Auxiliary Services

ASSOCIATE VICE CHANCELLOR

I. VISION & MISSION

VISION

Auxiliary Services units will attempt to incorporate the Triple Bottom Line framework, focusing on social (People), environmental (Planet) and fiscal responsibility (Profit) while making decisions.

MISSION

The mission of Auxiliary Services is to provide quality products, services and co-curricular experiences to the campus community and guests in support of the university teaching, research and public service mission.

VALUES

• Integrity
• Respect
• Passion

CORE COMPETENCIES

Auxiliary Services offers a variety of services that add value to the student experience.

II. WORKFORCE

MANAGEMENT TEAM

Brice Kikuchi                  Associate Vice Chancellor, Auxiliary Services
Wayne Fields                 Assistant Director, Student Affairs Information Technology
Lin Tang                     Interim Director, Hospitality & Dining Services
Stacey Murren                Director, UCI Student Center and Event Services
Stephanie Van Ginkel         Executive Director, Student Government
Tim Trevan                   Executive Director, Student Housing
Sean Tedder                  Resident District Manager, UCI Dining
Stacy Weidner                Store Manager, The Hill

AUXILIARY SERVICES STAFF

<table>
<thead>
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<th>Career (FTE)</th>
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<td>Career FTE Total:</td>
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Staff headcount: 543

ASSOCIATE VICE CHANCELLOR STAFF

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<tr>
<td>Career FTE Total:</td>
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Career Headcount: 5

Student Staff: 5 employees

Other: None
III. SERVICES PROVIDED
1. The Hill (operated by Barnes & Noble College)
2. Hospitality & Dining Services
3. Student Center & Event Services
4. Student Affairs Information Technology
5. Student Government & Student Media
6. Student Housing

IV. THOSE SERVED
Students, faculty, staff and community

V. HISTORY
In progress

VI. LOCATION
Office of the Vice Chancellor, Student Affairs
405 Aldrich Hall
ZOT: 5180

VII. ASSETS Major facilities, technologies and equipment

FACILITIES
2,395 ASF office space shared with the Office of the Vice Chancellor, Student Affairs

TECHNOLOGY
Whitebirch

PEOPLE
• Institutional knowledge
• Partnerships

EQUIPMENT
Computer hardware

VIII. REGULATORY REQUIREMENTS
Not applicable
For a full list of Student Affairs mandates, please refer to the Appendix.

IX. ADVISORY COMMITTEE
Not applicable

X. MAJOR ISSUES
See individual Auxiliary Services units for their major issues.

XI. MISCELLANEOUS

THE HILL (BOOKSTORE) TRANSITION TIMELINE

Nov 2015 • Presentation of outsourcing idea to Chancellor’s cabinet
Nov/Dec 2015  • Visits/Tours of bookstores at Harvard, UPenn, Georgetown and Notre Dame
Jan 2016  • Decision made to issue RFP (request for proposal)
          • Announcement made to staff, unions and ASUCI
Feb 2016  • RFP issued
Mar 2016  • Proposals received
April 2016  • Proposals evaluated and recommendations made by selection committee
            • Bid awarded to Barnes & Noble College
June 25, 2016  • Last day of university operation
Jun 26-July 4  • BNC renovation of space
July 5, 2016  • Opening of the Hill under BNC
July-Aug 2017  • BNC undergoes renovation

The process of closing out university bookstore accounts was moved up to the Office of the Vice Chancellor, Student Affairs.

XII. 2017-18 ACCOMPLISHMENTS

• Two awards (see Awards section)
• Successfully managed the challenging fall 2017 housing guarantee program for both undergraduate and graduate students by developing a communication plan and increasing design capacity
• Bookstore
  o Renovated the store during the 2017 summer
  o Saved students $957K in textbooks through the rental program

XIII. 2018-19 GOALS

• Recognition for auxiliary units by getting awards in our industry
• Collaboration within and outside of auxiliary unit
• Innovation or process improvement of auxiliary units
  o Extensive review of our dining services
  o Improve the ID card program

XIV. AWARDS

• 2017 Project of the Year by the nation’s leading design-build association (Student Housing’s Mesa Court Towers).
• 2018 International Association of Conference Centers Innovation Award (Student Center’s Event Ops application)
• Please see individual Auxiliary Services department for more award information.

