

## 1. CALL TO ORDER

Call to Order – 12:09 PM

## 2. TERRITORIAL ACKNOWLEDGMENT

We acknowledge that this meeting is being conducted on the unceded territories of the Coast Salish peoples; which, to the current knowledge of the Society include the Squamish, Musqueam, Stó:lo, and Tsleil-Waututh people.

## 3. ROLL CALL OF ATTENDANCE

### 3.1 Committee Composition

President (*Chair*)..... Hangue Kim  
VP External Relations ..... Prab Bassi  
VP Finance ..... Baljinder Bains  
VP Student Life ..... Alam Khehra  
VP Student Services..... Jimmy Dhesa  
VP University Relations..... Erwin Kwok

### 3.2 Guests

Faculty Representative (Applied Sciences) ..... Jeffrey Leung

### 3.3 Regrets

VP University Relations..... Erwin Kwok

## 4. RATIFICATION OF REGRETS

### 4.1 MOTION EXECUTIVE 2018-03-03:01

**Prab/Alam**

*Be it resolved to ratify regrets from Erwin Kwok (academic).*

**CARRIED**

## 5. ADOPTION OF THE AGENDA

### 5.1 MOTION EXECUTIVE 2018-03-03:02

**Prab/Baljinder**

*Be it resolved to adopt the agenda as presented.*

**CARRIED**

*\*Jimmy Dhesa arrived at 12:45 PM\**

## 6. NEW BUSINESS

### 6.1 SFSS Cat Therapy – MOTION EXECUTIVE 2018-03-03:03

**Alam/Baljinder**

*Be it resolved to approve \$1,450 from line item 821/20 for the SFSS Cat Therapy event occurring between March 12, 2018 to March 30, 2018.*

**CARRIED**

**6.2 Student Union Project Billboard – MOTION EXECUTIVE 2018-03-03:04**

**Baljinder/Alam**

*Whereas the Board of Directors has reviewed this proposal;*

*Be it resolved to approve up to \$11, 660. 77 for the billboard on MBC field for the student union project from the Build SFU advertising/promotions line item (700/46).*

**CARRIED**

**6.3 International Women's Day Gala – MOTION EXECUTIVE 2018-03-03:05**

**Alam/Prab**

*Be it resolved to approve \$72 from the conference line item (740/20) for Jaskarn Randhawa and Gini Kuo to attend the International Women's Day Gala on March 3, 2017.*

**NOT CARRIED**

**6.4 SFSS/SFU Mental Health Pilot Project – MOTION EXECUTIVE 2018-03-03:06**

**Alam/Prab**

*Be it resolved to approve up to \$75, 000 for the SFSS/SFU mental health pilot project from the health plan reserve.*

*Be it further resolved that a partnership agreement must be signed by both parties before funding is released.*

*Be it further resolved that this will be one-time payment by the SFSS.*

**CARRIED**

**6.5 Advocacy Lobby Trip – MOTION EXECUTIVE 2018-03-03:07**

**Prab/Baljinder**

*Whereas the SFSS Advocacy Committee appointed Prab Bassi and Jamie Zhu to attend the AMS, SFSS and UVSS Spring 2018 Advocacy Lobby Trip.*

*Be it resolved to send Prab Bassi and Jamie Zhu to the AMS, SFSS and UVSS 2018 Spring Advocacy Lobby Trip.*

*Be it further resolved to approve up to \$1,515.60 from line item 820/20 to fund the AMS, SFSS, and UVSS 2018 Spring Advocacy Lobby Trip, March 12-14, 2018.*

*Be it further resolved to complete a Post Conference Report by April 15, 2018.*

**CARRIED**

**6.6 St. Patty's Pub Night – MOTION EXECUTIVE 2018-03-03:08**

**Alam/Baljinder**

*Be it resolved to approve up to \$2, 075 from line item 817/20 for the St. Patty's Pub Night happening on March 15, 2018.*

**CARRIED**

## **7. DISCUSSION**

### **7.1 Medical Marijuana**

- VP External will respond

### **7.2 SEI Overview**

- Chair at least one working group

**7.3 SFU Catering Survey**

- Send to SFU
- MECs

**7.4 Services Fair - Summer 2018 Welcome Day**

- Will ask new Board

**7.5 Monitoring Reports**

**7.6 University (Deans Communication Strategy)**

**7.7 Finance**

**7.8 ABCS Discussion**

**7.9 Spring Sendoff**

## **8. ATTACHMENTS**

- MH-SSPproposal-Feb26-SFSS – DRAFT.pdf
- SEI Overview 2018 02 09 v3.pdf
- SFSS Cat Therapy Proposal (Three Sessions).pdf
- SFU Catering 2018 – Yes.pdf
- SFU Catering Survey Presentation.pdf
- SFU Catering Service Survey 2018.pdf
- Spring 2018 Lobby Trip.pdf
- St. Patty Pub Night.pdf

## **9. ADJOURNMENT**

**MOTION EXECUTIVE 2018-03-03:04**

**Baljinder/Prab**

*Be it resolved to adjourn the meeting at 1:07 PM.*

**CARRIED**

## **Proposal: Mental Health Student Support Plan (SSP)**

**Presented by: *Mental Health Support Tools Committee, Feb. 20, 2018 to the SFSS Board***

**Funding Request: \$75,000 in the 1st year of a 2-year pilot of a Student Support Plan (priced total \$285,000 for two years)**

Over the past year representatives from Student Services, GSS, SFSS and Graduate and Postdoctoral Studies collaborated to research and develop a proposal to address unmet mental health needs for SFU students to create a more supportive and safer university culture. A Mental Health Support Tools Committee, co-chaired by SFSS representation, was formed to consider options for directly increasing access to care by leveraging student society and university partnerships including opportunities to incorporate external tools and services. The SFSS representatives brought requirements that the provider meet the time cycle of the current SFSS board, have a strong on-line component, and life skill development as well as brought SFSS board approval to support a mental health initiative with one-time funding up to \$75,000.

The committee has unanimously selected a preferred provider. The committee has developed a draft proposal for a 2 year pilot with sufficient funding that can begin immediately upon approval of funding and completion of due diligence. A brief description of the project proposal – a Mental Health Student Support Plan provided by the selected provider, Keep Me Safe, is included in a section that follows.

The proposal from the provider has a value of \$285,000. Beyond the student societies' contribution, SFU is willing to cover the complete cost of the SSP implementation, as well as tax, substantial staff, and marketing and communication costs. There is no expectation for any on-going funding.

This initiative can start this fiscal year and semester, within March 2018, with funding and due diligence, and meets all the original requirements brought to the subcommittee, as well as the subsequent collaboratively developed sub-committee requirements.

### ***Funding for the price of the SSP for 2 Year Pilot starting March 2018***

<b>Funding Sources</b>	<b>SSP Cost</b>
SFU	\$ 210,000
SFSS	\$ 75,000
<b>Total</b>	<b>\$ 285,000</b>

### ***Nature of Partnership***

The SFU and SFSS would publicly state that this is a collaborative and jointly funded pilot, without indicating the financial difference. Implementation will mostly involve SFU staff and processes. The SFSS will have representation on the implementation team as, as well as any appropriate advisory/stakeholder committees – such as planning and implementation of communications strategies and program evaluation. A draft implementation plan was included with the proposal from the SSP.

Upon successful completion of the pilot, and SFU funding the program on-going, the SFSS will remain with representation on advisory committees. The SFSS is not being asked for continued funding. There are on-going discussions with the GSS to participate as a funding partner.

### ***About the Student Support Plan – Keep Me Safe***

A Student Support Plan (SSP) is a service available for SFU students by an external provider **complementing** and **augmenting** existing mental health supports and strategies available at SFU. A two-year pilot with a research component at a reduced price will provide an opportunity to trial the service for consideration on on-going basis.

The SSP will be positioned within a broader mental health framework that will **leverage other campus wide initiatives**, marketing and community education efforts. This will fundamentally improve the way that mental health is perceived and managed at SFU, foster a caring and supportive community, as well as facilitate earlier student connection with mental health support and broadly minimize risk. The primary relationship will be between SFU Student Services (Health and Counselling Services) and the SSP service provider, supported by a representative stakeholder steering committee.

#### **Benefits for SFU students (but are not limited to)**

- Access to the SSP by each student without an opt-out option.
- Support available 24/7 via multiple platforms - phone, chat, app, web access, etc.
- Crisis intervention and response such as for those at risk of harm to self or others.
- Ongoing short-term counselling support offered over the phone, video, or in-person.
- Access for students living or studying abroad.
- General life-skill supports for students.
- Increased access to supports for students in Surrey and Vancouver campus.
- Access to a large, diverse counselling network able to meet cultural and contextual needs of SFU student population including specific language and religious needs.
- Specialized support for underserved or vulnerable populations such as indigenous students and LGBTQ+ students as well as groups with unique needs such as graduate students and athletes.
- Highest student engagement (usage) targets of provider options – supported by communication and integration strategies.
- Superior ability to integrate with SFU service providers such as Campus Security, Health and Counselling Services and processes such as those related to academic concessions.
- Current integrated service provider for Fraser International College (FIC).

#### **Integration with SFU systems**

- Allow university staff to facilitate direct and immediate referrals to the system (e.g. advisors, security, instructors, Residence Life staff and coaches).
- Allow SFU mental health support staff to manage more complex and higher risk student cases.
- Support academic processes such as withdraws under extenuating circumstances.
- Coordinate with and support SFU following a traumatic event or in case of a disaster.
- Allow clinical processes to share information for continuity of care, as well as integration into broader university advanced clinical care.
- Integration into a SFU Step-Care model of service delivery.



February 2018

# The Student Experience Initiative (SEI)

**SFU**

SIMON FRASER UNIVERSITY  
ENGAGING THE WORLD

# SEI Overview

What is driving the Student Experience Initiative? What is the approach taken to SEI work?

- Background
- Our Mission
- Our Core Principles
- Our Guiding Principles for SEI supported projects
- The Four-Phased approach
- The SEI Action Areas and Projects
- The Working Group approach

# Background

As a three-campus commuter university, SFU is presented with unique opportunities as well as unique challenges for fostering engagement among our diverse student body.

The three-year UPF funding for enhancing the SFU student experience is an opportunity to make a meaningful difference for our students and provide a positive, healthy, and exciting environment in which to learn and thrive.



# Our Mission



We want students to feel that their experience at SFU has significantly improved as a result of this initiative... in fact we hope to shift our campus cultures in positive ways so that *all* SFU community members benefit from an enhanced experience at all our campuses.

# Our Core Principles

These principles, based on research, good practice, and our core values, guide our work on this initiative and should be evident in what we do and how we do it.

1. Student participation is at the core.
2. Student Experience is everybody's job.
3. Taking a holistic view of the student is key (mind, body, spirit).
4. The Student Experience is different for distinct sub-groups of students – customized approaches will be needed.
5. Advancing on the student experience requires cross-unit communication and collaboration, including across the Faculties, between the Faculties and Service Units, and between the Burnaby, Surrey, and Vancouver campuses.

# Principles Guiding the SEI Project Selection

These principles should be reflected in all SEI supported activities. Given how far we want to take SE enhancement, and recognizing that \$9M will only go so far, leveraging opportunities will play a crucial role.

1. Students participate in design and development of the projects, and where appropriate are part of the implementation and assessment.
2. Focus will be on known friction points and game-changers.
3. Projects will be supported on all three campuses.
4. We will work from our strengths and seek leveraging opportunities wherever possible.
5. Projects will reflect the SFU context and be data-informed and evidence-based wherever possible.
6. Projects are encouraged from the curricular, co-curricular and extra-curricular environments.
7. The SEI will support variable-size projects impacting large numbers of students as well as more targeted initiatives addressing unique needs.
8. Outcomes will be articulated, monitored and reported out.

# The Four Phased Approach

We have approached this project in four phases:

## Phase 1: Conceptual Definition and Framework

- Gather information from SFU community, relevant literature and existing surveys and feedback re SE@SFU
- **Determine key areas for action and high impact in the SFU context**

## Phase 2: Idea Generation and Direction Setting

- Generate ideas for enhancement in identified areas and signature projects
- Strike Working Groups to take lead and identify/recommend multiple projects

## Phase 3: Implementation

- Select and support projects with high potential for impact and sustainability
- Working Groups manage implementation
- Evaluate impact of SEI projects developmentally

## Phase 4: Impact Assessment and Fine Tuning

- Evaluate overall impact as projects conclude
- Explore possibilities and make recommendations for sustainability post SEI support

**ONGOING TO 2021**

## SEI Action Area

### Home away from home

Creating spaces and opportunities for commuter students to want to stay on campus between classes and engage more fully with the SFU campus communities.





