

HDH Student Forum  
May 22, 2018  
5pm to 6pm  
Middle Earth @ Eleanor Roosevelt College

Total number of students in attendance: 9, which includes Jonathan Kazas, Christian Marshall, and Ivan Verastica from the UG Housing Advisory Committee.

Staff in attendance: Leslie Carver (Provost, TMC), Pat DA (Director of Res Life, Muir), Ivan Evans (Provost, ERC), Rey Guerrero (Director of Res Life, ERC), Hemlata Jhavari (Executive Director, HDH), Lisa Joy (Interim Director of Dining, HDH), Russ King (Associate Director Strategic Initiatives, HDH), Erwin Sandan (Director Financial & Budget Management, HDH), Jana Severson (Director Housing Services, HDH), Stacy Travis (Manager, Residential Services & Housing Allocations, HDH), Pa Chia Vue (UG Student Accounts Manager, HDH), Jeff Wadell (Director Building & Custodial Services, HDH)

The forum began at 5:03pm.

Russ welcomed everyone to the HDH Student forum and reviewed the agenda:

- Introductions (HDH Staff, Res Life Staff, and UG Advisory Committee members)
- Report on actions from last forum
- Feedback from students (questions and comments)

Report on Actions Taken from last forum – Russ

- Laundry machines - not working properly
  - o Contacted service provider and clarified repair process, resulting in quicker response times to get repairs done.
  - o The contractor did an audit and looked at all the machines on campus. They replaced all nonworking machines.
  - o Each housing area was given free laundry soap samples to hand out, from the provider.
  - o Free Wash Weekend will begin at 4pm on Friday, June 8. Payment option will be reactivated sometime during the day on Sunday, June 10.
- Healthy Food Options (more vegan and vegetarian options)
  - o The torta at Pines has been removed from the menu due to fat content.
  - o Hydrogenated fat oils have been removed and replaced with rice oil and Sustain pan spray.
  - o All recipes are being reviewed at all HDH locations. They expect to be done with this review this summer 2018.
  - o All HDH locations have food allergy information posted now.
  - o By fall 2018, there will be vegan/vegetarian options at all HDH locations across campus.
- Competitive pricing
  - o Created market focus groups to gather input on products that students want.
  - o Increased marketing of monthly manufactured promotional items.
- Dining Director Search
  - o Currently happening.
  - o Looked at ways to involve students in this process. Students are represented on both the search committee and on the student advisory committee review.
- Sustainable Practices
  - o Recurring events that happen every year:

- DAV collection containers - clothing and household goods
    - Food collection bin in markets – canned goods, etc.
  - Adding reusable chopsticks at all locations.
  - Added reusable dishware at 64.
- Procurement Contract Transparency
  - HDH Procurement team has met with student advisory committee.
  - More consultative with students (for example - reusable to-go containers pilot coming Fall 2018)
- Overview of how budget is allocated - Erwin, Director of Finance
  - HDH is an auxiliary at UCSD, which means that HDH is self-sustaining. They don't receive any state or federal funds. All money comes from room and board: 68% is housing charges, 19% from dining dollar program, and 13% from conference, catering, and other things that help support business and keep costs affordable.
  - HDH expenses are in three main areas:
    - About 35% is spent on salaries and benefits. HDH has 600 full time employees and 800-1000 students.
    - Next major operating cost includes maintaining the buildings, carpet, utilities, food cost, which is about 42%.
    - Last piece is debt service/mortgage, which is about 23%.

#### Questions and Comments

- Ariana (TMC) asked if the dining halls will be offering more gluten free options.
  - Lisa said yes, they are going to expand gluten free offerings. In the Fall, RC64 in Revelle will be gluten free. Spice will also be gluten free. She still urges students with full blown celiac to register with OSD and work with HDH dietician so they can ensure their meals are prepared in an allergen safe zone. But students who practice a gluten free diet will be able to go to those stations and know that everything served there will be gluten free. In Winter Quarter, Café V and Pines will have gluten free stations as well.
- Ariana asked if there are plans to do more renovations in the residence halls, particularly at TMC (showers).
  - Jana said Marshall is not on schedule for this summer, but they do rotations every 7 years for every location on campus. This summer, they will be working on Muir and the apartments in Warren. She asked Ariana to share specifics about the showers at TMC. If they are broken, they can go in and fix them immediately.
    - Ariana said the issue is mainly the water temperature. Also, the showers feel old. This is feedback she collected from a survey she did. With a new college being built next door, she was just curious if there were plans to renovate the other colleges.
    - Provost Carver said this is definitely on the radar of the Provost and staff at Marshall. They recognize the oldness and that they'll be right next to a newly built community. They emphasize this to top leadership, every time they get a chance.
    - Jana asked if the water temperature is an issue in one area or all over.
    - Ariana said all over. When they flush the toilet, the water gets really hot. Even flushing the toilet upstairs affects the water downstairs.
    - Jonathan said Revelle has the same issues. The faucets run out of cold water and become scorching hot. Often times, they turn it on and hope they don't burn their hands.