XV. LEARNING OUTCOMES

Student learning outcomes are listed under the individual units.
Organizational Chart 2018-2019

Student Affairs
Interim Vice Chancellor
Edgar Dormitorio

Associate Vice Chancellor
Student Affairs
Auxiliary Services
Brice Kikuchi
1.0 FTE

Interim Assistant to the Associate
Vice Chancellor
Erika Mey
1.0 FTE

Hospitality & Dining Services
Interim Director
Lin Tang
1.0 FTE

Student Center & Event Services
Director
Stacey Murren
1.0 FTE

Student Government
Executive Director
Stephanie Van Ginkel
1.0 FTE

Student Housing
Executive Director
Tim Trevan
1.0 FTE
I. VISION & MISSION

VISION

We strive to THRIVE in Hospitality & Dining Services

Thoughtful: We truly care
Heartfelt: We are zealously committed
Results Driven: We drive for solutions
Innovative: We distinguish ourselves from the norm
Valued and Trusted: We operate with integrity and deliver on our promises
Engaged: We embrace a spirit of partnership and teamwork

MISSION

To provide the highest quality services and programs that ease a student’s transition through the university and in the community and to provide all our customers with a quality customer experience.

CORE COMPETENCIES

<table>
<thead>
<tr>
<th>SHAPING</th>
<th>INSPIRING</th>
<th>DELIGHTING</th>
<th>DRIVING</th>
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<tbody>
<tr>
<td>The Business</td>
<td>Visionary Leadership</td>
<td>Customer Insight</td>
<td>Disciplined Execution</td>
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<tr>
<td>Business Acumen</td>
<td>Leverage Differences</td>
<td>Building Performance-Based Relations</td>
<td>Accountability for Excellence</td>
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<tr>
<td>Strategic Agility</td>
<td>Building People Capability</td>
<td>Organizational Collaboration</td>
<td>Impact and Influence</td>
</tr>
<tr>
<td>Courage &amp; Conviction</td>
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II. WORKFORCE

MANAGEMENT TEAM

UCI Management Team

vacant       Director
Lin Tang     Associate Director
Long Bui     Assistant Director
Karen Douglas  Assistant Director
Christine Genuino  Human Resources Manager
Diana Flores  Human Resources Manager
Regina Alejo  Administrative Assistant
Jorge Reyes Garcia  Maintenance Mechanic
Orlando Dalusong  Maintenance Mechanic

Aramark Management Team

Sean Tedder  Resident District Manager
Kelly Kuehnert  General Manager
Anna Lomibao  Controller
vacant     Food Service Director
Johnny Parratto  Catering Director
Joe Poonpipat  Food Service Director – The Anteatery
Johnie Raveza  Food Service Director – Pippin Commons
STAFF

Career (FTE)

Filled: 141.50 FTE
Provision: 0.00 FTE

Career FTE Total: 141.50 FTE

Career Headcount 147

Student Staff 779 employees

Other 152 Contracted Management Supervisors

*For Organization Chart, see end of H&DS section.*

III. SERVICES PROVIDED

- All You Care to Eat dining at The Anteatery and Pippin
- Fast-casual food dining options
- Fast food dining options
- Cook to order dining options
- Catering
- Convenience stores
- Concessions
- Vending
- Special events
- Program support

IV. THOSE SERVED

Serving the UCI community from School of Medicine to Housing to Child Care/Infant Toddler Center.

V. HISTORY

MAJOR MILESTONES

2004 Residential, retail and catering services were placed under Food Services/Hospitality & Dining under one Director, Jack McManus

2006 UCI insourced over 150 full time employees from Aramark and are under the union AFSCME

2008 Hospitality & Dining and Aramark combined offices and moved into G318 Student Center

- Combined Bren Events Center and Anteater Ballpark Concessions into Hospitality & Dining

Residential Dining went trayless to help save over a million tons of waste

2009 Opened 5 additional food operations throughout the campus

- Jamba Juice, Panda Express, Wahoo’s Fish Tacos, Espress Yourself Coffee Cart and Java City
Began following the newly adapted UCOP’s UC Sustainable Practices Policy and working with other UCs on a monthly and quarterly basis

2010
Opened Med Ed Café and Pippin POD
Sponsored Arroyo Vista’s Culinary House
Mesa Commons became the first zero-waste dining facility in the UC System
Implemented new reusable to-go containers at Brandywine Commons as pilot location