## SEI Action Area

### Building community and a sense of belonging

Evoking a sense of belonging and connection; ensuring SFU is a welcoming, safe, and inclusive community for all students; supporting transitions in and out, especially for those coming from different environments and bridging to new ones.



# SEI Action Areas

## Destination SFU

Making the physical campuses even more vibrant and exciting - a place where students want to be, a place where visitors want to come.





# SEI Action Areas

## Navigating SFU

Providing effective and easy to use online and print tools for accessing and engaging with SFU systems and supporting student-centred policies and processes for all three campuses.



## SEI Action Area

### Improving communication with students

Developing a University strategy for communicating with students through channels and tools they use, with messaging they relate to, and in a coordinated manner across the university so that students are not overwhelmed by information-overload.





## SEI Action Area

### Supervision for the 21<sup>st</sup> Century

Improving the supervisory experience for graduate students and postdocs and bringing clarity around research assistantships.



# SEI Action Area

## Creating a healthier campus community

Mental health and well-being have been identified by both undergraduate and graduate students as a key area of concern. We'll work with the Healthy Campus Community Initiative to significantly advance activity in this area.



## SEI Action Area

### Other ideas too good to ignore

Reserving space for ideas that may not fall squarely into any of the seven identified action areas, but that are clearly ideas with high impact potential.



# Signature Events

We will seek opportunities to spotlight the amazing SE activities already happening as well as SEI projects as they develop. “Signature events” will celebrate the depth and breadth of activities that are enhancing the SFU student experience, shifting culture, and building vibrant communities on all three campuses.





## Next Steps – Action Strategies

**Form Working Groups (WGs) for each key area to:**

- Generate ideas for SE enhancement in their action area
- Refine ideas and recommend projects within a notional budget envelope
- Identify WG Leads who will guide and monitor the projects in their action area

## A bit more about the Working Groups (WG)

- Composition of each WG to include students, faculty, and staff doing work in the key area
- Start-up meetings for each WG in Jan/Feb 2018
- WG to recommend processes for idea generation, selection of best ideas, and advancement of best ideas as project proposals



# Working Group Leads

Working Group	Team Leads
Home away from Home	Steve Dooley, Exec Director, Surrey Campus Laurie Anderson, Exec Director, Vancouver Campus Larry Waddell, Chief Facilities Officer
Building Community and a Sense of Belonging	TBD
Destination SFU	Steve Dooley, Exec Director, Surrey Campus Laurie Anderson, Exec Director, Vancouver Campus Larry Waddell, Chief Facilities Officer
Navigating SFU	Sandeep Sidhu, Director, Client Services, IT Rummana Khan Hemani, Registrar

# Working Group Leads

Working Group	Team Leads
Improving Communications with Students	Kristin Linklater, Exec Director, University Communications Leanne Dalton, Senior Director, Student Services
Supervision for the 21 <sup>st</sup> Century	Jeff Derksen, Dean, Graduate and Postdoctoral Studies Chantal Turpin, Director, University Relations, GSS
Healthier Campus Community	Martin Mroz, Director, Health and Counselling Services
Ideas too Good to Ignore	Adjudicated by Nancy Johnston, Vice Provost and AVPSI Peter Keller, Provost and VPA

# The Four Phased Approach

We have approached this project in four phases.  
**We are currently completing Phase 2 and beginning Phase 3**

## Phase 1: Conceptual Definition and Framework

- Gather information from SFU community, relevant literature and existing surveys and feedback re SE@SFU
- Determine key areas for action and high impact in the SFU context.

## Phase 2: Idea Generation and Direction Setting

- Generate ideas for enhancement in identified areas and signature projects
- Strike Working Groups to take lead and identify/recommend multiple projects

## Phase 3: Implementation

- Select and support projects with high potential for impact and sustainability
- Working Groups manage implementation
- Evaluate impact of SEI projects developmentally

**Begins Feb. 2018**

## Phase 4: Impact Assessment and Fine Tuning

- Evaluate overall impact as projects conclude
- Explore possibilities and make recommendations for sustainability post SEI support



## Next Steps

- Meeting with WG leads and reviewing processes for idea generation and project submissions
- Chris G to sit on each WG to coordinate and identify synergies
- Projects will be considered on a rolling basis until all annual funding is committed
- Work with SFU Communications on communication plan around the SEI

# Any Questions?

## Thank You



### **SFSS Cat Therapy**

**Date, Time, & Location:**

- This will occur three times from March 12 to March 30, 2018
  - Dates will be confirmed based on the Cat Therapy and Rescue Society
- SFU Surrey Campus (One classroom)

**Overview:**

- This event will be for the purpose of de-stressing before final exam season.

**Goals and Objectives:**

- To provide an enjoyable event for students and provide them an opportunity to learn more about the Board.
- To continue to foster the sense of community within our SFU undergraduates.
- To allow students an opportunity to de-stress before the final exam season begins.

**Stakeholders:**

- Cat Therapy and Rescue Society
- The SFSS membership
- SFU Surrey

**Targeted Audience:**

- SFSS undergraduates at SFU Surrey

**Marketing:**

- Marketing will be completed by our SFSS communications office. We will be having constant social media presence on both channels (IG and FB), and putting up posters.

**Logistics:**

- Confirm dates with the Cat Therapy and Rescue Society
- Book a classroom for the session
- Get approval from SFU Surrey for the event

**Budget:**

**Expenses**

Staff Support*	\$400
Kitten Therapy and Rescue Society**	\$750
Promotions	\$150
Contingency	\$150
<b>Total</b>	<b>\$1450</b>

\*As it is difficult to find volunteers to help on the day of the event, our intention is to provide an opportunity for a student staff members to help. This will ensure that the Surrey campus is still able to have a good event. This may not be needed if volunteers are available.

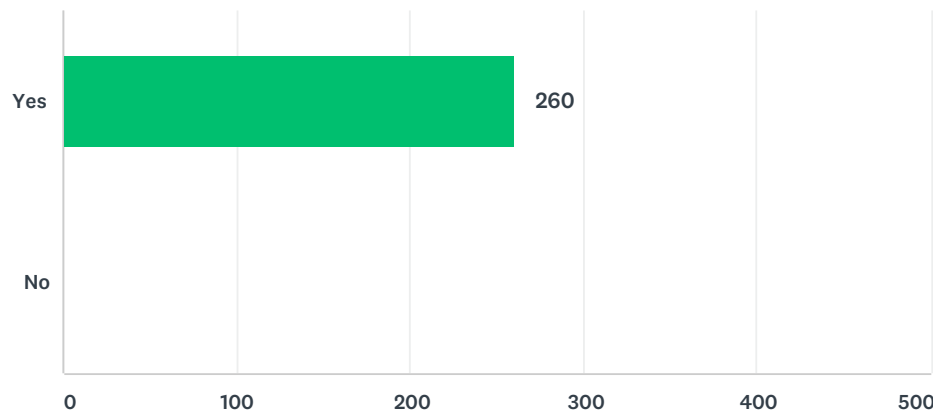
\*\*The Kitten Therapy and Rescue Society charge \$250 for a three-hour session. Our intention is to hold three sessions on three separate days. (\$250X3=\$750).

**Motion:**

**Be it resolved to approve \$1,450 from line item 821/20 for the SFSS Cat Therapy event occurring between March 12, 2018 to March 30, 2018.**

# Q1 Have you ever used SFU catering services before?

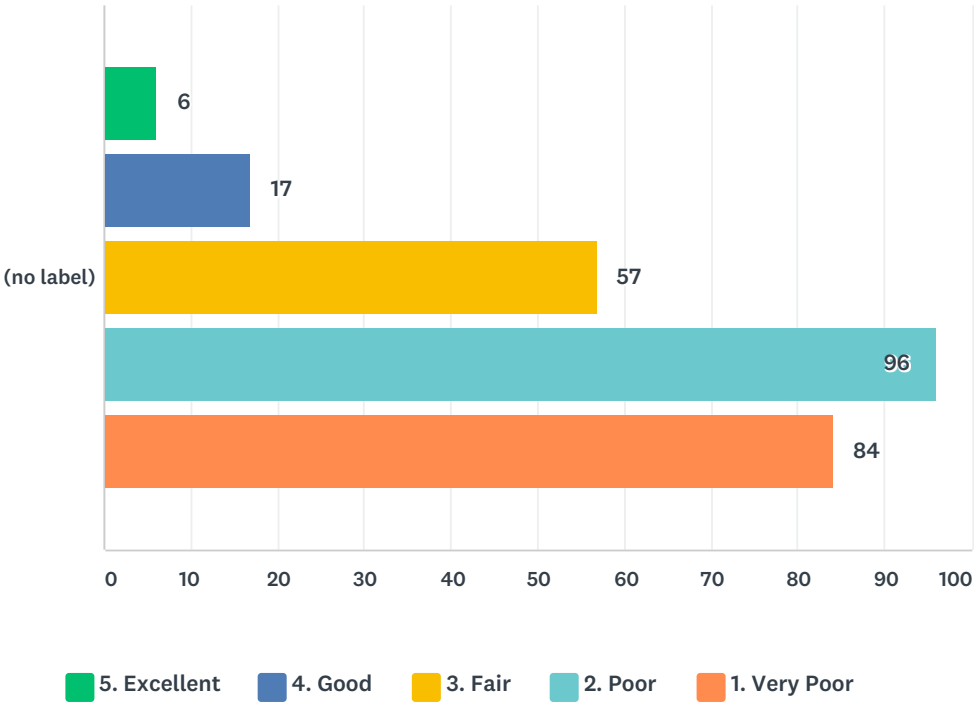
Answered: 260 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		100.00%	260
No		0.00%	0
TOTAL			260

Q2 The quality of food provided by SFU catering:

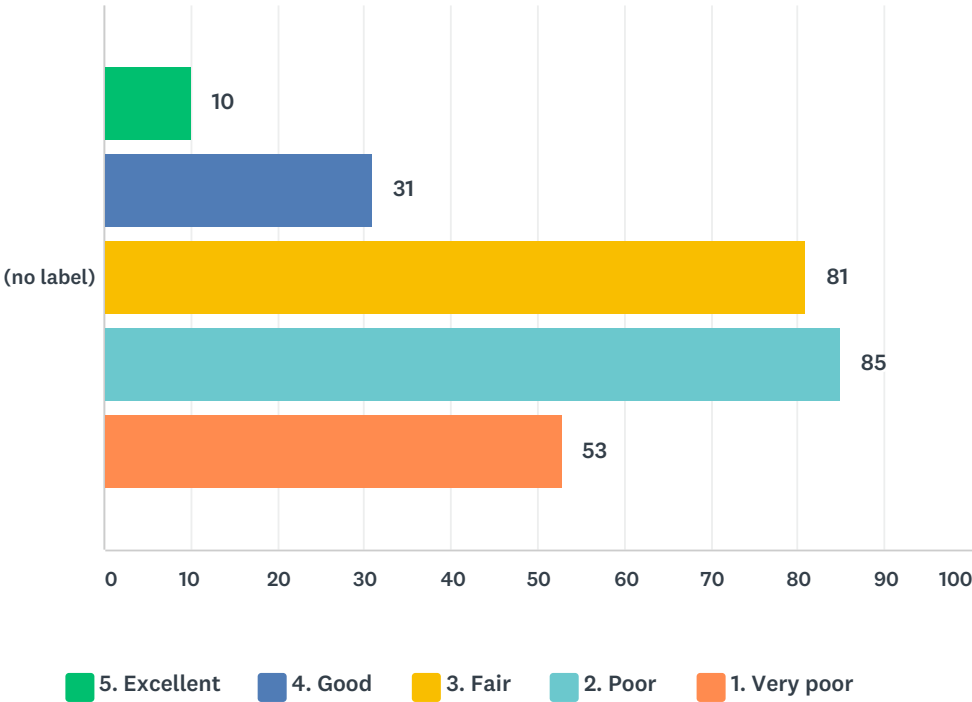
Answered: 260 Skipped: 0



	5. EXCELLENT	4. GOOD	3. FAIR	2. POOR	1. VERY POOR	TOTAL	WEIGHTED AVERAGE
(no label)	2.31%	6.54%	21.92%	36.92%	32.31%	260	3.90
	6	17	57	96	84		

Q3 The quantity of food by SFU catering:

