ON CAMPUS - HOUSING, DINING, HOSPITALITY
Advisory Committee Meeting
Minutes #1
November 12, 2013

MEMBERS PRESENT: DIANE LEGREE, CO-CHAIR & SIXTH COLLEGE DEAN
MARK CUNNINGHAM, ASSISTANT VICE CHANCELLOR
CLARISSE ABUEL, SIXTH REPRESENTATIVE
MARKUS BERRIEN, DINING STUDENT REPRESENTATIVE
KRISTY FIGUEROA, MUIR REPRESENTATIVE (PROXY FOR LINDA TONG)
MALIK ISMAIL, RESIDENT DEAN REPRESENTATIVE
ANDRE MOTA, REVELLE REPRESENTATIVE (PROXY FOR JOSHUA YANG)
IVY OUYANG, MUIR REPRESENTATIVE
MATTHEW SCHWEGLER, VILLAGE REPRESENTATIVE
PA CHIA VUE, SECRETARY

MEMBERS ABSENT: JORDAN COBURN, UG STUDENT REPRESENTATIVE
GUSTAVO JIMEREZ, WARREN REPRESENTATIVE
RUSSELL KING, HDH REPRESENTATIVE
NICOLE LEE, ICRA REPRESENTATIVE
SULOCHANA MARPADGA, TMC REPRESENTATIVE
ESTEBAN MARQUEZ, FINANCIAL AID REPRESENTATIVE
JACQUELINE NGUYEN, ERC REPRESENTATIVE
WINDI SASAKI, HDH RES LIFE LIAISON
LINDA TONG, MUIR REPRESENTATIVE
JOSHUA YANG, REVELLE REPRESENTATIVE

Mark provided an overview of the On Campus Housing, Dining, Hospitality Advisory Committee
- Mark stated that each member of this committee speaks for both the neighborhood they
represent AND the entire single UG population. The charge of the committee is to check with
the customers, partners, and friends to find out what is needed and desired in on campus
housing and make recommendations for improvement. The committee advises Mark and the
Vice Chancellor of External and Business Affairs. All aspects of the housing and dining program
have gone through this committee at one point.
- He shared that UCSD houses more people on campus than the city of Solana Beach.
- One of the hardest challenges that the committee and HDH will face is communication (getting
information out to and from the community).
- He stated the one of the committee’s biggest tasks this year is the 2014-15 budget.
- Mark encouraged the committee to speak up if they want to learn more or are curious about
something. Also, subject matter experts can be invited to meetings for further discussion if the
committee wishes.
- In terms of making decisions, the preference is to reach consensus. If the committee prefers
Robert’s Rules of Order instead, someone will need to moderate the discussions. But it is
preferred that a consensus is reached. The only time the committee will need to cast a vote is
for the budget. Although any member can request a vote at any time, to put something on
record.
- This is the first year that the committee will be using the Dropbox. Pa Chia will take the minutes and post them up prior to the next meeting. The minutes will be approved at the beginning of the following meeting.
- Lunch will be provided at every meeting.
- Mark stated that this committee is meant to be fun. There are so many issues to tackle, so the goal is to look at the ones that you are interested in and the ones where we can make a difference. If the committee wants to change policy, they can do so (for example: last year’s committee extended dining hours).
- Mark shared that he is on the enrollment committee this year. He will share as much information as possible with the committee. Again, this information will be posted on the Dropbox for the members to review at their convenience.