2011
Opened Subway and replaced Bene’s Pizza with Topio’s Pizza
Supported the Meatless Monday campaign at Residential Dining by providing more vegetarian and vegan-friendly dishes while educating about sustainability
Implemented reusable to-go containers in all Residential Dining locations

2012
Replaced Quiznos with Subway in Student Center
Opened Gottschalk POD

2013
Opened Alumni Café
Opened 20/20 Café @ Gavin Herbert Eye Institute
Renovated empty space between Starbucks and Bookstore into study/lounge space

2014
October 2014 – Opened Starbucks and Au Bon Pain at Paul Merage

2016
September 2016 – Opened The Anteatery at Mesa Court
September 2016 – Opened a Proudly Service Starbucks at the new University Extension Building
October 2016 – Opened Starbucks in the Biological Sciences area
Converted BC’s Food Court into the Rams’ eating facility during summer training

2017
Beverage Rights Agreement – completed the RFP process and awarded a 10-year agreement to PepsiCo for exclusive beverage rights for the campus and medical center
Anthill Pub & Grille – completed the RFP process and awarded a 7-year agreement to Aramark to provide food and beverage services
VI. LOCATION

Main Office:
G318 Student Center
ZOT: 3700
949-824-1492
URL: food.uci.edu
Email: food@uci.edu

VII. ASSETS

FACILITIES

- Café Espresso (@ Physical Sciences Plaza): 290 SF
- Med Ed Café: 558 SF
- East Food Court (Jamba Juice, Bene’s Pasta, Organic Greens to Go): 7,199 SF
- West Food Court (Subway, Panda Express, Wahoo’s, Wendy’s): 14,031 SF
- Student Center Starbucks: 2,680 SF
- Zot-n-Go Market: 2,530 SF
- Anthill Pub & Grille: 3,365 SF
- Phoenix Food Court: 4,663 SF
- BC’s Cavern Food Court: 6,575 SF
- Café Med: 3,289 SF
- Cyber A Café: 1,296 SF
- Catering: 5,536 SF
- Bren Events Center Concessions: 750 SF
- Anteater Ballpark Concessions
- C3 Convenience Store: 400 SF
- Java City: 300 SF
- Espress Yourself Coffee Cart
- Pippin Commons: 8,419 SF
- Administrative Office: 2,085 SF
- 20/20 Café @ Gavin Eye Institute: 300 SF
- Paul Merage Starbucks: 879 SF
- Au Bon Pain: 1,390 SF
- The Anteatery: 28,581 SF
- University Extension Café: 346 SF
- Biological Sciences Starbucks: 680 SF

TECHNOLOGY

Computers for administrative staff

EQUIPMENT

Two golf carts
VIII. REGULATORY REQUIREMENTS

- Food Service Sustainable Practices and Guidelines (adopted by The UC Regents in 2008)
- To provide patrons sustainable food options on campus. The campus has set a goal of procuring 20% sustainable food products by 2020. Currently, Hospitality & Dining is at 26%.

IX. ADVISORY COMMITTEE

Hospitality & Dining participates in
- Pub Advisory Board (PAB).
- Student Center Advisory Board.

X. MAJOR ISSUES

- Funding for future dining facilities.
- Structural maintenance of current dining facilities.
- Managing in an ever-changing environment and following within the guidelines of the union.

XI. MISCELLANEOUS

None

XII. 2017-18 ACCOMPLISHMENTS

RESIDENTIAL

Anteatery
- Anteatery served over 1.3 million meals this year.
- We continued a positive relationship with Housing staff and the resident community.
- Theme nights: successfully hosted theme nights such as Harry Potter and Game of Thrones.
- We develop our student workers to become coaches, supervisors and managers.
- We have some of the highest counts and scores on campus for the dining styles survey and secret shopper reports.
- Installed additional kitchen equipment at Anteatery: ovens, smoke ovens and steamer.

Pippin
- Vegan and Dietary Restrictions: Improved menu variety and food quality in vegan items; introduced vegan and gluten free desserts and introduced Special Meal request form to accommodate students with strict dietary restrictions and allergies.
- Pippin: Improved POD sales by expanding the variety of selections and adding the boba station and increased sales by 20%.
- Expanded food variety throughout the different stations: fresh and healthy, vegan, desserts, coffee and breakfast, sauté, destination, deli, salad bar and late night.
- Hosted our 2nd annual Staff Appreciation Breakfast at the Anteatery for 1100 Faculty and Staff.

