Annual Report 2022-23



Division of Student Affairs and Enrollment Services

University of Northern Colorado



Section 1 – Mission, Vision, Goals

Mission

Dining Services provides exceptional food and services to the UNC campus community and guests while promoting nutritional awareness, being a steward of resources and fostering culinary diversity in a welcoming and inclusive environment. As the leading employer of students, we complement academic learning by providing purposeful work experience, communication skills and leadership opportunities.

Vision

Encourage students to lead healthy, socially engaged lives through culinary diversity and inclusive dining experiences. Credo: "We Feed the Bears!"

Goals

Fiscal year 2022-23 (FY23) was full of change with the addition of new food outlets, grand openings and lower student counts to combat. The start of this year was spent training our new team, interviewing, hiring and working out the challenges of new food venues, all the while still navigating supply chain disruptions, product shortages and a lack of full-time staffing and student help.

Section 2 – Points of Pride

- 1. Communications:** We significantly improved communication through implementation of a monthly newsletter for all staff and continued our monthly all-staff meetings.
- 2. Staffing:** We promoted 3 new team members to management, hired to a key position while two of our senior managers retired. A continuing trend from prior years, full-time wages increased 9% while student wages increased 4%. In terms of recruiting staff, we strengthened our core culinary team and by spring 2023 all positions were filled. Staff retention is stable at 82% for the 2022.23 year.
- 3. Opening of New Food Options:** In fall 2022 we opened Starbucks at Holmes Hall to rave reviews. The new store includes a very interesting "Greeley-inspired" mural added from local Latino artists. We also introduced two all-electric food carts with hot and cold food options to help with the "food desert" that exists on Central Campus. Bears Simply to Go was also opened in the Campus Commons so our students had another option to use their meal swipes. Spring 2023 we opened the new University Center Food Court, including Bowlful, Crisol Latin Kitchen, Empire Pizza and Burger & Co.



Section 3 – Assessment/Service Outcomes, July 1, 2022 – May 31, 2023

This unit was established during the division reorganization in June 2022, our foundational year to establish the benchmarks, goals, gap analysis and procedures for the upcoming years. During this time, we were able to provide the necessary services and/or programs to meet student needs.

Section 4 – Unit Metrics

This was our first year of contract follow up and financial oversight of Dining Services. We meet quarterly to discuss trends, hours of operations and follow up of the annual expectations developed in April 2022.