

Graduate & Family Housing (GFH) Advisory Committee | MINUTES

Meeting date | Time 2/5/2021 10:00 AM

Meeting Location: Zoom Meeting

Type of meeting: Co-Chairs: Secretary:	GFH Advisory Committee Robert Frazier Anupam Garg Linda Ta G. (Committee Coordinator)	Attendees: Severson, Jana Dayss, Chris Mahi, Malia Salas, Michael Clark, Breana Keen- Louie, Anthony Belk, Heather Jhaveri, Hemlata Whittier, Jessica Cashatt, Kacy Bazyar, Melody Turner, Ross Brownstone, Steven Chipman, Laura Fletcher, Burgundy Arceo-Garcia, Ximena Nguyen, Quynh
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AGENDA

Quorum met. Meeting began at 10:03 AM with Quynh going over the agenda and asking for comment/adjustments to meeting agenda.

Agenda Items:

1. Introductions
2. Overview of Housing, Dining, & Hospitality Operations
3. Discussion of Committee's Goals
4. Values Exercise
5. Roberts' Rules Overview- [Ran out of time. No discussion made]

Overview of Housing, Dining, & Hospitality Operations: (Presentation will be posted in the box)

- Graduate and Family Housing leadership team:
 - o Associates Directors: Chris Dayss and Robert Frazier
 - o Programming & Community Development Manager (HDH Connect): Anthony Keen- Louie
 - o One Miramar & Mesa Residential: Michael Salas
 - o Mesa Nueva and Nuevo West: Malia Mahi
 - o Nuevo East: Malia Mahi
 - o La Jolla Del Sol and Coast: Michael Salas
- Graduate and Family Housing communities operate with one Operations Analyst/Manager to ensure each communities' office operations are running smoothly and efficiently
 - o One Miramar & Mesa Residential: Kathryn MacGowan
 - o Mesa Nueva and Nuevo West: Daniela Theus
 - o Nuevo East: Kimberly Silva
 - o La Jolla Del Sol and Coast: Judy Williams

- There is a total of 3,299 apartment within Graduate and Family Housing and 5,867 beds.
 - Coast: 106 Apartments and 137 Beds
 - Mesa: 390 Apartments and 780 Beds
 - One Miramar: 403 Apartments and 806 Beds
 - Mesa Nueva: 1,105 Apartments and 1,355 Beds
 - La Jolla Del Sol: 380 Apartments and 610 Beds
 - Nuevo West: 257 Apartments and 802 Beds
 - Nuevo East: 658 Apartments and 1,377
- **Malia M:** Residents are provided with various services such as office hours, after hours assistance , housing accommodations, 24-7 Maintenance/ Custodial assistance, cable/ internet services, computer kiosks for free printing services, rent deferments for unexpected monetary issues, conflicts resolutions amongst residents with assistance with a Residential Relations Coordinator, mail/packages services, unit lockouts and residential security officers.
 - At this time, during COVID-19 office, mailroom hours and operations are adjusted. Offices are opened from 8:00am-4:30pm via phone and email. Office doors are locked for any walk-ins but staff are inside readily available to assist during operational hours via phone and email.
 - Residents can contact maintenance and/or custodial through the customer service line at (858-534-2600) 24-7 during or after hours.
 - Housing accommodations are usually utilized with a liaison such as Office of Student Disability. For example, if resident (s) have allergies, needs single living spaces, etc. would go through the office of student disability for approval for specific accommodations needed from Graduate and Family Housing.
 - Cable and Internet services are through Spectrum. Residents at OMS, Mesa, Coast, and La Jolla Del Sol are to contact spectrum directly to create an account and residents are Mesa Nueva, Nuevo West and East process is through single sign on.
 - Rent deferments is available for residents for delay paying rent for any monetary circumstance monthly. The process can be done via online through the Graduate and Family Housing website under Resident Resources. Deferments are to be turned in before the 5th of each month to avoid any late fee, late fees can be waived 3x a calendar year. Previous month's rent must be paid to have current month's deferment to be approved.
 - Computer Kiosk were available to resident for printing services prior to COVID-19.
 - Residential Relations Coordinators are available to assist in any conflicts that may be occurring in any communities. It is in hopes to mediate after residents have had a conversation with one another. Residential Relations Coordinator role is to be the facilitator for an open line of communication for both parties to be heard and to create a resolution that best suits the situation. In addition, there is a roommate agreement form that is offered in all resident's welcome email. It is not required but it is available as another method for setting boundaries and expectation with their roommate.
 - Mailroom and packages processes varies depending on each community. Amazon lockers are available onsite for resident usage.
 - For any lockout's assistance during office hours staff will assist; after hours, residents can contact UCPD.
 - After hours there are Residential Security Officers (RSO) for any assistance such as escorts from 8:00am- 6:00pm, to ensure that facilities are secured, to enforce housing policies etc.
- In addition, within the Graduate and Family Housing Website under Resident Resources are links to The Handbook, Sample Rental Agreement, Leasing Policies, Appeal Process, Roommate Agreement, Rent Deferment, vacation check, etc.