Answered: 260 Skipped: 0

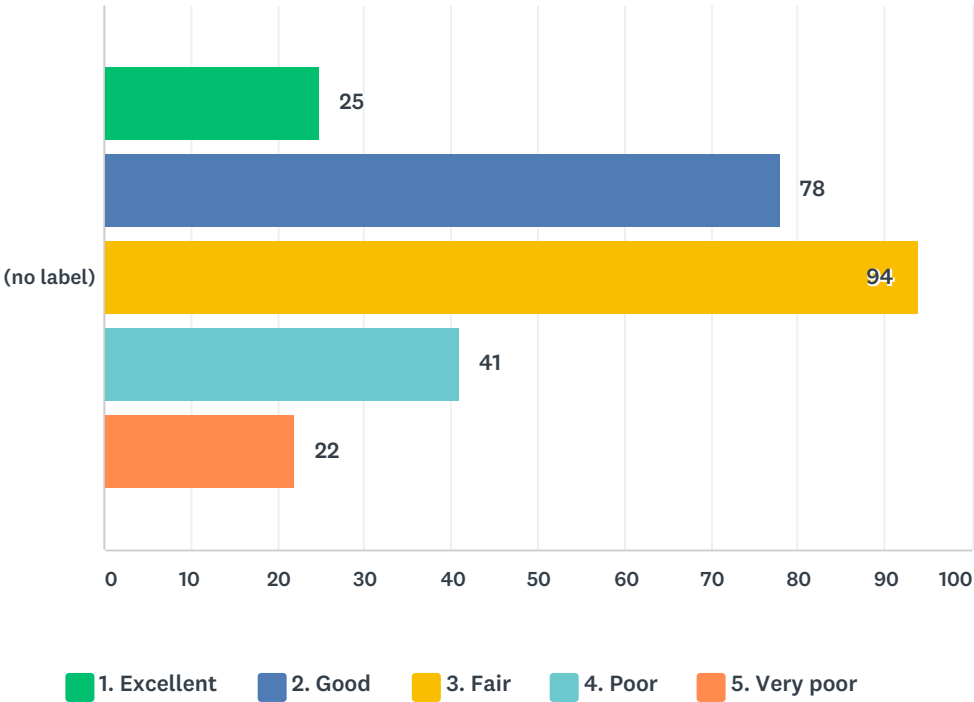


	5. EXCELLENT	4. GOOD	3. FAIR	2. POOR	1. VERY POOR	TOTAL	WEIGHTED AVERAGE
(no label)	3.85%	11.92%	31.15%	32.69%	20.38%	260	3.54
	10	31	81	85	53		



Q4 Accuracy of order delivery:

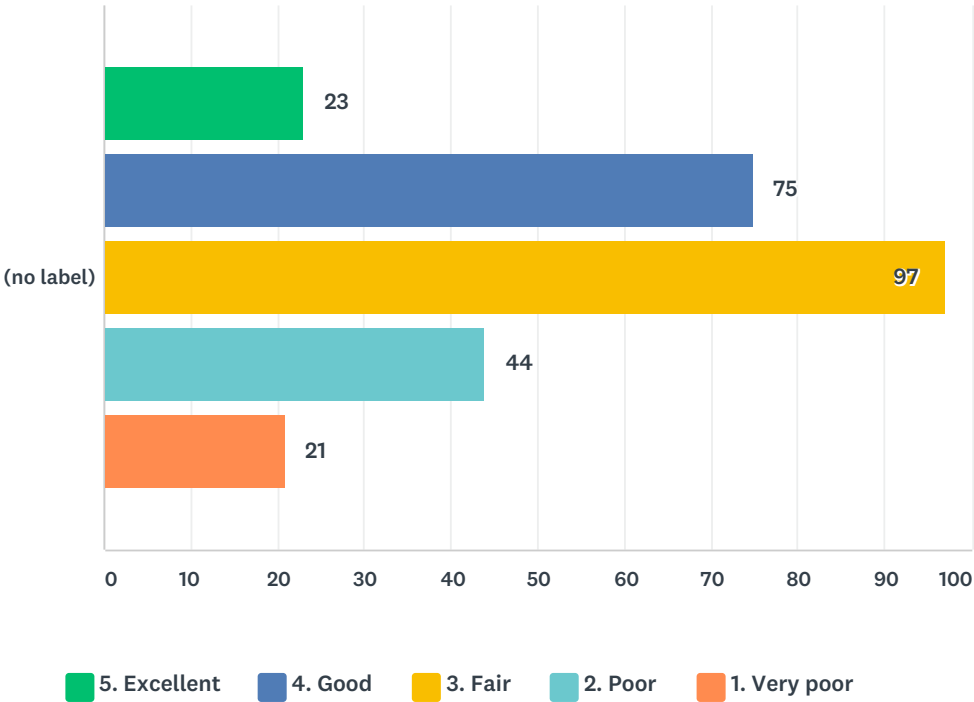
Answered: 260    Skipped: 0



	1. EXCELLENT	2. GOOD	3. FAIR	4. POOR	5. VERY POOR	TOTAL	WEIGHTED AVERAGE
(no label)	9.62%	30.00%	36.15%	15.77%	8.46%	260	2.83
	25	78	94	41	22		

Q5 Timeliness of your order:

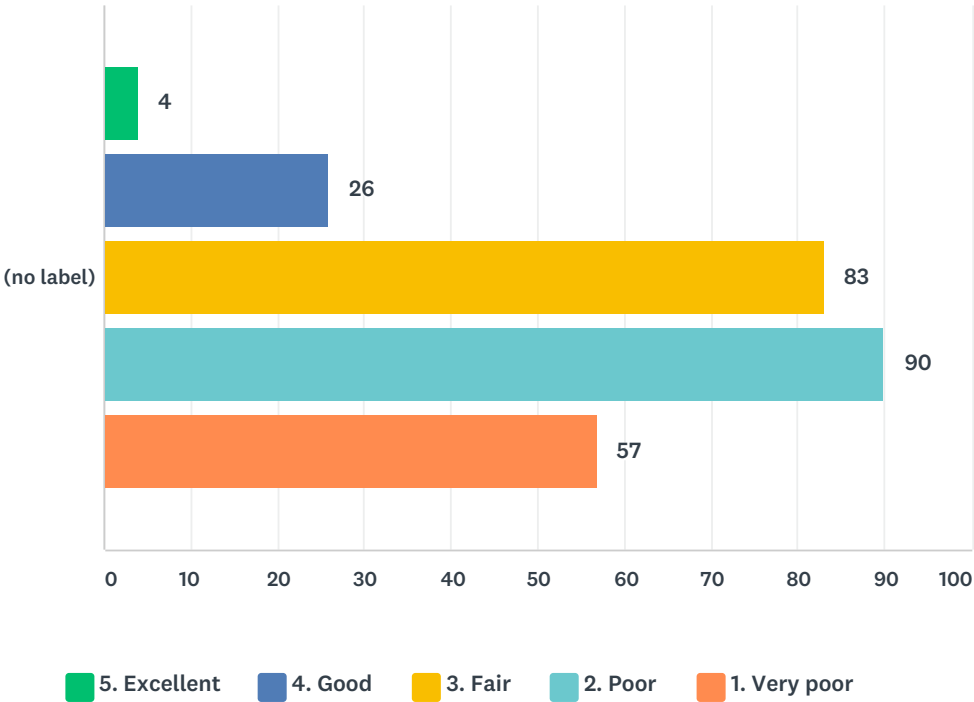
Answered: 260 Skipped: 0



	5. EXCELLENT	4. GOOD	3. FAIR	2. POOR	1. VERY POOR	TOTAL	WEIGHTED AVERAGE
(no label)	8.85%	28.85%	37.31%	16.92%	8.08%	260	2.87
	23	75	97	44	21		

Q6 Food options available to you:

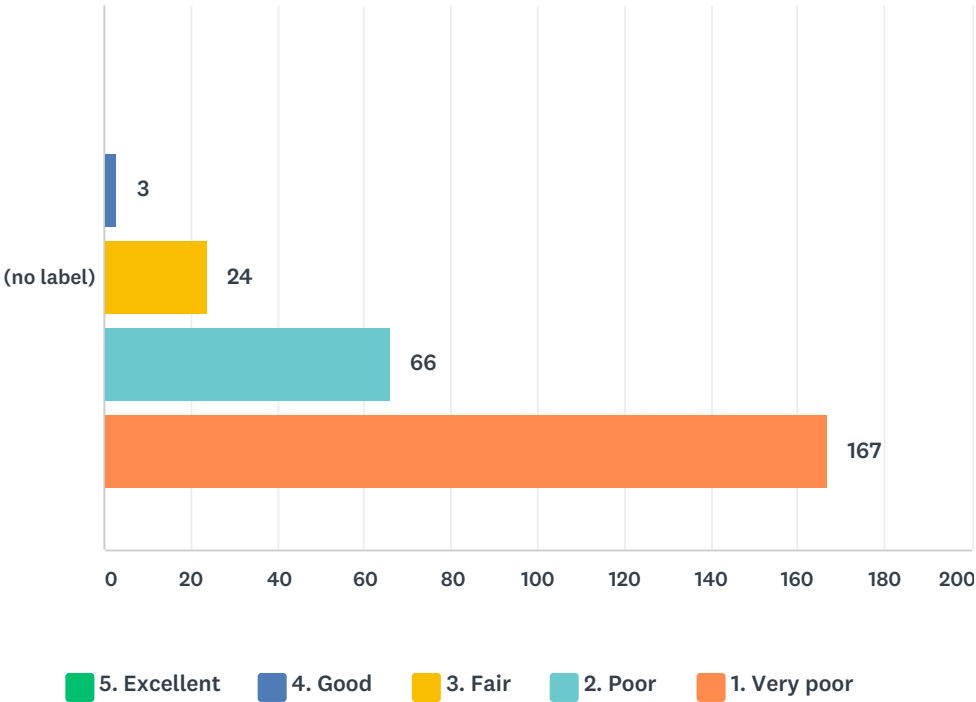
Answered: 260 Skipped: 0



	5. EXCELLENT	4. GOOD	3. FAIR	2. POOR	1. VERY POOR	TOTAL	WEIGHTED AVERAGE
(no label)	1.54%	10.00%	31.92%	34.62%	21.92%	260	3.65
	4	26	83	90	57		

Q7 Food pricing:

Answered: 260    Skipped: 0



	5. EXCELLENT	4. GOOD	3. FAIR	2. POOR	1. VERY POOR	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	1.15%	9.23%	25.38%	64.23%		
	0	3	24	66	167	260	4.53

## Q8 Do you have any additional comments about your SFU catering experience? (Optional)

Answered: 129 Skipped: 131

#	RESPONSES	DATE
1	Ridiculously overpriced, especially for the quality and quantity that we get. It makes no sense for clubs, who have a limited budget already, to be forced to spend way more on SFU catering food instead of being able to buy more cost-effective food.	3/1/2018 2:20 PM
2	If I don't have to, I would not choose to hold event or personally have dinner in DAC specifically at SFU ever.	2/28/2018 4:31 PM
3	Good delivery, but middling quality. Expensive.	2/28/2018 4:07 PM
4	The quality of food has decreased considerably from the previous caterers. Mackenzie used to serve really good food, but now the food is often bland. The only thing that has remained consistent is the breakfast and sandwich bar. Furthermore, the options are often less healthy and there is less variety than there used to be.	2/28/2018 1:01 PM
5	The pizza which is honestly the only affordable thing on the catering menu to order and share among students is TERRIBLE. THIS IS THE WORST PIZZA YOU CAN BUY OVERPRICED FOR 20.99. The Bre3ad is dry and too thick, toppings are subpar. The menu also doesn't make much sense, it's way too formal for many casual student events; it would only work for large student clubs who get more funding or professional events that are more fancy (I am told that SFSS typically only give \$6 per estimated person attending the event for catering grants). This is the menu I follow: <a href="https://www.sfu.ca/content/dam/sfu/mecs/PDF/facilities/Burnaby/ratesheets/SFU_BBY_catering_menu_FINAL_2016_5_NEW.pdf">https://www.sfu.ca/content/dam/sfu/mecs/PDF/facilities/Burnaby/ratesheets/SFU_BBY_catering_menu_FINAL_2016_5_NEW.pdf</a> To save everyone's money it would be cheaper to even self-cater, but it is very tedious to get reimbursed and deliver 15 pizzas to another area on campus. The nice thing is that catering gets delivered to the rooms on campus and comes with nice cutlery, tablecloths and arrangements but that seems a little excess, I think clubs would rather have cheaper food than all the frills.	2/27/2018 2:17 PM
6	A meat platter was removed from our order, which we did not appreciate, since it was specifically ordered to accommodate people that can't have the pizza that we ordered (wheat allergy, diet, etc)	2/27/2018 12:18 PM
7	Please consider changing the pizza supply.	2/27/2018 10:03 AM
8	If they can find a better quality, but still economic recipe for pizza, then that would improve the pricing and quality.	2/26/2018 11:36 PM
9	When food arrives, it is usually messy and seems like there is no effort put into it at all!	2/26/2018 4:30 PM
10	I have used SFU catering several times for events in the department. SFU catering provides limited options at a more reasonable price point and the quality of food they provide is often worse than what one could buy on campus. For example, we have ordered the boxed lunch (with wraps) two years in a row for an orientation event. The first year, the wraps were such bad quality (soggy, tasteless) that when we placed our order the next year, we asked if we could substitute the wraps for something else. We were informed that was not possible, so instead we put a note in the order requesting that the quality be improved. They were STILL terrible. For this Fall's orientation, we will most likely provide students with money to use at another establishment on campus, as we are unwilling to try catering a third year in a row. I have provided home made snack options (muffins, cookies) for meetings instead of using catering, as the catering is over-priced and of poor quality.	2/26/2018 4:20 PM
11	We have used SFU catering for my club events and have been shocked by the limited food options, the extremely overpriced costs (um wtf at this dining services monopoly), and just overall quality.	2/26/2018 4:03 PM
12	Way too expensive. The fact that we are forced to use catering services for events is a complete joke. Also a lot of communication problems with catering	2/26/2018 3:07 PM
13	food pricing is beyond expensive and not good quality.	2/26/2018 2:13 PM



