Welcome to today's University Business web seminar

Addressing Today's Campus Needs with Mobile Ordering

Kurt Eisele-Dyrli
Web Seminar Editor
University Business

Tess Martinez
System Administrator
University of North Carolina at Charlotte

Nirmal Palliyaguru
Director, ACCESS Card Office and Property Management
Santa Clara University

Jennifer Paiotti
Marketing Director, Auxiliary Services
Xavier University

John Diaz
V.P., Retail Solutions Product Management
Transact Campus

Thank you for joining us! The web seminar will start promptly at 2:00 ET.

UB University Business

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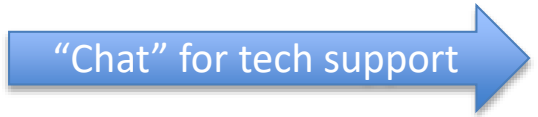

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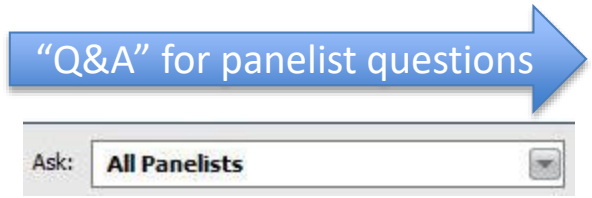

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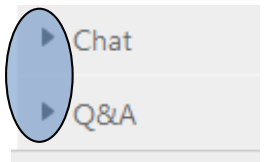

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This web seminar is sponsored by:

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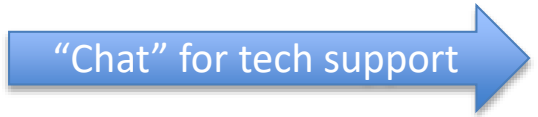

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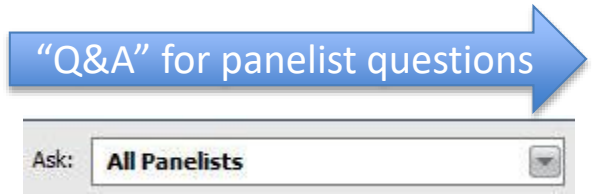

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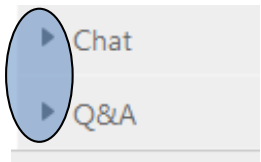

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Addressing Today's Campus Needs with Mobile Ordering

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XAVIER UNIVERSITY

Santa Clara University

UNC CHARLOTTE

UB University Business

Overview

Addressing Today's Campus Needs with Mobile Ordering

Description:

- During these unprecedented times, many institutions are having to find unique ways to serve those who may need to remain on campus, while adhering to social distancing requirements. Many campus dining venues are transforming into grab-and-go operations to facilitate the need to limit person-to-person interaction.
- Attend this web seminar to learn from a panel of campus leaders about how they are using mobile ordering to serve students and faculty while maintaining social distancing during the COVID-19 pandemic.

Topics will include:

- Key considerations before implementing and adopting a mobile ordering operation
- Best practices and key strategies for implementing mobile ordering on your campus
- Unique uses of mobile ordering beyond campus dining operations

Today's Presenters

John Diaz

VP-Product Management, Retail Solutions, Transact

Jennifer Paiotti

Marketing Director, Auxiliary Services, Xavier University

Nirmal Palliyaguru

Director, ACCESS Card Office and Property Management, Santa Clara University

Tess Martinez

System Administrator, Business Services, UNC-Charlotte

Today's Topics

- Campus overviews and background information
- How each campus has been impacted by COVID-19
- How mobile ordering has assisted
- Campus plans moving forward
- Q&A

Campus Overviews & Background Information

SANTA CLARA UNIVERSITY

THE JESUIT UNIVERSITY IN SILICON VALLEY

Santa Clara University was established in 1851 and is located in the heart of Silicon Valley in Santa Clara, California.

A nationally recognized Jesuit, Catholic university, Santa Clara has a combined graduate and undergraduate population of approximately 8,500 students.

