MEMBERS PRESENT:  
Diane LeGree, Co-Chair, Sixth College Dean  
Mark Cunningham, Co-Chair, Assistant Vice Chancellor, HDH  
Clarrisse Abuel, Sixth Representative  
eeman agrama-minert, Director of Res Life  
Ivan Evans, Warren College Acting Provost  
Jessie Gois, Muir Representative  
Esperanza Gutierrez, Marshall Representative  
Russ King, HDH  
Jeffrey Lee, Warren Representative  
Nicole Lee, ICRA Representative  
Carlos Leon, Campus Wide RA’s  
Esteban Marquez, Financial Aid Representative  
Ali Rorabaugh, Revelle Representative  
Windi Sasaki, HDH  
Brian To, Village Representative  
Pa Chia Vue, HDH

Mark provided the committee with a background on Housing, Dining, Hospitality (HDH) and the Single Undergraduate Advisory Committee.

- He explained that there are two advisory committees: (1) Graduate and (2) Single Undergraduate. Almost every housing policy has gone through this committee. Each member is here to represent their constituents and to speak on behalf of all 10,000 residents living on campus. He explained that his job is to provide the committee with the information they need. This is a transparent committee and he encouraged everyone to be open and comfortable with sharing information. Pa Chia is our secretary and will post the minutes onto the drop box each week. He encouraged the members to email him directly (mcunningham@ucsd.edu) if they need anything. He explained that a lot of what HDH does is driven by the University and what it needs. HDH does their best to support the University and its academics.

- He asked the committee to “think forward” and to think about the problems that need to be fixed for tomorrow. Winter quarter will be spent on budgets because this committee recommends rates. So, anything involving the contract needs to be done before Room Selection. He said that at the end of the day, he wants this to be the best program for the residents.

- He explained that HDH supports the UG college system and the graduate/professional students. It is self-operating and tries to directly provide services to its customers as much as possible. HDH is 100% customer funded. With that in mind, he asked the committee to remember that every resident chooses to live on campus. The committee should think about why students choose to live on campus and how to enhance that. HDH is non-profit and strives to keep costs as low as possible. HDH is also committed to paying their fair share for campus services as determined by campus wide ASSA committee or direct cost recovery.

- Mark shared the following HDH Stats:
  - As of 10/1/14, there are 14,916 students, staff, faculty, and dependents housed in an HDH facility. This number is second only to UCLA.
Mark then shared:
- HDH is every third building on campus (a total of 400+ buildings on campus). The buildings range between 3-51 years old.
- HDH has an annual mortgage commitment of $41 million+ a year, on existing buildings.
- HDH employs 600+ career staff and 400-500 students.
- HDH is staffed 24/7, 365 days a year.
- HDH provides 4.3 million individual meal transactions annually.
- Between July 1, 2013 and May 30, 2014, there were 19,586+ work requests generating 26,337 individual work orders.
- Facility utility charges are about $7 million+ a year.
  - He explained that this is included in the rent already, which is why HDH pushes to make their facilities more energy efficient. He asked the committee for help with educating everyone regarding energy conservation.
- Mark shared the following HDH rankings and awards:
  - First in the UC System to provide a transfer housing community.
  - First in the UC System, in number of faculty/staff rental units.
  - First to deliver LEED platinum housing community.
  - First in California to deliver naturally ventilated LEED platinum housing community.
  - First in UC System for dining locations/options (18 locations as of Fall 2014).
  - First to have an in-house reservation/table service location (The Bistro), located on campus and accepts dining dollars.
  - Second to UCLA on total summer conference days booked.
  - Largest photovoltaic hot water heating system west of Mississippi (located in The Village East).
  - Dining program recognized as one of top 20 in the US.
- Mark shared the following fun facts about HDH:
  - Dining Services provides 44,908 service hours during the academic year (enough to go to the moon and back 295 times).
  - Distributes 186,562+ rolls of toilet paper annually.
  - Top Naked Juice buyer in all of the US.
  - Total sushi rolls sold at Markets would line up, end to end, for 7.4 miles.
  - Total pizzas sold, lined up, would equal 12.6 miles (60,788 lbs of pizza dough).
- Mark then shared:
  - HDH has doubled the number of beds in the past 10 years (approximately 5,500+ beds added), which is the second largest growth plan to UCLA.
  - HDH has added 1,000+ temporary beds over the past summer to meet campus guarantees and single UG demand to live on campus. He pointed out that HDH does not control enrollment numbers, nor does it control the college that those students are accepted into.
  - HDH has seen a record number of continuing undergraduate students, demand to live on campus.
  - The number of juniors and seniors wanting to live on campus has doubled in the past few years.
  - The graduate housing waitlist has hit an all-time record of 1400+ applicants.
  - There is also a 400+ waitlist for faculty and staff housing.
- Mark explained the housing guarantee:
  - Freshman entering in Fall of 2013 were given a 4 year housing guarantee. This year, HDH went back down to a 2 year housing guarantee. He shared that he would prefer to
not have a housing guarantee. He wants to have a housing program that the students want. He would like the quality of the housing program to match the academics.