Housing, Dining, Hospitality Presentation
- Mark shared the HDH Mission statement and explained that HDH is here to support the committee and residents. HDH is self-supporting and an auxiliary. HDH is dependent on its students choosing to live on campus.
- HDH focuses on four specific areas - business operations, customers, employees, and facilities. HDH believes strongly that the academic enterprise should not be burdened by an auxiliary. The only thing that does not have a financial cost is air. This committee is speaking for the customer.
- Mark stated that anything he shares with the committee can be shared with anyone outside the committee. The goal is to be transparent and educate the customer.
- Mark shared that HDH is an in-house operation and does not contract out. HDH has custodial, maintenance, staff, RA's, and HA's.
- HDH supports the college system and residential life programs. Each college has its own residence halls, apartments, and dining.
- HDH is here to serve you and is committed to being self-operating and self-supporting. HDH is not for profit. There are no incentives or bonuses. The goal is to cover costs and keep rates low. UC San Diego has the lowest room and board rates in the UC System. HDH strives for this because they know that students can choose to live off campus and when they do choose to live on campus, they are making a huge commitment. HDH wants the on-campus housing experience to be worthwhile and a value add.
- Mark shared that HDH has 5 million square feet out (UC San Diego is 13 million square feet in total). So, every third building belongs to HDH. HDH has over 400 buildings, from 3 to 41 years old; 1 story to 15 stories.
- HDH currently has 583 staff members and 400-600 students
- There is currently a four year guarantee, but for 2014-15, the guarantee is reverting back to two years. Mark shared that there has been everything from a zero guarantee to a four year guarantee. Only UCSB and UC San Diego have a four year guarantee.
- Currently, the graduate students living on campus have a two year limit. For students with children, there is no housing limit, as long as they maintain student status. There are currently 1000 people on the graduate housing waitlist. UC San Diego houses the largest number of graduate and transfer students in UC system.
- Currently, HDH is housing 10,768 Undergraduates, 2,713 Graduates, 255 Faculty, and 121 Staff.
- The Long Range Development Plan is to house 50% of students, which is about 15000 students.
- HDH strives to:
  - Support the campus strategic plan. The Chancellor will be rolling it out in January 2014.
  - To provide housing for 50% of students, per Campus LRDP.
  - Support the students, residents, and staff.
- Increase sustainability efforts because being green is important.
- Provide residents with safe, well-maintained communities.
- Maintain competitive rates.
- Renovate facilities on an eight year cycle.
- House freshmen at their college of registration when possible. Currently, Revelle and Muir have the largest number of residence hall spaces. When students apply to UC San Diego, they also pick a college. So, it is hard to predict how many will apply to a particular college. This year, Sixth College numbers were a record high.
- Maintain 2 year guarantee, minimally. If a student chooses to live off campus, HDH supports that. But, if a student chooses to live on campus, there should be a space available for them.
- Continue to diversify housing stock to meet a variety of needs. Mark asked the committee to think about where UC San Diego might be in 30 years. He stated that instruction might be completely online. If that’s the case, who would want to live on-campus in a Residence Hall? He stated that apartments are more versatile and can be converted to house staff or faculty.

UCSD Information Presentation
- Mark shared the following:
  - HDH was one of the first in the UC system to provide both residence hall and apartment options for students.
  - HDH was also one of the first to purchase a facility off campus – La Jolla Del Sol.
  - HDH currently has the largest faculty and staff program in UC system.
  - HDH has opened the second largest number of beds in UC system since 2003.
  - HDH was the first to provide custodial services to students on campus.
  - HDH was also the first UC program to partner with a SDG&E to place photovoltaics on HDH building.
  - HDH houses the largest number of graduate and transfer students in UC system.
  - HDH has the second largest conference program in UC system, which helps to keep all UG room and board rates down.
    - Mark stated that one of the things this committee will look at this year is the summer program since school will start late next year (October 2).
  - Mark shared that the average HDH employee stays for seven years.
  - HDH was one of the first in the UC system to move away from an “all you care to eat” program. This committee helped make that decision by stating that the “all you care to eat” program is not valuable to them. HDH agreed and believed that the residents should have a lot of choices and options available to them. An “all you care to eat” program is more restrictive.
  - HDH was one of the first programs in the UC system to introduce bulk food buying via OLE at Warren.
  - HDH is the first dining program in the UC system to be recognized for its commitment to fair trade.
- Mark stated that HDH is currently working on the next ten year strategic plan for department. He believes the students and staff need to be active participators in building this vision.
- He stated that recent increases in enrollment may have HDH moving toward new housing developments.
- He shared that HDH does not triple on purpose and only does so because they have to. Tripling also provides an affordable option for some of our students. This year, HDH came up with 1200
new beds with no new construction, in response to the increased demand for housing and increased enrollment. To give a reference, he shared that ERC has a total of 1200 beds. HDH tried everything, even buying people out of their housing contract, but students wanted to stay on campus. Typically the sophomore returning rate is 85%, but that number went up this year. The junior and senior numbers doubled from last year.

- Mark said that this committee will need to look at existing partnerships. HDH currently is partnered with Time Warner but is that what the resident wants? Or should we be two steps ahead of the game and look at other options like Netflix or Hulu?

- Mark stated that wireless will be a big issue this year. He shared that on average at the Village, each student is using approximately three wireless devices. At the six colleges, the average is two devices a student. At 2am, the UG resident population is using the equivalent of 200 movies per second (moving through the wireless internet). Mark stated that these stats may indicate where we need to put our investments so that we can support this need.

- This committee is going to focus on customer service at every level because HDH has to earn the service of the students. Mark stated that HDH wants to provide high quality housing and dining services. This will be more challenging because of the current over demand, but he shared that the residents in the temporary double rooms that were unhappy were moved by week three. All those who remain in the temporary double rooms, have chosen to stay for one reason for another. Nevertheless, improvement is needed on the existing facilities, whether it is wireless or other things.

