

**UHD FACULTY SENATE  
MINUTES FOR MEETING OF 10/03/23**

Location: On Campus and Zoom.

Minutes recorded by: Paul W. Fulbright, UHD Fac. Senate Secretary

**CALL TO ORDER**

The Senate was called to order at 2:32 PM by Faculty Senate President Bernardo Pohl after a quorum was assembled.

**MINUTES AND ATTENDANCE**

A motion to approve the draft Minutes for the 09/19/23 Fac. Sen. meeting was seconded and passed by acclamation.

See the final page of this document for information regarding attendance at this meeting.

**FACULTY SENATE PRESIDENT'S ANNOUNCEMENTS**

The President made no announcements.

**REPORTS**

**Q&A re Post-Tenure Review Policy – Dr. Dinah Cohen (Chair, Fac. Affairs Comm.)**

Dr. Cohen delivered a very brief update regarding PS 10.A.16, the Post Tenure Review Policy.

**Presentation and Q&A re Chartwells Food Services Relationship –**

**Ms. Kimberly Lambert-Thomas (VP, Admin. & Fin.) and**

**Mr. Bob Broward (Dir., Auxiliary Servs.)**

There was no powerpoint presentation, and no presentation of any documentary exhibits, but Ms. Thomas (with the support of Mr. Broward) did orally deliver opening remarks about the nature of the UHD-Chartwells relationship.

Topics touched upon included:

1. The 2028 expiration date of the UHS contract;
2. The formation of the contract;
3. The hours of operation;
4. The Right of First Refusal (and how that aspect of the relationship came to be);
5. Traffic on campus;
6. An acknowledgement that Vending Machine performance needs to be improved; and
7. An acknowledgement that the Waiver Process under the Chartwells Contract needs to be far better understood and far better executed by the UHD community.

During the oral Q&A session that followed, Ms. Thomas (with the support of Mr. Broward) addressed several issues.

Numerous faculty members prefaced their remarks by saying something to the effect that **“I will do my best to be respectful in my remarks, but I will struggle to do so, because I am quite upset at the longstanding unsatisfactory nature of the food services we receive at UHD.”**

Topics addressed during the oral Q&A included the following:

1. **The long pendency of dissatisfaction with the Chartwells Contract:** Several Senators voiced the concern that food services has been long been a source of dissatisfaction within the UHD community (perhaps as long as 2-5 years?), and **the current need** for high-level administrative acknowledgement of this (and effective response to this) has been apparent for no less than six (6) weeks;
2. **Bureaucratic momentum:** At least one Senator voiced the concern that we are endeavoring to effectively **“plug revenue holes”** with our food services contract;
3. **Differing campuses:** The recognition that the four (4) University of Houston **campuses are very different** in our communities and food service needs: Follow-up questions relating to this asked if any comparisons have been done or prepared regarding how the needs of the campuses differ;
4. **The Source of the “Right of First Refusal”** aspect of this relationship: Whether the right of first refusal **originated with the contract or with management** has been a topic of discussion amongst various constituencies for weeks, and there is a concern that transparency has been lacking;
5. **The bottom line – “the \$900 catering fee”:** Although this characterization is perhaps a bit hyperbolic, the bottom line is that many faculty members believe that the Chartwells Contract often results in **extraordinarily high prices for catering**, prices that are so large that neither our departments nor our students (nor many other groups) can afford them; This is deemed particularly galling because the quality of the food is often deemed to be poor;
6. **Input v. Results:** The concern that, although all campuses may have had “input” into the contract, the **ultimate contract wasn’t designed with UHD in mind**: “Input” is necessary to designing a good contractual relationship, but it is not sufficient; We need a contract that serves UHD and (in particular) its students well;
7. **The App:** Mixed results and reaction to “The App”: Many find that the app does not improve the food services experience for the UHD community;
8. **The “Waiver” Process is Hidden / Not Well-Understood:** Apparently, it is possible to escape at least some of the strictures of the UHD-Chartwells relationship through a “Waiver” process, but the Q&A questions and responses demonstrated that this process is NOT well understood throughout the UHD community. **Example – Large Pizzas:** For example, it may be possible to order large pizzas outside the contract, because large pizzas are not offered by Chartwells. **Do Other Waivers Exist? – VERY Few Know:** Apparently, there are other bases for waivers (e.g., for certain kinds of large events), but, again, the nature and scope of Waivers and the Waiver Process in the contract / relationship are NOT widely known / understood.
9. **Vending Machines:** The focus on the broader relationship often obscures the fact that CPS has TWO broken Vending Machines: There were multiple questions relating to broken or out-of-stock **vending machines all across campus**.