- On the graduate side, there is currently a two year housing limit. Students with children have no limit as long as they maintain student status.

- Mark shared HDH’s goals:
  - To support the campus strategic plan.
  - To house 50% of enrolled students, per the long range development plan (which is approximately 15,000 students). Currently, HDH is about 2800 students short.
  - To fully support their customer’s needs and wants.
  - To fully support their staff.
  - To provide residents with a safe, well-maintained, community oriented living experience.
    - He stated that campus has completely changed. There are students walking around at 4am in the morning. There are bad people out there. Safety is an issue the committee needs to think about. He shared that there are RSO’s walking around 365 days a year but asked the committee if there was more that they wanted to do to create a safer environment for the residents on campus.
  - To maintain competitive housing rates.
  - To renovate facilities on an 8-year cycle to provide competitive product at competitive rates.

- Mark shared HDH’s challenges:
  - Over-demand from students to live on campus and how to meet that demand long term.
  - Long-term facility needs and deferred maintenance.
  - University priority for zero net energy and drought response goals, and the critical role that HDH and our residents will have to play to achieve it.
  - Cost of new housing projects, annual renovations, and maintaining competitive rates.
  - Cost of HDH related to impacts on total cost of attendance at UCSD.
    - The goal is to minimize those costs to the students and parents.

- Mark shared HDH’s other projects:
  - Feasibility study for a permanent Sixth College dining solution to potentially open with LRT completion in the Sixth College neighborhood.
  - Potential OVT remodel to be able to provide kosher and halal meals.
  - Feasibility study on providing resident specific parking.
  - LRT impact on Sixth College housing and any remediation required.
  - New Graduate Housing project that will add 1,350 beds.

- Mark shared HDH’s long term needs:
  - Achieve 1990 GHG levels by 2020 and be climate neutral by 2025.
  - Increase energy efficiency in existing buildings

Questions from the Committee

- Esperanza asked if HDH has considered changing the bed furniture into something more space efficient like a murphy bed.
  - Mark explained that HDH has tried to do this in many of the spaces on campus but the issue is that some buildings are not designed to allow a murphy bed. But, he’s sure that there are other options out there. He said that these are the kinds of things that the committee should be thinking about. The goal is to make this a better place for the residents.
Next meeting is scheduled on Monday, November 17, at 12:00pm in the Sixth College Main Conference Room.
MEMBERS PRESENT: Mark Cunningham, Co-Chair, Assistant Vice Chancellor, HDH
Clarisse Abuel, Sixth Representative
Eeman agrama-minert, Director of Res Life
Ivan Evans, Warren College Acting Provost
Jessie Gois, Muir Representative
Esperanza Gutierrez, Marshall Representative
Russ King, HDH
Jeffrey Lee, Warren Representative
Nicole Lee, ICRA Representative
Carlos Leon, Campus Wide RA’s
Esteban Marquez, Financial Aid Representative
Roger O’Neill, Revelle Representative
Ali Rorabaugh, Allergen Representative
Brian To, Village Representative
Pa Chia Vue, HDH

