

Supporting Safer Campus Dining: How Dietitians Are Improving Allergen Management & Student Experience

June 22, 2026



UC San Diego

Introductions



Agnes Sherman
Dining Assistant Director
– Nutrition & Sustainability



Aoi Goto
Registered Dietitian











About Us



- Voice of Customer (VoC) / Customer Experience (CX) solutions / Allergy Ordering
- Founded in 2007
- Work with over 100 colleges and universities in Canada, United States and the United Kingdom



Real-time feedback & audit solutions Touchwork

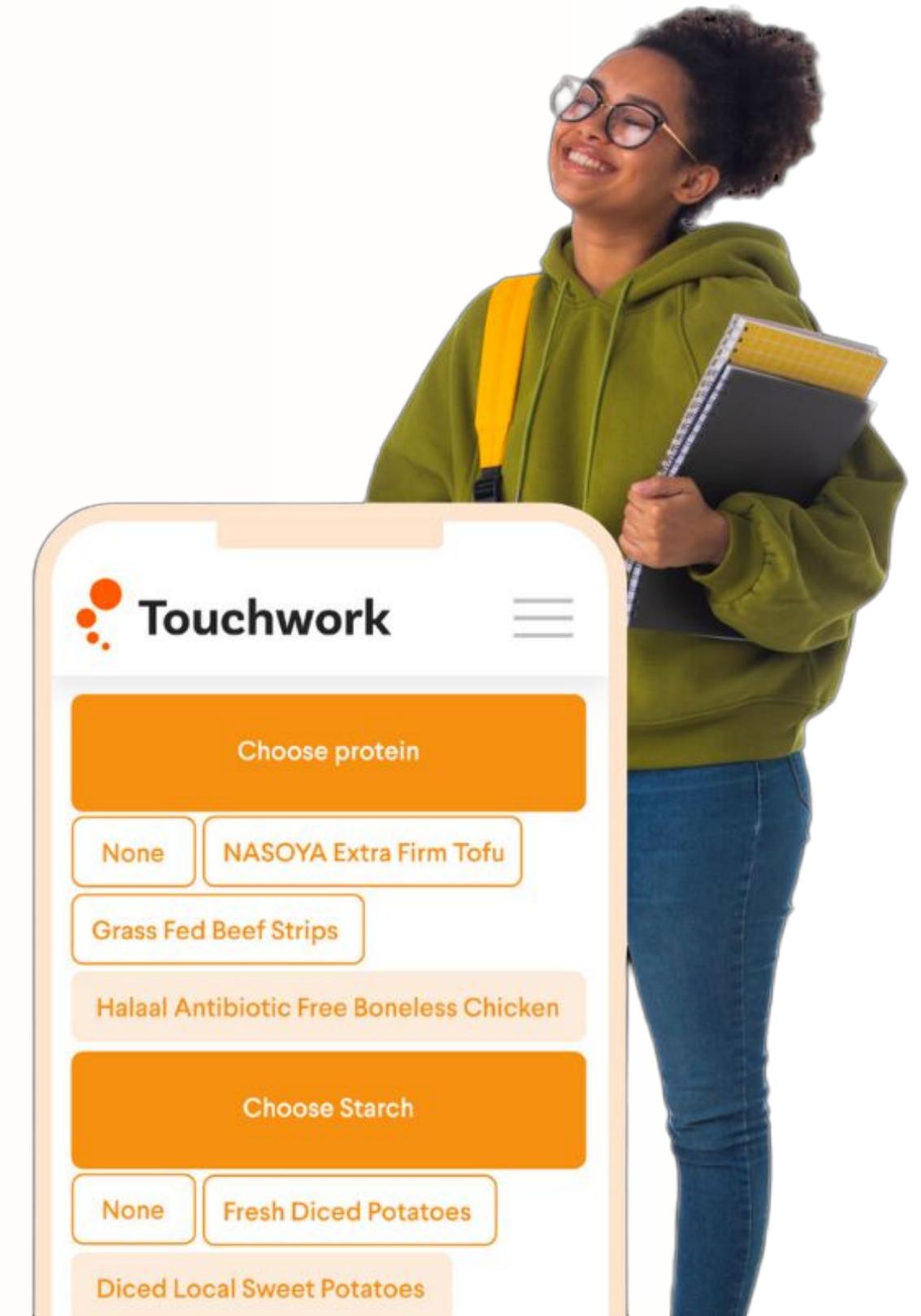
-  **TxtTapScan&Tell** - In-the-moment feedback
-  **ShopandTell** - Mystery shopping
-  **FixIT** - Problem reporting
-  **SurveyIT** - General surveys
-  **RequestIT** - Event issue management
-  **MarketIT** - Outbound marketing
-  **AuditIT** - Inspections and audits
-  **OrderIT** - Food allergy ordering



