

# Email Correspondences

**Input Outlined in Red**

Fwd: Food

Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>  
Tue 1/31/2023 1:48 PM  
To: Pearce, Casey <casey.pearce@austin.utexas.edu>

Get [Outlook for iOS](#)

**From:** Rodriguez, Josue A <josue.rodriguez@austin.utexas.edu>  
**Sent:** Wednesday, September 28, 2022 9:26 AM  
**To:** Vallejo, Paulina E <paulina.vallejo@austin.utexas.edu>; Peeler, Charlene Y <cpeeler@austin.utexas.edu>; Morrison, Keith <Keith.Morrison@austin.utexas.edu>  
**Cc:** Rivera, Mynor <mynor.rivera@austin.utexas.edu>; Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>  
**Subject:** Fw: Food

Team,

Please see below student feedback after dining at JCL. Who is handling the process when a student states that they are sick after dining at a dining location.

Best Regards,

**JOSUE RODRIGUEZ**, Assistant Director of Marketing and Communications  
[The University of Texas at Austin](#) | Housing and Dining | 512 475 7563 | [housing.utexas.edu](#)

**From:** <[REDACTED]>  
**Sent:** Tuesday, September 27, 2022 9:38 PM  
**To:** UHD Dining <dining@austin.utexas.edu>  
**Subject:** Food

Hi, it seems in the JCL today that the chicken wasn't cooked all the way, it was pink in some areas and I don't feel very well after eating the food. I think I have a stomach ache from the food. Also I heard from someone that on the ut austin reddit there was a picture about the eggs having moss? Also the chicken that goes on top of the salad seemed to have some dark areas, so I didn't eat it but it could have been veins of the chicken too. Many people also complained that they got sick after eating at JCL and J2. Could you maybe check the food and cook the chicken better?

Fwd: Vegan Options at the Dining Halls

Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>  
Tue 1/31/2023 1:49 PM  
To: Pearce, Casey <casey.pearce@austin.utexas.edu>

Get [Outlook for iOS](#)

**From:** Rodriguez, Josue A <josue.rodriguez@austin.utexas.edu>  
**Sent:** Wednesday, April 13, 2022 9:53 AM  
**To:** [REDACTED]  
**Cc:** Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>; Rivera, Mynor <mynor.rivera@austin.utexas.edu>  
**Subject:** Fw: Vegan Options at the Dining Halls

Good morning [REDACTED]

Thank you for bringing these concerns to our attention regarding your dining experience. As we work to enhance our menus and align with our Menus of Change principles, we always encourage feedback from our guests that frequent our dining halls. I would like to extend an invitation to meet with our Director of Culinary and Director of Operations so they can further discuss your dining experience when visiting the dining halls. Let me know what time works best for you this week or early next week.

I would also like to extend you an invitation to our dining focus groups that would be another platform to share your feedback with us. Please see the [link](#) for further information.

Best Regards,

JOSUE RODRIGUEZ, Assistant Director of Marketing and Communications  
The University of Texas at Austin | Housing and Dining | 512 475 7563 | [housing.utexas.edu](mailto:housing.utexas.edu)

**From:** [REDACTED] >  
**Date:** Monday, April 11, 2022 at 12:09 PM  
**To:** President Jay Hartzell <[president.hartzell@utexas.edu](mailto:president.hartzell@utexas.edu)>  
**Subject:** Vegan Options at the Dining Halls

Dear President Hartzell,

My name is [REDACTED]. I am a UT Austin student who was asked to write a letter on behalf of the campus's Students Against Cruelty to Animals club. Due to the nature of the club, the vast majority of our members follow exclusively plant-based diets. One common topic of discussion that comes up during our discussions is the difficulty in following a plant-based diet when eating in the on-campus dining halls. We know that UT Austin prides itself on its diversity and inclusivity—it even advertises its dining halls are vegan-friendly. However, the plant-based food options provided are inconsistent, limited in availability, and often unhealthy, and contacting the dining hall staff directly has not resulted in much progress.

Listed below are some of the most common issues with the current plant-based dining situation, and my proposed solutions to address them:

1. The vegan food items available in person are often inconsistent with the online menu, and not of equal value to the original proposed food items on the online menu. They are sometimes swapped out with similar food items that are not vegan, and this change is not noted. Multiple times I have eaten food items which look to be the same as the online menu, but are not. For example, I have eaten baked beans that were listed as vegan on the online menu but had small bits of pork when served. We know that there are supply chain issues which necessitate menu changes, however this affects almost every meal every day to varying extents and presents a real problem. The solution I propose to this would be updating the online menu to match changes to the food served, but also making sure that the substitutes are of equal value.
2. Sometimes non-vegan food is put into the vegan food lines. For example, last week corn with non-vegan seasoning was served in the vegan line. I propose that adequate policies be put into place to ensure that this does not continue to be a recurring issue.
3. There are often no labels for the vegan food in person, making it difficult to identify what is in each food. This presents a notable challenge to those with allergies and other food restrictions. The electronic food menus above the food are often either off, or when they are on they only display the online menu which doesn't match what is served. It becomes tedious to ask the workers every time to confirm what each food item does or doesn't have. I suggest that each food item is labeled in person with the name of the food item and the allergy symbols, such as on a card that goes in front of the food item.
4. Lastly, we want there to be more vegan food options available to match a wide variety of students. Plant-based diets vary greatly, and limiting the options to a few items in a single line places restrictions on many students. I personally have a simple [REDACTED] allergy, and this allergy alone with your vegan menu forced me to get dining accommodations as there are often days where few vegan food items do not contain [REDACTED]. Having a common allergy shouldn't mean that I have to seek out food accommodations, especially in a dining hall that prides itself on catering to those with the most common food allergies.

We believe that there is a real opportunity for UT Austin to act progressively and set a new standard by offering an expanded plant-based menu that is consistent and healthy for its students. The advantages of plant-based diets are significant. Research overwhelmingly supports that plant-based diets tend to be healthier, are better for the planet, and make the lives of animals tremendously better as well (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6855976/>).

