

Tulane Dining Services Tutorial Fall 2023 Transcript

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00:00:04.860 --> 00:00:19.040

Jaime Dunkle: Thank you everyone for joining this Tulane University dining services tutorial. My name is Jamie Dunkle, and I'm the Assistant Director of Communications and marketing at campus services and dining services is one of our departments.

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00:00:20.480 --> 00:00:24.220

Jaime Dunkle: Today I'll be introducing your hosts.

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00:00:25.040 --> 00:00:33.080

Jaime Dunkle: who are Jadii Joseph, the director of dining services, and Kara Lubeck, who is our campus dietitian.

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00:00:36.090 --> 00:00:37.859

Jaime Dunkle: And now we'll turn it over to Jadii.

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00:00:39.890 --> 00:00:51.780

Jadii Joseph (Dining): Hey? Good morning, everyone. Thank you, Jaime, for this wonderful introduction. My name is Jadii Joseph. I'm a director of dining services for Tulane University. My goal is to

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00:00:51.910 --> 00:00:56.130

Jadii Joseph (Dining): create the best dining program in colleges and universities.

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00:00:56.220 --> 00:01:05.289

Jadii Joseph (Dining): my top priority is to make myself available to every student to get feedback. Your comments, concerns questions.

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00:01:05.590 --> 00:01:10.629

Jadii Joseph (Dining): If you have any, feel free to reach out at dining at Tulane dot EDU.

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00:01:16.130 --> 00:01:30.569

Jadii Joseph (Dining): So what dining services provide? We provide a variety of dining plans for our students. We have residential dining, retail dining. We also have food trucks here on campus, and we also have it to go program.

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00:01:31.010 --> 00:01:34.659

Jadii Joseph (Dining): we have mobile food ordering service for pick up.

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00:01:34.780 --> 00:01:44.590

Jadii Joseph (Dining): We also have robot delivery. We have farmers market that serve produce from local vendors. and it happens here every other Friday.

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00:01:44.600 --> 00:01:49.609

Jadii Joseph (Dining): We also have special events here on campus throughout the campus.

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00:01:49.730 --> 00:01:52.019

Jadii Joseph (Dining): we have a convenience store

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00:01:52.260 --> 00:02:06.389

Jadii Joseph (Dining): that's located, and the back of the Commons we also have resources for for a variety of dietary needs which Kara will address later in the presentation.

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00:02:09.030 --> 00:02:14.589

Jadii Joseph (Dining): So what can families do to help access students? Dining plans

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00:02:18.130 --> 00:02:30.690

Jadii Joseph (Dining): so very important for families... it is very important that you sit down with your student and read the dining plan contract. we want to be transparent.

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00:02:31.520 --> 00:02:39.750

Jadii Joseph (Dining): We want everyone to not this information. it's very important that you check their status and get involved.

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00:02:40.100 --> 00:02:42.800

Jadii Joseph (Dining): There's variety of things you have to do.

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00:02:42.990 --> 00:02:48.830

Jadii Joseph (Dining): You could check the student login on the dining plan portal.

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00:02:49.200 --> 00:02:56.660

Jadii Joseph (Dining): The dining plan. Total login is the students Tulane username and password some important dates.

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00:02:57.710 --> 00:03:07.739

Jadii Joseph (Dining): So dining plan selections are due Monday, June 26. But don't worry. If a student don't pick a dining plan, they will be defaulted to unlimited

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00:03:09.180 --> 00:03:12.670

Jadii Joseph (Dining): After August 25

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00:03:13.920 --> 00:03:24.600

Jadii Joseph (Dining): the student will get a fee if they change the dining plan in the following week after the student will be locked in with the plan that is chosen. So it's very important that they select

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00:03:24.790 --> 00:03:27.790

Jadii Joseph (Dining): and go through the plans that fit their needs.

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00:03:32.210 --> 00:03:33.829

Jadii Joseph (Dining): So splash cards

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00:03:34.300 --> 00:03:38.750

Jadii Joseph (Dining): Every new student that come to Tulane University will receive

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00:03:39.040 --> 00:03:45.220

Jadii Joseph (Dining): a splash call. This flash car will be used as key entry to the dining hall.

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00:03:45.800 --> 00:03:49.930

Jadii Joseph (Dining): It would also be used as your credit card for your your

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00:03:51.010 --> 00:03:56.030

Jadii Joseph (Dining): 2 Lane D. Let's see on campus the call I would include meal swipes.

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00:03:56.240 --> 00:04:00.259

Jadii Joseph (Dining): extra meals, quick picks, wave bucks, and all the bucks.