Mark provided the committee with some general information and updates:
- Eeman asked where the meeting minutes were posted.
  - Mark said the UG Advisory Committee Dropbox. If a member is unable to access the Dropbox, he asked them to contact Pa Chia.
- He encouraged the committee to visit the HDH website (http://hdh.ucsd.edu) if they haven’t already done so.
- Lunch will be provided at every meeting. If any member has a food allergy, please let Pa Chia know so she can tell Corliss Vargo (Mark’s assistant and the person that places the catering order).
- He reminded the members that they are welcome to email him directly at mcunningham@ucsd.edu at any time if they have a question or need information.
- If any member is unable to attend a meeting, Mark asked them to send him or Diane Legree an email to let them know.
- He stated that this committee reports and makes recommendations to the new Vice Chancellor of Business Affairs/CFO. Each member represents their constituents and the 10,000 students that live on campus. This committee reviews policy and procedure, recommends housing rates, and looks at services. He shared that in the past few years, this committee has been interested in adding services. The overall goal is to make this the best housing program and to give the residents the best residential experience. If there is a group that this committee wants to talk to, just let him know and he’ll invite them to a future meeting. He asked the committee to think about everything that impacts the residents and any items that need improvement.
- With regard to the committee voting and making decisions, Mark stated that he typically looks for consensus from the group. The only item that has a formal vote is the housing rates which will be reviewed in Winter Quarter.
- Mark encouraged the members to visit the newly remodeled 64 degrees. This was possible because this committee wanted to improve the Revelle College Dining Hall. The project is almost complete. The only work left to do is on the outside, on the north side of the restaurant.
- The next renovation is at Thurgood Marshall College – Oceanview Terrace. Once approval is received from the college, the renovation will be brought back to the committee to review and discuss because it will involve a rate increase.
  - Esperanza asked when the committee will start discussing the OVT renovation.
    - Mark said discussions will start once approval is given by the college. There is already a design team ready to go. He also shared that Dining will be coming to a future meeting and he’d like the committee to give them feedback. He said that he knows that there are things that are working and things that are not. Once those are identified, HDH would like to get rid of the things that are not working and enhance the ones that do.
- Roger asked if there has been any effort to improve signage around campus so that students are able to locate the dining facilities.
  - Mark said that Roger brought up a great point and that he recently just met with Sixth College regarding signage because many students don’t know where Foodworx is. He’d like to eventually meet with all the colleges regarding signage.
- Roger asked if there was an issue with one of the facilities, should that comment be directed to Dining or somewhere else.
  - Mark said that it is all part of HDH. If something is not working, let him know and he will follow up with the appropriate people.
- Ali suggested having a water conservation contest between the housing facilities. She suggested having charts that show how much water each building is using so they can compete with each other to see who is using the least amount of water. This would allow them to see how much they are using in comparison to the other buildings.
  - Mark said this is a great idea. The Keeling apartments are all individually metered so this would be possible there. But there are areas that share one meter so they’d have to figure out how to make it work there. He also shared that HDH was thinking about creating a dashboard where residents could see how much water they are using in comparison with the other buildings.
  - Russ shared that he was just in a meeting this morning talking about water usage and conservation. At the meeting, they reviewed water usage for the first three months and he said that the numbers looked good. People are saving water. He shared that HDH is also looking at landscaping and how to save water there too.
  - Mark suggested the possibility of applying for a rebate credit at the end of the year and giving that back to the residents.
- Mark shared that ERC is in its second year of renovations and there will be a third year. HDH is trying to do some sound reduction improvements.
- The HDH Food truck is currently in Sixth College, partially in preparation for the LRT. The LRT should be in construction this time next year (more information to come at a future meeting).
- The Argo Hall renovations are complete.
- OVT will begin testing “Green Ware,” this winter quarter. The new container system will allow residents to get an order to go with zero disposable ware.
- HDH is still working on trying to get all nutritional information on the HDH app.
- Mark said that HDH has a nutritionist, Elizabeth Shaw, who is available to speak with any resident who needs assistance with their diet.
  - Roger asked how to get in touch with her.
    - Mark said that he will send out her information to the committee (Elizabeth Shaw, Email: tastebuds@ucsd.edu, Website: http://hdh.ucsd.edu/tastebuds/).
- Mark shared that there is a second food truck coming. This one will travel around campus and can be booked for various programs.
- Mark shared that there is a Strategic Residential Living and Learning Workgroup. He asked the members to think about what they want in the student experience. He stressed that it is really important for the committee to speak up because its members are experts in this area.