OrderIT

App for students with food allergies

- Restricted user base
- Personalized App experience
- Filters allergens
- Provides product codes, specific ingredients, and students' allergens
- Chefs can record and sign off on meal ingredients



University of Wisconsin-Madison



Dining and Culinary Services
UNIVERSITY HOUSING
UNIVERSITY OF WISCONSIN-MADISON



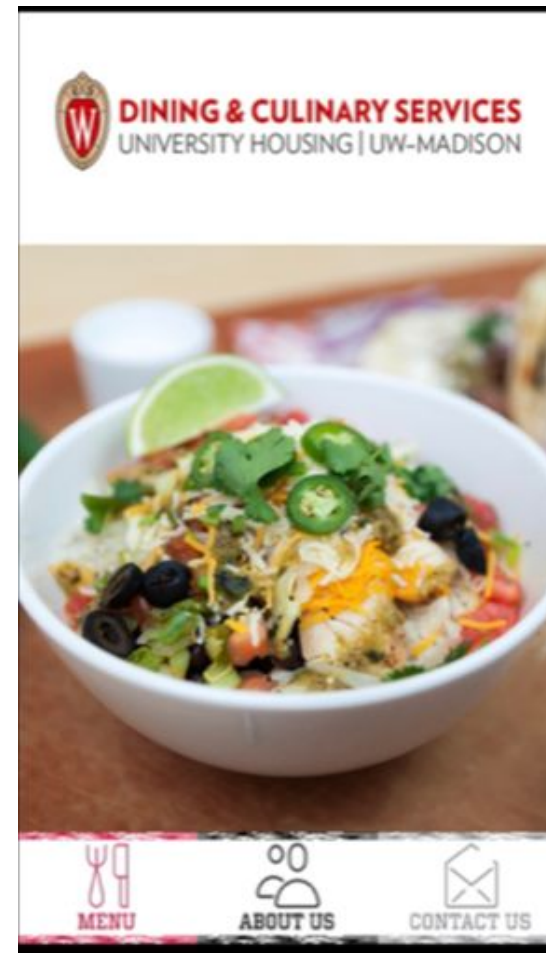
Housing Dining and Culinary Services

- **1 of 3 Food Operators on Campus**, which includes five dining locations and four auxiliary operations
- **Inclusive Menu Development** with 4-week menu cycles and baseline products to accommodate allergies and preferences
- **54% of menu options** are vegan or vegetarian
- **Serves approximately 8,600** Housing residents with over 15,000 transactions daily



