

Associated Residential Community Housing (ARCH) Advisory Committee | MINUTES

Meeting date | time 9/11/2018 11:30 PM

Meeting location: Boardroom

Type of meeting:	ARCH Advisory Committee	Attendees:	
Co-Chairs:	Jana Severson		Jana Severson
Note taker:	Leticia Ruelas		Chris Dayss
			Michael Salas
			Marybeth Ward
			Kim Ciero
			Hana Haddad
			Burton Ober
			Valerie Saiag
			Jacob Schalch
			Ian Hamilton
			Holy Godden (guest)

AGENDA

Meeting begun at 11:46 am.

Appeals votes based on a combination of online votes and present members for quorum.

Appeal # 1272

- Kim motioned to vote to approve through 2022.
 - Jacob seconded the motion.
 1. Votes: 7 approve – 0 deny – abstain
 2. Appeal decision: approved

Appeal # 1328

- Jacob motioned to vote.
 - Kim seconded the motion.
 1. Votes: 1 approve – 7 deny – abstain
 - One vote online by Burgundy on 9/10
 - One vote online by Valerie on 9/11
 2. Appeal decision: denied

Appeal # 1331

- Marybeth motioned to vote.
 - Jacob seconded the motion.
 1. Votes: approve – 8 deny – abstain
 - One vote online by Burgundy on 9/10
 - One vote online by Valerie on 9/11
 2. Appeal decision: denied

Appeal # 1337

- Jacob motioned to vote to reduce to \$400.
 - Marybeth seconded the motion.
 1. Votes: 6 approve –2 deny – abstain
 - One vote online by Burgundy on 9/10
 2. Appeal decision: approved to \$400 charge

Constant Contact

- Chris shared he believed that Constant Contact was a quick and easy way to communicate with the residents.
- Malia portrayed an email sample.
 - Chris gave details of the sample.
 - The email highlighted the new name, construction updates, new handbook information, new promotional video, community gardens and the rooftop party.
- Kim shared she loved that it only included important information, which is short and residents can click to expand.
- Malia portrayed the construction email template.
- Marybeth shared there was a graduate coordinators list serve.
 - Chris will touch basis with Hana to get the list.

Waitlist

- Michael went through a detailed power point presentation. He explained the process from start to finish. Topics discussed:
 - Applications
 - Residents apply online.
 - Residents list their top three living priorities.
 - Waitlist
 - Waitlist is under 2,000.
 - Centralized Leasing Office (CLO) is checking waitlist daily
 - Offers
 - Offers based on: space available, review community, application date.
 - Students get two offers. Applications are achieved if second offer is denied.
 - Rental agreements
 - Signed electronically.
- Kim asked if the process is working.
 - Michael responded CLO really tries to work with the students.
- Marybeth asked if CLO is checking if students are registered.
 - Michael responded they do an eligibility check.
- Marybeth asked if they check the waiting list.
 - Michael responded they don't check until an offer will be made.
- Marybeth asked if it was a manual or electronically process.
 - Michael shared it was a combination, but mostly manual.
 - CLO calls and emails. Student have 48 business hours to decide.
- Michael showed the availability online for each community. He shared if residents need to know where they are in line they can call the CLO.

Financial aid

- Marybeth shared there was a problem with financial aid. Residents are paying rent, but the money is getting absorbed by tuition.
- Malia shared the billing department is aware. Housing called billing. Housing was told students should contact Student Business to reverse the accounts for faster service.
 - Marybeth feels students are having to do an extra step.
- Valerie shared residents aren't always aware (told) of issues financial aid is having. She shared her experience.

Dining Director

- Marybeth asked if they choose a dining director.
 - Jana shared he started last Tuesday, 9/4/2018 and his name is Mark Petrino.
 - Chris added he was from Harvard.
- Jana will forward out the announcement.
 - “Mark holds a B.S. from Harvard University and brings 30 years of experience in food service—17 being in collegiate residential and retail dining in leadership capacities at University of Kansas, Colorado State University, and Harvard.”

Meeting adjourned around 12:39 pm. Next meeting TBD.