

Associated Residential Community Housing (ARCH) Advisory Committee | MINUTES

Meeting date | time 10/23/2018 12:00 PM

Meeting location: Boardroom

Type of meeting:	ARCH Advisory Committee	Attendees:	
Co-Chairs:	Betty Ramirez Jana Severson	Jana Severson Malia Mahi	
Note taker:	Leticia Ruelas	Ramona Ferreira Chris Dayss Hemlata Jhaveri Marybeth Ward Kim Ciero Hana Haddad Valerie Saiag (+ Burgundy proxy) Gautam Akiwate Yvonne Hernandez aka Dr. Y- (guest) Wossene Baysla Aleena Arakaki (GSA-representing Betty) Jacob Schalch	

AGENDA

Meeting begun at 12:05 PM with introductions and agenda.

New strategic plan

- Dr. Y shared she's Co-Chairing for the writing group where they are working on a strategic plan. Strategic planning includes the mission statement, goals and the vision. She shared a little bit of the background. They received feedback from manager and supervisors then from frontline staff and are now getting feedback from students and members from the community. She is at ARCHAC to get feedback. ARCHAC members did an exercise to answering the following questions:
 1. Who are our customers?
 - a. Internally?
 - i. Students
 - ii. Staff
 - iii. Support staff such as custodial
 - iv. Departments with conference services
 - v. Faculty
 - b. External:
 - i. New incoming students
 - ii. Families
 - iii. Visitors
 - iv. Project management
 - v. Catering (for wedding and etc.)

- vi. VA staff
- vii. Summer programs and camps

2. What do we do as a department?
 - a. Provide housing and dining
 - b. Create community
 - c. Promote community wellness, inclusion, safety, friendly environment
 - d. Wellness fair
 - e. Provide different housing options
 - f. Family activities and spaces

 3. What services do we offer our residents and community?
 - a. Different dining plans.
 - b. Help for students under distress
 - c. Emergency housing
 - i. Gautam asked what emergency housing was.
 1. Jana explained its housing for students with housing insecurities or who are in immediate danger. HDH works with them to provide solutions on a case by case scenario.
 - d. Payment plans
 - e. Town hall meetings
 - f. Referrals to support services
 - g. Community building through partnerships

 4. How are we different from other schools?
 - a. Dining and housing are not centralized, locations everywhere.
 - b. Have varieties of food services (markets, coffee shops etc.)
 - c. Options of living and eating
 - d. UCSD is the best!
 - e. Provide affordable grad housing, not all schools do
 - f. Staff listen to the student's needs
 - g. Have an advisory committee
 - h. Have customers perspective before buildings new communities

 5. What level of service do we provide?
 - a. Excellent overall
 - b. Innovative. Genuinely wanting to make things better.
 - i. Marybeth gave examples: game rooms next to laundry rooms, division in bathrooms.
 - c. VIP service

 6. What is our brand promise? Do we have one? Should we have one?
 - a. Student focused
 - b. Expanding HDH name so students understand it refers to housing and dining.
 - c. Community, wellness and fun
- DR. Y hopes to come back to ARCHAC in the next weeks to share a draft. ARCHAC will be able to give more feedback.

General feedback:

- Kim asked how housing deals with diversity.
 - Hemlata shared food and housing are big. Student needs and type are important. Making sure students feel welcomed. The new director will add new menu options with students input.
- Kim asked if HDH had meditation rooms.
 - Hemlata shared there is one in Revelle.
 - Marybeth shared new constructions might include music rooms.
 - Jana shared there will be active and quiet spaces in the new communities.
 - Valerie feels these spaces should be advertised more.
- Valerie shared there are FB pages where residents have voiced their dislike with dining food and the 2 year limit.
 - Kim responded it is something they have signed for {2 year reference}. It's not a perception, it's a fact.
 - Aleena suggested increasing communication.
 - Marybeth responded housing is not able to provide more than 2 years right now. She shared the intention is to give student an opportunity to explore San Diego within those two years then give new residents a chance.
 - Gautam asked if HDH explained the rationale behind it. He agrees with the limit and shared his experience. Feels it should be explained.
 - i. Jana agreed and feels HDH can do a better job at telling their story.
 - Aleena shared student get disgruntled about the Shore program. Feels Shore should be assigned by financial needs.
 - i. Jana responded they will review Shore in future agendas.

Appeals

- Jana provided an update.
 - She went over improvements our IT department was working on for the online appeal system. Talked about having an online discussion component so members can ask questions. She will provide more information in the future meetings.

Appeal # 1340

- Kim motioned to vote to deny.
 - Valerie seconded the motion.
 1. Votes: 0 approve – 7 deny – 1 abstain
 2. Appeal decision: denied

Appeal # 1351

- Jacob motioned to vote to deny.
 - Marybeth seconded the motion.
 1. Votes: 0 approve – 8 deny – 0 abstain
 2. Appeal decision: denied

Minutes

- Meeting minutes with the following dates where approved: 5/11/2018, 5/25/2018, 6/8/2018, 7/11/2018, 8/16/2018 and 9/11/2018.
 - Kim motioned to vote to approve all.
 1. Marybeth seconded the motion.
 2. Votes: 6 approve – 0 deny – 2 abstain

Meeting adjourned around 1:15 pm. Next meeting will include a learning component and will be 11/14 at 12PM in the Barrett Room.