XAVIER UNIVERSITY

FUN FACTS

Xavier [zey-vyer]

n. 1: Founded in 1831, Xavier is a Jesuit Catholic university located in Cincinnati, Ohio.

90+
UNDERGRADUATE PROGRAMS

CINCINNATI
OHIO

JESUIT
CATHOLIC
UNIVERSITY

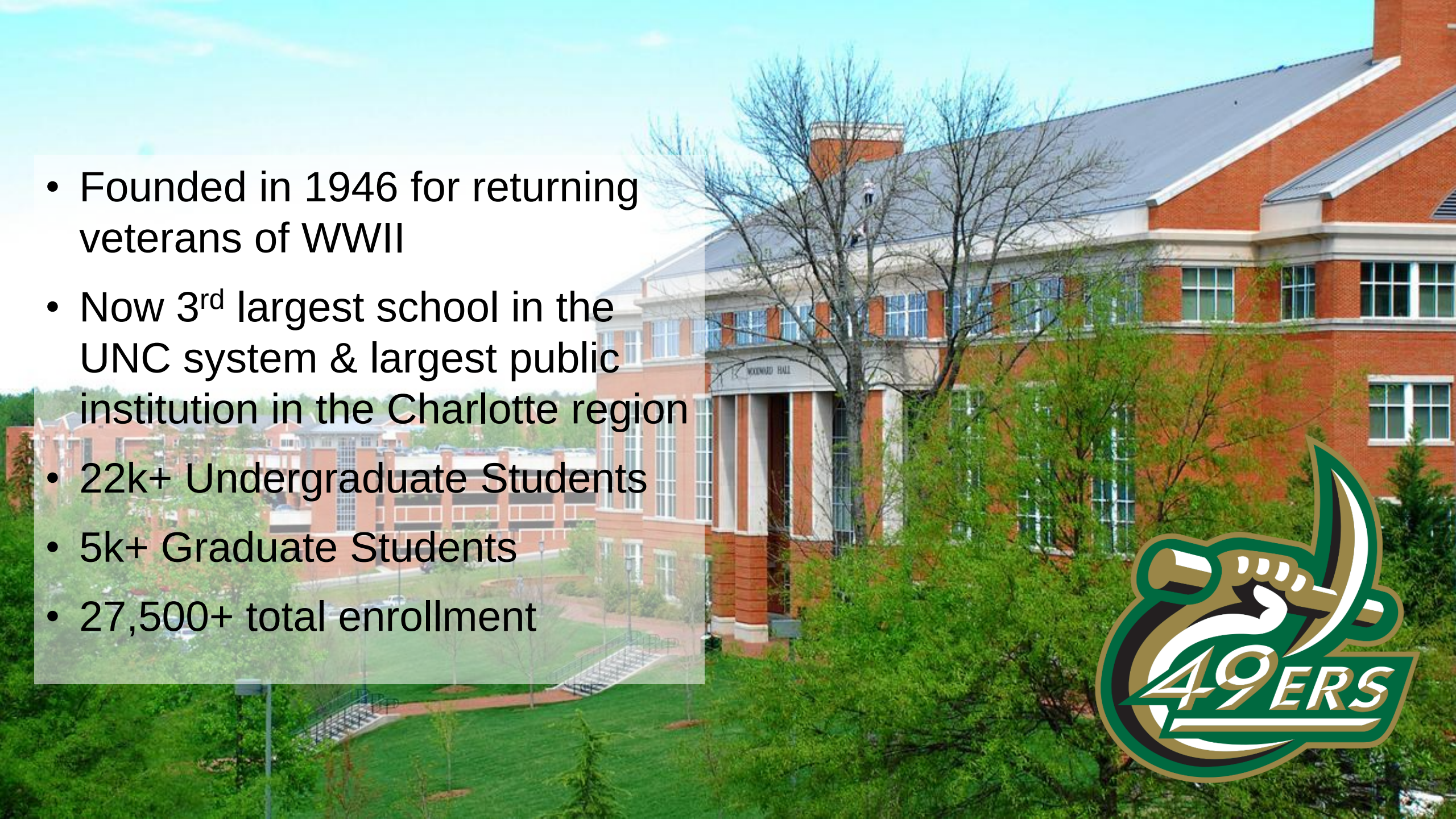
98%
SUCCESS RATE

12:1
STUDENT TO FACULTY RATIO

98%
SUCCESS RATE

100%
OF STUDENTS HAVE ACCESS TO PROFESSIONAL MENTORS

90+
MAJORS



- Founded in 1946 for returning veterans of WWII
- Now 3rd largest school in the UNC system & largest public institution in the Charlotte region
- 22k+ Undergraduate Students
- 5k+ Graduate Students
- 27,500+ total enrollment

How has your campus been impacted?

FOX 46 | News | Yes, We're Open | Weather | Traffic | Good Day | Sports | Contests | More

UNC Charlotte makes sweeping changes amid coronavirus outbreak

Published March 17 | Coronavirus | FOX 46 Charlotte

CHARLOTTE, N.C. - UNC Charlotte made sweeping changes this week for students and staff amid the coronavirus outbreak, including all on- campus students are now required to leave their residence halls no later than 5 p.m. Friday.

SANTA CLARA UNIVERSITY
THE JESUIT UNIVERSITY IN SILICON VALLEY

ABOUT SCU | ACADEMICS | ADMISSION | ATHLETICS | CAMPUS LIFE | NEWS & EVENTS

COVID-19 Resources and Updates

Home › COVID-19 Resources and Updates

Translate

Last Updated: April 3, 2020 at 4:20 p.m.

The health and safety of our community is of utmost importa
are committed to keeping our campus healthy and informec
developments. We are working with the local Santa Clara Co
Department (SCCPHD) and will share any new information a
this website regularly for updates.

We Are In This Together

Home › News & Events › Feature Stories › 2020 Feature Stories › Stories › We Are In This Together

XAVIER UNIVERSITY | APPLY TO XAVIER | REQUEST INFO | VISIT CAMPUS | GIVE

CORONAVIRUS DISEASE 2019 (COVID-19)

- **Coronavirus (COVID-19) Home**
- Health, Wellness and Prevention
- Support for Students
- Support for Employees
- Remote Classes and Instruction