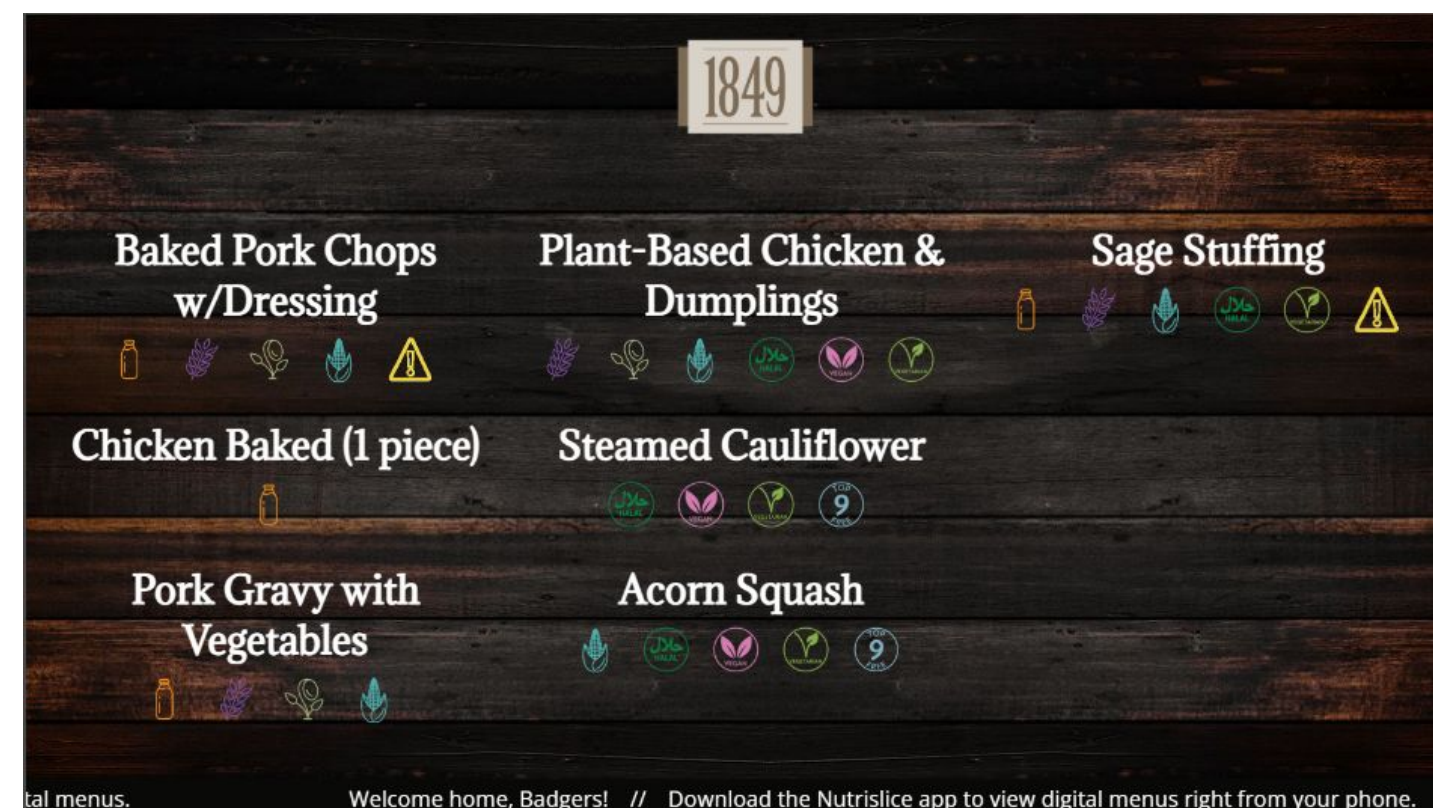
My Role

- **Student Engagement** work directly with students to help them to successfully navigate our markets while managing dietary allergies or intolerances and celiac disease
- **Community/Campus Outreach** cooking classes, focus groups; Preceptor
- **Recipe and Menu Development** to ensure as inclusive of a menu as possible
- **Staff Training** for food and allergen safety
- **Sustainability** in operations and food insecurity