14	The only thing clubs can afford is the pizza. Nothing else would be granted and if it was, the quantity is very small for very expensive. We need options that the SFSS will actually approve. Healthy options, nutritional options.	2/26/2018 2:02 PM
15	It would be beneficial for the clubs if our catering orders were confirmed earlier. This way if the catering does not go through we can prepare other options. However, we generally find out that our catering has not gone through the day of.	2/26/2018 1:53 PM
16	The food is garbage. The pizza has no sauce on it, the dough is like eating cardboard and there is limited toppings.	2/26/2018 1:44 PM
17	Coffee is awful	2/24/2018 1:48 PM
18	I wish there was a double confirmation from catering services that they have received our request and that they still coming or not.	2/23/2018 9:16 PM
19	so bad even Gordon Ramsay cant fix it	2/23/2018 7:33 PM
20	Please give an option for more than one catering service. Perhaps a fancy one and a not so fancy one. Or give us the option to go off campus/outside of SFU!!!!	2/23/2018 2:50 PM
21	Staff are not adequately trained to provide all items on menu. Particularly the staff are unable to make waffles at a reasonable rate at 830am, which is a main breakfast time. I once waited 40 minutes to get my order. I almost went to Subway instead to order my breakfast instead, and felt cheated to still be paying for a waffle after being late to start my day. Please train your staff or update your menu! This is frustrating and leading me to take my money elsewhere.	2/23/2018 9:35 AM
22	Trying to organize any event is made substantially harder by dealing with SFU's catering. It is a monopoly and can charge whatever it likes, providing no discount to students. The fact that a cheese plate costs over \$100 is absolutely ridiculous.	2/23/2018 9:33 AM
23	Food quality is never great for the price making it very difficult for club/student run events.	2/23/2018 12:18 AM
24	SFU catering is pretty much a joke. The food is very expensive and of low quality.	2/22/2018 10:04 PM
25	Have tried to order waffles from Mackenzie cafe many times. Every time the staff seemed annoyed to carry out my order and have fulfilled orders for customers behind me before. If you didn't want people to order it, why put it on your menu? Making me wait 30 mins for a waffle is ridiculous. Also the meat and veg option for breakfast sandwiches are the same which is crazy, since the veg option is just English muffin + egg and cheese. It should be atleast \$2 less.	2/22/2018 7:16 PM
26	Need more gluten free and vegan/vegetarian options and try and reduce waste	2/22/2018 6:17 PM
27	Way too expensive, deters groups from using catering for events	2/22/2018 3:44 PM
28	Really good selection of food to choose from, including some really high-end options. The catering we ordered arrived on time, and was accurate. The biggest reason why we attempt to avoid catering when organizing events is because it is simply cost-prohibitive, especially for student groups. For instance, tea or coffee is \$1.89 per serving, and flavor-infused ice-water towers cost \$20 to serve 20-25ish people, meaning that if we wish to organize moderately sized events (60ish people) we are paying \$almost \$100 just for basic beverages. While there are some reasonably priced options for food (pizza is around \$4/person, sandwiches are a little bit more), a lot of the lunch and dinner options are out of our budget range, and thus we are forced to hold events off-campus.	2/22/2018 3:23 PM
29	Honestly how do you consistently mess pizza up this badly, it's disgraceful.	2/22/2018 3:19 PM
30	While it is not possible to cater to every dietary restriction, gluten free and vegan are both common enough to address. There were not sufficient choices in either of those categories. Prices are very high, especially for student functions - this includes both the cost of food and the cost for room rental. Sanctioned student functions should receive greater discounts.	2/22/2018 2:59 PM
31	I would like to use SFU catering more often, but it is often very expensive for what it is.	2/22/2018 2:54 PM
32	Is the catering company different for Burnaby, Vancouver and Surrey campuses? The taste of the food can be improved.	2/22/2018 2:41 PM
33	The monopoly that one catering company has at the Goldcorp campus puts students at a great disadvantage when it comes to getting competitively priced catering options. For one of our events cakes were provided but the caterers would not cut them leading to some pretty precarious situations for our guests. I strongly suggest increasing our catering options.	2/22/2018 2:40 PM
34	It is so expensive. I don't use these services anymore because I can no longer afford them.	2/22/2018 2:34 PM

35	Very disappointing, our event was ruined because of the incompetence.	2/22/2018 1:13 PM
36	End the Monopoly!	2/22/2018 12:58 PM
37	Awful	2/22/2018 12:17 PM
38	I would like it if there are more healthy snack options available in small sizes (veggie platter, crackers & dip). I also think that the pizza could be improved as before the crust and toppings were much tastier! Now there is a lot of fluffy crust but not as many toppings and it doesn't feed as many people. I LOVE the fact that they provide reusable plates and cups. Next up would be reusable napkins!	2/22/2018 11:51 AM
39	Ridiculous prices for unimpressive quality.	2/22/2018 10:30 AM
40	Please properly cook the food. Sometimes it comes over-cooked other times under-cooked	2/22/2018 10:14 AM
41	Overall, if catering were not the only source of food for events, I would not be using it. The selection is poor, the quality is poor and the price point for the food is outrageous.	2/22/2018 9:44 AM
42	I have seen multiple viable events be cancelled outright due to the extreme costs offered. Also the requirements of having to hire security and bartenders through the catering service are ridiculous and should not be part of the contract. Please do something	2/22/2018 9:29 AM
43	Their outdated, ludicrous monopoly is a stain on the quality of community life on campus. Enough is enough.	2/21/2018 11:27 PM
44	Pricing of food is ridiculous for the quality provided. Most notable are the price of sushi is charged per piece but is listed as per "roll" and the dry cardboard pizza.	2/21/2018 10:31 PM
45	SFU catering makes it nearly impossible for a student club/society to function. Food is often the highest variable cost we incur when hosting events. The price/person for SFU catering food is up to 500% more than what is available from external vendors. Clubs & societies often have to restrict the size and number of events - which contradicts their individual club mandates. The monopoly of SFU Catering is restricting the ability of SFU to foster a strong, supportive, and engaging environment for students.	2/21/2018 9:47 PM
46	needs to be changed, gives a negative and greedy image to the service. truly a sign of how the contract that they fall under protect mediocracy, laziness, and poor quality. WE WANT TO USE THIS SERVICE BUT NEED IT TO BE MORE FAIR AND JUST	2/21/2018 8:35 PM
47	The food is terrible. Got a pizza slice at a catered event one time and the bottom was charred and carbonized from the oven. Overpriced and VERY disappointing.	2/21/2018 8:12 PM
48	If we are forced to order from SFU catering, it should not be unreasonable to expect that the pricing and options should match outside sources.	2/21/2018 7:59 PM
49	Change catering companys this is embarrassing	2/21/2018 6:46 PM
50	way too expensive	2/21/2018 6:37 PM
51	It's extremely overpriced. Considering that we're just students, these prices are far too high.	2/21/2018 5:03 PM
52	Sfu catering is awful. Being forced to use them for our club/student union organisations is bad. Over priced bad quality food. But why change when you're our only option am I right?	2/21/2018 4:36 PM
53	Food services at SFU is quite overpriced for the amount of food you actually get. Not many food options available around campus. And the food quality is poor- the food often does not taste very good for the amount of money you pay for it.	2/21/2018 4:19 PM
54	Let us bring food from off campus	2/21/2018 3:37 PM
55	GET RID OF THEM	2/21/2018 2:13 PM
56	Break the monopoly thar SFU catering has or at least improve the quality of the food that students pay for with their mand a tory student fees	2/21/2018 2:01 PM
57	overpriced! student unions have a limited budget and there are other catering services that have higher quality foods at cheaper prices!	2/21/2018 1:57 PM

58	For our club's icebreakers every semester, we choose to go with SFU's catering service because it's convenient since we hold our events on campus. However, it's extremely unfair that the pizza we get is of horrible quality and is heavily overpriced for what we get it for. It's ridiculous that we have to pay over \$20 for a pizza that is sometimes burnt and tastes like cardboard. As clubs, sometimes we don't have that much core funding as it is and while we want to provide the best for our club members to do the work they do and keep their morale up, the food being offered by the catering is simply not up to par.	2/21/2018 1:49 PM
59	I had dining hall service, it was definitely worse than my dog's food. Replace the company or do something!	2/21/2018 1:11 PM
60	The catering menu is very convoluted, resulting in students over or under ordering for events. The prices are absolutely outrageous. \$500 to provide 5 snack platters for an event of 25 people.	2/21/2018 1:09 PM
61	Quality has gotten worse, but pricing has either stayed the same or gone up. Lack of options in many areas of campus, especially on the west side of campus.	2/21/2018 1:07 PM
62	I have had SFU catering on about 4 separate occasions. Every time the food has either been very mediocre or just terrible	2/21/2018 12:48 PM
63	Poor quality food at outrageous prices. Any other on-campus restaurant offers better food at better prices.	2/20/2018 10:39 PM
64	BE ON TIME!	2/20/2018 8:42 PM
65	What's food pricing? We just get reimbursed. If we didn't have to spend on it, we would order outside for more food and cheaper.	2/20/2018 6:43 PM
66	very expensive and very unnecessary for SFU clubs, as they have little money to spend therefore it's a rip-off to use catering.	2/20/2018 6:38 PM
67	SFU catering has been the most common rant topic execs from different clubs discuss about. It has been unanimous that SFU catering has been lacking in quality & quantity, yet too expensive. It would be more reasonable to order food off-campus, while accommodating enough food for attendees, AND remain within the budget club execs initially set. Either amp up the quality AND quantity of food, or make the services more affordable. Better yet, allow clubs to bring in food from credible suppliers off-campus, even in open spaces. Pizza has been consistently inconsistent. Some days, they are basically a thick piece of dough with a bit of sauce and toppings; other days, the crust is tough even if it was just delivered. Yet, the cost is \$20.99 for one. Pizza Hut only charges half of that! Mini baguettes were overpriced for a small number of "sandwiches" provided - resembled more like pork buns. Ordering food is especially difficult with the limited number of options available. If the quality of food is as good as Dining Services for MacKenzie Cafe, there would barely be any complaints (other than some over-pricing) - provide more deals if clubs are buying a lot.	2/20/2018 5:29 PM
68	Too few Halal options	2/20/2018 4:53 PM
69	Unfortunately the food is quite expensive. The quality is sub-par but it drains budgets especially because when one books a room to have an event, one is also forced to book with sfu catering services.	2/20/2018 2:36 PM
70	too expensive for the amount offered to students!	2/20/2018 12:29 PM
71	It feels like SFSS dining services is forcing clubs to pay too much for food, especially since that's our only option	2/20/2018 12:12 PM
72	Get rid of the monopoly and let us get food somewhere else!	2/20/2018 10:38 AM
73	Not suitable for student clubs at all.	2/20/2018 9:41 AM
74	Had people at event say that fresh slice offered better tasting pizza than SFU Catering. There should also be more options for food choices.	2/20/2018 3:41 AM
75	The prices for food is extremely unrealistic for student unions. We host events to benefit students, and most of the time how to get engagement is by providing food. However, with our extremely small budget, food is a luxury. I was extremely shocked when the catering services increased food prices, because it went from unrealistic to basically unattainable. There are better quality, healthier, and much cheaper options available from the stores even on campus. SFU, please re-negotiate the contract with the catering company. We as students are trying to provide events for other students, and for some reason food is the single biggest factor of having events cancelled.	2/19/2018 10:35 PM