- Campus Services
- Fall 2020 Registration
- Faculty - Instructional Continuity
- Travel and Study Abroad

Xavier Home > Coronavirus Disease 2019 (COVID-19)

Notice: The information on this page was last updated on March 23, 2020. We are working hard to keep the information here current, but information is changing rapidly. Information included in "Today at Xavier" or formal messages from Fr. Graham sent after this date will be more up to date and more accurate, so please be sure to check your email for those messages.

Xavier is committed to sharing as much information as possible for the benefit of our community. Given the unprecedented and rapidly evolving situation, and numerous significant announcements over the past few days, below is an aggregation of important information.

A Xavier hotline of University staff is available at 513-745-1010 from 10:00 a.m. to 4:00 p.m., Monday through Friday, to answer questions. Xavier is committed to protecting the health, wellbeing and safety of our students, faculty and staff.

Remote learning for the remainder of the semester

- Xavier University is extending spring break by one week, and the spring semester will also be extended by one week. Remote learning will now

SANTA CLARA UNIVERSITY
THE JESUIT UNIVERSITY IN SILICON VALLEY

Pre- March 9, 2020

Post March 9, 2020

XAVIER UNIVERSITY

⚠ NOTICE REGARDING COVID-19 UPDATES

DINING & RETAIL SERVICES

DINING SERVICES

Hoff Dining Commons will be available with a limited carry-out menu through 3/27/20. All meals will be served in disposable to-go containers, with plastic utensils and disposable cups. Seating for the dining room will be closed. All retail dining locations on-campus are closed. For meal plan holders, please swipe you All Card. For non-meal plan holders, a reduced carry out price of $8.35 is available.

Meal Service at Hoff Dining Commons:
Monday - Friday
Breakfast - 8:00 a.m. - 9:30 a.m.
Lunch - 11:30 a.m. - 1:00 p.m.
Dinner - 4:30 p.m. - 6:00 p.m.