AllerTrain[®]
— U —

AllerTrain[®]
— Lite —

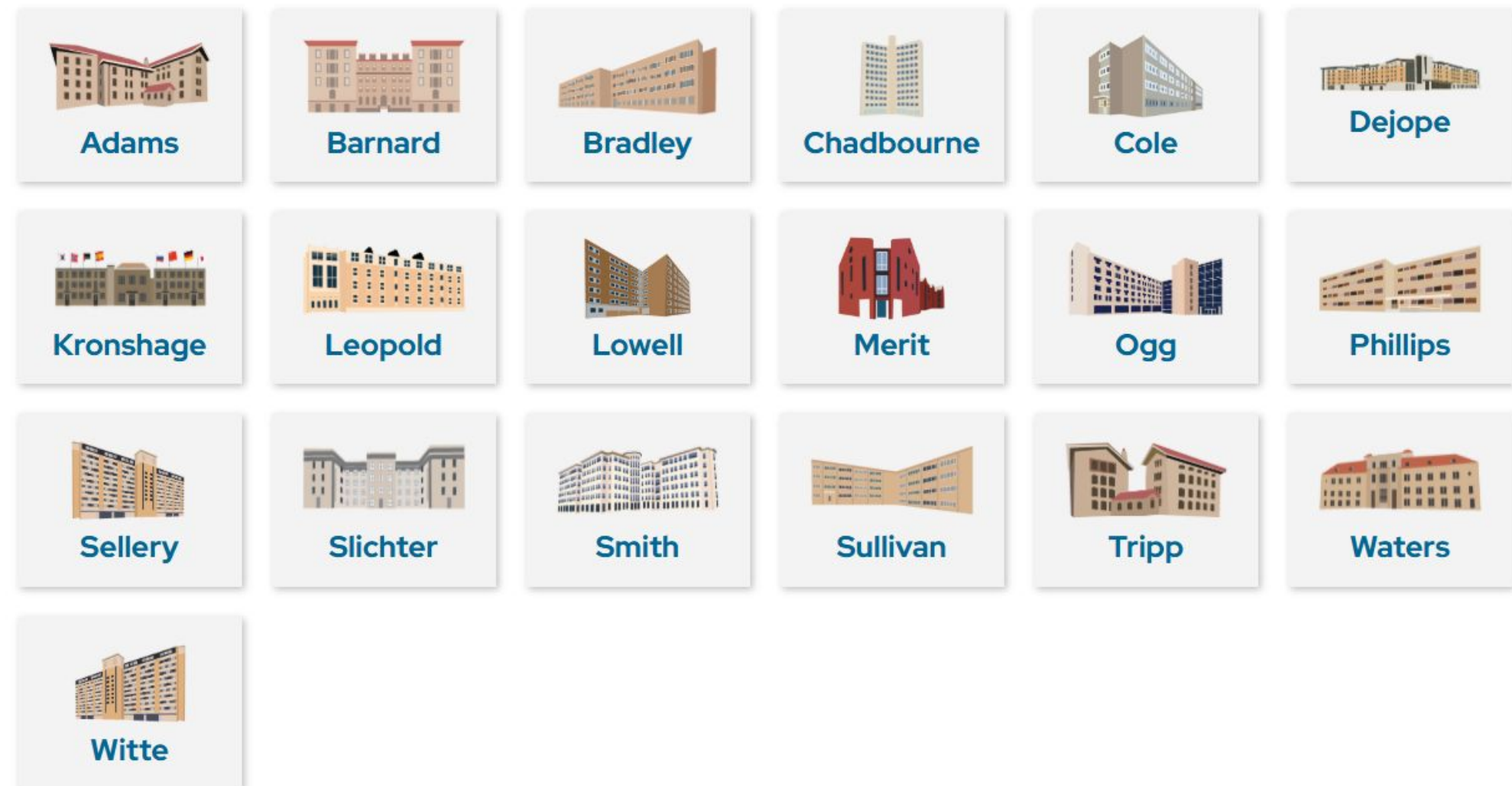


Dietary Support Challenges

- **Large Campus** 37,000+ undergraduates, total student population of 51,800
- **Large Resident Population** 8,600+ residents within Housing
- **Special Dietary Accommodations** 350+ dietary declarations every academic year
- **Accuracy & Safety** to prevent unwanted adverse reactions
- **Efficient Operations** streamline services and not complicate for front line and back-of-house staff



Our Residence Halls



Communication of Dietary Needs and Support

- **Housing Dining Website**
- **Online Declaration** goes to our dietitian email in-box, and we respond with general information
- **Face-to-Face Meeting** prior to coming to campus or during summer orientation
- **Disability Resource Center** may refer student to us to have additional conversations

Allergy/Dietary Requirement Self Declaration Form

Full Name (First Name & Last Name) *

Campus Email *

Phone *

Residence Hall *

If not known, please indicate TBD.

Which academic year are you declaring for? *

2025-26

2026-27

Do you have a food allergy?

Check all that apply

Eggs

Fish

Milk

Peanuts

Shellfish

Soy

Tree Nuts

Wheat/Gluten Allergy

Wheat/Gluten Celiac Disease

Sesame

Other

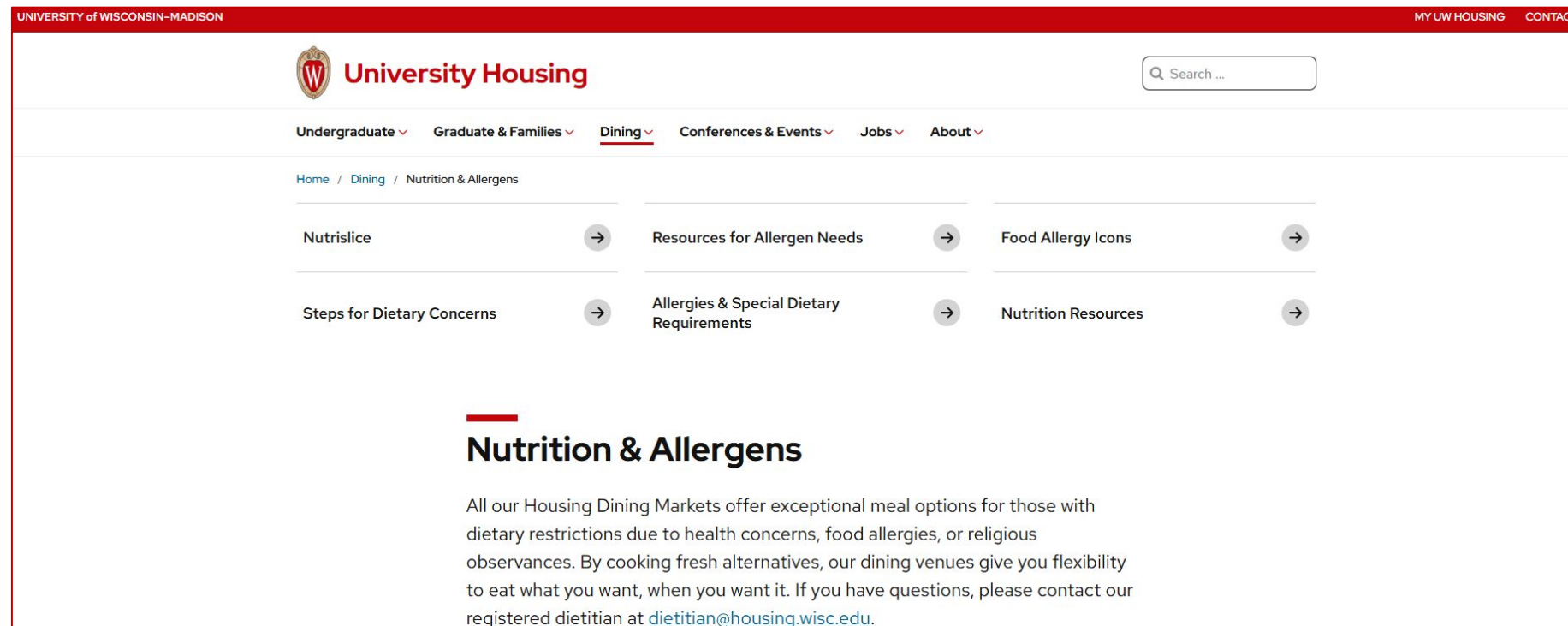
Do you have a Food Intolerance?