Mark reviewed the 2014-15 agenda items:

- Dining Discussion
  - Dining will be coming in to speak with the committee (two meetings total).
- Healthy Eating Options
  - Elizabeth Shaw will be coming in to speak about healthy eating options.
- Discussion on Kosher and Halal needs with members of those communities.
- OVT Renovation.
- Sixth College Permanent Dining Facility.
- Overview of Maintenance/Custodial Operations at UC San Diego Presentation, given by Jana Severson and Patrick Hochstein.
- Data and Wireless Connection on campus.
  - Roger asked if HDH has considered working with Verizon and AT&T on campus to put up cell sites. He believes they would pay HDH to do so.
    - Mark said that there are currently cell sites on Tioga.
    - Russ added that there are also some on Gilman Parking Structure.
    - Eeman pointed out that this is a controversial issue because of the possibility of radiation.
- Levels of service and what the committee wants for next year.
- Enrollment targets, presented by Mark.
- Room Selection (Spring Quarter).
- Review Long Range Development Plan to house 50% of students on campus.
- Esperanza asked if the committee can discuss remodeling the commuter lounges.
  - Mark said that they can but the commuter lounges fall under the College Dean’s jurisdiction. Any changes would have to be approved and implemented by the College.
- Roger asked: once a building is renovated, does that mean it doesn’t get attention for 6 years?
  - Mark said that the building continues to get maintenance on a regular basis after it has been renovated.
  - Roger asked about the elevators in Argo.
    - Mark said that HDH is aware that the elevators are overheating. HDH had planned to put in elevators during the renovation but they couldn’t get it done over a single summer and they did not want to open the academic year without elevators. So this has to be scheduled for the future.
- Eeman suggested taking a few minutes at the beginning of the next meeting to come up with a mechanism to gather information from constituents and report back to the committee. She has only been here 5 years and hasn’t seen it done effectively at her college. So, she would love to work with committee to come up with a mechanism.
  - Mark said this is a great idea.
  - Roger said that the hardest thing for him is figuring out when to bring things up or who to request things to. He gave an example: adding power outlets at Rogers.
    - Mark said that the committee is always welcome to email him if they are unsure of who to send things to. He will make sure it gets to the right place.
• Roger asked how to find the manager’s contact information for each of the dining units?
  • Mark said that their information is located at the HDH website (http://hdh.ucsd.edu/DiningMenus/).

Next meeting is scheduled on Monday, November 24, at 12:00pm in the Sixth College Main Conference Room.
_UPDATE ON BIKE AND PERSONAL SAFETY EVENT AT REVELLE:_ Roger (representative from Revelle) provided an update. Roger stated that he had met with Mark Cunningham to discuss issues related to bike thefts on campus. Suggestion came up to have a bike registration session and some other ideas related to bike customization. Event grew, and included the EcoNauts doing water tasting. HDH on the Move volunteers did bike tune ups for free. UCPD did bike registrations. SARC was present to provide information about what they do, the HDH Dietitian provided information about healthy eating. Staff from the Bike Shop were invited to attend as well. Bike shop staff was interested in participating in future events. Event came up because Roger knew of 14 bike thefts since the start of the year, nine of which were reported to UCPD. Most people don’t report bike thefts, and many of the thefts that are addressed are by non-affiliates. eeman asked about who to contact to do the event again. Russ said that there were many folks involved. Roger said that he thought it was particularly important for the EcoNauts to be present. He also said that the Revelle Hall Association was very involved in the planning and advertising of the event. Residence Life also did a raffle of bike U-locks for those attending the event. Roger said that there was a report that said that bikes are less likely to be stolen if they are customized. Customization station had stickers so people could add those to their bikes. eeman also said that they do a bike registration at the start of the year at Marshall College, but there are a lot of events and things get lost and not everyone has their bike then. She thinks that January is a good time to do the event, when people come back from the break. Roger believed that HDH was instrumental in holding the event and pulling things together to make the event successful. Russ asked Roger to send a summary and Russ said he would work with the HDH staff to come up with a summary on his end. Roger thanked HDH for their support and making sure that the event came together well.
What things make it worthwhile to live on-campus:
- Convenience of being located on-campus. Close, no need to worry about transportation, not needing to take time to park, make food, or other things
- Convenience of how things are paid for – everything is included, not needing to make arrangements for utilities, there is fast internet, and food is on campus and someone prepares meals for you.
- Living with others and getting to know other people, make friends
- Easier to get involved when you are living on-campus
- Easier to become an RA, because you are already familiar with the community and what it is like to live on-campus