RETAIL AND CATERING

Retail
- Anthill Pub & Grille: successfully moved out previous contractor and moved in new contractor to operate the Pub. Turned the location around in 6 weeks installing new flooring, kitchen equipment, painting, deep cleaning, installed new TVs and lighting, and held 4 tap takeover events along with hosting the 50th SPOP anniversary.
- Piloted the ICS/Engineering Cart from April-June.
• Partnered with Human Resources to provide a farmer’s market and lunch to attendees at the annual Staff Safety Wellness Fair.
• Successfully executed the Rams services for the 2nd year in a row.
• Partnered with School the Arts to rename Cyber A Café to Green Room and also replaced existing patio furniture, added planters, a shade structure and repainted the building green.
• Coordinated with Student Center to replace sewer/grease pipes at Starbucks, Jamba Juice, Anthill Pub, Subway and Panda Express.
• Replace LED light bulbs for all retail locations to save energy and labor.

**Catering**
• Took over School of Medicine Commencement event series: $50k in new annual business.
• Executed 2nd Season of Rams Training Camp.
• New annual LEAD gala was highly successful. Will likely be an annual Gala (March 2018).
• Achieved 84% Overall satisfaction and 88% in Service Satisfaction with 242 survey responses (Hit previous goal of 200+ responses).
• Executed 5674 orders July 1, 2017 – Jun 30, 2018 (Hit previous Goal of 5500).

**ADMINISTRATIVE AND MARKETING**

**Administrative**
• Learning Outcome - Collected and organized data from Wiping out Waste to submit this year’s Student Learning Outcome.
• Participated at several conferences this year: WACUBO, NACAS, NACAS West, NACUFS
• Submitted a proposal and presented at an educational session at the NACAS West 2018 Conference.
• Updated the Hospitality & Dining website and launched in January 2018. Migrated the web content and media from Cascade CMS to Wordpress. Reviewed and assisted in updating the content and look/feel of the Hospitality & Dining website.
• As part of a collective dining team effort, was able to adjust and be flexible given a limited timeframe and transfer all the payroll and cleanup of both Housing and Dining accounts for FY 17-18 Fiscal Close.
• Partnered with Worker’s Compensation and Disability consultants to help strengthen partnership between department, employees and manager’s needs.
• Transitioned to the new I-9, Tracker website with the iPad.

**Marketing**
• Grew Anteater Meal Plan sales by 36% # of plans sold and 42% revenue.
• Increased meal plan holder retention from 12.92% to 17.98% (overall).
  ▪ Retention of PY Housing MP Holders: 14.66% (up from 9.58% PY).
  ▪ Retention of PY Anteater MP Holders: 29.61% (up from 21.89% PY).
• Achieved 100%+ VOC Response Counts at 24 locations (up from 5 PY), dramatically increasing our feedback received from students, staff and faculty.
  ▪ 2,460 completed VOC surveys Fall 2017-Spring 2018 (up from 1,299 PY)
• Achieved 75.18% 1st-Year/SPOP Attendee E-mail Capture.
  ▪ E-mails raised awareness of dining events, meal plan sales and sustainability initiatives.
• Achieved 28% increase in followers on Instagram (28.31%). Achieved 10% increase in followers on Twitter (9.97%) and 10% on Facebook (10.34%).

SUSTAINABILITY

• Reduced post-consumer food waste 0.45 oz/person from 1.62 oz/person (2016-2017) to 1.17 oz/person (2017-2018). This is equivalent to 28,600 meals/year. We also started weighing liquid waste this year, with an average of 0.77 oz/person.
• Launched a Free Coffee Grounds Program in October for guests at Zot N Go to pick up packaged coffee grounds with DIY instructions. Over 1,150 packages (216.2 pounds) were given out in 2017-2018.
• Increased reusable cup use from 2.80% to 3.09% (10.36% increase, +0.29 percentage points) and introduced Cupanion with Middle Earth Housing as a new component of the Reusable To-Go Program.
• Reduced water consumption by 26,000 gallons annually and saved 700 labor-hours annually by switching to stainless steel bread forms from silicone bread forms at our Subway locations. In addition to handing out bags upon request this year, we also transitioned our Subway bags from plastic to paper.
• Achieved Fair Trade University status in May 2018. This designation reflects the availability of 2+ fair trade products in each of 13 dining locations, as well as collaboration with The Hill to include Fair Trade products in the bookstore, hosting 7 Fair Trade education events and transitioning UCI Catering’s default coffee to Fair Trade and USDA Organic Café del Corazon (previously used multiple different ecoGrounds coffees, some of which were Organic and/or Rainforest Alliance Certified but not necessarily Fair Trade).

