**Operating Guidelines for University UPPS No. 05.03.01**

**Food Service Issue No. 5**

**Revised: 06/09/2020**

**Effective Date: 08/28/2015**

**Next Review Date: 05/01/2025 (E5Y)**

**Sr. Reviewer: Director, Auxiliary Services**

**01. POLICY STATEMENT**

01.01 This policy clarifies the joint interests of the division of Finance and Support Services (FSS), the division of Student Success (SS), and the LBJ Student Center (LBJSC) in working with the food contractor.

**02. OPERATING PROCEDURES**

* 1. Auxiliary Services (AS), Facilities (FAC), Dean of Students (DS), Department of Housing and Residential Life (DHRL), LBJSC, and Special Projects (SP) share the responsibility for the effective operation of the on-campus food service operation in conjunction with the institutional food service contractor. The following table indicates the operational decision areas, along with primary and input responsibilities:

|  |  |  |
| --- | --- | --- |
| Decision Area | Primary Responsibility | Input Responsibility |
| Contract rates or negotiations | FSS/AS | SS/DS/DHRL/LBJSC |
| Meal plan options1 | SS/DS/DHRL/AS/LBJSC | FSS |
| Menu offerings1 | SS/DS/DHRL/AS/LBJSC | FSS |
| How and where university serves food1 | SS/DS/DHRL/AS/LBJSC | FSS |
| Meal ticket issuance | FSS/AS | SS/DS/DHRL |
| Special temporary and weekend meals | SS/DS/DHRL/LBJSC | FSS/AS |
| Accounting and fees | FSS/AS | SS/DS/DHRL |
| Maintenance | FSS/FAC/AS | SS/DS/DHRL/LBJSC |
| Contract performance | FSS/AS | SS/DS/DHRL/LBJSC |
| Day-to-day performance in the delivery of contracted food services | SS/DS/DHRL/AS/LBJSC | FSS |
| Development of standards and techniques for evaluating the delivery of contracted food services2 | SS/DS/DHRL/AS/LBJSC                                                 | FSS/SP |
| Total financial integrity of food services                  | FSS/AS/LBJSC | SS/DS/DHRL |
| Release of students from food service contract meal options for extenuating circumstances | DS/DHRL/AS | SS |
| Appeal of release of students from contract meal options | DHRL | AS |
|  |  |  |

1SS/DS/DHRL/AS/LBJSC received primary responsibility in these areas, so they will make decisions when contract pricing or negotiations occur, which will elicit strong input from SS/DS/DHRL/AS/LBJSC by FSS.

2The [food service committee](https://www.txstate.edu/roster/standing/vpfss/food-service.html) will establish standards for measuring the performance of the food service contractor. The committee will consider student survey results in assessing performance.

02.02 The director of Food Services will attend staff meetings with the directors of AS, LBJSC, SP, and DHRL on an as-needed basis and will cooperate with these directors for food service requirements in each of their respective areas. The [food service committee](https://www.txstate.edu/roster/standing/vpfss/food-service.html) will resolve conflicts that may arise regarding food service.

**03. REVIEWERS OF THIS UPPS**

* 1. Reviewers of this UPPS include:

Position Date

Director, Auxiliary Services May 1 E5Y

Director, Department of Housing May 1 E5Y

and Residential Life

Director, LBJ Student Center May 1 E5Y

**04. CERTIFICATION STATEMENT**

This UPPS has been approved by the following individuals in their official capacities and represents Texas State policy and procedure from the date of this document until superseded.

Director, Auxiliary Services; senior reviewer of this UPPS

Vice President for Finance and Support Services

President