- Vacation check is available to residents who know they will be out of the unit for x amount of time and would like their apartment to be checked up on to ensure unit is secured.
- Community Communication consist of monthly community newsletters, community meetings and mobile apps.
 - Any community updates will be in the monthly newsletters.
 - Community meetings are generally face to face communication with GFH staff and residents.
 - Lastly, community communications and updates can be found through mobile apps such as Instagram and Facebook @ucsdgradfamilyhousing
- Most frequently addressed housing policies are parking, pets, assistance and services animals, guest, noise, and smoking.
 - Further clarifications regarding any policies can be found in The Handbook, UCSD Residential Life Community Standards and the Rental Agreement.
- **Michael S:** The leasing operations is a separate department within Graduate and Family Housing that solely focuses on waitlist, applications and offers.
 - Students, staff/ faculty, etc. all must submit a housing application on-line through the Graduate and Family Housing Website
 - Housing offers are made 30-60 days before desired move-in date based on application date, preferences, and availability.
 - Applicants can indicate up to 3 preferences for desired housing locations.
 - The centralized leasing team offer an applicant 2 offers, after the second offer is declined the application will be archived and applicants will need to resubmit another application to be placed back on the waitlist.
 - Each offer includes information such as apartment/ bedroom rate, locations etc. Each offer stands for 48 hours.
 - For every offer whether declined or accepted an auto-email will be sent with context based off applicant's decision
 - Rental agreement is for a standard of 2-year term
 - Applicants have the flexibility of selecting their Need Housing Date as move in dates are year-round. If providing a housing offer is not available for resident near their selected housing date notification will be made to applicants and alternative resources will be given to applicants for housing.
 - Applicants must be enrolled full-time each quarter to maintain housing eligibility.
 - Applicants are recommended to choose the earliest move-in date that fits their needs as some communities have a higher demand than other. In addition, having more preferences can increase odder status.
 - Roommates are normally assigned by GFH team; however, students can identify preferred roommates on their applications. Roommates receives an introductory email notification no later than two weeks before the move-in dates.
- **Anthony KL:** The connect team consist of 15 community assistants, 1 graduate assistant, and 2 current Residential Relations Coordinators.
 - The purpose of the connect team is to understand resident's needs and improve their experience, surveys questions that are administered to residents are measurable and allows HDH connect team to do a pre and post assessments. Surveys focus both on numerical answers and residents' narratives.
 - Fall programming and community development surveys captures quantitative data using an emailed survey with an average of 902 responses/ survey, approximately 20% of the population.

- HDH connect programming model is to create a sense of belonging, optimizing professional and life skills, nurturing interpersonal relationships & emotional wellness, navigating campus resources, encouraging physical health and wellbeing, cultivating inclusion, and teaching social responsibility.
- **Question Steven B:** What is the Coca-Cola funding?
 - **Hemlata J:** The Coca-Cola funding started with the undergraduate students for marketing credit and the funding is also redirected to GFH. The undergraduates and the Graduate benefits from the Coca-Cola funding.
- **Question Ross T:** What is the ballpark number for the current application waitlist?
 - **Michael S:** Currently, there are about 1300 waitlist applications, however as summer is approaching it is expected to increase.
 - Hemlata: the waitlist number can increase as high as 3,000
- **Question Quynh N:** Is La Jolla Del Sol just for staff?
 - **Michael S:** Currently La Jolla Del Sol is for UCSD faculty, staff, Post Doctorate, Visiting Scholars, and Graduate couples/ families.
- **Question Burgundy F:** How important is it for housing that students who are enrolled at UCSD have 12 units?
 - **Michael S:** To be eligible for housing students must be a full-time student which is 12 units each quarter. However, GFH is flexible during a student's last quarter and they do not need to have 12 units.
- **Question Melody B:** Does the flexibility count for students who are on the filing fee?
 - **Robert:** It is on a case by case basis.
- **Question Burgundy F:** Are the RSO armed?
 - **Malia M:** The RSO are not sworn officers, so they are not armed. They are more of a security guard to establish rapport, deescalate situation etc. However, if the situation is beyond their control, they do need to contact a sworn officer.