XIII. 2018-19 GOALS

RESIDENTIAL

Anteatery
• Contribute to more student organizations and community service events.
• Continue to improve on employee morale with positive encouragement and open communication.
• Continue to foster a positive relationship with the community and Housing.
• Partner with Housing to have the very first aeroponics garden on campus in the Anteatery Patio.

Pippin
• Meals for Child Care Services: continue to work with the Director of Child Care Services to ensure meals are compliant with the Child and Adult Care Food Program (CACFP) and Federal regulations. Revise existing menus to offer more whole grain, dairy and fresh fruit.
• Continue existing partnership with Middle Earth professional and student staff. Continue to communicate regularly with Middle Earth by attending their staff and RA meetings to receive feedback on the dining program.
• Expand Food Variety @ Pippin Commons: will expand other food items such as add iced coffee and other boba flavors and toppings at POD; add other dessert options; vegan and vegetarian options.
RETAIL AND CATERING

Retail
- Continue to drive awareness of our vegetarian and vegan options across campus.
- Restart the student managers Management Development Program this year.
- Work with OIT to roll out mobile kiosk ordering.
- Refresh the front of house look at Bene/Topio’s and roll out Restaurant Rotation.
- Complete Jamba refresh.
- Assist in the installation of the Humanities POD.
- Change out existing menu boards and install digital menu boards at Jamba Juice, Au Bon Pain, Panda Express.
- Replace Phoenix flooring and dining furniture.
- Replace Java City Kiosk shade structure fabrics and cables.

Catering
- Continue to enhance dietary specials and custom menus.
- Get to 85% Overall satisfaction and 90% Service Satisfaction and shoot to gain 300 responses.
- Break 6000 order mark.

ADMINISTRATIVE AND MARKETING

Administrative
- Recognition: Research potential awards and recognition that Dining can apply for to recognize best practices.
- Healthy Vending Policy implementation: partner with Student Wellness & Health Promotion and Human Resources Wellness Program Administrator to begin converting existing vending machines to meet the standards in the policy.
- Have a better understanding of Gallup Strengths DNA information to develop skills and contributions at work.
- Online Student Employment Application: Coordinate with Student Affairs IT to create an online student employment application to reduce the use of paper products and ink.
- Review the UCI Dining policies and make a plan and list of recommendations to revise and update the policy (what to add/remove, etc.).
- Continue to network and build a relationship with counterparts from the other UC’s and familiarize themselves with their different models of operations.
- Continue to review the current alcohol request form and the online dev version of the request form in preparation of the online request form going live, and make a plan for beta testing and education.
- Try to encourage and increase direct deposit enrollment for current and future Dining employees.
- Transfer annual evaluations to fillable PDF version for managers for ease of completing the form.

Marketing
- Increase recognition for UCI within the college and university field. Apply for awards through NACUFS, CHESC, AASHE (2019) and others and submit for presentations to regional and national conferences, including non-sustainability presentations as well.
- Grow Anteater Meal Plan sales by 15%+ compared to PY after adjusting for rate increase, achieving at least +10% # of plans sold.
- Increase SPOP attendee e-mail collection to 95%+ (vs. 75% PY).
- Increase Instagram following by 20% vs. PY.
EXECUTE SUCCESSFUL RESTAURANT ROTATION MARKETING PROMOTION TO RAISE AWARENESS OF THE NEW LOCATION CONCEPTS, WITH +75% SALES GROWTH OVER PY COMPARING RR WITH TOPIO’S.