Saturday - Sunday
Brunch - 10:30 a.m. - 12:00 p.m.
Dinner - 4:30 p.m. - 6:00 p.m.

ALL FOR ONE SHOPS

Starbucks has transitioned to carry-out only.
Gallagher Bookstore - Monday - Friday, 9:00 a.m. - 2:00 p.m.
University Station All For One Shop - Monday - Friday, 8:00 a.m. - 2:00 p.m.
University Station Starbucks - Monday - Friday, 8:00 a.m. - 2:00 p.m.

MAIL CENTER

Discontinuing normal campus mail and package delivery.
Drop off and mail pickup available Monday - Friday, 8:30 a.m. - 5:00 p.m.

BANKING SERVICES

In following with U.S. Bank corporate guidelines, the on campus branch office in the Gallagher Student Center will be temporarily reducing their hours of operation effective immediately. Monday - Friday, 9:30 a.m. - 4:00 p.m.

ALL CARD CENTER

The All Card Center is closed. Please email connex@xavier.edu or call 513-745-4281 for assistance.

DOOR ACCESS

Beginning Monday, March 23, all campus buildings will require an All Card for swipe access. All administrative and academic campus buildings will continue to be available with an All Card swipe to all employees during regular business hours, Monday through Friday, from 8:00 a.m.-5:00 p.m. Outside of these hours, employees will only have access to the building in which they work using their All Card. If an employee requires assistance with building access, or if their All Card is lost or misplaced, they should contact Xavier University Police Dispatch at 513-745-2000.

FOR QUESTIONS, PLEASE CALL AUXILIARY SERVICES AT 513-745-4281.

Xavier University Residence Life

Housing & Meal Plan Credits

Students who lived in campus housing will receive a prorated credit based on the closure date of March 23, 2020. The credit reflects the unused portion of housing charges for the remainder of spring semester.

Students with a meal plan will receive a prorated credit of unused meals. The credits will vary by student, based upon each students' meal plan and unused meals. Unused dining dollar balances will be rolled forward to be used during the 2020-2021 academic year.

Room and board credits will appear on your monthly eBill, published on Wednesday, April 15th. Credits will first be applied towards existing balances. If your account has a credit, please read the detailed email sent in the Student Newsletter.

Please direct all questions about your account to the Bursar directly, as each situation is unique. More information can be found on the Bursar's website: xavier.edu/bursar/spring-2020-room-board-credit

UNC CHARLOTTE

- Initially students returned from spring break and classes ran as normal
- Spring semester and both summer semesters have been moved to remote learning
- Staff is working remotely, and buildings have been locked down. Swipe card access only

WHAT TO KNOW COVID-19 IMPACT

- All retail dining is closed. One dining hall is open with limited social distance seating and carry-out service for the remaining students.
- The Student Union CSTORE has been put on the mobile app with Essential items

- All students were required to vacate residence halls, this was not a move out, their belongings were left behind. Approximately 250-300 students that applied for an exception remain on campus
  - Students residing in 6 dorms have been requested to return to campus for belongings as those buildings are being converted into a hospital.

How has mobile ordering played a part in your campus response?

