

UNCW Board of Trustees Business Services Update

July 27, 2023



UNIVERSITY *of* NORTH CAROLINA WILMINGTON

Business Services: Brief Overview

- Business Services is comprised of three administrative units that direct a wide variety of programs serving the university's students, faculty, staff, visitors, alumni, and guests.
- These include Dining, Bookstore, One Card, Parking & Transportation, Hospitality, Warehouse, Recycling, Printing, Passport, & Postal Services, and Campus Sustainability.
- We seek to provide high-quality goods and services efficiently and sustainably, effectively supporting UNCW's mission.



Customer Engagement & Continuous Improvement

Engagement Opportunities

- Intentional and regular engagement is one of the most effective ways we improve the customer experience for UNCW's Stakeholders.
- Examples Include:
 - SGA Leadership Meetings
 - SGA's Campus Services Committee
 - Chancellor's Student Advisory Council
 - Staff Senate's Faculty Welfare Committee
 - Proactive engagement with Athletics leadership on important service contracts
 - Sustainability Advisory Board
 - Campus Safety & Security Council
 - Parking, Traffic & Transportation Advisory Committee (PTTAC)

FY23 Highlights Include

- **E-Bike/E-Scooter Services:** Worked with PTTAC to select/introduce Bird Bikes as UNCW's newest service provider.
 - 4,198 unique users
 - 37,083 unique rides
 - 29,997 total miles traveled
- **Improved Move-In Day Operations:** Automated/streamlined services that previously caused student delays on move-in day for Parking and One Card.
- **New Bookstore Contract:**
 - More generous financial incentives
 - Cost savings opportunities for students
- **Improved Dining Infrastructure:**
 - Expanded mobile ordering options
 - Renovated Dunkin' location
 - Added Shaka Taco to Hawks Nest



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Coming in FY24

- **Improved Parking for Commuter Students:** Worked with Leanne Churchill (Student Veterans Organization President '23) to enhance the availability of parking spaces close to central campus for commuter students.
- **Facility Improvements/Enhancements:**
 - New flooring in Warwick Hall and Fisher University Union
 - Bookstore Renovation of the first floor
 - Renovated and redesigned Chick-fil-a
- **Expansion of Dining Options:**
 - Adding Wheelz Pizza to Sandpiper
 - Adding True Balance to Wagoner Hall
 - Adding Wave Bowl, Wild Blue, and Tackle Box to Hawks Nest
- **Complete Dining Services RFP Process.**



Dining Services Contract

- This spring, UNCW issued an RFP for dining services, as the existing contract will end on December 31, 2023.
- The new contract is anticipated to have an initial term of at least five years, with the university having the option, in its sole discretion, to renew the contract for up to five additional one-year renewals.
- Provided the scale and significance of this contract with over 1.2 million point-of-sale transactions annually, UNCW has enlisted the services of Campus Dining LLC to assist with the RFP development and evaluation processes.
- Bids were due to the university in June, and we are currently in the process of evaluating each proposal.
- We intend to award a new contract in the next two to three months.

Questions?