AGENDA

Meeting begun at 9:40 AM with introductions.

Announcements:

- Next meeting will be in 2 weeks: 11/17/2017
- Members should look at the drop box and review pending minutes.
  - https://ucsandiego1.account.box.com/login

Mesa Nueva Internet

- Members where given a review of what was previously discussed in the meeting on 10/27/2017.
- Presentation given by Ron Royce (director of IT). Presentation will be distributed to ARCHAC.
  - Involvement with Spectrum
    - Ron is personally working with Spectrum to resolve issues.
    - Worked to replace 6 wireless access.
    - They have cleaned and polished filters.
    - Established a notification procedure with Spectrum.
    - Twice a week Ron has conference calls with front desk to avoid giving residents wrong information.
    - Working with Spectrum on communication and efficiency.
      - Ron sat down with a resident during a call and call dropped 5 times with the representatives.
Ron recorded the call and played it to the VP. Those 5 Spectrum representatives have not been in Mesa Nueva tickets.

- Spectrum agreed to table in case residents have concerns.
  - Will start within the next 2 weeks. Need to schedule with Housing.

Operations summary
- Average of 3,711 active devices on a network. Peaks at 4,000.
  - 6,200 devices detected overall.
- Peak hours of use between 8PM-2:30AM.
- Students are less active from 12-2PM.
  - Spectrum will use this timeframe for outages and future updates.

Improvements
- After all the work done there have been no more drops or outages.
  - Demonstrated drops chart.
  - Receiving letters from students thanking them for addressing the problem.
- Spectrum will replace devices in buildings D and F.
- Calls have dropped to less than 5%.

Currently
- Still have 1 issue
  - Level switch 2 has a 70 second drop due to an electrical problem. Problem being resolved today, 11/3/2017.

Past Issues
- Unable to connect wireless printers, cameras and Chromecast.
  - If the device doesn’t have a web browser it won’t accept it. Residents need to call Spectrum to add devices that don’t have a search/add function.
  - Some devices won’t work while connected. These students need to be referred to Ron.
- Televisions
  - 2 users had to replace TVs, TVs were 2 decades old. Don’t know of anyone that isn’t on a compliant TV.
  - People weren’t able to find cable outlet under ruckus boxes in the room. Students were educated.
  - Some people lost television remotes and had issues programming their televisions.
    - Some bought their own remotes.
    - In some cases IT had a remote to help them. Didn’t give remote to residents.
- Outside modems or routers
  - Outside modems or routers won’t work. Reached out to the people and now they are aware of this.
  - Spectrum representative instructed people to buy modems. Spectrum was notified to never tell the residents to do that.
- Switches being off
  - Currently all green with the exception of 1.
    - Has been off for a month as resident choose to turn it off. Resident previously told not to turn it off.
      - They need to make sure residents don’t disconnect the IPS as it affects everyone else.
  - Working with Spectrum to have automated ticket created once one of switches goes red.
Single Sign On
- There needs to be a security mechanism so others cannot connect to others printers.
- There’s a security block for now that prevents people from connecting to other devices, can’t have people sending information to others’ devices.
  - Work around: put an approved router into the wall port and set a local Wi-Fi that will grant them access. The router handles security and others can’t find it.

Single Sign On update
- Students will use their UCSD information.
- Spectrum will never get their passwords.
- Will sponsor accounts to spouses.

Solution in place
- Guide sheet created for residents.
  - Residents were calling the wrong number (TV vs Internet) or not using the info sheet. They called Spectrum from an online number and those representatives didn’t have accurate information.
    - It is important residents call the right numbers as those representatives are trained. If it has to get escalated they will have all the proper information.
    - Calls get resolved in 3 minutes when they call the proper number.
- Working on an FAQ to send out to residents
- Monitoring to assure problems don’t arise
  - Outages, daily reports, clients usage, daily usage and more

Benefits of having community internet
- Nobody needs to deal with the equipment.
- Not limited to one network.
- Better performance.
- Can be at a friend’s place and still connect.
- Cost effective for residents.
- Mesa Nueva residents don’t need to deal with billing.
  - There are about 150 billing errors with Rita that IT and their team work to resolve.

Reminders/updates
- First pilot program. Everything will get easier and easier.
- If problems arise, Ron should be aware.
- Have a 10 GB connection, residents only using 2 point something.

Questions
- Sophia asked if Mesa Nueva residents need to go through VPN to access campus documents.
  - Ron responded while in their rooms they need to go through VPN. There are only few locations where it’s UCSD internet (lobby, offices, lounges, conference rooms, etc.). Working on other outside areas such as the pool and pub.
- Tatiana asked for clarification on the work around to connect devices.
  - Ron answered residents will receive the details on the upcoming FAQ.
- Anindita asked for FAQ sheet to be placed on lobby and/or elevators.
  - Bob responded housing would both post it and email to residents.

Members agreed Ron’s presentation was very informative. Thanked Ron for all his help.