We understand that this is not a trivial request and would require a significant investment from the school. However, given that the benefit to student health, our planet, and animals are so great, we implore you to make serious efforts to research and implement a plan to offer a complete and healthy plant-based menu. Our group is standing by to do whatever we can to help with this process. We know that there are organizations, such as the Physicians Committee for Responsible Medicine, who have experts who have worked extensively with schools and hospitals across the country to accomplish this same goal.

Hopefully, if we act now, we can begin rolling out changes in time for the next school year. While we may not be able to enact all the changes we desire within the next six months, we need to implement a plan that aggressively tackles this issue. Society is only just beginning to recognize the need for this type of change, and we cannot wait for the idea to popularize before implementing it. The research to support this change is needed is robust and continually growing.

Finally, and most importantly, I and those I am representing are standing by to do our part to make this change. A change of this magnitude can only happen successfully if those in leadership are willing to champion it. Please work with us to make this a reality.

Sincerely,

[Redacted Signature]

Fwd: Beyond Burrito Closure

Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>  
Tue 1/31/2023 1:51 PM  
To: Pearce, Casey <casey.pearce@austin.utexas.edu>

Get [Outlook for iOS](#)

**From:** Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>  
**Sent:** Monday, January 31, 2022 1:44 PM  
**To:** Tham, Leonard <leonard.tham@austin.utexas.edu>; Rodriguez, Josue A <josue.rodriguez@austin.utexas.edu>  
**Subject:** FW: Beyond Burrito Closure

Please get with them

**ERICH GEIGER**, Senior Director of Dining and Catering  
[The University of Texas at Austin](#) | Housing and Dining | 734 707 3901 | [housing.utexas.edu](#)

**From:** [REDACTED]  
**Sent:** Thursday, January 27, 2022 6:36 PM  
**To:** Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>; Rivera, Mynor <mynor.rivera@austin.utexas.edu>; Tyus, Marilyn A <mtyus@austin.utexas.edu>  
**Subject:** Beyond Burrito Closure

Hello,

My name is [REDACTED] and I am writing to ask about the closure of Beyond Burrito in the William C. Powers Student Activity Center. On Tuesday, January 18th, I fell to my knees at the sight of my favorite restaurant on campus and in Austin being closed. Nothing beat a savory bite of smooth queso and warm cilantro rice after a tough day of classes. Beyond Burrito became a hub for my friend group to meet, study, and enjoy a delicious meal for under \$8 including taxes. The impact Beyond Burrito had on me was truly beyond a typical restaurant.

Now that I have detailed my profound physical and emotional connection to Beyond Burrito, I would like to discuss the reasoning behind the closure. Why would such a staple restaurant be closed during a short winter break without any notice? It seems illogical to rebrand a location while so many other restaurant fronts are available to add new dining locations.

Finally, I was curious about a future that contains Beyond Burrito. Is there any chance (and if so when) Beyond Burrito will return to the SAC or somewhere else on campus? Being a freshman, I have a few years left at UT, and I would love to satiate my burning desire for a queso burrito by the time I enter the professional world.

Thank you in advance for addressing my concerns, and I look forward to your response.

Best,  
[REDACTED]

--  
[REDACTED] Chemical Engineering Honors, Class of 2025  
[The University of Texas at Austin](#) | McKetta Dept. of Chemical Engineering  
[REDACTED]

Fwd: Dining Hall Issues

Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>  
Tue 1/31/2023 1:51 PM  
To: Pearce, Casey <casey.pearce@austin.utexas.edu>

Get [Outlook for iOS](#)

**From:** Lew, Cynthia <clew@austin.utexas.edu>  
**Sent:** Friday, January 28, 2022 12:07 PM  
**To:** Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>; Rodriguez, Josue A <josue.rodriguez@austin.utexas.edu>  
**Cc:** Rojas, Adriana <Adriana.Rojas@austin.utexas.edu>; Tyus, Marilyn A <mtyus@austin.utexas.edu>  
**Subject:** FW: Dining Hall Issues

Hello Erich and Josue,

This message was sent to the Provost’s office and forwarded to me. You may have received it in your dining email account. This was also forwarded to Texas Parents so we need to work with Susie on a response. I am available to help when you are ready.

**CYNTHIA LEW**, Director of Marketing and Communications  
[The University of Texas at Austin](#) | Housing and Dining | 512-471-5693 | [housing.utexas.edu](#)

**From:** [REDACTED] <[REDACTED]>  
**Date:** Friday, January 28, 2022 at 11:44 AM  
**To:** [REDACTED] <[REDACTED]>  
**Subject:** Dining Hall Issues

To Whom It May Concern,

My son is starting his second semester. He returned to campus on Wednesday, January 26. While I was thrilled that he was able to stay home longer due to the university moving to online classes, he was excited to go back.

My son’s biggest reason for staying home during online class was his lack of faith in the dining program. He was prematurely irritated that it would be similar to how it was last semester; random hours, long lines, and longer excuses. Last Fall, his first semester, I played the cheerleader. He was at his dream school, so I told him to just grab some granola bars and go to class, he’s not going to starve. He had a good entry to college life. Some classes were online and we extended the professors the grace they needed to adjust their teaching style. My son would just need to adjust when and how he got his meals. Well, except for UT home football games when campus was thriving! No lack of activities and vendors selling food in the stadium, right?

Now, as we enter the Spring semester, the dining room closed at 7pm. Please tell me, why I am paying for my child to live on campus when I MUST buy the meal plan? He chose on campus because of the “ease” of dining options as they were presented. I do not agree with any classes, activities, or meals being online or closed. Purely from a service rendered standpoint though, I understand paying full tuition because qualified professors are still teaching, whether it be from the classroom, living room, or vacation home. I do not understand why I am paying for meals not served to my student or why I am paying for the advertised meal plan that allows you to eat whenever/wherever. This was integral in my son’s decision to live on campus.