76	Very over priced for poor quality food. Pizza is the only adorable option and its very hard and dry. If we are forced to use catering please make the food bearable.	2/19/2018 9:18 PM
77	- Most order contain pizza because that is the "best" option due to the limited choices available - Pizza is mediocre at best - Ordered fruit platters multiple times (ex. quantities of 10 or 20 platters) and have never received more than one - Still charged for quantity of fruit platters ordered but not received - Fruits in fruit platters also mediocre at best where fruit isn't good and "assortment" of fruits only mean a single strawberry	2/19/2018 8:22 PM
78	I've been actively involved in 3 clubs in executive roles during my time at SFU. My comments are towards catering at Harbour Centre and Burnaby Campus (excluding dinner buffets at the DAC). The timeless and accuracy is usually okay; I personally haven't had any problems, however I've heard horror stories of food not prepared at all. The quality of food and the menu options can definitely be improved, but it is not the main concern. The quantity and food pricing goes hand in hand. For the amount of food being ordered, it is VERY over priced. The options for water is a prime example. I am no longer a student at SFU but thanks for looking into these problems. (SFU AV services is pretty pricey as well.)	2/19/2018 8:19 PM
79	Ridiculous price for mediocre food. The orange and cranberry juice tasted like water and the fruits were sliced thinner than paper. They did arrive to set up the food quite early.	2/19/2018 7:49 PM
80	more celiac options	2/19/2018 7:33 PM
81	if we're having african events , allow us to cook our own food . don't promise us you'll come through- only to bring sub standard foods with ridiculous prices	2/19/2018 7:22 PM
82	More options on food choices with reasonable prices. Most of the prices listed in the SFU catering are 1.2x - 1.5x more than the market prices	2/19/2018 6:46 PM
83	The food is so expensive, the portion sizes are tiny, and some of the food isn't even that good. The pizzas are so doughy and the fruit platters are so small. It's not fair that we have to order food from SFU when it isn't as good as the food we could buy from somewhere else.	2/19/2018 5:42 PM
84	From our club's planned and catered event, I have found it hard to accommodate for different allergies as there are not many gluten free options or other allergens.	2/19/2018 5:32 PM
85	Allow us to get alternative catering	2/19/2018 5:28 PM
86	Please make them do something about catering. Please.	2/19/2018 5:11 PM
87	This should be requisite reading for everyone at SFU Catering: <a href="https://en.wikipedia.org/wiki/Pizza">https://en.wikipedia.org/wiki/Pizza</a> The Pizza is abysmal and overpriced. An 8 year old Amish child could make a better pizza for cheaper. It's so bad that there's always pizza left over - not because people are full, but because people are literally unwilling to eat it. It's so bad that people would rather go spend \$10 to eat elsewhere on campus, or go hungry than eat the pizza that is given for free. It's just mildly flavored bread, that is usually either doughy or burnt. It's over 50% more expensive than ordering in much higher quality pizza from external sources is, and that includes delivery fee / tip. Accuracy is poor because although I know that I order pizza every time, I'm not sure that that's what I receive - I don't think the people who make it know what pizza is. The pizza could cost half of what it does and still be rated Very Poor for cost because of how abysmal the quality is./ In contrast, the pizza that is made at McKenzie Cafe is astoundingly good. Get them to teach the catering staff how to make pizza. Not that the pizza at McKenzie is actually great or anything, it's just orders of magnitude better than what catering provides. The fruit given always feels old / poorly portioned / watery. The juice suffers from being watered down as well. Coffee / Water is just fine though - I'm usually quite satisfied with that. but holy hell, if they want people to actually order SFU catering pizza, they should first learn what a pizza is.	2/19/2018 5:06 PM
88	thiccer thanna earths crust smhh	2/19/2018 4:49 PM
89	Please expand food options and standardize preparations, we used the catering services a few times and each time we were met with poor responses from our members. Eventually we had to find other caterers for the sake of our members enjoyment, but that makes it hard for us to get reimbursed and the overall process more complicated. SFU Catering in Burnaby is always a problem, but Segal's catering is pretty good (for the events I personally attended).	2/19/2018 4:29 PM
90	more vegan options.	2/19/2018 4:10 PM
91	It's been great so far! Always looks good, tastes good, and gets to the event on time. It'd be nice to have some inexpensive snack options (suitable for club meetings) other than cookies, pizza, and chips, vs. the available packages which aren't really suitable.	2/19/2018 4:00 PM



92	What kind of food options can we possibly have if like 80% of it is unobtainable at reasonable prices? We're students, not sultans making money off oil fields in our backyards. The prices they charge are ridiculous. How about I sell SFU five dollars for 250mL of juice mixed in a liter of water? Or maybe, they'll prefer half-assed pizza which is not only expensive and shit, but the most reasonably priced unreasonably priced item on their so-called menu.	2/19/2018 3:41 PM
93	Pizza has too much dough and it's overpriced at \$20. Juice tasted watered down. Their cookies were great though. Additional vegetarian and vegan options would be nice.	2/19/2018 3:21 PM
94	SFU catering needs to have more cheap food options. Student unions are supposed to use sfu catering for their events but we don't have very much budget. The pizza is the only semi-reasonable option but lots of students complain about it/ hate the sfu catering pizza. We need other cheap student type food that can serve a lot of people easily. (cheap wings, cheap veggie trays, cheap *tast* pizza, cheap sushi, cheap pasta, cheap chili, etc). The 10 day requirement for catering is also hard for regular student unions as the days often change. I think for small - medium orders, there needs to be an option for a 2-3 day ordering limit, even if that means we need to transport the food ourselves, or be forced to choose from a smaller menu. Catering should also be able to provide alcohol in a way that makes it easy for student unions to have alcohol at events (we don't typically know the rules, how to serve it, how to check id, provide security, etc...). We don't always have enough attendance at events to book the highland pub but we still want alcohol at our events.	2/19/2018 3:03 PM
95	prices are ridiculously high making it very difficult to manage expenses on grant requests.	2/19/2018 2:51 PM
96	In my experience with catering, I find it is very overpriced and the food quantity is very small. For example, we had to pay \$500 to receive the bare minimum of some pastries and coffee. As we were not allowed any outside food we had no choice but to have to use this option. Since we did receive only pastries, the quality was decent and it was delivered right on time. However, in the future I believe I would prefer having more options for events that are operating on a smaller budget or providing larger servings at the current price, as many of the current options are not reasonable.	2/19/2018 2:48 PM
97	My union spent around \$500 only for the food from catering for our last event. The amount of food we received for the price was unreasonably little. It was so strange that we went to the reception to check if all the food had arrived, and they said that it all did. We concluded that either the food is extremely overpriced or we were not given all the food we ordered. Probably both were true as, for example, we ordered 5 boxes of pizza but were given 3.	2/19/2018 2:36 PM
98	As far as I've found, it much easier and cheaper to get food self catered since you are able to get more food for less money and have more options on what to get.	2/19/2018 2:27 PM
99	will not order from them again	2/19/2018 2:16 PM
100	Making it mandatory that student clubs/unions use these services for their events is very limiting, especially because of how expensive it is. The food is not the best quality for how much they charge (ESPECIALLY the pizza, which most students agree tastes bad). I think that the quality of food should be improved for how much they are charging for it, and also bring the prices down.	2/19/2018 2:04 PM
101	It's super expensive and frustrating that we can't bring our own food.	2/19/2018 2:03 PM
102	Very expensive for the quality and quantity. Please explain how does a case of soda can cost +\$15 when we can get it at Superstore for \$5. Pizza tastes very very bad (thick dough with barely any flavour). Fruit platters are ridiculously expensive for the amount you get (at Costco for \$15). Not enough variety of food. With the amount of money that clubs are forced pay for catering from dining services for each event, we are better off ordering food elsewhere for better quality and/or preparing our own. If food from dining services was expensive but good, there would be not complaints but it is AWFUL.	2/19/2018 1:56 PM
103	Previously, we've had one case of the catered pizza carrying a bit of an alcohol taste to it - possibility of overfermentation of the yeast? Additionally, the crust of the pizzas we last got catered were either extremely hard or extremely thick. Just a bit of a feedback - no hard feelings :D	2/19/2018 1:53 PM
104	As a Club Executive, I have noticed that food is one of the factors that affect attendance rates at club events. Feedback I have received from club members on SFU catering has been very poor. I want the members to have a choice, since they are students that regularly pay student fees. Especially with limited budgets, it makes no sense why we have to use SFU catering which is more expensive yet lower in quality compared to outside services. SFU catering also forces fees such as "tips", so are the Club Executives supposed to cover this fee by themselves? In short, low quality and high prices.	2/19/2018 1:34 PM

105	The food catering was extremely expensive while the quality/quantity was very poor. We could have order twice more food with half a price. We regret ordering catering from SFU still. Hope it gets better later.	2/19/2018 1:27 PM
106	It's expensive, but we are very happy with what has been provided.	2/19/2018 1:17 PM
107	Coming from one of the largest clubs at SFU, we often order pizzas as they seem to feed the most people for the price. However, often times the quality is SEVERELY lacking. For example, pizzas we receive are often burnt. See this image of what we call "Chicken BBQ Pizza": <a href="https://i.imgur.com/lqtqNwB.png">https://i.imgur.com/lqtqNwB.png</a> . This pizza looks burnt and not a single slice was touched by members except those who were desperate to have food. Club members often react negatively when we have no choice but to serve them this pizza, but we don't really have many other options considering we are such a large club and need to feed as many people as we can. The food is also terribly overpriced. I don't know how clubs can be expected to grow and thrive with catering such as this, unless they are expected to charge for membership / admission and use their own independent money to feed their members with better food. Pizzas and chips and other foods cost hundreds of dollars, and often SEVERELY lack in quantity AND quality (as seen above) when compared to what is stated. In fact, one event, the amount we paid for chips and the amount of chips we received was basically as if we paid \$1 per individual chip. Terrible. I believe that the clubs should have more control and say in the matter, in the sense that if we had more purchasing power with reimbursement, then the clubs themselves would be allowed to control the quality and quantity of the food they purchase for their own clubs, by buying large quantities of food from places such as Pizza Hut, or even a McDonald's would probably be better. Our club members would be so much happier, and they would love our club more as well as SFU/SFSS more, and so would we, the club executives. The club members of the club I am from always like to "meme"/trash on the food from catering since we often receive poor quality food such as in the attached image above. One example of a "meme" created by a strong member of our community is an image such as this: <a href="https://i.imgur.com/uvvmUSX.png">https://i.imgur.com/uvvmUSX.png</a> Seeing images and complaints like this can be embarrassing, even though it is outside the control of the club executives. Furthermore, advertising to our members that we will have free food at our events isn't a benefit to our regular members, as they know to expect low quality food. The only positive note I can say about the catering services at SFU is that they manage to arrive at our events on time, or sometimes even a little bit early. Even then though, coming early can be a problem, as it sometimes arrives in the middle of an activity, and isn't fresh anymore once the club members are no longer occupied and ready to eat. SFU / SFSS really needs to step their game up, this treatment towards clubs is atrocious.	2/19/2018 1:16 PM
108	Paid over \$100 for a fruit platter that could be had from Safeway for \$10. They said the portion was for a group of over 100 people but it only served 10 - we thought this was in error and were told that in reality this is what they think a portion is and wouldn't provide refund. Further, the pizza is reaaaally bad and since that's the primary food they are serving it's a real shame.	2/19/2018 1:03 PM
109	Whenever we have an event, we order pizza because it is the easiest and the cheapest option. But honestly the pizza taste really bad. It is no where close to the quality of other pizza places like papa johns and pizza hut. Everything else is fine (delivery, quantity, etc)	2/19/2018 1:03 PM
110	SFU catering is a joke. You can't convince me that paid professionals are cooking the food. It seems that food is just bought ready made frozen and just requires reheating based on the quality and even then, catering manages to mess up on just reheating a pizza. Pictured in this link is a BBQ Chicken pizza which at best looks like burnt cheese on cardboard ( <a href="https://imgur.com/lqtqNwB">https://imgur.com/lqtqNwB</a> ). The food that is provided by catering is not justified by the cost, quality, and quantity that we get on the regular from catering. It is honestly sad that we are pleasantly surprised when pizza comes in unburnt which is usually industry standard and common sense not to serve burnt pizza. In addition how do paid professionals mess up on nachos? It's literally nacho chips, cheese, and toppings. The nachos chips came in stale and chewy while the diced vegetables and cheese were grainy and bitter. SFU catering has honestly gained "meme status" in clubs that I frequent due to its consistently bad quality and ridiculous pricing for the quantity. An order of chips should never work out to be roughly a dollar per chip. Unbagging a bag of Lays Originals into a bowl is not worth the tens of dollars we have to pay. Honestly arranging club meetings at a local McDonalds would be more desirable at this point. At least everyone will be fed more varied food that is both better in quality and quantity for a fraction of the price and no one will be hungry because they don't want to eat burnt pizza.	2/19/2018 1:02 PM
111	Had an iced tea order that arrived tasting of bad apple juice, and was un-drinkable. All food is overpriced for the quality and quantity, however delivery aspects have been good. I'd like to see cheaper healthy options so we don't have to default to pizza to fill event attendees.	2/19/2018 1:02 PM

