

# Graduate & Family Housing (GFH) Advisory Committee | MINUTES

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**Meeting date | Time** 10/1/2020 11:00 AM

**Meeting Location:** Zoom Meeting

<b>Type of meeting:</b> <b>Co-Chairs:</b>  <b>Note taker:</b>	GFH Advisory Committee Jana Severson Rachel Flanagan (interim)  Linda Ta G. (Committee Coordinator)	<b>Attendees:</b>  Tosun, Adriana Deconinck, Viona Ascui, Gabriel Larkins, Matthew Ober, Burton Bastear, Jenna Clark, Breana Dayss, Chris Garg, Anupam Bentz, Kyle Leadbetter, Kristin Mahi, Malia Ferreira, Ramona Bruggemann, Sven Berg, Kyle Ferreira, Ramona Joyce, Ron Karsaleva, Betina Erickson, Melody Olmstead, Jack Haddad, Hana Chipman, Laura Sushil, S Jimenez, Dana Chapman, Angus
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## AGENDA

Quorum met. Meeting began at 11:05 AM with Rachel going over the agenda and asking for comment/adjustments to meeting agenda.

### Agenda Items:

1. Approve agenda & minutes (5 mins)
2. Old business: Coast parking & Mesa transportation (15 minutes)
3. WIFI in GFH (15 mins)
4. 9/24 March & Future Actions (10 mins)
5. Closed Session: Appeals (15 mins)

### Approve Agenda & Minutes:

- Anupam Motion to approve agenda items

- Hana seconded the motion
- Motion carries
- Adriana Motion to approve pending 8/20 & 8/27 meeting minutes as a slate
  - Anupam seconded the motion
  - Motion carries
- Meeting Minutes 6/17/2020 pending approval for next GFHAC meeting.

#### Old Business: Coast parking and Mesa Transportation:

- Josh Kavanaugh will be providing the PowerPoint Presentation for the GFHAC committee to review.
- Mesa's new shuttle service is now servicing the Mesa community from both directions starting at 6:30am-9:00pm. During peak hours it is at a three-minute frequency and at a five-minute frequency during non-peak hours. More information regarding current transportation services can be found at <https://transportation.ucsd.edu/shuttles/mesa.html>. In addition, all grocery shuttle services updates can be found at <https://transportation.ucsd.edu/shuttles/grocery-l.html>.
- There are no current updates from SIO administration. The recommendations from the committee members regarding Coast parking was reiterated to SIO administration.
- Question/Comment Gabriel: A couple of students have reached out with questions regarding any available updates with retribution from the parking spaces?
  - Retributions will be done on a quarterly bases and adjusted by the spaces from SIO. The agreement began on July 18<sup>th</sup>, 2020. Based on the agreement timeline start date, there is still a couple more week until retributions will be made. Jana will communicate with SIO regarding the rent credit.
- Question Sven: Will rent still be credited for the month of October?
  - Jana will communicate with SIO regarding the rent credit then it will be applied.