I am bringing my daughter for her campus visit in a couple of weeks. I would like answers to these questions. I do not want excuses based on covid. I want actual answers as to how the meal plan payment will be changed going forward. You cannot keep expecting students to pay for services they aren’t getting.

[REDACTED]

Fwd:

Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>  
Tue 1/31/2023 1:51 PM  
To: Pearce, Casey <casey.pearce@austin.utexas.edu>

Get [Outlook for iOS](#)

**From:** Rodriguez, Josue A <josue.rodriguez@austin.utexas.edu>  
**Sent:** Monday, March 28, 2022 10:45 AM  
**To:** Rivera, Mynor <mynor.rivera@austin.utexas.edu>; Morrison, Keith <Keith.Morrison@austin.utexas.edu>  
**Cc:** Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>  
**Subject:** Fw:

Hi Mynor and Keith,

Please see below from [REDACTED] the student we met with earlier this semester to discuss halal options.

Best Regards,

**JOSUE RODRIGUEZ**, Assistant Director of Marketing and Communications  
[The University of Texas at Austin](#) | Housing and Dining | 512 475 7563 | [housing.utexas.edu](#)

**From:** [REDACTED]  
**Sent:** Saturday, March 26, 2022 8:29 PM  
**To:** Rodriguez, Josue A <josue.rodriguez@austin.utexas.edu>  
**Subject:**

Dear Mr. Josue,

I would like to bring to your attention, the current situation at the UHD dining halls. I have been a resident at UHD Jester since [REDACTED] and over my course of residence, have had countless meetings with the UHD management including Head Chef Morrison. I was promised Halal options in my last meeting but unfortunately, it saddens me to see that there has been no development. Due to the lack of halal options, I am left choice less but to spend a large amount of money on eating at off campus locations. The financial expense of paying for an unlimited meal plan at UHD as well as outside eateries is taking a large toll on my financial budgeting. This is not how a dining hall staff operates. I have seen many public institutions dining facilities and this is in no means even on a comparable caliber.

It is hereby requested to the administration to improve the halal food options or else I would be left with no choice but to escalate this to the higher levels. I would also like it to be known that there are certain days where halal options are offered (It is pertinent to mention most dining staff are not aware what "halal" is). This halal food is "raw" and this is not just once but every time, coupled with photographic evidence. I have voiced by opinion not just once but many times and would like swift action or else I would want a refund against my meal payment to UHD. It is also imperative to bring to your knowledge that this is not just my concern but represents the large Muslim body at UT. I have been a student at [REDACTED] and was provided with a large array of halal options upon request to the dining staff. The situation at UT Austin is unfathomable and can no longer be tolerated. I have fallen prey to illness' also owing to this halal food.





Best,



Fwd: Food at Jester Dining halls

Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>  
Tue 1/31/2023 1:52 PM  
To: Pearce, Casey <casey.pearce@austin.utexas.edu>

Get [Outlook for iOS](#)

**From:** Rodriguez, Josue A <josue.rodriguez@austin.utexas.edu>  
**Sent:** Thursday, September 22, 2022 10:37:43 AM  
**To:** Rivera, Mynor <mynor.rivera@austin.utexas.edu>; Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>  
**Cc:** Vallejo, Paulina E <paulina.vallejo@austin.utexas.edu>; Morrison, Keith <Keith.Morrison@austin.utexas.edu>  
**Subject:** Re: Food at Jester Dining halls

Hi Erich,

Please see the response below that our team worked on together.

Good morning Mrs. [REDACTED]

Thank you for sharing your concerns about students' dining experience at our dining halls. Our team has been made aware of current events that have taken place and is looking into this issue to make sure it is corrected. As a result, we would like to meet with your student to learn more about their dining hall visit as food borne illness are taken very seriously. We would like to discuss the following items regarding their visits to identify which dining hall location, time of meal and what menu items they consumed.

We remain steadfast in our efforts to align your students dining experience with our stringent food safety standards set in place so events like this don't occur again. Our Culinary Director, Keith Morrison, will be conducting an extensive training with all culinary teams to prevent additional events from reoccurring.

In order to minimize supply chain issues with our vendors our menus are on a 4-week cycle, as supply chains items become available, we will expand our menu cycles. The majority of our menu items in the dining hall are served low sodium as a dietary standard. Our dining halls are all equipped with seasoning and condiments stations for guests to add at their own desire.

We encourage your student to contact us directly with any dining concerns by emailing [dining@austin.utexas.edu](mailto:dining@austin.utexas.edu). We are happy to meet with your student at any time to help them have a successful dining experience. In addition, Texas Parents is in place to assist you. Please contact their office at 512-471-2353 or email [texasparents@austin.utexas.edu](mailto:texasparents@austin.utexas.edu).

Best Regards,

**JOSUE RODRIGUEZ**, Assistant Director of Marketing and Communications  
[The University of Texas at Austin](#) | Housing and Dining | 512 475 7563 | [housing.utexas.edu](mailto:housing.utexas.edu)

**From:** Rodriguez, Josue A <josue.rodriguez@austin.utexas.edu>  
**Sent:** Thursday, September 22, 2022 9:40 AM  
**To:** Rivera, Mynor <mynor.rivera@austin.utexas.edu>; Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>  
**Cc:** Vallejo, Paulina E <paulina.vallejo@austin.utexas.edu>; Morrison, Keith <Keith.Morrison@austin.utexas.edu>  
**Subject:** Re: Food at Jester Dining halls

Sent calendar invite with zoom link so we can meet. I also brought Keith into the conversation.