112	Some menu options have been misleading, such as the sushi previously was by saying "two rolls" when the serving was really two pieces. The quality is very inconsistent and generally quite low, especially the pizza. The pricing is unreasonably high for the quality and quantity delivered. A club given the same amount in cash could easily get much more food at a higher quality than what is provided through SFU catering.	2/19/2018 12:56 PM
113	we used the catering for for a SU event and can say a HUGE part of our Budget was spent on catering. It is unfair and unrealistic to have student groups pay so much and receive so little in return. Especially when it is such a driving factor in having other students attend events. we ordered very simple items like a meat and cheese platter , Cookies, and tea, it seemed like the food was fresh and arrived on time to our event.	2/19/2018 12:50 PM
114	Not diverse selections! We would love for the recipes to be handed to Catering is the possibility of doing food by ourselves won't be covered by the grants. Let's say for example we have a cultural event, we would love for the food to be from that particular culture. In the current form, Catering doesn't allow for that as best as it could. We can be engaged for more discussion if possible.	2/19/2018 12:43 PM
115	The beverages taste like they have been watered down. The food has no taste. If they are not able to fulfill students needs, maybe they should change practices or allow students to purchase from credible vendors. At many times, the food has been cold, which is likely a health and food risk.	2/19/2018 12:34 PM
116	Food often arrives soggy, overburnt or disproportionate (e.g. too much dough in a slice of pizza). Seriously overcharged on some items ( \$70 worth of bulk chips is only one tray that could be filled with 3-4 family packs). While the actual service is nice (tablecloth, decorative plant, hard plates) most events end up with a smaller than expected portion unless +\$200 is spent for a crowd of 50 people. The main problem is the inconsistent quality of pizza. Some days it's good and on others it's heavily overburnt and bland. <a href="https://imgur.com/lqtqNwB">https://imgur.com/lqtqNwB</a> <- example There is also a lack of or no proper indication of platter type dishes which would greatly benefit club events	2/19/2018 12:23 PM
117	.	2/19/2018 12:22 PM
118	Student unions don't get much money. For example, small departments only get \$300 a semester. Hosting events become difficult when we can only order from SFU Catering. Also, if we are paying so much for food, it would be nice to have better food. The menu is also a little misleading...	2/19/2018 12:14 PM
119	Very disappointed. I don't intend on using SFU catering again!!	2/19/2018 11:50 AM
120	The main option almost always available for students when looking to cater for lunch/dinner is Pizza. The pizzas themselves are EXTREMELY expensive costing clubs a whopping amount to cater, and limiting our food options tremendously. As an executive member of numerous clubs this semester, each club I've worked with has struggled with poor food options and tremendously expensive options.	2/19/2018 11:46 AM
121	Pizza is always very dry, and not very good	2/19/2018 11:40 AM
122	The prices being charged for SFU catering are unacceptable. It would be more cost effective and less embarrassing to get a full pizza from Fresh Slice than to present the pizza we get from SFU catering. Products obtained from this catering service have routinely gone uneaten at events because of the lack of quality. We can't even find people willing to take the leftovers home. Further we recently had an event where a meat tray was removed from the order due to the number of people attending. This removal caused a problem for some of the people who had dietary restrictions and could only have consumed this food. If you are serious about improving SFU catering, find a new contractor to work with or let us use SFSS funds more freely to purchase at other eateries.	2/19/2018 11:37 AM
123	Everything is way over priced, especially when we are forced to use this service on campus. It is way cheaper to pay an outside company to deliver and cater for us	2/19/2018 11:23 AM
124	MECS maintains a monopoly on campus, and continues to raise prices at the expense of students. This is unacceptable and indicates the university's willingness to overcharge their most important stakeholders - the students that use their services.	2/19/2018 11:22 AM
125	it doesn't taste that great	2/19/2018 11:17 AM
126	Ordering 10 business days in advance seems a bit much. The iced tea we also ordered tasted like apple juice and iced tea, and the pizza wasn't good.	2/19/2018 11:17 AM

127	The food is highly overpriced, especially for what we are given. It is really frustrating as we are students and do not always have the budget to afford a lot of this food, especially when we know there are cheaper alternatives literally on the mountain itself. It is also frustrating that there are a lack of culturally diverse options, and that for students the go-to is overpriced pizza that lacks options for people with more dietary restrictions. Plus, it doesn't taste as good as the options that we could get off-campus. It is really frustrating.	2/19/2018 11:13 AM
128	the prices are extremely high for the amount of food provided. as an example, a veggie tray ordered from catering is at least x6 the price of a home made fresh veggie and dip tray, or even those bought from stores. with the limited budget given to student clubs, I find it extremely difficult to give good food to our attendees and members without spending a huge chunk of money that can be used to improve the club.	2/19/2018 11:12 AM
129	I have found SFU Catering, especially the catering at the Harbour Centre Campus to be awful. The food is firstly very bad. The biggest complaints we received about our event was about the food. Moreover, the price we paid for the food was outrageous, especially, when we considered the feedback from our participants. If the food had been good it would have made the price understandable. The workers have always been timely, polite and great. Our main complaint is the quality and price of the food.	2/19/2018 11:11 AM



# simon fraser student society

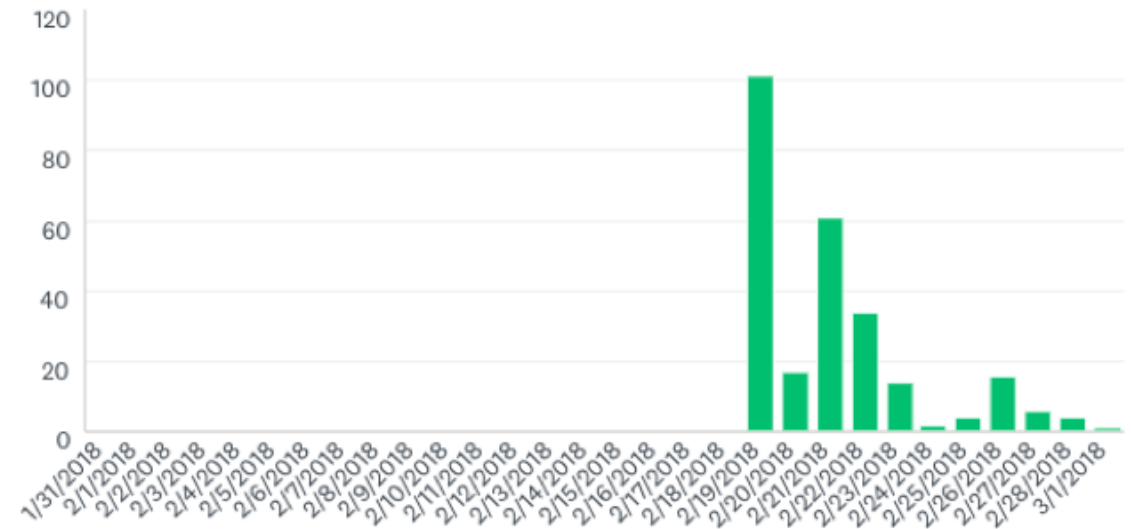


**SFU CATERING SURVEY RESULTS 2018**

# RESPONSES

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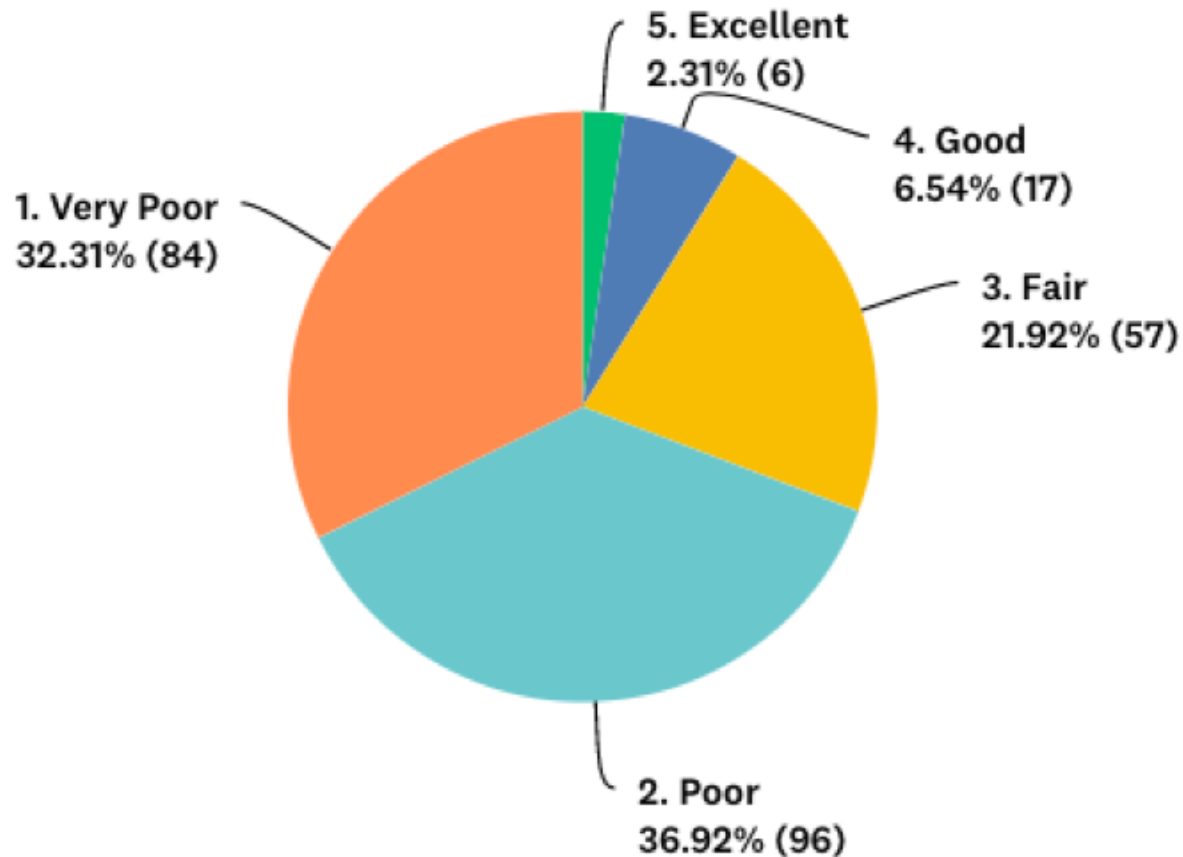
- Distributed:
  - From February 19 to March 2, 2018 to Clubs, Student Unions and GSS
- Total Responses: **260**



# RESULTS

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# THE QUALITY OF FOOD PROVIDED BY SFU CATERING:



# COMMENTS

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- "...It's so bad that there's always pizza left over - **not because people are full, but because people are literally unwilling to eat it.** It's so bad that people would rather go spend \$10 to eat elsewhere on campus, or go hungry than eat the pizza that is given for free..."
- "The beverages taste like they have been watered down. The food has no taste . **If they are not able to fulfill students needs, maybe they should change practices or allow students to purchase from credible vendors.** At many times, the food has been cold, which is likely a health and food risk."