- Hemlata said if they notify us as soon as it happens, HDH can follow up and correct it right away.
  - Jana said they can submit a Fixit ticket online at [hdh.ucsd.edu](http://hdh.ucsd.edu) (not urgent issues) or they can call it in x42600 (urgent issues). She shared that the Customer Service desk is located in ERC so they can also walk in to speak with a representative.
- Provost Evans (ERC) shared that students have mentioned internet dead spots. It either drops or doesn't connect. He was wondering if this issue had been eradicated.
  - Russ said IT went over to Sixth, Warren, and TMC to locate and fix the connection issues. If there are more areas, let HDH know and they'll send the team out to address it.
  - Jana shared that there are plans this summer to do further upgrades in wireless at Village and ERC. This is part of rotating plan to do further upgrades across the campus.
  - Gregory (ERC) shared that his building (Europe Hall) is having connectivity issues.
  - Stacy said his building is on the list to be checked and upgraded this summer. She also shared that TMC had their upgrades done over Winter Break.
- Jonathan (ERC) said the UG Advisory Committee talked about running a pilot program the week of move-in to possibly change move-in weekend to move-in week. He spoke with Samantha Wolf with regards to programming during that week. He asked if there will be dining options available during that week.
  - Lisa said the opening schedule is not yet finalized but they are looking to open some locations to practice and do training. Some units will also be open specifically for orientations. So there will definitely be units open.
  - Jonathan doesn't remember there being dining options available to him when he moved in early this past year.
  - Lisa added that Oceanview will be open straight through summer. Also, both the Village and Rogers market will be open that week.
  - Stacy said Oceanview will be the summer a la carte option and will be open all year round. She said some of the dining facilities usually do soft openings during that week too. For those attending orientation, the meals on those days are usually taken cared of. The finalized schedule will be posted on the MyRoomAssignment page and also on the dining webpages.
  - Jonathan said the Student Affairs office will be doing some programming that week and plans to provide their own food because they aren't expecting the units to be open. He wanted to let HDH know so they can touch base with their office.
  - Rey said Samantha was referring to evening programming and how late Café V can be open. The orientations are covered during the day. They are still working out the details.
  - Lisa said once the hours of operations are finalized, they will post them on the web and on the doors of the locations.
- Gregory (ERC) heard about the early move-in pilot program and likes the idea, but asked if it would increase the cost of housing. He understands that one of the reasons why the program wasn't approved was because it would affect financial aid.
  - Russ said they did discuss this program with the student advisory committee and determined that they needed to have more conversations about it to discuss all the details involved.
  - Stacy said they will move forward with the same process for this upcoming move-in. There will be a move-in weekend and there will be some early move-in options available. Sixth College residents will be moving in on Sunday, September 16 and will

have orientation that same week. Muir students will also have orientations that week and can move in sometime during that week as well. Most orientations are on Wednesday, Thursday, or Friday. There will be people moving in beginning on September 16 through the start of classes. Those not attending orientation will be assigned a move-in time sometime during move-in weekend. There will be options available to move in earlier or even later if needed. She shared that the dining plans will be turned on by Wednesday, September 19 (which is something they've been doing for years) to make sure that those that are here early can get something to eat.

- Jonathan said the advisory committee plans to talk about this some more before the end of the year.
- Ryan (TMC) asked for clarification on the Coca Cola contract. He asked if there will be an increase in prices on the Coca Cola products.
  - Russ said there is an increase clause in the contract but increases will only be allowed if there are marked increases in commodities. Coca Cola would have to prove that they have commodity price increases that need to be covered and this would have to be determined before the school year starts.
  - Christian clarified that commodities is in reference to what Coca Cola uses to make their drinks.
  - Provost Carver added that although there is an increase clause in the contract, they do not have to agree to an increase. Also increases are not guaranteed every year. What this means is that they can bring it to the table to be discussed.
  - Lisa said yes, they can bring this to the table for discussion but they do not have to agree with it. Also, they don't always pass the increases onto the students. Often times, HDH will just absorb the increase and not pass it along to the students.
  - Russ reiterated that just because the clause is there, doesn't mean the cost automatically goes up.
- Ariana (ERC) said there are only two dining plan options available to her. She asked if there will be an option in the future to either get a reduced dining plan or allow students to choose how much dining dollars they want based on their financials. She said some students cannot afford the mandatory dining plan. She is wondering if there is a plan to adjust the dining plans.
  - Russ gave background and shared that the advisory committee did review a few options but chose to advance with the current dining plan structure.
  - Jonathan shared that one of the options the committee reviewed was having a flat \$1000 dining plan and a student could add as much as they needed on top of that. The issue they had with this option was that anything on top of the \$1000 would have to come out of pocket. He explained that financial aid uses the average housing and dining cost calculate how much aid they give. So if the average cost goes down to \$1000 and students need to buy more, it wouldn't be covered by financial aid. The committee decided to postpone making any changes to the current dining plan setup until they could review this further. This option would provide a cheaper dining plan but this would make it even harder for those who can't afford it to add more money if they need it. They are still trying to figure out how they can change the dining plans and talked about the possibility of adding more tiers. They can provide updates at the next forum in the fall.
  - Christian added that the dining dollars are not a one to one map. One dining dollar off the meal plan wouldn't necessarily take one dollar off the housing contract. A dining dollar pays for the cost of the food, the students working in the restaurants, and the operational cost of the restaurants.