- Mark shared that HDH just did a full assessment of existing properties and developed long-term, mid-, and short-term plans to address any needs.

- HDH has a new food truck and is currently assessing the idea of adding a second truck. The food truck provides a mobile option for emergency food prep services (for power outages, etc).

- Mark stated that the committee will discuss and assess the following:
  - The Light Rail and how it will impact Sixth College, residents, and the campus.
  - Dining hours and student usage.
  - Residence Hall student board needs.
  - The “right size” dining program.
  - Having more student programming in the dining halls. The dining halls provide some of the largest programming spaces and should be utilized.

- He stated that the biggest question is whether or not this demand for housing is an anomaly or a new trend? Is it a result of parking? If it is the case that more students simply want to live on campus, HDH will need to build more.

- HDH will continue with fire/life/safety/date upgrades.

Mark asked the committee if they had any questions.

- Ivy asked why school is starting so late next year.
  - Mark explained that the academic calendar is determined by the academic senate and the UC System as a whole. The start date next year is also due to the Jewish high holy days and being respectful of those days. In retrospect, it is just a week later. School will finish at the same time. Although the winter break is a week shorter, the summer break is a week longer. Mark stated that one of the items the committee will be talking about is the housing calendar (dining hours, residence hall closures, etc). The committee will also review the housing contract. Mark explained that typically, he will present the committee with a recommendation and then gather thoughts/concerns.

- Ivy asked if this occurrence happens every year (starting school later).
Mark stated that he has been at UC San Diego for 34 years and this is only the third time this has occurred. It’s a very unusual situation. He stated that orientation at Warren and Sixth will also be affected, since they have orientations in the fall.

Matthew stated that the Resident Dean at the Village is changing and asked why their title is being changed to the Manager of Student Experience.

Mark shared that the entire University is reviewing its payroll titles. UC San Diego is moving towards a 16 pay grade system. He stated that there is a lot of confusion between the different Dean positions. There are Deans of Engineering, College Deans, Resident Deans, etc. The changing of the Resident Dean title will hopefully provide a more clear scope of the person’s role. Dean has a broader sense of scope than a Resident Dean. This is really confusing to the students. Also, Mark explained that the Resident Dean role has changed quite a bit. When he as resident dean, his responsibilities included programming, discipline, and very little business or budgetary responsibilities. Nowadays, Resident Deans have so much more managerial responsibilities. The position is still a student affairs position and student life recruitment. A Resident Dean position is very different than a college Dean. Mark stated that at the end of the day, the Resident Dean has to be involved the community, budget, and oversee the team. The intent is still to be involved in the student life experience, but to have a broader sense of management.

Kristy asked if it was possible for HDH to provide catering that residence life can pay for out of their budgets.

Mark stated that this was brought up by the committee a year ago. He stated that this is exactly what HDH wants to do. Mark stated that there is not enough programming space out there. He encouraged the members to utilize the dining facilities and to think about better ways to make better use of the space in the dining facilities.

Mark asked the committee for future agenda items and what they wanted to talk about.

Ivy suggested looking at housing, in general, and transportation and parking.

Mark shared that the original plan at the Village was to construct 1200 parking spaces underneath. But a promise was made by the Director of Parking to build a parking structure, north of the Village (where the tennis courts are located). When Rita Atkinson was built, it too, was designed with 450 parking spaces. Again, the Director of Parking stated that a parking structure was going to be built close by, so the parking spaces were cut out of the plan. He shared that the campus may be nervous about constructing more parking because of the Light Rail.

Matthew shared that the biggest complaint he’s heard from residents is parking.

- Mark stated that there are 1900 residents at Village and parking would make it better for them. He stated that this committee will need to look at these items and decide what amenities will keep students on campus. Mark said that if HDH build more housing, they will build more parking.

Mark tasked the members with going out into the community to ask for questions or concerns to bring back for discussion. He reiterated that this is YOUR committee.

- The committee will talk mostly about levels or services, what you get, and what you want to add/subtract. Rates need to be done by March 31 (something this committee has always been able to do). But most of Winter Quarter will be dedicated to rates.

- There will be a big presentation on room selection.
Mark stated that this committee does not meet during Finals because that is your week to study. If you can’t make a meeting, you are welcome to send a proxy, but please let Dean Diane Legree know. You can also let Mark know.

Meeting adjourned. Next meeting is scheduled on Tuesday, November 19, 2013, at 12:00pm.

Sincerely,
Pa Chia Vue

Cc: Committee Members
    Resident Deans
    S. Relyea
    S. Wong