Best Regards,

**JOSUE RODRIGUEZ**, Assistant Director of Marketing and Communications  
[The University of Texas at Austin](#) | Housing and Dining | 512 475 7563 | [housing.utexas.edu](mailto:housing.utexas.edu)

**From:** Rivera, Mynor <mynor.rivera@austin.utexas.edu>  
**Sent:** Thursday, September 22, 2022 9:06 AM  
**To:** Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>  
**Cc:** Rodriguez, Josue A <josue.rodriguez@austin.utexas.edu>; Vallejo, Paulina E <paulina.vallejo@austin.utexas.edu>  
**Subject:** Re: Food at Jester Dining halls

Let's meet at 10 am

Sent from my iPhone

On Sep 22, 2022, at 9:05 AM, Geiger, Erich <ERICH.GEIGER@austin.utexas.edu> wrote:

Not enough

**ERICH GEIGER**, Executive Director Residential Dining and Longhorn Hospitality  
[The University of Texas at Austin](#) | Longhorn Hospitality | 734 707 3901 | [housing.utexas.edu](mailto:housing.utexas.edu)

[ [GIVE TO THE DIVISION OF STUDENT AFFAIRS](#) ]

**From:** Rodriguez, Josue A <josue.rodriguez@austin.utexas.edu>  
**Sent:** Thursday, September 22, 2022 8:54 AM  
**To:** Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>; Rivera, Mynor <mynor.rivera@austin.utexas.edu>; Vallejo, Paulina E <paulina.vallejo@austin.utexas.edu>  
**Subject:** Re: Food at Jester Dining halls

Hi Erich,

Please see response below used for other parents that have reached out this week regarding their student's dining experience. Please let me know if there is anything that needs to be updated.

Good morning Mrs. [REDACTED]

Thank you for sharing your concerns about students' dining experience at our dining halls. Our team has been made aware of current events that have taken place and is looking into this issue to make sure it is corrected.

We remain steadfast in our efforts to align your students dining experience with our stringent food safety standards set in place so events like this don't occur again.

We encourage your student to contact us directly with any dining concerns by emailing [dining@austin.utexas.edu](mailto:dining@austin.utexas.edu). We are happy to meet with your student to help them have a successful dining experience. In addition, Texas Parents is in place to assist you. Please contact their office at 512-471-2353 or email [texasparents@austin.utexas.edu](mailto:texasparents@austin.utexas.edu).

Best Regards,

**JOSUE RODRIGUEZ** , Assistant Director of Marketing and Communications [The University of Texas at Austin](#) | Housing and Dining | 512 475 7563 | [housing.utexas.edu](mailto:housing.utexas.edu)

---

**From:** Geiger, Erich <[ERICH.GEIGER@austin.utexas.edu](mailto:ERICH.GEIGER@austin.utexas.edu)>  
**Sent:** Thursday, September 22, 2022 8:22 AM  
**To:** Rodriguez, Josue A <[josue.rodriguez@austin.utexas.edu](mailto:josue.rodriguez@austin.utexas.edu)>; Rivera, Mynor <[mynor.rivera@austin.utexas.edu](mailto:mynor.rivera@austin.utexas.edu)>; Vallejo, Paulina E <[paulina.vallejo@austin.utexas.edu](mailto:paulina.vallejo@austin.utexas.edu)>  
**Subject:** Fwd: Food at Jester Dining halls

see below

Team I need you to craft me a response I'd like it before 10:30 AM. I'm in a one on one with Marilyn beginning at 9 AM.  
Get [Outlook for iOS](#)

---

**From:** Geiger, Erich <[ERICH.GEIGER@austin.utexas.edu](mailto:ERICH.GEIGER@austin.utexas.edu)>  
**Sent:** Thursday, September 22, 2022 6:30 AM  
**To:** Reagins-Lilly, Soncia <[Soncia.R.Lilly@austin.utexas.edu](mailto:Soncia.R.Lilly@austin.utexas.edu)>; Tyus, Marilyn A <[mtyus@austin.utexas.edu](mailto:mtyus@austin.utexas.edu)>  
**Cc:** Wooten, Vicki <[vicki.wooten@austin.utexas.edu](mailto:vicki.wooten@austin.utexas.edu)>  
**Subject:** Re: Food at Jester Dining halls

Dr.Lilly  
Yes, I will respond

Thank You

Get [Outlook for iOS](#)

---

**From:** Reagins-Lilly, Soncia <[Soncia.R.Lilly@austin.utexas.edu](mailto:Soncia.R.Lilly@austin.utexas.edu)>  
**Sent:** Wednesday, September 21, 2022 9:34:56 PM  
**To:** Tyus, Marilyn A <[mtyus@austin.utexas.edu](mailto:mtyus@austin.utexas.edu)>; Geiger, Erich <[ERICH.GEIGER@austin.utexas.edu](mailto:ERICH.GEIGER@austin.utexas.edu)>  
**Cc:** Wooten, Vicki <[vicki.wooten@austin.utexas.edu](mailto:vicki.wooten@austin.utexas.edu)>  
**Subject:** Fwd: Food at Jester Dining halls

Good evening,

Will you please co sided this concern and reply on my behalf. Thank you!

Begin forwarded message:

**From:** [REDACTED] >  
**Date:** September 21, 2022 at 7:10:43 AM CDT  
**To:** "Reagins-Lilly, Soncia" <[Soncia.R.Lilly@austin.utexas.edu](mailto:Soncia.R.Lilly@austin.utexas.edu)>  
**Subject:** Food at Jester Dining halls

Hello,

My LH has a housing and meal plan at Jester.  
She has tried food at various halls and after a month of experimenting she & her friends have found that the food is bland, same repetitive menu and the worst is the chicken was undercooked. She got sick after eating the chicken. None of these students can afford to miss their classes due to food from the halls.

Would appreciate if you could please look into this immediately and see if the food is at least plateable and not bland or undercooked. We have to spend extra money to feed them as well as spend on medications.

