

# Associated Residential Community Housing (ARCH) Advisory Committee | MINUTES

**Meeting date | time** 12/1/2017 9:30 AM

**Meeting location:** Barrett Room, Administrative Building

<b>Type of meeting:</b>	ARCH Advisory Committee	<b>Attendees:</b>	
<b>Co-Chairs:</b>	Tatiana Zavodny Mark Cunningham		Mark Cunningham Robert Frazier Malia Mahi Rosie Jimenez-Negrete Valerie Saiag Kim Ciero (+ Marybeth proxy) Mayra Estrada Tatiana Zavodny Ian Hamilton Burgundy Fletcher Anindita Bhattacharya Ron Joyce (IT guest)
<b>Note taker:</b>	Leticia Ruelas		

## AGENDA

Meeting begun at 9:38 AM

### Minutes:

Tatiana requested minutes be approved: 11/17/2017

- Kim motioned to vote.
  - Rosie seconded the motion.
    - Approved by unanimous consent

### Appeal # 1162

- Burgundy motioned to vote to approve until 1/31/2018 and allow resident to provide more information.
  - Valerie seconded the motion.
    - Votes: 4 approve – 1 deny – 1 abstain
    - Appeal decision: approved

### Food:

- Tatiana mentioned the new Rita food truck.
  - Kim asked when the food truck was starting.
    - Tatiana answered next week.
  - Kim asked if anyone had used the food truck
    - Bob explained it's been at Mesa Nueva and provided details.
  - Burgundy shared her concern for the food truck by Mesa.
    - Mark and Bob explained that particular truck is there as a bridge for undergraduates to use dinning dollars.

- Mark shared food trucks are family owned businesses. He understands it's a risk they take. In the future he hopes to see the idea of food trucks grow as the community grows to help build more community by bring different trucks and food variety.

## Mesa Nueva Internet

### FAQ draft

- Tatiana and members reviewed the updates on the FAQ
- Mark shared a little bit of history:
  - In the past residents had to purchase their own service and for years it was the biggest complaint as residents wanted internet provided.
  - Housing looked into it years ago, but the idea was discarded as it would cost millions of dollars.
  - Housing and IT were able to sit down and leverage the bundle undergraduates have with Spectrum. Housing shared the affordable package deal with ARCHAC.
- Mark also shared:
  - Housing had to adjust timeliness to balance cost.
  - Any new building will have a shake down period.
- Tatiana shared it was important to have an overview/history and asked if there's anything ARCHAC would like to add or edit in the FAQ
  - Ron feels residents shouldn't be told to go get routers. He showed images of the effect of the routers.
    - Tatiana asked if more routers result in more drops.
      - Ron answered yes and explained he has a plan with Spectrum to have a tech on site to help assist problems at different hours.
    - Kim shared her concern as Spectrum has giving wrong information in the past.
      - Ron specified he will have one of his staff giving correct information, but they need a Spectrum representative as they will conduct the actual work.
    - Tatiana asked for a solution if the idea is not to encourage residents to buy routers.
      - Ron provided 2 solutions:
        - 1. Plug in with a USB.
        - 2. Print through Bluetooth as it requires a password.
    - Burgundy feels there should be something added to avoid more issues if that text was going to be removed.
    - Tatiana suggested adding:
      - Not to connect printers to Wi-Fi, the alternatives and the reasoning behind it.
      - A statement that Mesa Nueva is moving to a secured network in the near future.
- Tatiana shared the representative who assisted her informed her the internet in Mesa Nueva is protected and encrypted.
  - Ron apologized for the misinformation and confirmed it's an unsecured open network until they can shift to the single sign on.
- Ron suggested adding printing stations for students. He also shared a case of someone who got spammed through printing.
  - Anindita thought it was a good idea and asked how soon it could be implemented.
    - Bob stated they are talking to Imprints. They are aiming for the beginning of the next year.
      - Ron added they should keep in mind it takes 3-4 weeks and there's the holiday break is approaching.
- Mark asked when the flyer was going out.
  - Malia feels it should go out today (12/1/2017).
    - Tatiana would like to see it before it goes out.
      - Malia, Ron and Bob will work on it.

## Survey

- Tatiana shared a few questions on the survey.
  - What building do you live in Mesa Nueva?
  - Do you currently have problems with internet or TV cable?
- Kim suggested adding something positive to the survey and suggested the survey go out after the flyer.
- Mark clarified the flyer could go out today (12/1/2017), unless the survey needed to be sent out as well.
  - Tatiana asked the members to vote.
    - Unanimously agreed the flyer should go out today (12/1/2017).
- Mark shared he is committed on doing a survey in a timely matter.

## North Mesa follow-up

- Burgundy asked if people had to relocate by January rather than March.
  - Bob clarified there hasn't been a drop deadline, but the offer process continues as they are encouraging residents to move right now when there's availability.
    - Mark clarified if the wait until March there might be less availability and options.
- Burgundy asked when the refunds were happening.
  - Bob clarified they are already happening. He also shared people were encouraged to pay the lower amounts until the credits come up.
- Burgundy gave props to the Centralized Leasing Office and Housing for assisting someone who is graduating and will not need to move.

## Final remarks:

Meeting adjourned around 10:38 AM. Next meeting TBD.