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00:04:00.680 --> 00:04:03.979

Jadii Joseph (Dining): and I will explain that later in the next slide.

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00:04:09.520 --> 00:04:12.889

Jadii Joseph (Dining): So what are some basic details about dining plans?

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00:04:15.980 --> 00:04:21.930

Jadii Joseph (Dining): So every dining plan includes meal swipes, extra meals, quick picks.

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00:04:22.590 --> 00:04:28.029

Jadii Joseph (Dining): wave bucks and Nola bucks. And if it doesn't include it. You also have the option to add.

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00:04:28.750 --> 00:04:30.530

Jadii Joseph (Dining): So what are meal swipes?

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00:04:30.730 --> 00:04:36.379

Jadii Joseph (Dining): Meal swipes can be used that every meal swipe location which is going to be on our website

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00:04:36.780 --> 00:04:37.809

Jadii Joseph (Dining): but

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00:04:38.570 --> 00:04:44.479

Jadii Joseph (Dining): the main meal swipe usage is done at the dining room at the Malkin Sacks Commons.

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00:04:44.780 --> 00:04:49.290

Jadii Joseph (Dining): and also Greenwave Grill, which is located near Claiborne.

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00:04:49.450 --> 00:04:52.030

Jadii Joseph (Dining): near our athletics department

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00:04:53.090 --> 00:04:56.889

Jadii Joseph (Dining): extra mills can be used at any meal swipe location.

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00:04:57.650 --> 00:05:00.140

Jadii Joseph (Dining): Extra mails can be used to

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00:05:00.220 --> 00:05:01.890

Jadii Joseph (Dining): swipe in a guest

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00:05:02.350 --> 00:05:04.720

Jadii Joseph (Dining): bring family

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00:05:05.370 --> 00:05:08.330

Jadii Joseph (Dining): basically anyone they want to join them.

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00:05:09.340 --> 00:05:13.859

Jadii Joseph (Dining): The breakfast lunch at dinner. They could use the extra meal if they are available

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00:05:14.090 --> 00:05:17.760

Jadii Joseph (Dining): quick picks. Quick Picks determined meal options

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00:05:18.160 --> 00:05:22.109

Jadii Joseph (Dining): at select locations in the LBC food court.

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00:05:22.790 --> 00:05:30.010

Jadii Joseph (Dining): And it's basically like going to McDonald's and getting a Number one combo. It's a predetermined meal.

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00:05:30.240 --> 00:05:32.709

Jadii Joseph (Dining): And you just tell

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00:05:32.990 --> 00:05:41.629

Jadii Joseph (Dining): the cashier that you want to use a quick pick. So what a Wave Bucks allow students to eat outside of the dining room.

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00:05:41.860 --> 00:05:46.449

Jadii Joseph (Dining): wave bucks can be used to purchase food here on campus.

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00:05:46.730 --> 00:05:48.940

Jadii Joseph (Dining): anywhere where food is served

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00:05:49.280 --> 00:06:00.799

Jadii Joseph (Dining): wave bucks also can be used if you do not have a meal swipe available. Every meal swipe location also accepts weight bugs.

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00:06:01.520 --> 00:06:05.190

Jadii Joseph (Dining): So Nola Bucks

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00:06:05.280 --> 00:06:09.600

Jadii Joseph (Dining): are dining dollars that could be used outside of campus.

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00:06:09.750 --> 00:06:15.249

Jadii Joseph (Dining): So it allows students to dine and select merchants here in New Orleans which are on our website.

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00:06:15.470 --> 00:06:23.050

Jadii Joseph (Dining): We also have grub hub in our Nola Bucks program. That student can use any restaurant that is on the grub of platform.

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00:06:26.540 --> 00:06:34.130

Jadii Joseph (Dining): So what are the difference between wave bucks and Nola Bucks, and I know I just kind of explain. I'll go further

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00:06:35.290 --> 00:06:36.639

Jadii Joseph (Dining): and to explain.

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00:06:37.320 --> 00:06:45.540

Jadii Joseph (Dining): So wave bucks are on campus tax free retail dollars that you can use it spent like cash.

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00:06:45.880 --> 00:06:49.779

Jadii Joseph (Dining): and it allows students to eat outside the dining room. As I explained earlier.

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00:06:50.060 --> 00:06:53.540

Jadii Joseph (Dining): it can be used at our full court food trucks.

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00:06:53.740 --> 00:06:56.439

Jadii Joseph (Dining): It can be used at our convenience store.

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00:06:56.600 --> 00:07:00.880

Jadii Joseph (Dining): It also can be used to into the dining hall. So on campus.