SUSTAINABILITY

- In support of AASHE STARS’ latest preview draft (received from AASHE on 8/09/18), increase percentage of plant-based foods and foods meeting the new STARS restrictions for 3rd party verified products.
  - In support of this, launch and promote the Lettuce Grow “One-Mile Meals” program. Educational events and strategies for the program will include:
    - Launch party collaboration with Student Housing.
    - Theme meal(s) using produce from the tower gardens.
    - Decals for plexiglass fencing.
- Create a year-long, for-credit internship focused on sustainability within dining. Exploring options through University Studies. Program would consist of 3+ interns working 4-8 hours/week each. Interns would focus on three key areas: tower gardens, sustainable sourcing and zero waste.
- Promote awareness of vegan offerings.
  - Increase vegan options at locations, specifically desserts and breakfast items.
  - Create a vegan hacks cooking training event in addition to the normal vegan hacks events.
  - Partner with the Humane Society of the United States to host another cooking training and invite students.
- Increase recycling diversion rate in the Student Center food courts. Work with Greek Life to create a campus-wide “Trash Talking Day” and host more frequent Trash Talking conducted by Green Captains along with introducing activities and games accompanying Trash Talking. Additionally, introduce new Liquid and Ice bins to reduce recycling contamination.
- Increase reusable discount usage from 3.09% to 3.5% (13% increase, +0.41 percentage points) and decrease the amount of disposable water cups used in food courts by 10%.

XIV. AWARDS

2011
- Recyclemania: Benchmark year; no competition division results
- Sierra Cool Schools: #6
- Peta2 Most Vegan-Friendly Colleges: #3

2012
- Recyclemania: #6 Grand Champion, #3 Gorilla
- Sierra Cool Schools: #9

2013
- Recyclemania: #10 Grand Champion, #3 Gorilla
- Sierra Cool Schools: #3
- Food Recovery Challenge: Recognized by EPA during Deputy Administrator Bob Perciasepe’s visit to UCI
- Student Affair’s TAPPED Award

2014
- Recyclemania: #5 Grand Champion, #5 Gorilla
- Sierra Cool Schools: #1

2015
- Recyclemania: #7 Grand Champion, #6 Gorilla
- Sierra Cool Schools: #1
• EPA Food Recovery Challenge Narrative Award for Source Reduction
• Certification: East Food Court achieved a 2-Star Green Restaurant Association Certification 2016
• Recyclemania: #6 Grand Champion, #7 Gorilla
• EPA Food Recovery Challenge: Regional Award Winner
• Certification: East Food Court achieved a 3-Star Green Restaurant Association Certification
• KCET highlighted UCI’s Zero Waste Program on SoCal Connected, website and YouTube 2017
• Peta2 Vegan Report Card: A+
• Sierra Cool Schools: #8
• Recyclemania: Race to Zero Waste #1 Diversion Rate – The Anteatery
  o Grand Champion: #7
  o Total Diversion: #10
  o CHESC Best Practice Award: Sustainable Design (Mesa Towers and The Anteatery) 2018
• Fair Trade University designation - May 2018
• A+ Peta 2 Vegan Report Card
• AASHE STARS platinum ranking
• Recyclemania – ranked in the top 10 for 7 years (top 5% in the nation); 9th in Diversion category and 6th in Total Recycling category
  o Only school to rank top 10 for 7 consecutive years

XV. LEARNING OUTCOMES

2017-18 Updates

Wiping Out Waste

CIVIC & COMMUNITY ENGAGEMENT

Through Sustainability Events offered throughout the quarter (Wipe out Waste, Say “Boo” to Trash and Food Drives), students are educated about recyclable materials, sustainable purchasing options and proper methods of hazardous waste disposal to reduce the amount of food wasted. The amount of waste will be weighed in at the beginning and end of each quarter at Anteatery and Pippin, and a decrease will be evidence that students have learned our sustainability message.

Measured By: Pre and Post surveys of student opinions, beliefs

Results:

The Anteatery
• 51.9% Decrease in total waste from the beginning of Fall Quarter to the end of Spring Quarter.
• 46.8% Decrease of waste per person from the beginning of Fall Quarter to the end of Spring Quarter Pippin Commons.
• 14.7% Decrease in total waste from the beginning of Fall Quarter to the end of Spring Quarter.
• Although there was a decrease of food waste per person during Winter Quarter and an overall decrease in the total amount of food wasted, the amount of food waste per person remained the same at 0.89 ounce per person from the beginning of Fall Quarter to the end of Spring Quarter.

Anteatery and Pippin
• 44.3% Decrease in total cumulative food waste from the beginning of Fall Quarter to the end of Spring Quarter.
31.6% Decrease in total cumulative food waste per person from the beginning of Fall Quarter to the end of Spring Quarter.

Through Wiping out Waste, we discovered that the amount of food being thrown out decreased about 44% by the end of Spring Quarter. With Green Captains educating students at the dining halls at each weigh in and through other promotional sustainable events during the year, students became more conscientious of how much waste they’re producing, how to reduce it, or properly dispose of it (recycle, compost, landfill.)