Hope to hear back from you

Thanks

Regards



Dobie Meal Plan

[REDACTED]

Tue 3/1/2022 8:49 PM

To: University Housing <housing@austin.utexas.edu>

Hello,

My name is [REDACTED] a resident at Dobie Twenty21. I have a serious complaint about the quality of the food at the Dobie Cafe. Just today, I received a couple of strands of hair in my to-go box meal and was forced to throw it out. It has gotten to where I can't even eat the food, worried about what it may or may not have been in contact with. This is but one of the incidents that I have had with the quality of the food, and at this time, I want to remove myself from the Meal Plan. Please let me know what further actions to take to get through this process. Thank you.

Sincerely,

[REDACTED]



disappointment in dining for what we pay

[REDACTED]

Mon 1/17/2022 5:25 PM

To: University Housing <housing@austin.utexas.edu>

Cc: [REDACTED] >

Good Afternoon,

I realize COVID has delivered so many challenges in so many ways for the entire world. None the less I want to bring to your attention a few complaints concerning dining on campus. My daughter just got back to campus last week; she was so excited to be back. Several of her complaints on dining that she mentioned last semester bubbled right to the top which she shared with me again today. Below are what she is experiencing.

Last semester J2 lines were crazy, the salad bar was usually a mess with no salad dressings or missing toppings. Usually hard to find utensils. JCL is fine but usually no diversity in options. The lines in JCL last night were crazy, and the to go box situation right now is very inconvenient and I'm wondering when that will go back to normal because that would solve a few issues.

I am about to pay her room and board for this semester. However, first I wanted to share this and hopefully hear back from you and if there is a plan in place so she can have a better dining experiences.

[REDACTED]

[REDACTED]

[www.linkedin.com/in/\[REDACTED\]](https://www.linkedin.com/in/[REDACTED])

Raw chicken

[REDACTED] <[REDACTED]>

Wed 9/21/2022 8:41 AM

To: University Housing <housing@austin.utexas.edu>

I don't have a student in Jester but just FYI there are MANY parents complaining that their children became sick from eating undercooked chicken in the Jester cafeteria. Please address this issue immediately. Thank you!

This message is from an external sender. [Learn more about why this matters.](#)

## Restaurants on Campus

[REDACTED] <[REDACTED]>

Fri 9/9/2022 12:44 PM

To: University Housing <housing@austin.utexas.edu>

Hi UT Housing,

There are many restaurants on campus that are not run by UT. (For example the famous Jendy's- the Wendy's in Jester.) What process do those restaurants have to go through to be allowed to operate on UT's campus? For example is there an application or permitting process?

Thank you for your time!

Best regards,

[REDACTED]

Re: FW: Restaurant Surplus for UT dorms?

Nivedita Sharma [REDACTED] >

Wed 8/3/2022 11:41 AM

To: Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>

Cc: University Housing <housing@austin.utexas.edu>

Hi Erich,

Thank you so much for your prompt response. I love what you do for the on campus students, this is a fantastic program and I know I certainly didn't have anything like this when I was in college.

Also, I think the idea to target off campus students is a great idea and closer to what I was envisioning previously before my dad recommended looking into student dormitories. Do you know if there is a contact that is a resource for off campus students? If not, I can simply look for some locations closer to campus and begin my research into making this happen for them. My initial vision had been for low income people/families and students can often fall into that category.

Thank you again for all your help and your time.

Nivedita Sharma  
512-693-1771

On Tue, Aug 2, 2022 at 5:23 PM Geiger, Erich <ERICH.GEIGER@austin.utexas.edu> wrote:

Nivedita

This is a great idea, thank you for reaching out.

Here at UT things are set to address food insecurity for on campus students

The meal plan provides unlimited visits to the Dining Hall and it is open 14 hours a day in the week and also open weekends

Unused portions are shared with the on campus food bank and we also partner with an Austin Food Pantry.

Thought:

There are areas near the south and away from campus where students live who cannot afford to live close, maybe these are the students to target and look for a location

Keep up the great work,

ERICH GEIGER, Executive Director Residential Dining and Longhorn Hospitality

The University of Texas at Austin | Longhorn Hospitality | 734 707 3901 | [housing.utexas.edu](https://housing.utexas.edu)

[ [GIVE TO THE DIVISION OF STUDENT AFFAIRS](#) ]

---

**From:** University Housing <[housing@austin.utexas.edu](mailto:housing@austin.utexas.edu)>

**Sent:** Tuesday, August 2, 2022 3:55 PM

**To:** Geiger, Erich <[ERICH.GEIGER@austin.utexas.edu](mailto:ERICH.GEIGER@austin.utexas.edu)>

**Subject:** Fw: Restaurant Surplus for UT dorms?

Hi Erich,

Can you please assist them?

Thank you,

Thelma

The University of Texas at Austin | Housing and Dining | [housing.utexas.edu](https://housing.utexas.edu)

---

**From:** Nivedita Sharma [REDACTED] >

**Sent:** Tuesday, August 2, 2022 2:12 PM

**To:** University Housing <[housing@austin.utexas.edu](mailto:housing@austin.utexas.edu)>

**Subject:** Restaurant Surplus for UT dorms?

Hi there,

My name is Nivedita Sharma and I live in Austin, TX employed by Dell Technologies. I have lived here for 17 years and while I didn't graduate from UT, it is the closest University to me so I wanted to reach out with a proposal.

I have been thinking about a lot of the food waste that happens in restaurants and wanted to start a process by which those restaurants could put the surplus in a safe place for people to take rather than throw it away. My first thought was for the homeless or underprivileged folks but then my dad recommended I start with the University because there are students with limited funds that could use those meals as well and we can use that as a benchmark to see if this could be something we would then build on.

My proposal is a quick one for now as I'm only gauging interest. I would propose that I purchase a refrigerator and maybe a microwave that can be available in a communal area for the campus dorms where restaurants can deliver surplus food at the end of the day and students can come grab whatever they like from this fridge. I have not reached out to the restaurants yet, I would want to make sure that this would be something I'd be able to help set up before I go that route.



Please let me know if this is something that could be feasible. As stated, I would want to take the expense of setting this up for the students.

I appreciate the time you've taken to read this. Please feel free to reach out via phone as well if that is easier.