Check all that apply

Eggs

Fish

Milk



UNIVERSITY of WISCONSIN-MADISON MY UW HOUSING CONTACT

University Housing Search ...

Undergraduate ▾ Graduate & Families ▾ **Dining ▾** Conferences & Events ▾ Jobs ▾ About ▾

Home / Dining / Nutrition & Allergens

Nutrislice → Resources for Allergen Needs → Food Allergy Icons →

Steps for Dietary Concerns → Allergies & Special Dietary Requirements → Nutrition Resources →

Nutrition & Allergens

All our Housing Dining Markets offer exceptional meal options for those with dietary restrictions due to health concerns, food allergies, or religious observances. By cooking fresh alternatives, our dining venues give you flexibility to eat what you want, when you want it. If you have questions, please contact our registered dietitian at dietitian@housing.wisc.edu.

Coordination Across Teams

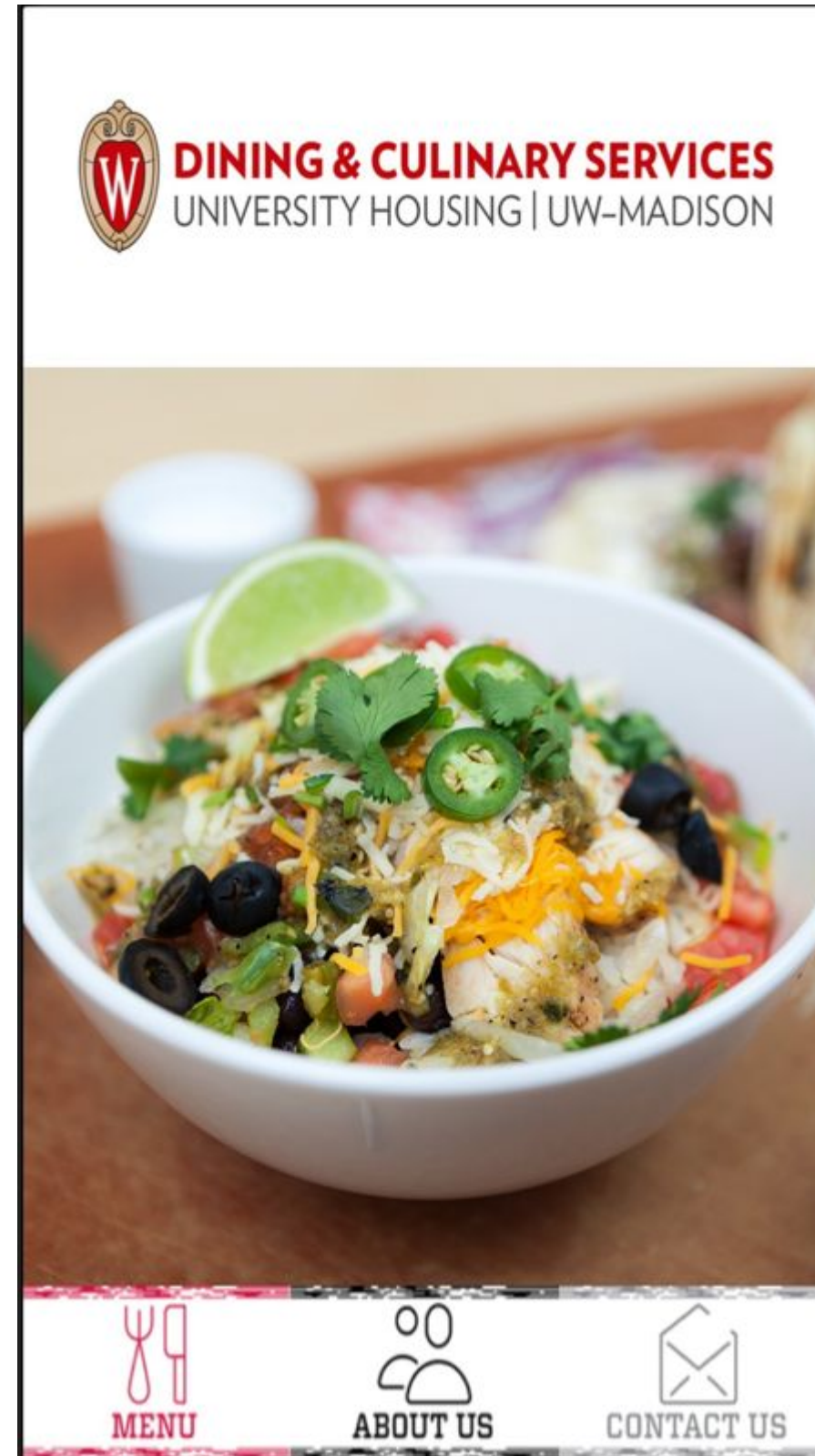
- **Siloed Operators** University Housing, Student Unions, Athletics
- **RecWell** teaching kitchen partnership allows us to conduct various types of cooking classes
- **University Health Services** collaborating with them regarding students of concern as well as the Epi Pen program
- **Training, Training, Training** ServSafe, AllerTrain, OrderIT skills assessments