#### WIFI in Graduate and Family Housing (Documents is posted in the box):

- Ron Joyce, The Director of Information Technology Service assists in the spectrum agreement and services provided for the Graduate and Family Housing.
- Melody Erickson, A Business System Analyst discusses the problems founded and step towards resolution between September 16, 2020 through September 23, 2020 regarding spectrum WIFI as well as a proposal for future resolutions for escalating for singular issues (Documents is available for review in the Committee's Box)
- Question Anupam: Can an email be sent out to all residents regarding the internet issues and the timeline of when it will be resolved? In addition, there is an hour long wait when utilizing the 1-800 number for spectrum assistance.
  - An email can be sent out with an update. Spectrum is not only servicing and responding to UCSD and call wait times are longer than normal due to several current cataphoric events.
- Question Sven: Reasoning for why these issues were not solved before?
  - Ron clarifies that he has been in contact and pushing to improve services. In addition, actively working over the past 18 months on the proposal that will address three to four issues previously stated. UCSD is one of the two institution to receive the spectrum newest services.
- The proposal is intended to focus on escalating singular issues such as internet connectivity, etc. However, this proposal does not address outages. The goal of this proposal is to immediately reduce call times, wait times, and the inability to find your account information. In addition, Ron Joyce, maintains a communication line with spectrum leadership which is spectrum Vice President.
- Question Gabriel- When will all this proposed information be sent to resident?
  - Jon clarifies once this proposal is approved.
- Question Anupam: When will the internet be reliable?
  - Jon clarifies that this proposal addresses the concerns for more reliable internet. In addition, efforts have been made for barriers such as languages. Spectrum is in efforts in producing documents in multiple languages such as Mandarin, Cantonese and Spanish. However, the efforts are currently suspended as certain countries has decided that it may or may not be legal.
- Ron has been working in redesigning the network that will have redundant paths. For example, if the 1<sup>st</sup> path fails then the 2<sup>nd</sup> path will be the back-up. There is currently still some fine tuning needed. However, this will

help with stability. In addition, moving forward with removing the spectrum authentication and moving towards single sign-on to get online to set up a pin.

- If students are experiencing problems with connectivity student should be calling the number provided by GFH to be able to track these requests. If resident is calling spectrum numbers that are not provided by GFH, IT (Information Technology) will not be able to track any requests and are unable to escalate if things are not being fixed. With request that can be viewed by IT it can ensure that items are being addressed.
- Bouncing connectivity can be due to residents bringing their own access points in these subnets and other resident are connecting to those. It is important that residents do not bring outside routers, this will eliminate side noises that impact other users.
- Comment Sven: The proposal states that student should wait up to two days for issues to be fixed from spectrum.
  - o The time frame is stated for a need of a technician visit and stable internet connectivity issues. The cost of changing the time frame for a tech visit will increase cost for those utilizing spectrum services. The two days for issues to be fixed does not correlates with power outages.

### 9/24 March & Future Actions:

- Comment Adriana: Advises HDH to eliminate any rent raising during this time.
- Comment Muhammed: Many students are struggling financially. The decision for raising rent during this time was made against various suggestions from student housing leaders. There is a lack of transparency. HDH should work broader with the student population and should not move organizational debts to students.
- Comment Gabriel: Previous conversations about rent hikes has been difficult. It is important to address in meeting items more precisely as there was no real reasoning why the rent was needed for an increase at this time. There has been many misinformation with COVID situation, as it is a complicated time for many students and there needs to be a space for negotiation.
- Comment Adriana: HDH is in a position where building housing is not inexpensive. Students are serving housing and not vice versa. However, as far as rent increasing there should be room for negotiation.
- Comment Sven: As concerns from residents seem to grow. Does HDH see these concerns and does HDH see it as an unavoidable side effect. What is HDH's point of view on how to improve these situations.
  - o Jana clarifies that with the additional 2,000 beds added within Grad and Family Housing, it needs to be paid. Rent increases reasoning was discussed in many previous meetings and a 0% increase was not possible. HDH is listening to the students by reducing the increase percentage from 5% to 3% and delaying the increase from July to October.
- Comment Gabriel: Over 70% of grad students are rent burden. With the 3% increase the rent burden will be increased to 81%. Why do the debts have to go to the students?
- Gabriel motion to present a resolution to not only HDH Leadership but to UCSD leadership as well to the address the organizational debt
  - o Adriana second the proposal
  - o Motion carries.
- Comment Sven: Has not experience a satisfactory result based off previous discussions in meetings. Would rather see more negotiations with UCSD leadership such as the CFO or the chancellor and working closely with the residents/students.
- Comment Anupam: If changes haven't happened in the past, why would there be changes now.

### Closed Session: Appeals

- No appeals for review.

Meeting adjourned around 12:06 PM.