Thank you,

Nivedita Sharma

512-693-1771

Re: Voicemail call back

Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>

Fri 6/3/2022 12:19 PM

To: Wilson, Lindsay M <lgraydos@austin.utexas.edu>; University Housing <housing@austin.utexas.edu>

Thanks Lindsay

Get [Outlook for iOS](#)

---

**From:** Wilson, Lindsay M <lgraydos@austin.utexas.edu>

**Sent:** Friday, June 3, 2022 12:15:15 PM

**To:** University Housing <housing@austin.utexas.edu>; Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>

**Subject:** RE: Voicemail call back

Hello,

I wanted to confirm that I spoke to the parent on Thursday. This has been taken care of.

Thank you,

**LINDSAY WILSON**, Registered Dietitian

The [University of Texas at Austin](#) | Housing and Dining | 512 232 5636 | [housing.utexas.edu](#)

---

**From:** University Housing <housing@austin.utexas.edu>

**Sent:** Tuesday, May 31, 2022 4:05 PM

**To:** Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>

**Cc:** Wilson, Lindsay M <lgraydos@austin.utexas.edu>

**Subject:** Re: Voicemail call back

Hi y'all,

I talked to the parent she is understanding that Lindsay will be calling her.

Thank you,

Yesenia

The [University of Texas at Austin](#) | Housing and Dining | [housing.utexas.edu](#)

---

**From:** Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>

**Sent:** Tuesday, May 31, 2022 3:35 PM

**To:** University Housing <[housing@austin.utexas.edu](#)>

**Cc:** Wilson, Lindsay M <[lgraydos@austin.utexas.edu](#)>

**Subject:** RE: Voicemail call back

I am asking Lindsay, if you would please, take the lead and reach out to the parent  
Let me know how I can support

Thank you

Sent from [Mail](#) for Windows

---


**From:** [University Housing](#)

**Sent:** Tuesday, May 31, 2022 3:04 PM

**To:** [Geiger, Erich](#)

**Cc:** [Wilson, Lindsay M](#)

**Subject:** Voicemail call back

 Please assist, Parent wants to talk to someone about meal plan because son as deadly food allergies.

Thank you,

Yesenia

The [University of Texas at Austin](#) | Housing and Dining | [housing.utexas.edu](#)

Fw: Dining dollars 2021-2022

University Housing <housing@austin.utexas.edu>

Tue 3/15/2022 4:25 PM

To: Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>

Hi Erich,

Can you please assist [REDACTED]

Thank you,

Lara

The University of Texas at Austin | Housing and Dining | [housing.utexas.edu](https://housing.utexas.edu)

---

From: [REDACTED] >

Sent: Tuesday, March 15, 2022 4:16 PM

To: University Housing <housing@austin.utexas.edu>

Subject: Re: Dining dollars 2021-2022

Lara, thank you for your quick response, I would like to talk to the person making this policy decision. Dining In dollars are on top of the money paid for all the food service. Please tell me who to talk to.

[REDACTED]

Sent from my iPad

On Mar 15, 2022, at 4:05 PM, University Housing <housing@austin.utexas.edu> wrote:

Hi Sheryl,

All dine in dollars will expire in May this year. They will not roll over as most of our dining locations and shops have been open. Kins Coffee is our only location that has been closed for the full year as we focus our staffing efforts elsewhere. For a list of all of our dining locations and their current hours and open/close status, you can see the bottom of our homepage: [housing.utexas.edu](https://housing.utexas.edu).

Please let us know if you have additional questions.

Thank you,

Lara

The University of Texas at Austin | Housing and Dining | [housing.utexas.edu](https://housing.utexas.edu)

---

From: [REDACTED] >

Sent: Tuesday, March 15, 2022 3:50 PM

To: University Housing <housing@austin.utexas.edu>

Subject: Dining dollars 2021-2022

Hi, I am a parent of 2 students in a dorm. Will the dine in dollars be rolled over to the next semester (Fall 2022)? Given all the closings and limitations due to Covid 2021-2022, I am hoping you will make adjustments. Both my students still have a large balance.

[REDACTED]

Sent from my iPad

Dobie Meal Plan

[REDACTED] >

Fri 3/4/2022 3:48 PM

To: University Housing <housing@austin.utexas.edu>

Good afternoon,

I recently emailed regarding cancelling my dobie meal plan due to food contamination and food poisoning issues that I have personally been having. The cafe is constantly dirty and is definitely not a healthy place to eat, which is why I haven't been eating there at all since mid February.

Please let me know what I need to do in order to cancel the meal plan.

Thank you,

[REDACTED]



## Dining Halls

[REDACTED] >

Tue 3/1/2022 4:23 PM

To: University Housing <housing@austin.utexas.edu>

Dear Housing and Dining Faculty,

I hope you've had a good weekend.

In the past, I have emailed about the food at Kin's dining. I am writing to you today to request a refund of my meal plan at UT Austin. Including the total amount used for the unlimited dining halls.

The quality of the food has continued to digress since the beginning of the school year. The food itself tastes like it was made with unwashed hands or with dirty dishes. Numerous times, I am left with an awful taste in my mouth, regardless of what I eat there.

I am unsure if it is the kitchen itself or the way the food is prepared, but it does indeed taste like unwashed hands were used to prepare food. Or dirty dishes previously used for one meal were not thoroughly washed before the next meal.

Also, the smell in Kin's dining sometimes smells like sewer water.

I would like a complete refund of my meal plan as I am unable to continue eating in the dining halls.