Mobile Ordering is important to campus operations in dealing with COVID-19

Facilitates Social Distancing

Supports Order Pickup or Delivery

Can be used for more than just food

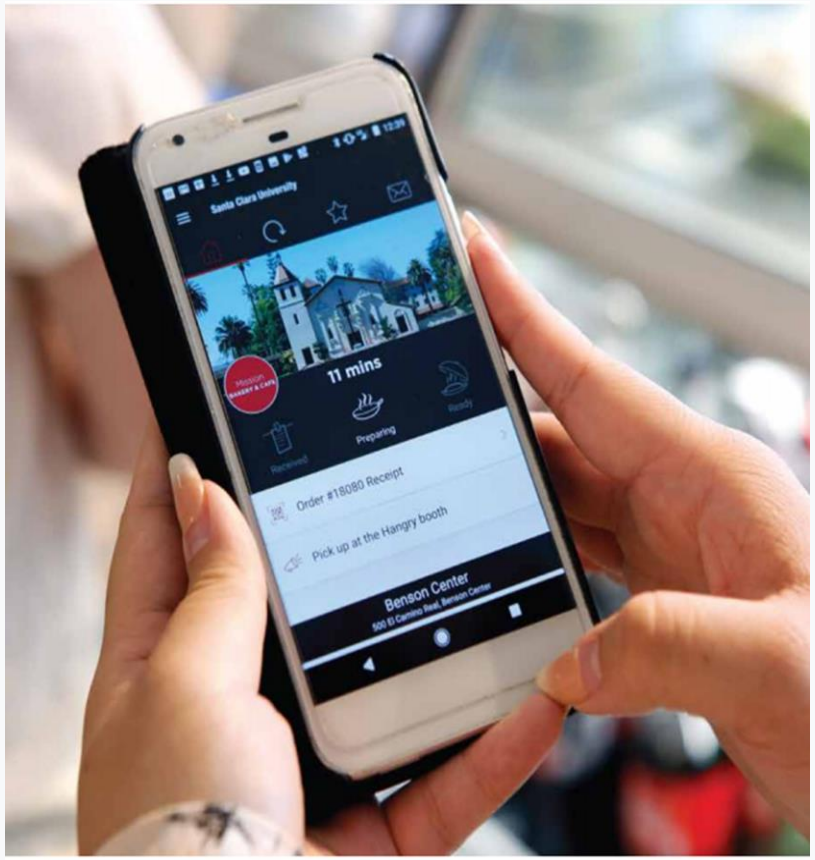
Enables Marketing & Communications

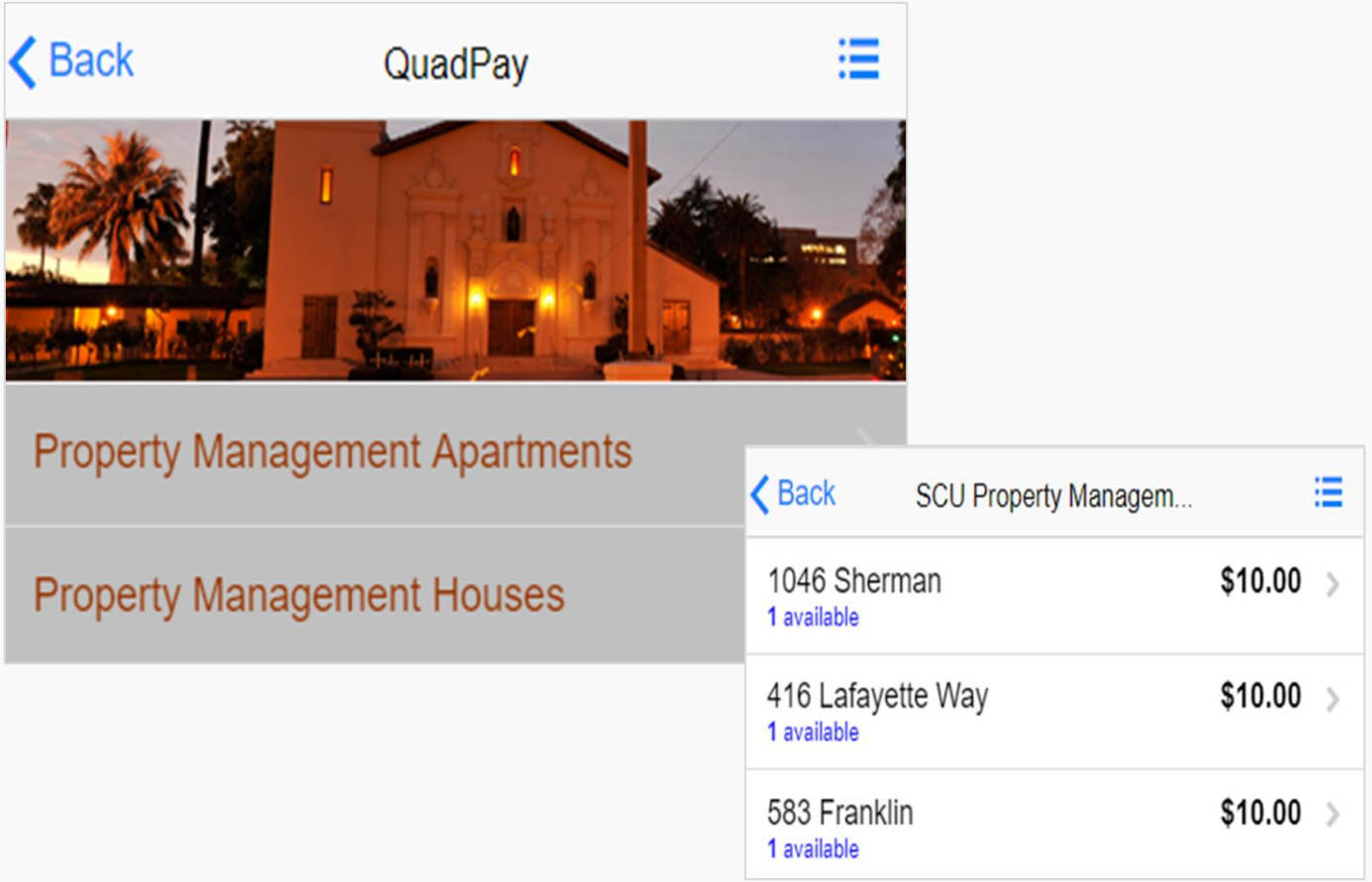
