

# Consultants conduct study of food service

By LYNN EARLEY  
DTH Staff Writer

As a result of a set of recommendations submitted last spring to Vice Chancellor for Student Affairs Donald Boulton by the Food Services Advisory Committee, three independent consultants are on campus this week to evaluate food service at the University.

The consultants are directors of food services at other universities and have had years of experience in food service. They are Norman Hill of the University of Tennessee at Knoxville; Donald Jacobson, University of Pennsylvania; and Ronald Enloe, University of Richmond.

The consultants are meeting with student organizations, department heads and individual students to get input on the present food system and make recommendations for the future. Associate Vice Chancellor for Student Affairs James O. Cansler said in a letter recently sent to various organizations.

Hill, Jacobson and Enloe met this week with Student Government, the Residence Hall Association and

the Black Student Movement and some department heads, including Director of Housing James D. Condie and Director of the Carolina Union Howard Henry.

As another step, the consultants toured Granville Towers' food service facilities and the Carolina Inn cafeteria.

At an open meeting Tuesday night, Jacobsen said one important question was how to raise the necessary capital to finance improvements in the system.

"How do you get the base?" he said. "What made Granville click?"

The consultants compared Granville's system with that of ARA Food Services, which is contracted by the University. Granville had to appeal to the students who lived there in the beginning, they said.

Jacobsen said there would have to be an emphasis on atmosphere as well as food to attract students. "I don't think any student would make a decision except a negative decision based on good food. I think you need a blend."

Enloe said that some things which would help the

food system gain a better reputation would be more positive backing from orientation counselors and resident assistants and a student employee base.

Howard Southerland, director of University Dining Services, said, "One thing that we're going to go after is UNC students to work with us in the cafeteria."

The consultants and Southerland agreed that a better image could be gained by having more student workers, but said the present facilities discouraged potential workers.

Southerland said: "We're almost under the ground, and it's just being in a basement and having the facilities we have. It makes it hard to employ full-time help, let alone part time."

Enloe said ARA should be commended for the improvements it has made — including image improvements — over its predecessor. "Howard (Southerland) has come into a mess — a philosophical mess."

Enloe said there was a need for constructive criticism, with definite suggestions. "Saying the food service is crummy is not going to help."

# Campus Y holds talks

By LAURIE BRADSHAW  
DTH Staff Writer

The days when a professor could get to know each of his students personally have almost vanished, but some campus organizations try to preserve traditional faculty-student interaction at the University.

Campus Y discussion dinners try to provide student interaction by sponsoring potluck suppers with faculty members, Y Co-President Ward Bondurant said. Each dinner is followed by a short lecture and discussion.

Dinner discussions began partly in response to the closing of the Lenoir Hall dining area, a student-faculty hangout, in the 1960s.

Maria Young, secretary for the vice chancellor for student affairs and a former student, said she remembered when Lenoir was a favorite gathering place of students. "It was a huge room. You could look over the whole place and see what friends or professors were there," she said.

"You just dumped your books and could sit and visit with the professors," Young said. "It was a good opportunity to talk. Sometimes the professors invited you to sit with them; other times, you invited yourself."

Associate Vice Chancellor James Cansler said: "The thing students and faculty look back to with nostalgia is the custom of the morning coffee break."

"It was the kind of situation where

faculty members had their own coffee mugs on the shelf," he said.

Cansler said students, in particular, remembered Lenoir Hall because many were employees.

The Pine Room, named for its pine paneling, is the only part of Lenoir Hall that is a dining area today. Art department studios and AFROTC offices are on Lenoir's main floor.