Best regards,

[REDACTED]

Black history Luncheon

[REDACTED] <[REDACTED]>

Sun 2/27/2022 2:22 AM

To: University Housing <housing@austin.utexas.edu>

Hi, I wad curious on your black history cookout event on Monday. It open to anyone to go to the event or is it only UT students and faculty

## Dobie Meal Plan

University Housing <housing@austin.utexas.edu>

Tue 2/22/2022 12:14 PM

To: Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>

Hi Erich,

We had a mom call in stating that in her son's contract at Dobie he was allowed to take meals outside or a "sack lunch" type thing, however, since UT has taken over, her son has not been allowed to do that, she emailed Misha about the issue as well. The Mom's name is [REDACTED] and her number is [REDACTED]. The student's EID is [REDACTED]

Thank you,

Kevin

The University of Texas at Austin | Housing and Dining | [housing.utexas.edu](https://housing.utexas.edu)

Fw: cancel food program

University Housing <housing@austin.utexas.edu>

Fri 2/11/2022 2:48 PM

To: Geiger, Erich <ERICH.GEIGER@austin.utexas.edu>

Hello Erich,

I wanted to send on this feedback from a Dobie resident regarding their current meal plan and experience with the Dobie Cafe. If there is anything additional we should communicate with this parent, let me know.

Thank you,  
Mel

The University of Texas at Austin | Housing and Dining | [housing.utexas.edu](https://housing.utexas.edu)

---

From: [REDACTED] >

Sent: Friday, February 11, 2022 2:21 PM

To: University Housing <housing@austin.utexas.edu>

Subject: Re: cancel food program

Thank you for reaching out but the food provided isnt pleasing to eat. Food is tasteless and at times awful. And if you cant get anyone to help me I will make sure I will make my voice heard

Sent from my iPhone

On Feb 11, 2022, at 2:03 PM, University Housing <housing@austin.utexas.edu> wrote:

Hello [REDACTED]

Students with a Dobie meal plan will not have any changes to their billing through the end of their current contract, and will continue to have access to the Dobie Cafe for meals. The Dobie meal plan, once signed, is a part of the housing contract and cannot be canceled during the contract period.

Thank you,  
Mel

The University of Texas at Austin | Housing and Dining | [housing.utexas.edu](https://housing.utexas.edu)

---

From: [REDACTED] >

Sent: Friday, February 11, 2022 1:39 PM

To: University Housing <housing@austin.utexas.edu>

Subject: cancel food program

Hello, this is [REDACTED], father of [REDACTED] who is currently staying at Dobie Twenty21 room # [REDACTED]. She has tried to cancel the food program but was told she couldnt. So now im involved and would like to ask you to cancel her food program. She doesnt care to eat there anymore for her own reasons. I would appreciate it if you can please cancel her food program from today forward. Thank you for your time. And please feel free to call me at [REDACTED]

Sincerely,  
[REDACTED]

Sent from my iPhone



Dining Issues

[REDACTED]

Mon 2/7/2022 7:27 PM

To: University Housing <housing@austin.utexas.edu>

Good Evening,

My student at the Kinsolving dorm has told me today about inferior dining food experience and availability and very limited options and not having coffee this morning specifically. We pay a premium for our student to live and have meals on campus for safety and convenience. I want to know what is being done to address this issue and if I can expect a partial or full refund for services not rendered? I will not tolerate paying and my student not having an adequate and varied diet or going hungry. This is not a day care center nor should I have to send such an email.

Sincerely

[REDACTED]

[Sent from AT&T Yahoo Mail for iPhone](#)

Regarding Dining halls closing and food boxes during the two weeks period

[REDACTED]

Sat 1/8/2022 2:05 PM

To: University Housing <housing@austin.utexas.edu>

Hello, my name is [REDACTED] (UT EID: [REDACTED]) I was very concerned about the dining halls closing and switching to food boxes for these coming two weeks mainly because I'm vegetarian and there are very very limited options when in the dining halls itself and even lesser when it comes to pre prepared boxes. I have already experienced this during the thanksgiving period and if it's going to be similar then I will not be able to have anything from the dining halls despite paying for it. I hope you understand where I'm coming from and offer me either the things from the dining hall that I'm comfortable eating ( I could provide a list of things that I usually eat at J2 or JCL) or reimburse me with the money for the meals according to the 2 week period through beck bucks/dine in dollars or otherwise. Thank you again and I hope for a response from your side!

Regards,

[REDACTED]

Please reevaluate Togo policy

Thu 1/6/2022 3:55 PM

To: University Housing <housing@austin.utexas.edu>

Cc: dining@autin.utexas.edu <dining@autin.utexas.edu>



## Travis County, Texas - Government ✓

2h · 🌐

🇺🇸 **Austin-Travis County is now in Stage 5 of the COVID-19 risk-based guidelines**

**Our area's COVID-19 positivity rate is at 29%. Let's all do our part to stop the spread:**



**Wear a mask**



**Get vaccinated and boosted**

**In Stage 5:**

**If you're fully vaccinated and/or have received your booster 👉 wear well-fitting masks whenever leaving your household and choose curbside/takeout options for dining. If you're high-risk, choose curbside or outdoor options for dining and travel ONLY when essential.**

**If you're partially vaccinated,**

### Rules

If Travis county is stage 5, shouldnt the campus reevaluate the to go policy that was implemented last semester. Our kids should be able to take food to dorm instead of potential spreading more germs without being charged. This isn't a safe time to being doing this.

Thank you

## Spring semester dining options

[REDACTED] <[REDACTED]>

Thu 1/6/2022 2:54 PM

To: University Housing <housing@austin.utexas.edu>

Hello,

I had reached out a few months ago regarding concerns over your policy change involving taking food to go from the dining facility. I did not receive a response, and once again, want to reach out to see if there is any discussion to change this policy now that classes are remaining online and Austin is in stage 5 of covid-19 risk-based guidelines. We fear for our daughter's safety and health when she is forced to remove her mask indoors in a room full of people that are not mandated to be vaccinated. We urge and beg you to reconsider this policy change for the safety of the students. Many families can not afford to pay for food twice just to keep their children safe, and it's unfair for UT to expect us too.