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00:07:01.470 --> 00:07:02.990

Jadii Joseph (Dining): So Nola Bucks.

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00:07:03.860 --> 00:07:07.290

Jadii Joseph (Dining): as in the name Nola in New Orleans, Louisiana.

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00:07:07.690 --> 00:07:20.759

Jadii Joseph (Dining): These bucks are spent that off campus retail. we have a list that is listed on our website. And like, I explained early, it can also be used on grub hub.

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00:07:21.020 --> 00:07:28.499

Jadii Joseph (Dining): And the good thing is, if you're back at home and you have Nola bucks in your account, you could use them at home as well.

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00:07:28.640 --> 00:07:30.589

Jadii Joseph (Dining): It spent like cash.

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00:07:31.000 --> 00:07:36.060

Jadii Joseph (Dining): and it allows students to purchase here in New Orleans, and, like, I just said, earlier back at home.

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00:07:40.690 --> 00:07:43.239

Jadii Joseph (Dining): So retail dining locations.

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00:07:43.460 --> 00:07:51.129

Jadii Joseph (Dining): So 2 Lane provides retail dining here on campus, and these are primary locations, for

...

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00:08:18.350 --> 00:08:29.280

Jadii Joseph (Dining): our main locations for residential dining is the mountain Sax Commons. which is located by burg a family long

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00:08:29.480 --> 00:08:38.749

Jadii Joseph (Dining): we have greenware grill, which is near Claiborne. close to athletics. and we also have provisions to go

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00:08:38.860 --> 00:08:43.810

Jadii Joseph (Dining): which is located inside our convenience store here on campus.

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00:08:50.420 --> 00:08:54.269

Jadii Joseph (Dining): So retail dining locations. We also provide

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00:08:54.590 --> 00:09:06.620

Jadii Joseph (Dining): a lot of retail dining locations. we have our full court and the lavish burning center which we call the Lbc food Court. We also have food trucks on campus located in

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00:09:06.720 --> 00:09:19.110

Jadii Joseph (Dining): different locations. Here throughout the campus we have Pj's coffee on campus. We actually have 4 locations. and we also have provisions.

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00:09:19.260 --> 00:09:23.200

Jadii Joseph (Dining): which is, the convenience store on campus.

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00:09:27.110 --> 00:09:31.030

Jadii Joseph (Dining): and with that note I will pass it on to my colleague Kara

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00:09:31.070 --> 00:09:33.910

Jadii Joseph (Dining): to discuss dietary needs. Thank you.

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00:09:36.590 --> 00:09:42.530

Kara Lubeck: Thank you, Jadii. like you said. My name is Kara Lubeck, and I am our campus dietitian.

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00:09:42.540 --> 00:10:01.829

Kara Lubeck: My job is to be is to make sure that all of our students have delicious, satisfying, and most importantly, safe food on campus. So I'm going to review some of the things that we already have that exist on campus. But if you have any other questions, or have some sort of extenuating circumstance, please feel free to schedule a meeting with me by scanning this link below.

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00:10:04.920 --> 00:10:09.269

Kara Lubeck: So what does dining services do to support different dietary?

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00:10:12.050 --> 00:10:18.539

Kara Lubeck: So we have a variety of different things that we have on campus already available set into our program.

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00:10:18.640 --> 00:10:25.930

Kara Lubeck: so to kind of hit the main ones, we offer vegetarian, vegan and plant-based options throughout our residential dining facility.

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00:10:25.950 --> 00:10:45.629

Kara Lubeck: These are indicated by icons on the the labels at each station in the dining hall. So you'll always know what's a vegetarian. Item, what's a Vegan option? And what is plant based for us? The difference between plant based and Vegan is that our Vegan products don't have any honey or refined sugar, and our plant-based items, too.

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00:10:45.780 --> 00:10:47.910

Kara Lubeck: just as reference.

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00:10:48.560 --> 00:11:06.530

Kara Lubeck: for some of our Allergen friendly for Allergen students. we have our simple zone which is going to be our gluten-free pantry. It is card access only. So you can apply for access on our website. The reason we do that is, to maintain the integrity of the room and ensure that it stays a gluten free facility.

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00:11:06.700 --> 00:11:28.669

Kara Lubeck: Within that pantry we offer a number of supplemental sort of staple items, breads, bagels, rolls, hamburger buns, cookies, muffins. we have eggs in there that you can cook on a hot plate in there. If you are worried about cross contact, there's a microwave. There's a toaster, there's milk...