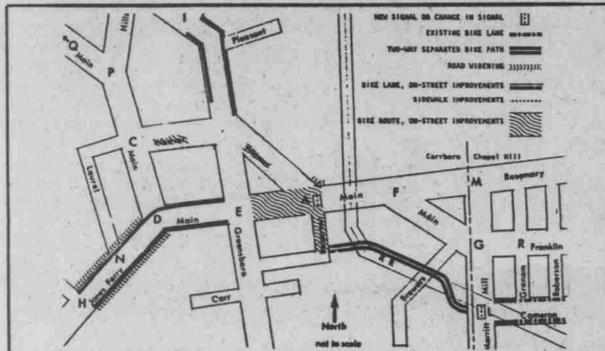
Lenoir Hall opened in 1939. It first operated as a dining service for the naval preflight school and later as the University's 1,300-seat dining hall, replacing the Swain Hall dining area.

Lenoir was closed by the University in 1968 as a result of disruption that occurred," Cansler said. "The University, in effect, went out of the food service business at that time."

Cansler said a food contract management company took over in the spring of 1969, and Chase Cafeteria, which had opened in 1965, and the Pine Room reopened on a reduced-service basis.

"The point is that the food service held a place in students' lives," he said. "The meaning of this really inspired the Campus Y to begin holding Coffeeklatch."

Coffeeklatch, another effort to bring faculty and students together, was disbanded because turnout was low, Bondurant said. But he said Student Government had picked up the idea and sponsored several faculty-student receptions.



## Bikeway work may start soon

Construction aimed at making the intersection of Weaver and Main streets in Carrboro safer for pedestrians, bicyclists and motorists may begin in a few weeks if it is determined that work can be completed before cold weather sets in.

The construction will extend the sidewalk in front of Bullwinkle's Bar, where Weaver splits off from Main toward Chapel Hill. The work, part of the second and third phases of the Carrboro Bikeway Project, will cost about \$90,000.

The realignment will extend the area in front of Bullwinkle's toward Chapel Hill, creating one intersection with Roberson Street, Weaver Street, Main

Street and one entrance to Carr Mill Mall converging at the same point.

"Main Street will be widened into the Carr Mill parking lot to make room for the new segment," town Alderman Ernie Patterson said.

"This new intersection will make it illegal and impossible to make a U-turn from Main Street onto Weaver Street, which people do now, even though it's very dangerous."

The project includes the construction of brick sidewalks in front of Bullwinkle's and along the business side of Main Street, as well as a covered bus shelter next to Carr Mill Mall.

— ALEXANDRA McMILLAN

# Health Service welcomes criticism from students

Editor's note: This column, sponsored by the health educators at Student Health Services, answers students' questions about any aspect of health and preventive medicine. Questions can be submitted to The Daily Tar Heel office or in the Health Education Suite of SHS or be phoned in (966-2281, ext. 275).

Q. I have a complaint about the Student Health Service. Where can I take it?

A. If you have had an unhappy encounter with a health care professional, it is important to let the person know

how you are feeling. It may be a simple problem in communication that can be easily resolved with more discussion. Most of our staff would rather hear of dissatisfaction directly from the student. You could walk away with more positive feelings if you go that route. If you have not reached satisfactory conclusions by the direct approach, written complaints, comments or suggestions are encouraged, and many people feel that it a consumer responsibility as well as a right.

Complaints about Student Health Service can follow a variety of channels. The most direct channel is a letter to Dr. Judith Cowan, director of SHS.

Letters to Cowan can be sent to her through campus mail or be dropped off at SHS. Further, Cowan said a suggestion box had been put up for students' complaints, compliments and suggestions. "Hopefully, the students will take advantage of the suggestion box. Because our services are for the students, the students should have a voice in how those services are conducted," she said.

The blue suggestion box is located by the elevator directly across from the reception desk.

Another way to complain is through members of the Student Health Advisory Board or the student health advocate, Don Rose.

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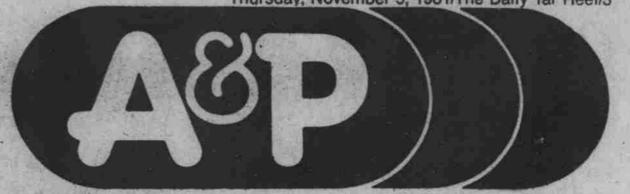
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