10. **The hours of operation** simply do not reflect the fact that many of our students leave work mid- to late-afternoon, arriving and staying on campus during the **3:30 pm – 10:00 pm** time frame.
11. **The fundamental importance TO STUDENTS of food services for an institution and campus like UHD:** Often, during the presentation, remarks were made by the presenters that Senators interpreted as suggesting that food services is **an accounting “cost” to be managed / minimized** (“Auxiliary Services are required to be self-sustaining.”), so that “scarce” resources can be directed to “teaching, research, and service”. Several remarks were made by Senators to the effect that this dramatically oversimplifies the nature and importance of food services at a campus like UHD. Our students do not live on campus (having the benefit of the economy of scale that accompanies an on-campus dining hall). They must leave work (often shortly before the evening dinner hour) and then remain on campus for 0-7 hours thereafter. The concern is that the creation of a **“food desert”** potentially depresses student attention, performance, and satisfaction at a time when enrollment growth, student performance, and student retention is more important than ever. Numerous comments emphasized that **food service distinction should be viewed as a competitive opportunity** for our university community (and not as an accounting cost to be minimized). It was acknowledged that laws and regulations may create challenges in this regard. **However, that’s what the administration, faculty, and staff are paid to do** – come up with **creative solutions** to these kinds of problems and challenges.
12. **The fundamental importance TO PARTNERS, INVESTORS, AND ALUMNI of food services for an institution and campus like UHD:** Many universities **take pride** in their food service offerings. We should be one of them, but, instead, **we are often embarrassed** when we invite professionals / partners / investors / stakeholders to visit our campus / community;
13. **Accountability:** There was a concern that **the wrong people are being held to account:** Specifically, there was a concern that staff members are occasionally being held to account for occasional lapses in the management of the contract / relationship);
14. **The quality of the food:** There were numerous comments and complaints that the quality of the food was quite poor both as an absolute and particularly when compared to the price paid;
15. **The health content of the food:** Concerns were raised that the health content of the offerings is poor, and that we are contributing to the obesity epidemic in this country; we should be encouraging the consumption of healthy foods, but that is impossible if they are not offered at all;
16. **We Need a Plan – We Must Consider BIG Changes:** It was voiced several times that **we need a plan** – we need to seriously consider **terminating the current contract** that we have with Chartwells: This could take the form of an outright termination OR a re-negotiation (modification) of the terms of the relationship.
17. **The Price-Quality Relationship Compared to the Free Market:** Regarding catering, numerous comments were offered to the effect that **better foods** could be obtained with a **faster turnaround** and at **lower cost** in the private marketplace. Some Senators suggested **creating competitive programs (“partnerships”) with local restaurants** to provide food services to the UHD community at reduced (discounted) cost. It is believed that many restaurants would find it profitable to do this.

18. **TIME Aggravates the Issue:** Numerous comments were tendered that this issue has been around for quite some time, and that **administration, faculty, and staff morale** will sink further on the topic if it is not comprehensively addressed.
19. **The Role of External (and Internal) Consultants:** It was observed that we often hire external consultants to assist with problem-solving in these matters (which, of course, is fine), but we may not be sufficiently tapping into the creative kinds of solutions that our **administration, faculty, and staff** might develop.

### **OLD BUSINESS**

There was no pending old business requiring new action.