OrderIT



- **Launched** in 2020 with a goal of providing reasonable accommodations to our student residents managing dietary allergies and celiac disease.
- **Available** at all five dining locations
- **Previous** approaches were complicated for both the student and staff
- **Safety** paramount to prevent adverse reactions



Process Impacts



Students

- **Availability** - offering flexibility as the platform is available at all five of our dining locations.
- **Limitations** - can be repetitive given the static menu, even within build-your-own options
- **Reliability** - text notifications ensure order is being prepared

Staff

- **Predictability** - menu platform doesn't vary; Ingredients are cross-utilized
- **Consistency** - expectations of process is standard across all locations
- **Reliability** - app platform confirms that students indeed want an order prepared. Deadlines aren't missed

Lessons & Advice



- **Consistency is Key** students should have the same experience at multiple locations
- **Baseline "Free-of" Products** ensures more successful self-navigation
- **Active Learning** Skills assessment to show that staff can prepare meals safely in a cross-contact free environment
- **AllerTrain** AllerTrain U every 3 years; AllerTrain Lite in-between
- **Epi-Pen Program** If campus policy or station legislation allows for it

Reduced Allergen Dining at UC San Diego

Aoi Goto, MPH, RDN

Overview

- 1 Dining Program and RD Roles
- 2 Dietary Support Program
- 3 OrderIT Implementation & Workflow

- 4 Student & Unit Impact
- 5 Future Improvements
- 6 Recommendations








Dining Program

- 8 undergraduate colleges
- 45,000+ total student population
 - 22,000 students living on campus
 - 17,000 on a dining plan
- 6 large residential dining restaurants, 4 specialty restaurants, 8 C-stores, catering, commissary
- Declining balance
- Mobile ordering



< PALAK PANEER PLATE

Paneer cheese and spinach simmered in a tomato curry with cinnamon cardamom cumin coriander and turmeric spices with a side of basmati lentils and naan

 Contains Dairy
  Contains Eggs
  Contains Gluten
  Contains Soy
  Contains Wheat
  Sustainability
  Vegetarian

Nutrition Facts

| | |
|---------------|----------|
| Calories | 782 Cals |
| Fat | 35g |
| Cholesterol | 57mg |
| Sodium | 1379mg |
| Carbohydrates | 9g |
| Fiber | 11g |
| Sugar | 4g |
| Protein | 21g |