What things make it less worthwhile to live on-campus:
- Restrictions: noise complaints, other housing policies
- Not soundproof, not able to practice musical instruments without disturbing others
- Food diversity (variety of food available)
- Noise from other campus activities that can be heard from residences
- Parking: not many spaces, not close to campus
- Don’t understand UCSD shuttles
- Length of wait for food at burger place at 64 Degrees, video menu doesn’t also have all of the options (like toppings, bread options, etc.). Will make ordering more efficient.
  - Different comments were made about the way that burgers in particular are ordered, and ways that the process can be more effective. The issue seems to revolve around not knowing what to order before getting to the register because customers don’t have a way of knowing what their options are sooner. Folks also seemed to be happy with the former ordering system that involved filling out a slip of paper and handing that to the dining staff.
  - Roger from Revelle said that he would be contacting someone in Dining with his suggestions.
- Seems to be a lot of training of student staff
  - Russ explained that there were a number of student staff hired for Dining and the start of the year and that there has also been a lot of turnover, which has made training the staff a challenge. It has also meant that it has taken longer for student staff to understand their role. He also said that the Dining Director would be able to answer questions when he comes in to present.
- Students heard that there are issues related to communication between restaurant management staff and student staff. This seemed to be people overhearing student employees in Dining complaining about their manager and students hearing from other students about miscommunications from their manager.

Is living on-campus a welcoming and supportive experience?
- Roger said that as a first-year student, he believed that he was welcomed.
  - Also, believed that he would have liked more information about HDH during orientation. For example, he didn’t learn about the HDH Dietitian until much later.
    - Eeman said that at Marshall, she and her staff do presentations for students and parents during orientation. She invites two people from HDH to speak with parents with her about dining dollars and Triton Cash, and about the housing contract options and deadlines. She said that she isn’t sure that this happens at
each college in the same way. She also said that there is a lot of information provided at Orientation and that it is hard for everyone to retain all of the information.

- Does this mean that there is a need for an information portal? Is there a place to put information about resources. Suggestion was a searchable page that provides information to the resources.
- Maybe create a simple, short quiz in order to sign the housing contract.
- Usually there is someone that people can ask for answers. This is most often the RA or HA, but the Residence Life Office will get calls, and there is an HDH phone and email line.

- Warren students complained that custodial staff isn’t vacuuming the common areas or cleaning the bathtubs. There was also a concern in the frequency with which this was to be done.
- There are not screens on all levels of the buildings at Warren, allowing bugs to come in the building.
- Students are bumping the ceiling when they are on the bunk beds and the stuff from the ceiling is landing on their beds.
  - One of the student said that they had asked Maintenance to lower the top bunk and suggested that others do that.
- Tuolomne Apartments don’t have garbage and recycling bins in hallways. These are present in Tamarack.
- Want to have a permanent dining option in Sixth. Desire to have the priority raised.
- Glacier water dispensers have been removed, and wanted to know what happened to it. Roger also suggested that there is more EcoNaut education on water (water tasting and safety of tap water).
- Inconsistencies related to emptying community trash cans. There is an adjustment to covering this responsibility after a change in the MOU that HDH has with Grounds.

Next meeting: Update on these items and on MTS Light Rail Project. Following week, Dining and Markets will be at the Meeting.

Meeting was adjourned at 1:00 PM
MEMBERS PRESENT:  Mark Cunningham, Co-Chair, Assistant Vice Chancellor, HDH  
Diane LeGree, Co-Chair, Sixth College Dean  
Russell King, HDH Representative  
Clarisse Abuel, Sixth Representative  
eeman agrama-minert, Resident Dean Representative  
Ivan Evans, Provost Representative  
Jessie Gois, Muir Representative  
Jeffrey Lee, Warren Representative  
Nicole Lee, ICRA Representative Proxy  
Jessica Kwen, Marshall Representative Proxy  
Windi Sasaki, Res Life Liaison  
Brian To, Village Representative

MEMBERS ABSENT:  Esparanza Gutierrez, Marshall Representative  
Carlos Leon, RA/HA Representative  
Esteban Marquez, Financial Aid Representative  
Roger O’Neill, Revelle Representative  
Pa Chia Vue, Secretary

Next week will be the last meeting of the quarter. Issues brought up at the meeting last week were distributed to the managers in the appropriate area. Since it was a short week, there aren’t any updates yet. Mark will bring updates next week.

