

49-R-13

A Resolution to Implement a Feedback Form for University Dining Services

Sophie Chang (for herself, Michael Frank, and Lauren Fechtel) introduced the following resolution to the Steering Committee, where it passed.

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Whereas the Undergraduate Student Government represents all undergraduate students at The Ohio State University, and

Whereas The Ohio State University – Office of Student Life University Dining Services, hereafter Dining Services, maintains a website with a “Contact Us” tab for student input,¹ and

Whereas the “Contact Us” tab leads to an email address – dining@osu.edu – which allows students to submit thoughts on how Dining Services can improve their menus or services, and

Whereas the “Contact Us” tab does not readily provide students with a contact phone number to address concerns with a representative from Dining Services, and

Whereas the University of Michigan has a feedback form that includes several components, including student name, date, food choice, payment method, satisfaction level, and a comment section, all of which allow administration to better understand the needs of their students,² and

Whereas Texas A&M University has a similar feedback form that gathers information such as student name, email address, place of residency, dining location in question, and additional comments as well as asks the student to indicate whether they wish to be contacted,³ and

Whereas Michigan State University displays the phone number for the MSU Culinary Services in a clear, easily accessible manner for students on their contact information webpage,⁴ and

Whereas a feedback form would be a simple yet effective option for Dining Services to adopt;

Therefore Let it Be Resolved that the Undergraduate Student Government advocates for the implementation of a feedback form on the Dining Services website, and

Let it Further Be Resolved that the Undergraduate Student Government supports increased communication between the student body and Dining Services in order to best accommodate the needs of each and every student at The Ohio State University.

¹ <https://dining.osu.edu/contact-us/>

² <http://dining.umich.edu/comments-and-suggestions/>

³ <https://new.dineoncampus.com/tamu/feedback>

⁴ <https://eatatstate.com/contactus>

Floor Vote: Passed

Gerard C. Basalla

Gerard Basalla
President

Date Adopted: 9/21/16

Danielle M. DiScala

Danielle Di Scala
Vice President

Date Terminated: _____