• • • • • \$8.50

CUSTOMIZE

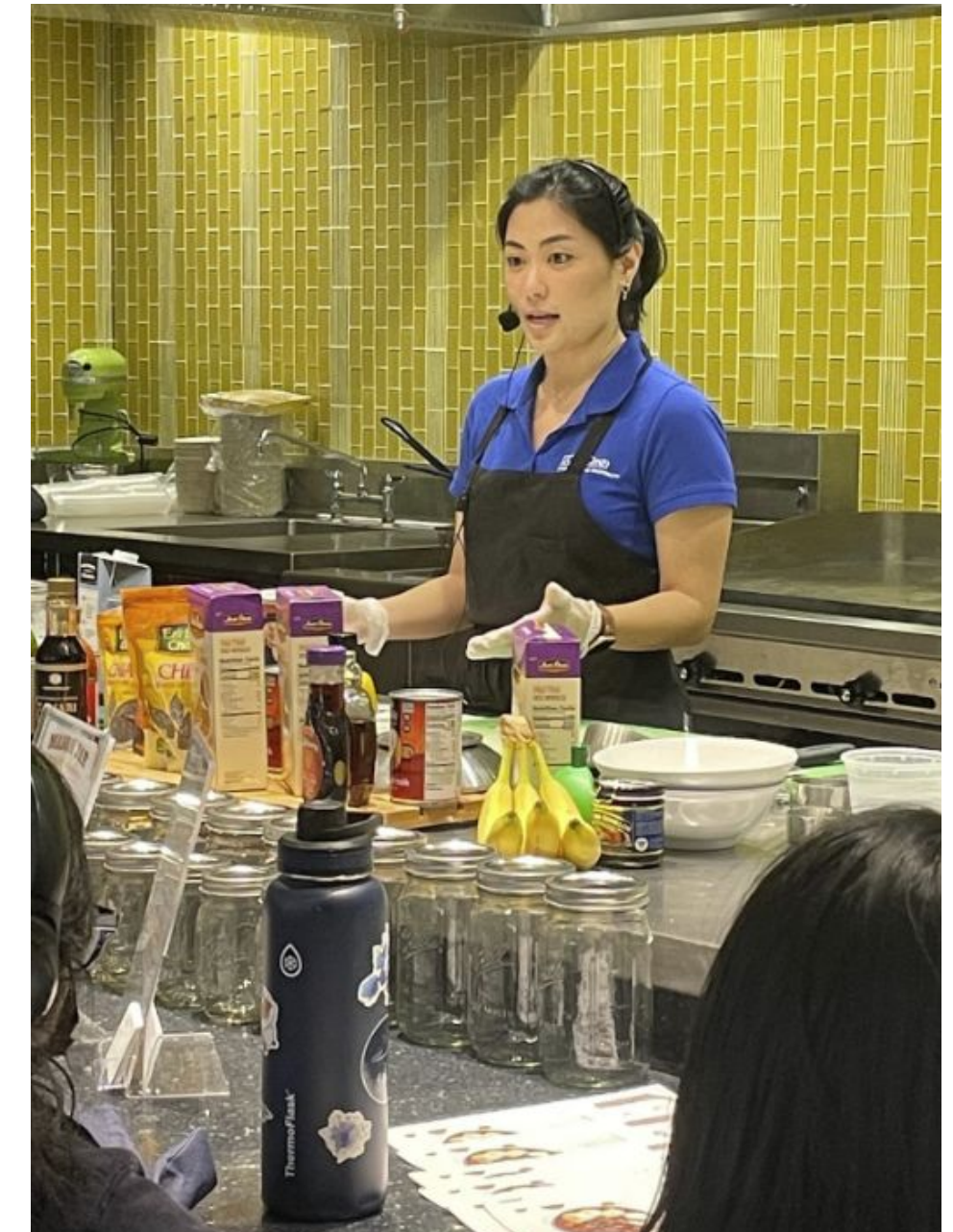
UC San Diego Triton2Go App

Dining Dietitians

Aoi Goto, MPH, RDN

Gloria Davis Browning, MEd, RDN,
SNS

- Menu development
- Nutrition analysis
- Accommodations
- Staff training
- Nutrition counseling
- Nutrition education



Reduced Allergen Dining (RAD) Program

- Offered at 4 dining locations
- Menu is free from the Major 9 allergens and gluten
- Static menu (breakfast & lunch/dinner)
- Only accessible to students registered with the Office for Students with Disabilities (currently 80)
- Meals prepared by designated and trained staff
- Prepared in a dedicated preparation space with purple color-coded cooking equipment
- 3 meal ordering methods



Program Challenges

Ordering

- Kitchen unable to answer calls
- Students identifying themselves repeatedly
- Staffing changes