A concerned UT parent,

[REDACTED]

Sent from my iPhone

Fwd: Covid stage 5

[REDACTED] <[REDACTED]>

Thu 1/6/2022 3:02 PM

To: University Housing <housing@austin.utexas.edu>

>

> With students starting back on the 14th please consider allowing them to take their meals without an extra charge. It is much safer for UT staff and the students to not be eating all together.

>

> Getting food to go is the safest way to keep all safer during the pandemic.

>

> Thank you,

> [REDACTED] UT mom

>

> Sent from my iPhone

to go containers for students upon returning

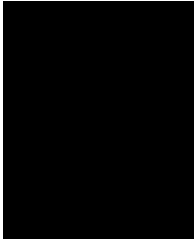
[REDACTED] [REDACTED] >

Wed 1/5/2022 11:02 AM

To: University Housing <housing@austin.utexas.edu>

I am emailing to see if UT Housing has changed their policy on charging for food containers at Kinsolving. My daughter and her friends have been worried about Covid upon their return. What is the current policy and is it going to be allowed for students to grab a meal with a mask and eat either outside or in their dorms?

Thank you for your consideration.



Eco2Go

[REDACTED]

Wed 1/5/2022 11:18 AM

To: University Housing <housing@austin.utexas.edu>

Hello,

With classes being mostly virtual until January 31st, I was wondering if the Eco2Go program to take food out of the dining hall will be brought back?

I feel uncomfortable taking off my mask to eat due to the high transmissibility and positivity rate of this virus.

Thanks,

[REDACTED]



Dining Carry out

[REDACTED] <[REDACTED]>

Tue 1/4/2022 9:57 PM

To: University Housing <housing@austin.utexas.edu>

With the current pandemic situation, will the fee for take out meals be suspended? Why encourage the students to eat inside the dining halls when they can take their food outside or to their dorms and minimize contact with others while unmasked?

Please consider for our student's safety sake.

Sincerely,

[REDACTED]

Re: Summer Dining Hall Hours

Rodriguez, Josue A <josue.rodriguez@austin.utexas.edu>  
Tue 6/7/2022 9:42 AM  
To: University Housing <housing@austin.utexas.edu>  
Hi Lara,

I'll reach out to the individual. I recommend that as hours are constantly changing to have them look at the website. I have attached the latest Dining hours of operations file.

Best Regards,

JOSUE RODRIGUEZ, Assistant Director of Marketing and Communications  
The University of Texas at Austin | Housing and Dining | 512 475 7563 | housing.utexas.edu

From: University Housing <housing@austin.utexas.edu>  
Sent: Tuesday, June 7, 2022 7:45 AM  
To: Rodriguez, Josue A <josue.rodriguez@austin.utexas.edu>  
Subject: Fw: Summer Dining Hall Hours

Hi Josue,

Can you help with the dining hours?

Thank you,

Lara  
The University of Texas at Austin | Housing and Dining | housing.utexas.edu

From: [REDACTED]  
Sent: Friday, June 3, 2022 7:22 PM  
To: University Housing <housing@austin.utexas.edu>  
Subject: Re: Summer Dining Hall Hours

Hello,

I see that the website now shows these times, but I was just in J2 and they closed at 7 even though the website says 8. They didn't kick anyone out that was still eating, but they were cleaning up all the food from the line. Have the hours changed? I'd like to make sure I have correct information so I don't miss the chance to get a meal.

Thanks.  
[REDACTED]

On Tue, May 31, 2022, 9:30 AM University Housing <housing@austin.utexas.edu> wrote:  
Hi [REDACTED]  
If you look near the bottom of our main page <https://housing.utexas.edu/>, you will see today's hours listed. During this week, I believe those will be the hours for each day this week and then the weekend hours I've highlighted below.

J2 Dining	7 a.m. – 9 a.m. & 11 a.m. - 1 p.m. & 5:30 p.m. - 8 p.m.	7 a.m. – 9 a.m. & 11 a.m. - 1 p.m. & 5:30 p.m. - 8 p.m.	7 a.m. – 9 a.m. & 11 a.m. - 1 p.m. & 5:30 p.m. - 8 p.m.	7 a.m. – 9 a.m. & 11 a.m. - 1 p.m. & 5:30 p.m. - 8 p.m.	7 a.m. – 9 a.m. & 11 a.m. - 1 p.m. & 5:30 p.m. - 8 p.m.	11 a.m. – 1 p.m. 5 p.m. - 7 p.m.	11 a.m. – 1 p.m. 5 p.m. - 7 p.m.
-----------	---	---	---	---	---	----------------------------------	----------------------------------

There will be more openings at our other locations beginning next week, once our camps and conferences gear up so just keep an eye on our website for those hours as well.

Thank you,

Lara  
The University of Texas at Austin | Housing and Dining | housing.utexas.edu

From: [REDACTED]  
Sent: Monday, May 30, 2022 10:25 AM  
To: University Housing <housing@austin.utexas.edu>  
Subject: Summer Dining Hall Hours

Hello,

I will be moving into the dorms over the summer. I was under the impression that there would be a dining hall open daily for meals. However, upon checking the hours listed on the website for J2 it says that it will be fully closed Tuesday-Thursday. Is this correct? If so, will the hours be expanding at some point in the near future?

Thanks.  
[REDACTED]

URGENT JCL BURN

Sat 3/5/2022 12:32 PM

To: University Housing <housing@austin.utexas.edu>

Hello,

On [REDACTED] I went to get Jester City Limits to have breakfast. Once there I poured myself a cup of coffee. As I was walking to a table the coffee spilled all over my chest. It was scorching hot. So hot that it immediately left burn marks on my chest. I do not believe that the temperature the coffee was brewed at was safe. No coffee should leave burn marks. I bring this to your attention because I now have burn marks on my chest because of the coffee served that morning. I have time stamped picture evidence of what it look like right after it was spilled and now a day after. I would like this email to be forwarded to management as they need to be aware of this. I also would like to know what the university housing and dining will do considering the injury caused.

I have enclosed proof of burn for your convenience

Sincerely,