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00:11:29.110 --> 00:11:39.519

Kara Lubeck: granola bars, Other types of canola, yogurt, things like that that can supplement what we already have available in our dining hall in food that, you know is safe for your gluten-free diet.

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00:11:40.100 --> 00:11:53.609

Kara Lubeck: We also have our simplified station, which is going to be our core Allergen program. So this is a hot food station that makes food without milk, wheat, soy peanuts, tree nuts, shellfish, eggs, sesame or gluten

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00:11:53.930 --> 00:12:05.849

Kara Lubeck: And just as a note, our entire facility at the Malkin Sacks Commons is a peanut and treenut-free facility. So if you have an allergy to either of those. You don't have to worry in that in our whole dining space.

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00:12:06.010 --> 00:12:19.350

Kara Lubeck: But the way that our simplified station keeps everything safe is, we have separate prep storage and cook areas for the station, as well as completely separate small wares. That's all indicated by the color purple on the station.

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00:12:19.380 --> 00:12:27.180

Kara Lubeck: so everything is kept completely separate, and everything is prepared without contact to any of those items. So if that is something that you are allergic to.

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00:12:27.470 --> 00:12:29.410

Kara Lubeck: You're safe to eat at that station.

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00:12:29.670 --> 00:12:39.989

Kara Lubeck: for those who might have additional allergies that are not listed. Please reach out to me to meet. And also, if you have any questions about religious accommodations, please reach out to me as well.

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00:12:43.970 --> 00:12:52.170

Kara Lubeck: So now that we've talked sort of about everything that goes into a dining plan. Let's run through the options that you have as an incoming student or a parent of any

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00:12:52.630 --> 00:13:12.280

Kara Lubeck: So the first one we have, which is definitely the most popular for our incoming students is going to be our unlimited plan. This is unlimited meal swipes, and that you can use as a map in ... and a couple of other places on campus as listed on our website. The nice thing about having unlimited meal Swipes is not having to keep track of how many you have left.

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00:13:12.360 --> 00:13:26.339

Kara Lubeck: and especially in social situations, being able to swipe into the dining hall to eat with your friends, if maybe you've already eaten, is a really nice thing, especially for the first semester. additionally, you get \$250 in wave bucks and \$25 in

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00:13:29.270 --> 00:13:33.590

Kara Lubeck: Another plan available to our incoming students is going to be the TU 15.

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00:13:33.740 --> 00:13:52.830

Kara Lubeck: So this is 15 meal swipes per week, which averages out to about 2 meals a day. So maybe if your student isn't a big breakfast eater, this might be something more for you. They do get 10 extra meals for per semester, so those extra meals could be used if maybe they've already used up their 15 meal slip for the week, or if they have a guest coming, and they want to use the meal.

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00:13:52.960 --> 00:14:00.040

Kara Lubeck: With this one you get a little more money and wave bucks. You get \$400 in wave bucks and you still get that \$25.

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00:14:02.220 --> 00:14:31.360

Kara Lubeck: The final plan that we have for our new students is going to be our kosher dining plan. So if you are a kosher student who's looking for a way to support that. This plan is a good option. It offers 10 meals per week at Ramon, which is the restaurant inside hull, which is our center for Jewish life on campus. Those meals can be used at Ramon, but they can also be used at our regular, my emails type locations as well. It just allows you to access mail swipes at Ramone, and then you also get \$400 in place.

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00:14:34.400 --> 00:14:38.130

Kara Lubeck: What are ways that students can share their concerns and comments?

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00:14:40.160 --> 00:14:45.750

Kara Lubeck: So we love hearing from students. positive and constructive feedback is always welcome

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00:14:45.870 --> 00:15:02.490

Kara Lubeck: for immediate issues always look for the manager on duty. So there are signs throughout the dining hall that show a photo of the manager that's on duty at the time. and letting them know or letting a supervisor know who's anyone wearing a blue shirt is going to be the best way to address your concerns immediately.

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00:15:02.810 --> 00:15:15.210

Kara Lubeck: There's also going to be opportunities for a student participation throughout the year. through focus groups. we have an online feedback portal, which is what you can scan here. And you can always email dining at Tulane dot Edu.

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00:15:19.960 --> 00:15:22.260

Kara Lubeck: and thank you all, and welcome to Tulane.

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00:15:26.330 --> 00:15:30.160

Jaime Dunkle: Thank you, Kalra, and thank you, Jadii, for such a wonderful

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00:15:30.320 --> 00:15:31.650

Jaime Dunkle: presentation

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00:15:32.170 --> 00:15:39.709

Jaime Dunkle: on Tulane dining services, and thank you everyone for watching, and we hope to hear from you soon.