### **NEW BUSINESS**

#### **Motion made re Catering Services Provided by Chartwell**

A formal motion was made by J. Johnson, and seconded by K. Buckler, to recommend that the administration strike the Right of First Refusal from the Chartwells relationship. This motion was put to a vote, and it was approved by acclamation.

### **ADJOURNMENT**

The senate meeting ended at 3:57 PM.

### **ATTENDANCE**

See the next page of this document for information regarding attendance at this meeting.

<b>UHD Faculty Senate - Attendance - OFFICERS, SENATORS</b>			
<b>Name</b>	<b>On Campus</b>	<b>Zoom</b>	<b>Comment</b>
Adler, Ayden (A&C, CHSS)		1	
Barbieri, Nina (CJSW, CPS)	1		
Beebe, Ronald (UE, CPS)	1		
Benton, Darius (A&C, CHSS)		1	
Bowden, Gabriella (NS, CST)	1		
Buckler, Kevin (CJSW, CPS)	1		
Chan, Youn-Sha (M&S, CST)	1		
Chiquillo, Raquel (HHL, CHSS)	1		
Cho, Kit (SOS, CHSS)	1		
Crone, Travis (SOS, CHSS)	1		
Deo, Prakash (FNIS, MDCOB)			
Epstein, David (MGTI, MDCOB)	1		
Fedell, Luke (A&C, CHSS)	1		
Fortunato, Paul (ENG, CHSS)	1		
Fulbright, Paul (Sec'y)	1		
Gehring, Krista (Past Pres.)	1		
Gillette, Aaron (HHL, CHSS)			
Javed, Adnan (Lect., MDCOB)			
Johnson, Jerry (Pres.-Elect)	1		
Lin, Shuaifu (FNIS, MDCOB)	1		
Miller, Diane (UE, CPS)		1	
Pohl, Bernardo (Pres.)	1		
Pointer, Lucille (GMSC, MDCOB)	1		
Rodriguez, Karina (Lect., CPS)			
Rueda, Elda (NS, CST)	1		
Rufino, Katrina (SOS, CHSS)	1		
Shoemaker, Katherine (M&S, CST)	1		
Shroff, Arpita (ACCI, MDCOB)	1		
Singh, Kulwant (CSET, CST)		1	
Sullivan, Nell (ENG, CHSS)	1		
Xu, Ling (CSET, CST)			
<b>UHD Faculty Senate - Attendance - GUESTS</b>			
<b>Name</b>	<b>On Campus</b>	<b>Zoom</b>	<b>Comment</b>
Alonzo, Liza (AVP, Pres. Affairs & Const. Rels.)			
Bhati, Divya (AVP, Inst. Effect., Str. Plan., & Assess.)			
Blanchard, Loren (Pres., UHD)			
Bordelon, Deborah (Provost, SVP, Acad. Affairs)	1		
Braysen, Lisa (Exec. Dir., Library Servs.)		1	
Broward, Robert (Dir., Auxiliary Servs.)	1		
Cohen, Dinah (GMSC, MDCOB)	1		
Dejan, Austin (FNIS, MDCOB)	1		
Hodge, Darlene (Fac. Sen. Admin. Asst.)	1		
Howard, Catherine (Interim Dir., Univ. Honors Prgm.)			
Lloyd, Cynthia (Asst. Prof., ACCI, MDCOB)			
Moosally, Michelle (AVP, Prog. & Curr.)	1		
Quander, Judith (AVP, Fac. Affairs & Dev.)	1		
Pepper, Ryan (Prof., M&S, CST)			
Redl, Timothy (Prof., M&S, CST)		1	
Rountree, John (Asst. Prof., A&C, CHSS)			
Shahrokhi, Hossein (AVP, IT & CIO)	1		
Smith, Caroline (Assoc. Dir., Ctr. Comm. Eng. & Serv. Learn.)		1	
Thomas, Kimberly (VP, Admin. & Fin.)	1		
Villanueva, Daniel (VP, Enrollment Management)			
Winkler, Kara (A&C, CHSS)			
Zwicky, Anne (Librarian Liaison, Urban Ed.)		1	