Can be deployed remotely

Fully managed by Campus

SANTA CLARA UNIVERSITY

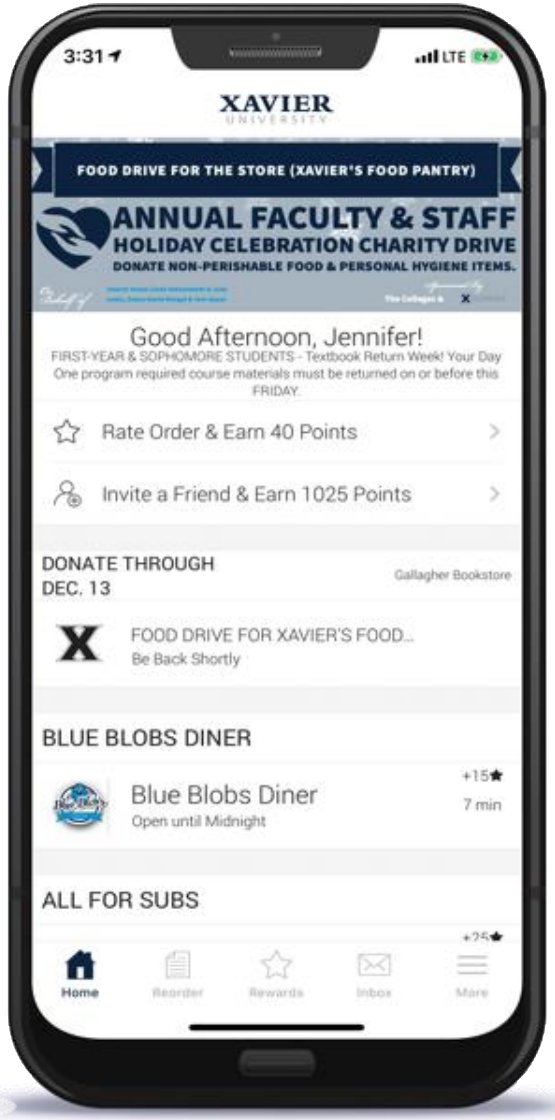
THE JESUIT UNIVERSITY IN SILICON VALLEY





Marketing & Communications

- Infographics
- Targeted Emails
- Push Notifications
- Inbox Messaging
- Segment Messaging