# COMMENTS

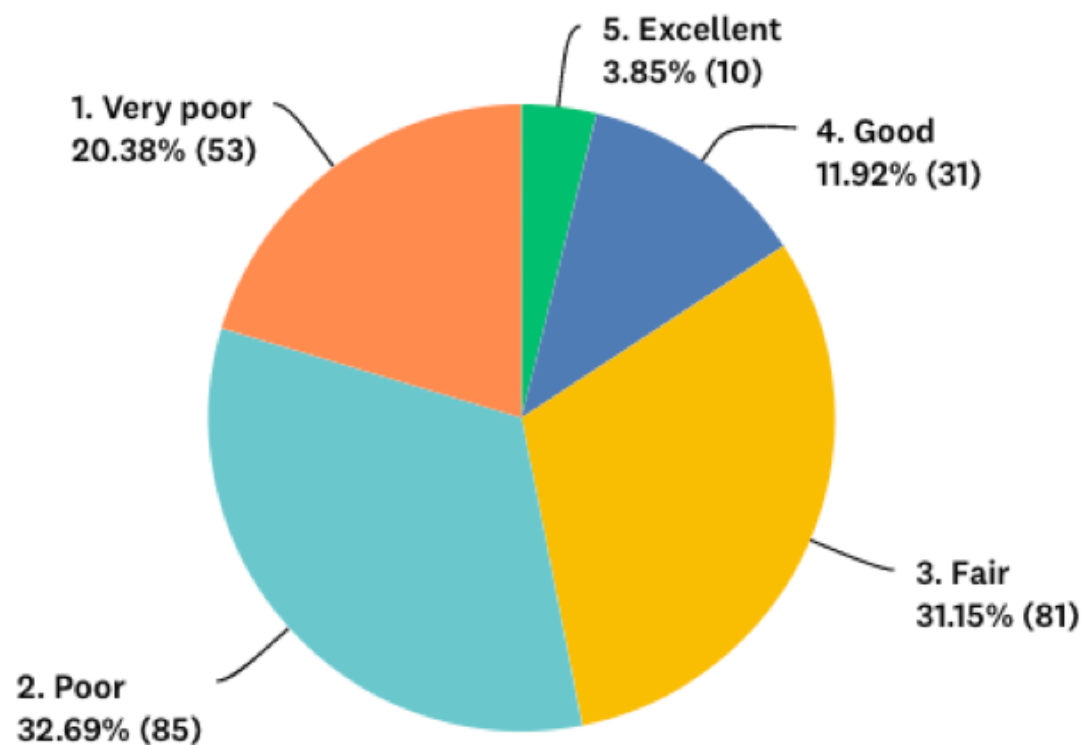
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- "Coming from one of the largest clubs at SFU, we often order pizzas as they seem to feed the most people for the price. **However, often times the quality is SEVERELY lacking.** For example, pizzas we receive are often burnt. See this image of what we call "Chicken BBQ Pizza": <https://i.imgur.com/lqtqNwB.png>. This pizza looks burnt and not a single slice was touched by members except those who were desperate to have food..."





# THE QUANTITY OF FOOD BY SFU CATERING:



POOR



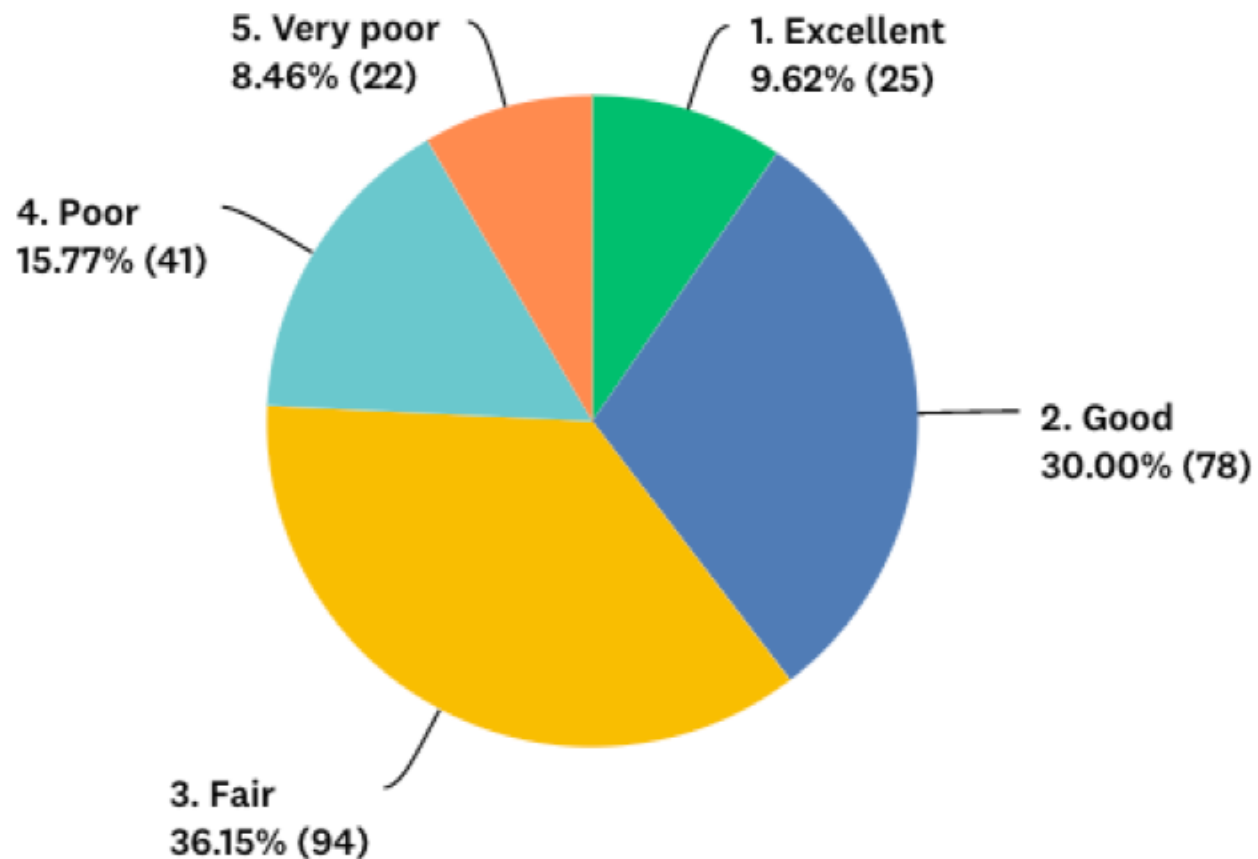
# COMMENTS

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- “In my experience with catering, I find it is **very overpriced** and the food quantity is **very small**. For example, we had to pay \$500 to receive the bare minimum of some pastries and coffee. As we were not allowed any outside food we had no choice but to have to use this option...”
- Some menu options have been misleading, such as the sushi previously was by saying “two rolls” when the serving was really two pieces...The pricing is unreasonably high for the quality and quantity delivered. **A club given the same amount in cash could easily get much more food** at a higher quality than what is provided through SFU catering.

# ACCURACY OF ORDER DELIVERY:

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**FAIR**

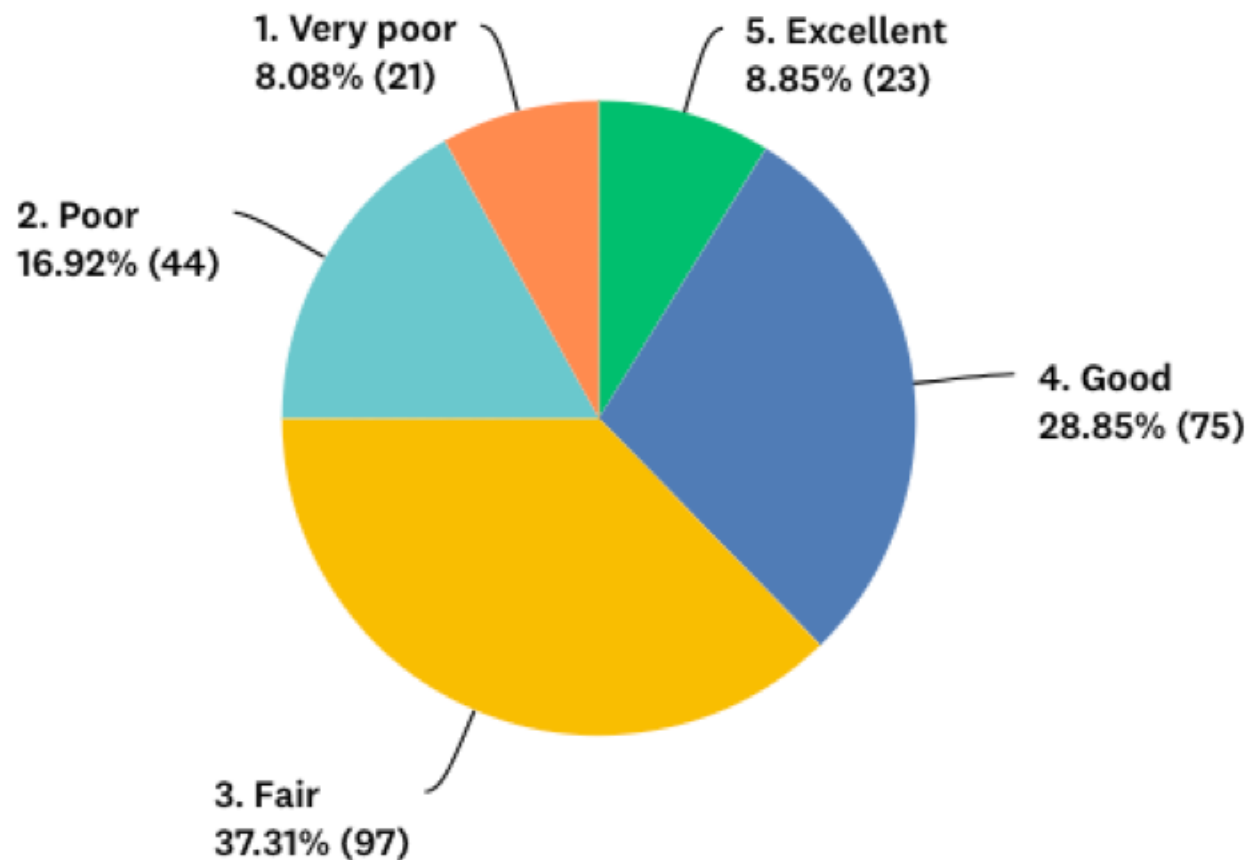
# COMMENTS

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- The **catering we ordered arrived on time, and was accurate** . The biggest reason why we attempt to avoid catering when organizing events is because it is simply cost-prohibitive
- The timeless and **accuracy is usually okay**; I personally haven't had any problems, however I've heard horror stories of food not prepared at all.

# TIMELINESS OF YOUR ORDER:

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**FAIR**

# COMMENTS

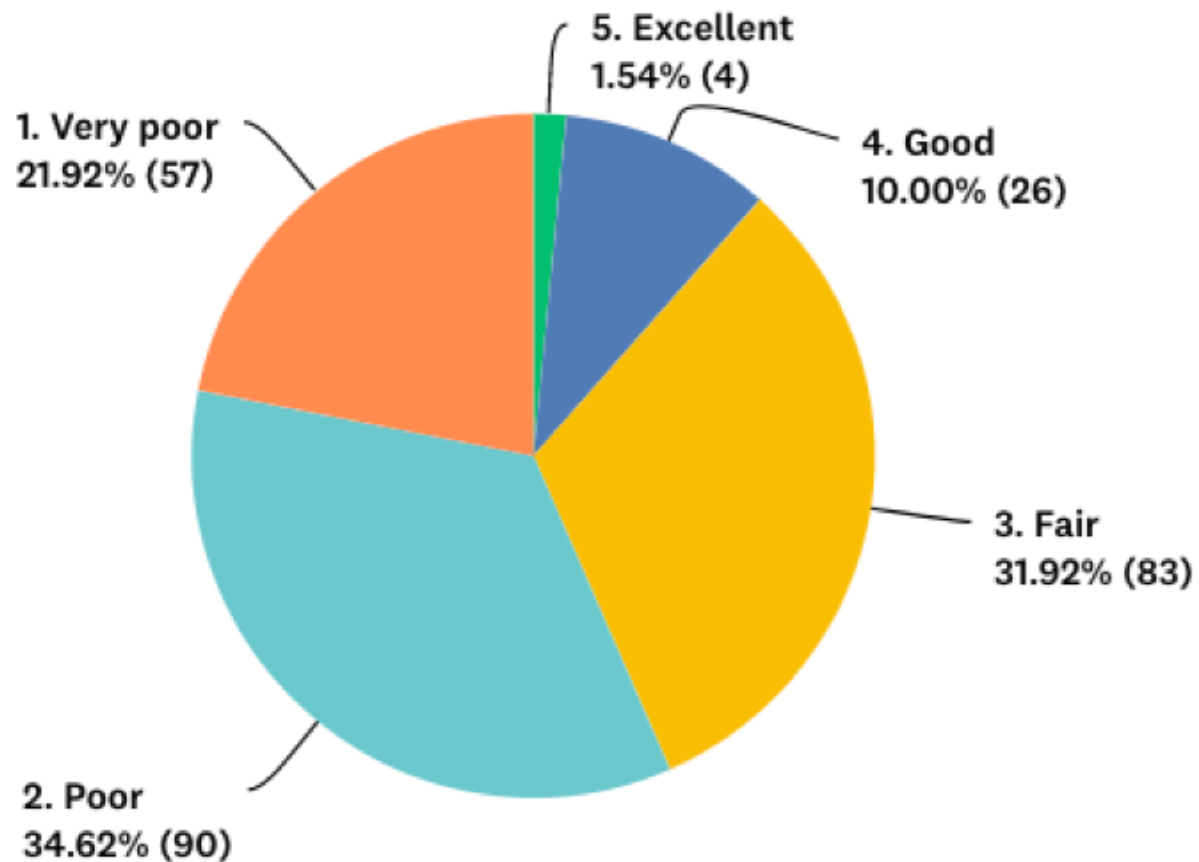
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- "...The only positive note I can say about the catering services at SFU is that they **manage to arrive at our events on time** , or sometimes even a little bit early..."
- "...The workers have **always been timely** , polite and great. Our main complaint is the quality and price of the food."
- "...we ordered very simple items like a meat and cheese platter , Cookies, and tea, it **seemed like the food was fresh and arrived on time** to our event."
- "...Since we did receive only pastries, the quality was decent and it was **delivered right on time...**"