Discussion of Committee's Goals

- **Hemlata J:** The HDH connect team recently received the excellence award this week. The HDH connect team is excelling in building the programming model each year.
- **Hemlata J:** The charge of this committee is by the Vice Chancellor, Chief Financial Officer (CFO), and the executive director of HDH. It is a resource for current and future graduate and family housing communities that house UC San Diego single graduate and professional student and their families. The agenda item(s) will be put together by both HDH Co-Chair Robert F. and student Co-Chair Anupam G.
 - The committee is tasked with providing input on current residential services and programs; requesting feedback from community membership through townhalls; and reviewing surveys questions and results. For example, mail, amenities, transportation, security, retail, newsletter content, community gardens, food trucks, etc.)
 - HDH connect had to adapt their programming model to fit the restrictions of COVID-19.
 - There are high expectations for this committee to hold every member to the highest standard of professionalism and accountability to provide a great experience at UC San Diego for today and the future.
- 2020-2021 GFH Advisory Committee list is posted in the Box for review.
- **Laura C:** Ideas on how to bring the committee's charge to fruition.
 - The newsletter to dedicate a section for the GFHAC committee to communicate with the communities
 - Conduct outreach to potential residents.

- Re-thinking the waitlist process that incorporate a semi-automated system for potential residents to check their current application status online.
- Conduct surveys to applicant on why they are not accepting housing to UCSD or defer if it is housing related?
- Optimizing shore housing options
- Incorporating community boards for talking to residents within buildings.
- To have townhall quarterly, conduct resident satisfactory surveys, and to ensure that conversations about rent does not overpower the other needs to address from the committee.
- Set-up expectations on how GFHAC will communicate, how often GFHAC will communicate and what will be done with feedback received.
- GFHAC to focus on representing students in all areas and not just one subject.
- **Question Ximena AG:** Does HDH connect program open to non-residents?
 - **Anthony KL:** HDH does not advertise events/ programs outside of residents but it does not mean that other community members are not allowed to join. However, during partnerships event/programs HDH connect team will utilize their partnerships communications to advertise.
- **Question Robert F:** How can we connect GFHAC committee members to residents and vice versa?

Comment Laura C: Students in the past have shared that they do not feel represented on GFHAC.
- **Question Ximena AG:** How many undergraduates are currently living in UCSD housing compared to graduates? If theirs is quarterly I am wondering what our frequency would be?
 - **Hemlata J:** There are approximately 12,000 undergraduates' students and 5,200 graduate students.
- **Question Laura C:** How often does HDH collect feedback from residents?
 - **Anthony KL:** Due to staffing limitations there has not been ample amount of survey send outs. However, after every program there are survey sent out to each community. Normally, there would be two surveys, but due to this year challenges there is only 1 survey.
- **Comment Steven B:** Would like to not have rent be the committee's only focus as it will cause a de-railing of other issues that need to be address.
- **Hemlata J:** The GFH contract appeal committee is charged to provide an avenue for review of extraordinary student circumstances that have resulted in a student seeking exception to policies and procedure in or related to the housing contract through an online appeal process.
 - All meetings are held in closed session for student privacy.
 - Currently there is not changed towards appeals other than there is not a separate committee to solely focus on appeals.
 - The committee will meet as needed for the appeals.
 - There is now a Basic Needs Representative on the committee, two graduates' students that have been GPSA appointed and Pachia Vue, who has no voting rights.
- **Question Ross T:** what is the operational power of this committee?
 - Hemlata- The appeal(s) that arrives to GFHAC appeal committee are the only appeal(s) this appeal committee have the power to decide over. If an appeal can be approved internally (within communities' office) it will not be reviewed by the GFHAC appeal committee. There are no concerns for the upholding of the committee's decisions.
- **Comment Jana S:** Many appeals that are submitted to GFH are largely approved internally and rarely go to the committee.
- **Question Burgundy:** Are there students on the appeal committee?
 - **Hemlata J:** Yes, students on the appeal committee were appointed by GPSA

- The values exercise is an exercise that creates a space for a team to work together on looking at item's level of importance to properly prioritize as a team. To be able to answer as a group what is important to the group?
 - It is not to say that the items that are lower on the list are not important but merely showcase what items need to focus on right now.
- This is a tool for GPSA and GFHAC to come back too for a group decision for a collective goal
- Values Exercise outcome:
 - #1 Soliciting feedback from residents.
 - #2 Enacting on feedback from residents.
 - #3 Aware of the of their available resource.
 - #4 Ensuring a fair process.
 - #5 Making a safe community and committee.
 - #6 Upholding and updating university housing policies.
 - #7 Protecting the rights of the tenants.
 - #8 Programming for residents.
 - #9 Protecting the university from liability.

Final Remarks:

- **Question Steven B:** When will be the GFHAC official meeting dates?
 - Robert F and Anupam G will be sending out a platform to secure a schedule that works for the mass majority, GFHAC meeting will be held every two weeks.
- **Question Steven B:** How many quarters is the membership?
 - Until the end of October. If wished members can re-apply.
- **Comment Ross T:** Would like if GFH could provide a list of achievements that have been made through GFHAC for the importance of understanding what was the focus, etc.

Meeting adjourned around 11:50 AM.