Meeting adjourned around 10:36 AM. Next meeting will be on Friday 11/17/17 at 9:30 AM at the Barrett room.
Meeting date | time 11/17/2017 9:30 AM
Meeting location: Barrett Room, Administrative Building

Type of meeting: ARCH Advisory Committee
Co-Chairs: Tatiana Zavodny
Mark Cunningham
Note taker: Leticia Ruelas

Attendees: Rebecca Otten
Valerie Saiag
Mayra Estrada
Marybeth Ward
Tatiana Zavodny
Rosie Jimenez-Negrete
Ian Hamilton
Burgundy Fletcher

AGENDA
Meeting begun at 9:39 AM

Minutes:
Tatiana requested minutes be approved
  o Marybeth motioned to vote
  o ARCHAC unanimously seconded
    ▪ Votes: 3 approve – 0 deny – 1 abstain
• 2017-2018 academic year: 10/20/2017, 10/27/2017, 11/3/2017
  o Marybeth Ward motioned to vote
    ▪ Approved by unanimous consent

Mesa Nueva Internet
FAQ draft (Rebecca projected the flyer)
• Tatiana suggested including how to fix the printer and Chromecast connections.
• Burgundy suggested adding residents shouldn’t buy any equipment, but if needed, which specific cables, routers, and televisions.
• Tatiana shared the cable and internet package information online is inaccurate as its grouping Rita and Mesa Nueva together.
• Burgundy asked if the flyer would be posted in every door.
  o Rebecca clarified housing posts around common areas and emails everyone.
• Tatiana mentioned there was an internet rebooted in the Mesa Nueva Wi-Fi system on 11/16/17 as devices randomly lost connection. She suggested creating a survey for residents to assure they aren’t having any more issues and to assist those that are.
• Mayra stated residents should be calling Spectrum.
  o Marybeth pointed out that in the past Spectrum calls dropped for students.
• Valerie suggested making the FAQ a permanent informational sheet for the rooms like hotels.
• Rebecca stated EH&S inspections could be a good opportunity to permanently install them.

• Tatiana suggested the following:
  o ARCHAC should draft a survey and discuss next meeting.
  o ARCHAC would revisit the FAQ next meeting to share it with residents before the end quarter.

**Child Care**

• Valerie expressed the waitlist for the Early Childhood Education Center (ECEC) is about 2 years long. She feels undergrads typically graduate before their child is in the program. She understands ECEC is not under housing, but hopes as a group they can acknowledge it’s an issue.
  o Tatiana mentioned sharing the needs with the director.
  o Mayra feels they might be aware of the issue, but might not have the space.
  o Rebecca stated it doesn’t hurt to reach out, but is aware they have expanded within the last 8 years.
  o Marybeth shared there’s a waitlist of 2 years, but some may experience less time. Referenced the housing 2 waitlist.
• Mayra shared the idea of giving parents a night off with the assistance of interns.
  o Burgundy shared she wouldn’t feel comfortable leaving her children with someone she didn’t know.
• Burgundy asked if ECEC was intended to serve graduate students.
  o Rebecca stated ECEC was not under the housing umbrella and was unfamiliar with the specifics.
• Burgundy shared her experience/process to get her child into ECEC. She also shared ECEC transitions children into the programs.
• Tatiana stated they might be able to draft something to partner with ECEC and see if they can lower their rates for graduate students.
• Rosie asked what ECEC advertised.
  o Rebecca shared some information from their website.
  o Rosie shared ECEC offers services to non UC affiliates at a higher rate.
• Valerie feels ECEC is small if it’s supposed to serve students, faculty and staff from UCSD.
  o Ian suggest drafting an email.
• Tatiana will reach out to ECEC.

**Proposals**

• Tatiana stated one of the proposals was a playground at Coast.
  o Ian shared there is a good amount of parents with children at Coast.
  o Marybeth asked if adding a playground could be funded from the 3 million granted.
    ▪ Tatiana confirmed it couldn’t.
    ▪ Rebecca stated the 3 million was for housing insecurities and the proposal was already submitted. She also shared there is major maintenance funding. The committee could discuss a proposals and see how it would affect rental rates.

**Shuttles**

• Valerie shared the shuttle app isn’t working accurately and is aware Transportation Services is looking to hire someone that can help manage the app.
• Tatiana shared she drives to campus since shuttles are impacted.
• Marybeth shared shuttle issues are causing stress for students as they are having to rearrange their schedules.
• Burgundy shared she has seen students take Uber or Lyft. She also shared she’s taken the Mesa Nueva Shuttle twice as it seems to be more accurate.
• Rebecca shared Bob and Malia both have been talking to Transportation. She also shared:
  o There are twice as many users at Mesa Nueva.
  o Transportation Services just hired a new director.
• Ian shared it takes 23 minutes to walk to campus and fells walking could be an option.
  o Rosie is concerned for the safety of walkers as some people have been ran over. She shared her department is working on communicating this to the construction projects.
Burgundy stated shuttles on South Mesa don’t run on time.
  - Rebecca shared there are two different routes (SC and N) and traffic could affect them.
  - Tatiana feels it might be a good idea to communicate with residents even though it’s not directly under housing so residents are aware of what’s happening. She proposed ARCHAC draft up an email.

**Vents**
- Tatiana shared she’s heard Rita and Mesa Nueva residents have problems with vents being polluted and dusty.
- Rosie asked what has been done at Rita to make it better.
  - Tatiana shared she wasn’t aware of anything.
  - Rebecca shared both Mesa Nueva and Rita are next to construction zones and suggested residents should submit a work order.
    - Ian shared he submitted a work order and it got better.

**Email**
Tatiana proposed sending an email to all residents of ARCH with updates on what was discussed during the meeting: vents, shuttles, etc.
  - Rosie would like a copy of it to post on her portal.
  - Ian feels Coast residents should receive an update about the status of the garden.
  - Tatiana stated ARCHAC could write something and review it during the next meeting.

**Food Updates**
- Marybeth shared students love the taco truck at Mesa Nueva.
- Marybeth also shared the UCSD food pantry is a great concept, but feels it’s a really small location.
  - Mayra shared AS funds it.
  - Tatiana shared GSA is now funding as well. There will be a specific amount given over the next 3 years.

**Final remarks**
Tatiana will send updates and a draft of the agenda.

Meeting adjourned around 10:37 AM. Next meeting will be on Friday 12/1/17 at 9:30 AM at the Barrett Room.