# FOOD OPTIONS AVAILABLE TO YOU:

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POOR

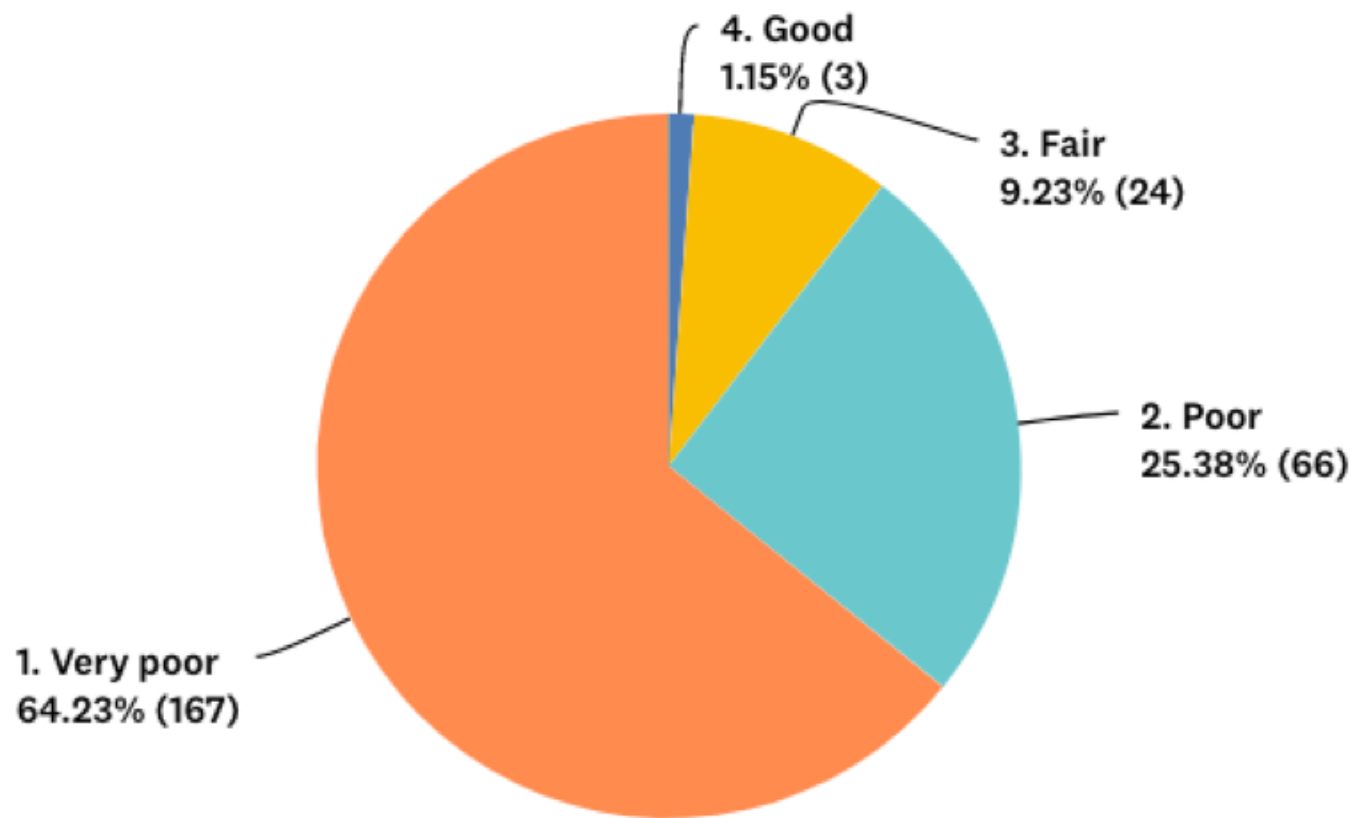


# COMMENTS

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- “...It is also frustrating that there are **a lack of culturally diverse options** , and that for students the go-to is overpriced pizza that lacks options for people with more dietary restrictions. Plus, it doesn't taste as good as the options that we could get off-campus. It is really frustrating...”
- “...**Additional vegetarian and vegan options** would be nice.”
- “From our club's planned and catered event, I have found it **hard to accommodate for different allergies** as there are not many gluten free options or other allergens.”

# FOOD PRICING:



**VERY POOR**



# COMMENTS

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- “...As clubs, sometimes we don't have that much core funding as it is and while we want to provide the best for our club members to do the work they do and keep their morale up, the food being offered by the catering is simply not up to par.”
- **“The prices for food is extremely unrealistic for student unions.** We host events to benefit students, and most of the time how to get engagement is by providing food. However, with our extremely small budget, food is a luxury...SFU, please re-negotiate the contract with the catering company. We as students are trying to provide events for other students, and for some reason **food is the single biggest factor of having events cancelled.**”

# ADDITIONAL COMMENTS

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- “I have seen multiple viable events be **cancelled outright due to the extreme costs** offered...”
- “SFU catering makes it nearly impossible for a student club/society to function. Food is often the highest variable cost we incur when hosting events...**Clubs & societies often have to restrict the size and number of events - which contradicts their individual club mandates.** The monopoly of SFU Catering is restricting the ability of SFU to foster a strong, supportive, and engaging environment for students.”

# ADDITIONAL COMMENTS

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- “The food is highly overpriced, especially for what we are given. **It is really frustrating as we are students and do not always have the budget to afford a lot of this food**, especially when we know there are cheaper alternatives literally on the mountain itself.”
- “...I find it extremely difficult to give good food to our attendees and members without spending a huge chunk of money that can be used to improve the club.”
- “MECS maintains a monopoly on campus, and continues to raise prices at the expense of students. **This is unacceptable and indicates the university's willingness to overcharge their most important stakeholders - the students that use their services.**”



# END

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## SFU Catering Service Survey 2018

Q1. Have you ever used SFU catering services before?

Answer Ch Response | Responses

Yes	94.55%	260
No	5.45%	15
Answered		275
Skipped		0

Q2. The quality of food provided by SFU catering:

Answer Ch	5. Excellent	4. Good	3. Fair	2. Poor	1. Very poor	Total	Weighted Average
1	6	19	62	101	87	275	3.89
						Answered	275
						Skipped	0

Q3. The quantity of food by SFU catering:

Answer Ch	5. Excellent	4. Good	3. Fair	2. Poor	1. Very poor	Total	Weighted Average
1	10	33	87	90	55	275	3.53
						Answered	275
						Skipped	0

Q4. Accuracy of order delivery:

Answer Ch	5. Excellent	4. Good	3. Fair	4. Poor	5. Very poor	Total	Weighted Average
1	25	79	105	42	24	275	2.86
						Answered	275
						Skipped	0

Q5. Timeliness of your order:

Answer Ch	5. Excellent	4. Good	3. Fair	2. Poor	1. Very poor	Total	Weighted Average
1	23	78	104	45	25	275	2.89
						Answered	275
						Skipped	0

Q6. Food options available to you:

Answer Ch	5. Excellent	4. Good	3. Fair	2. Poor	1. Very poor	Total	Weighted Average
1	4	27	91	92	61	275	3.65
						Answered	275
						Skipped	0

Q7. Food pricing:

Answer	Ch 5. Excellent	4. Good	3. Fair	2. Poor	1. Very poor	Total	Weighted Average
	1	0	3	27	68	177	275
							4.52
						Answered	275
						Skipped	0

Q8. Do you have any additional comments about your SFU catering experience? (Optional)

Answered 134  
Skipped 141

### **SFSS Cat Therapy**

**Date, Time, & Location:**

- This will occur three times from March 12 to March 30, 2018
  - Dates will be confirmed based on the Cat Therapy and Rescue Society
- SFU Surrey Campus (One classroom)

**Overview:**

- This event will be for the purpose of de-stressing before final exam season.

**Goals and Objectives:**

- To provide an enjoyable event for students and provide them an opportunity to learn more about the Board.
- To continue to foster the sense of community within our SFU undergraduates.
- To allow students an opportunity to de-stress before the final exam season begins.

**Stakeholders:**

- Cat Therapy and Rescue Society
- The SFSS membership
- SFU Surrey

**Targeted Audience:**

- SFSS undergraduates at SFU Surrey

**Marketing:**

- Marketing will be completed by our SFSS communications office. We will be having constant social media presence on both channels (IG and FB), and putting up posters.

**Logistics:**

- Confirm dates with the Cat Therapy and Rescue Society
- Book a classroom for the session
- Get approval from SFU Surrey for the event

**Budget:**

**Expenses**

Staff Support*	\$400
Kitten Therapy and Rescue Society**	\$750
Promotions	\$150
Contingency	\$150
<b>Total</b>	<b>\$1450</b>

\*As it is difficult to find volunteers to help on the day of the event, our intention is to provide an opportunity for a student staff members to help. This will ensure that the Surrey campus is still able to have a good event. This may not be needed if volunteers are available.

\*\*The Kitten Therapy and Rescue Society charge \$250 for a three-hour session. Our intention is to hold three sessions on three separate days. (\$250X3=\$750).

**Motion:**

**Be it resolved to approve \$1,450 from line item 821/20 for the SFSS Cat Therapy event occurring between March 12, 2018 to March 30, 2018.**

## **St. Patrick's Day Pub Night Proposal**

**Date & Time:** March 15th (9PM-1AM)

### **Overview:**

- Idea is to have a St. Patrick's Day Pub Night. The theme would include St. Patrick's Day decorations in the highland pub with a mix of hip/hop features. This event continues building and maintaining an active social life on campus. All aspects other than the bar staff will be handled by the SFSS.

### **Goals and Objectives:**

- To host a diverse series of events that appeals to many the undergraduates
- To work with locally popular DJs and other groups on campus for a memorable event
- To continue to foster the sense of community within our SFU undergraduates

### **Stakeholders:**

- The SFSS membership (19+)
- Some off-campus attendees (19+)
- SFU Dining Services and/or external bartending company
- SFU Meeting, Events, and Conference Services
- SFU Safety & Risk Services
- SFU Ancillary Services
- External/Internal groups for promotions
- DJs

### **Targeted Audience:**

- SFSS members over the age of 19

### **Metrics/Measurables:**

- Amount of tickets sold (300)

### **Marketing:**

- Marketing will be completed by our SFSS communications office. We will be having constant social media presence on both channels (IG and FB), putting up posters around campus, and distributing handbills. We will be doing ticket giveaways on social media
- We can get the event featured throughout various groups, clubs, etc.
- We can walk around the hallways giving out free candies/snacks with handbills for the event

### **Production:**

- Production and performance will be covering the lights, sound, and theme decorations.

### **Ticket Sales:**

- There will be three tiers of tickets
  - \$5 x 150



- \$10 x 100
- \$15 x 50
- Tickets will be sold through the Club and Student Union Center, few Board members, and online via Showpass.

**Budget:**

**Expenses**

Decorations	\$400
DJs	\$1000
Security	\$1000
Promo	\$300
Production	\$400
Photobooth	\$700
Giveaways	\$150
Prizes	\$125
Photographer	\$350
Videographer	\$150

**Revenue**

Tier one (\$5)	150	\$750
Tier two (\$10)	100	\$1000
Tier three (\$15)	50	\$750

**Net**

Expenses	\$4,575
Revenue	\$2,500
Net	-\$2,075

**Amount Budgeted for event: \$2,075**