MTS LRT Update: Mark showed a series of maps related to the MTS Trolley/Light Rail expansion onto campus. Construction will start next year, with projected completion of the Trolley extension in 2017. The majority of the impact to HDH will be in the Sixth College neighborhood. MTS is supposed to mitigate the noise issues so that residents will still be able to sleep and study. If this doesn’t happen or doesn’t happen well enough, HDH will need to address the concerns.

The Trolley will run on the west side of I-5, go past the VA Hospital, run towards Warren Field, then cut across to East Campus and then to UTC Mall. It will cut a bit of Warren Field, which will curve the field a bit. There will be two stations on central campus: One at the VA Hospital and one near the Sixth College Apartments. The Trolleys usually come about every 20 minutes.

A different map shows a new walkway that will provide a new walkway from the MTS stop to the Price Center. The walkway will be one level down from the station but still raised. The station will be raised above the canyon. There is also a proposed bowl/amphitheater for concerts. There is also a planned walkway in the canyon to allow people to safely walk through.

Map also showed dotted line shapes, which are potential other buildings. There was an idea at one point to put all of the housing for Sixth College on the same side of the canyon. That is not the current plan.
Another map showed the buildings that may be impacted by the noise and construction. Mark said that HDH has looked at different options for noise mitigation, including different glass in the windows and a 12 foot wall. They are still negotiating what MTS will pay for. There also needs to be a plan for the way that the students living in the Sixth College Apartments will still have access to the campus and that the field is still available for Campus recreation to use (since there aren’t many fields). A map of the field shows a rearrangement of the fields. Field is only impacted during construction. Trolley tracks are raised 30 feet above the ground. MTS is designing a plan for pedestrian traffic during construction and the university would then need to accept it.

Project is funded through MTS and government grants. Tuition is not used on this project.

Mark has two ideas for places for Dining, one on each end of the walkway. Locations have not been vetted, and so these are just his ideas. He is hoping that they will be able to propose a new dining for Sixth College in the next year.

Jessica asked how the bus sticker would be impacted by the Trolley coming to campus, given the new student fee. She wondered if the buses would no longer come to campus. This project is unrelated and something that Parking and Transportation Services negotiates. MTS might change their routes. Mark said that currently there are a number of graduate students who live in other areas who will likely use this, and that he believes that many of the line staff in HDH will use this to commute to campus from the South Bay. Provost Evans asked if this will connect to Sorrento Valley. Mark said that it would be another project.

Mark is also looking at a bike rental program near the trolley stop so people could rent one for the day to use and then return. There could also potentially be a study space and a 24-hour market location.

On east Campus, there would be another station closer to the Preuss School. There will be a bridge across the street, since the stop will be across from the school and the hospital. The road will widen to likely 4 lanes, which will also widen the bridge onto central campus.

Once the Trolley opens, the noise should only be when the Trolley stops. There is a ringing when this happens.

Mark hopes to see the full construction schedule in January. There will be different locations for the construction throughout the new Trolley line.

For Foodworx, Mark said that they are pursuing a tent for the patio. It is a matter of when the campus approves the tent. There is currently no anticipated time for it to arrive. The campus wants to have different approvals, including that the Fire Marshal asked that it is sprinkled since it is enclosed. The new Food truck will also be in the area to provide other food options to the community.

Also looking at the possibility of increasing spaces for residents at Sixth College in the areas around the residence halls. This might include adding a floor or two to the current structures or to add additional buildings in the community.

The Interim Director of Parking and Transportation Services said he is considering a policy for freshmen to not have a car on campus. Mark said that this has been considered before but not taken up. He
wondered though that if they did make that the policy, if there would be a way for there to be more priority for upperclass resident parking.

Meeting was adjourned at 12:58 PM