UNC CHARLOTTE

AUXILIARY SERVICES
Division of Business Affairs

ABOUT US | DINING | 49ER CARD | BOOKSTORE | MAIL & PACKAGE | COPY & PRINT | VENDING/ATMS | OPERATIONAL CHANGES

Home / About Us / News / Order food items for on-campus curbside or in-store pick up

ORDER FOOD ITEMS FOR ON-CAMPUS CURBSIDE OR IN-STORE PICK UP

ABOUT US

- News
  - Order food items for on-campus curbside or in-store pick up
- Policies
- Directory
- Licensing
- General FAQs

TUESDAY, MARCH 31, 2020

There are many things you may need right now. Here are some ways we thought we could help.

Market on Craver Essentials Program

The Market on Craver Essentials Program allows you to order food items and essentials through the NinerDiners Mobile App.

Download the Transact Mobile Ordering app (iOS or Android) and select UNC Charlotte, then tap Market on Craver Essentials. First, select the product category (listed across the top) you wish to order from, then tap "Customize" to select items to add to your cart.

You can pay with Declining Balance, Optional Dining Account funds, 49er Account funds or a credit card.

To pick up your order in store, simply show the cashier your receipt. *Don't forget to bring your 49er Card. Your card is required to access the Union building.*

For curbside pick up, drive to Student Union Lane and park near the NinerDiners curbside pick-up sign near the Student Union loading dock turnaround. Call the number on the sign to let us know you have arrived.

UNC Charlotte Niner Diners
April 1

We've launched a food and item pick-up service at Market on Craver! Just download NinerDiners mobile app, place your order & come to the Union for pick up. Check it out ➡http://ow.ly/MSKf50z1sy5

The mobile ordering app has been instrumental in us setting up an online shop for students remaining to be able to purchase necessities such as: Toilet paper, medicine, microwave meals, soap

What are your plans for the future?

Santa Clara University

XAVIER UNIVERSITY

UNC CHARLOTTE

Q&A

Thank You !!!

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Jennifer Paiotti

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Nirmal Palliyaguru

npalliyaguru@scu.edu

Tess Martinez

Tess.Martinez@uncc.edu

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Q&A

UB University Business

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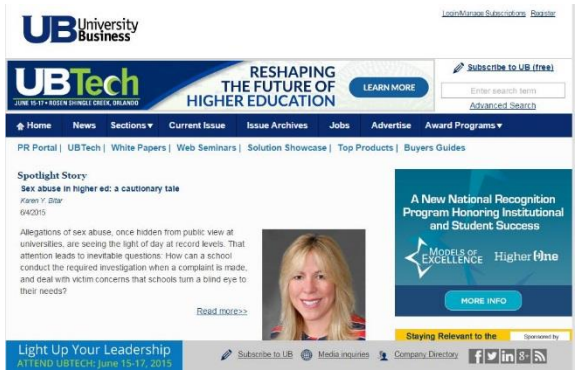

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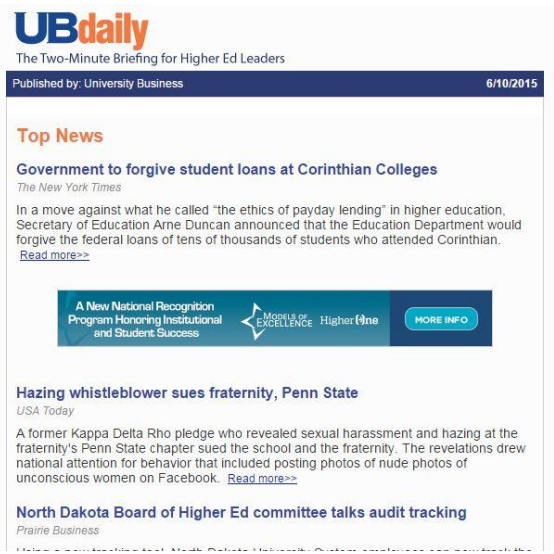

UB Daily, Campus CIO and other enewsletters

UB University Business

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www.UniversityBusiness.com/Web-Seminars

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