Communication

- Order delays
- Out of stock items

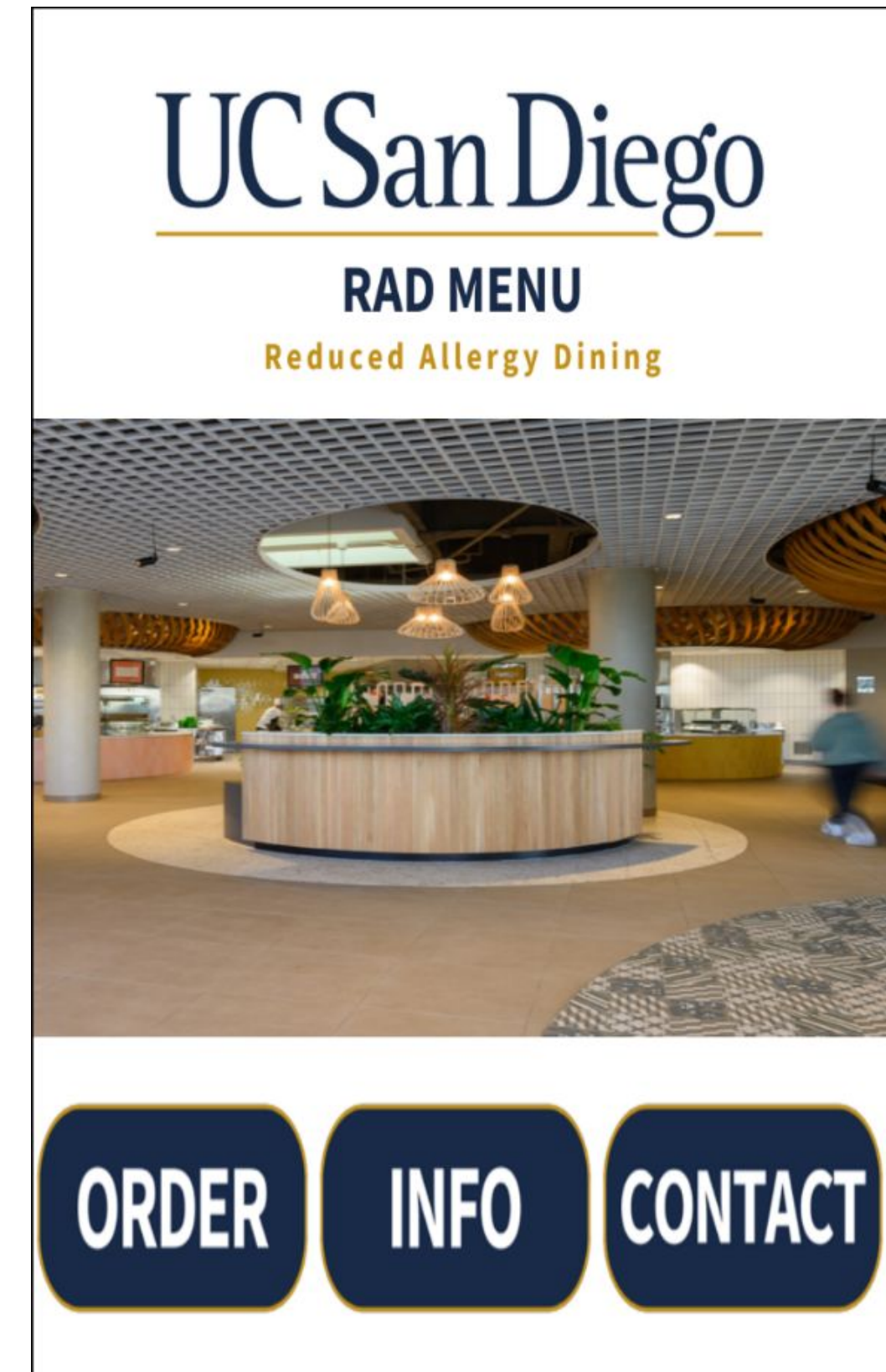
Menu

- Restrictive menu
- Static menu
- No customizations except for removal of ingredients

Decreased student participation

OrderIT Implementation

- Operations SOP
- Student ordering instructions
- Ordering app access for registered students
 - Input allergies & preferences
- Dashboard access for managers and chefs
- Summer 2025 – pilot program at one RAD location
- January 2026 – expanded to all 4 RAD locations



OrderIT Workflow

1. Dietitian creates account for eligible students
2. Student downloads Kinetica app
3. Students place orders by 6 pm the day before pick-up (up to 2 days in advance)
4. Dining staff prints out next-day orders from dashboard
5. Kitchen prepares meals and updates order statuses
6. Students receive text notification when their meal is: *In Progress, Delayed, or Ready for Pickup*
7. Students pay at the time of meal pick-up



OrderIT - RAD Menu

Student Note:

ID14564563

Date and Time Order Placed:

2026-01-19 02:46:31 PM UTC-8

Student Name:

[REDACTED]

Student Allergens:

Eggs | Milk/Dairy | Peanuts | Tree Nuts

Pickup Location:

Ventanas

PICK UP DAY AND TIME

Selected Pick Up Time

Ventanas Lunch And Dinner at 02:00 pm on Tuesday 20th of January 2026

MENU

Carne Asada Tacos

1

| REVIEW MY ORDER |

TOTAL

\$10.00

Reviewed by Student

Reviewed

COMMENTS

No Avocado

Benefits

Student Experience

- Convenient ordering
- Meal customizations
- Increased participation (1,600+ completed orders since January)
- More equitable dining experience

Operational

- Improved workflow
- Better forecasting – 1 order per 15-minute time slot
- Easier communication with students – allergies, preferences, updates

Dietitian

- Reporting – order history
- Managing student and user accounts
- Easier dissemination of menu updates

Looking Ahead

App Features

- In-app messaging with the chefs
- Allergen filtering
- Same-day meal accommodations
- Ease of payment

Program Expansion

- Expanded menu offerings
 - More BYO options
 - Rotations
 - Location-specific items
- Increased student access

Recommendations

- Start simple and scale – *launched at one location before expanding*
- Involve students throughout the process – *their feedback during our pilot stage shaped our ordering workflow*
- Standardize staff training – *consistency across locations is key to food safety*
- Create test accounts for staff – *provides student perspective*
- Place test orders for audits – *ensure full workflow is functioning as expected*
- Collect feedback continuously – *from both students and kitchen staff*



Contact Information

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Website:
hdhdining.ucsd.edu/nutrition-services/

Thank you!

Questions?



Contact us:

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UC San Diego Dining

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