- Russ said this is a challenge for advisory committee because they didn't want to inadvertently hurt people through their financial aid programs. Sometimes there are unintended consequences that they have to be mindful of and need to have broader conversations about. They didn't want to do harm through that decision. Seems like the obvious way to go but it would have lowered the financial aid amount and would cause more widespread problems across the system.
- Ariana (ERC) suggested expanding the locations where dining dollars can be used. She shared that UCR has a program where residents have a dining plan (to be used at their dining hall) and highlander cash that they can spend outside of the dining facilities.
  - Russ explained that the dining dollars directly support the dining operations. The swipes program at UCR is very different compared to the declining balance program that UCSD has. With swipes, residents pay for the meal regardless of whether or not they use it. Also, they pay one set amount for that swipe, regardless of how much they choose to eat. They believe the declining balance is the best value for the student. He pointed out that they do have Triton Cash, which can be used at a number of locations across campus.
  - Ariana said triton cash is still her own money. There is no difference between using Triton Cash and using her debit card. She thinks dining dollars should be accepted at Price Center. Highlander cash at UCR is part of the dining plan. She asked if HDH could create a contract with the vendors at PC.
    - Russ said the vendors at Price Center are contracted through University Centers and HDH is not connected to that process. The dining dollars directly support the dining operations. Ultimately, this option would increase the cost of the program for the residents.
    - Jonathan said purchasing dining dollars is like buying a gift card to the dining facilities. It can only be used at those facilities. He asked if they would be interested in having a dining plan that includes Triton Cash.
      - Ariana said yes. By doing so, HDH wouldn't have to create another contract with the Price Center vendors. This would allow students to eat elsewhere.
      - Russ said they can definitely talk more about this.
      - Jonathan said they could discuss having more options – some dining plans with Triton Cash and some without. They can also ask to see if there is an option to add to Triton Cash up front and it can be accounted for in financial aid/scholarship funds as part of the dining plan, instead of it having to come out of pocket later on in the year.
- Gregory (ERC) said Tapingo was just introduced. He asked how they plan to deal with how it is impacting the lines. He's seen this impact at Roots, Goodies, and the Bistro. He waited 30 minutes at the Bistro because they were so impacted with Tapingo orders.
  - Jonathan said they have similar issues at 64 degrees at the burger station.
  - Lisa explained that with Tapingo, the order comes in and becomes part of the line. The throttle time depends on the unit. At the Bistro, they can only make a certain number of sushi rolls at a time so the throttle time is longer. The Tapingo orders have to wait just like those who just walk in.
  - Hemlata said they now have data that they can review regarding peak times and adjusting those throttles.

- Christian shared that he's noticed this at Goodies. They are making more burritos than normal so they are experiencing longer lines. Their capacity for burrito output has not changed but the number of orders coming in has increased quite a bit.
- Jonathan said the committee has talked about the possibility of turning Tapingo off during peak hours to avoid clogging.
- Ivan works at 64 degrees. Tapingo creates double the rush during rush hour. Also, he said they aren't able to tell customers on Tapingo if they are out of something.
  - Lisa said the managers are able to disable an item if it is out of stock. She will follow up with 64.
- Jonathan said the burgers at 64 take a while. He said they are worth it, but they take a while. If they are having issues with double rush, then students may wait for 45 minutes.
- Lisa said they do have data from this quarter and can use that to evaluate ways to resolve it. One of perks of Tapingo is that they can see how long the lines are.
- Jonathan said this information doesn't discourage students though. If they see that the wait is 40 minutes, they'll still place an order and just go pick it up in 40 minutes.
- Christian said some students will place their order in advance since there is a long wait and it ends up contributing to that rush.

Russ thanked everyone for attending the forum. Forum adjourned at 6:06pm.