Use: Reporting results

2018-19

Wiping Out Waste

Through Sustainability Education Events/Promotions offered throughout the quarter (Wipe out Waste, Say “Boo” to Trash and Food Drives), students are educated about recyclable materials, sustainable purchasing options and proper methods of hazardous waste disposal to reduce the amount of food disposal. To measure whether students are learning the importance of this, the amount of waste at the residential dining commons – Anteatery and Pippin – will be weighed at the beginning and end of each quarter during Wiping Out Waste. Feedback from our Sustainability Coordinator and Green Captain interns regarding this event will be included in our results.

Through Sustainability Promotional Events and Green Captains, students are educated about recyclable materials, sustainable purchasing options and proper methods of hazardous waste disposal to reduce the amount of food wasted. To measure whether students are learning the importance of this, the amount of waste will be weighed in at the beginning and end of each quarter at the Anteatery and Pippin Commons. The results will show a breakdown of the food waste and see whether there's been an increase/decrease in waste. This year, we will also convert the weight of the waste into meals so that UCI community has a better image of how much is actually being thrown out. Discussions with our Sustainability Coordinator and the Green Captain interns will center around on what they feel impacts the results.

Measured By: Other

Results: To be reported summer 2018

Use: Refining program/program changes; providing feedback to student/participant; reporting results
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<tr>
<th>Position</th>
<th>Name</th>
<th>Notes</th>
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<tbody>
<tr>
<td>Director, Hospitality &amp; Aramark</td>
<td>Lin Tang</td>
<td></td>
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<tr>
<td>Director, Resident Manager</td>
<td>Ana Lomibao</td>
<td></td>
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<tr>
<td>Manager, Office Marketing/Sustainability</td>
<td>Lida Jungblut</td>
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<td>Manager, Food Service</td>
<td>Jackie McGuire</td>
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<tr>
<td>Manager, Catering</td>
<td>Johnny Paracke</td>
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<td>Manager, Retail Food Service</td>
<td>Joe Flojo</td>
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<td>Manager, The Anteatery</td>
<td>Shawn Hogbin</td>
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<td>Manager, Taza Catering</td>
<td>Johnny Kuehnert</td>
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<tr>
<td>Manager, Pippin Catering</td>
<td>Monica Abe Tyson</td>
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<tr>
<td>Manager, UCI Student Employees</td>
<td>Jennifer Mejia Lotus</td>
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<tr>
<td>Manager, Thai Grill Catering</td>
<td>Sara Artist</td>
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<tr>
<td>Manager, OPEN Grill Catering</td>
<td>Monica Ramírez</td>
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<tr>
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<td>Tom Labadie</td>
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<tr>
<td>Manager, Cart Phoenix Cafe</td>
<td>Santiago McGuire</td>
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<tr>
<td>Manager, MecMed Cafe</td>
<td>Sunny Sallie</td>
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<tr>
<td>Manager, Grady Cafe</td>
<td>Kelly Swanson</td>
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<tr>
<td>Manager, Starbucks</td>
<td>Vicky Voong</td>
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<tr>
<td>Manager, 20/20 Café</td>
<td>Jennifer Cesia</td>
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<tr>
<td>Manager, The Panda Café</td>
<td>Diana Castilla</td>
<td></td>
</tr>
<tr>
<td>Manager, The Wahoo's Café</td>
<td>Leslie Bois</td>
<td></td>
</tr>
<tr>
<td>Manager, Open 20 Cafe</td>
<td>Rachel McGuire</td>
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<tr>
<td>Manager, Plaza One Cafe</td>
<td>Keitel McGuire</td>
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<tr>
<td>Manager, Social Sciences Cafe</td>
<td>Ashley McGuire</td>
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<tr>
<td>Manager, MedEd Café</td>
<td>Marisa Armstrong</td>
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<td>Manager, Social Sciences Café</td>
<td>Marisa Meneses</td>
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<tr>
<td>Manager, Student Center</td>
<td>Joanna Fuentes</td>
<td></td>
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<tr>
<td>Manager, Student Student Employees</td>
<td>Devanie Deadrick</td>
<td>20 Students Employees</td>
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<td>Diana Castilla</td>
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<tr>
<td>Manager, Student Employees</td>
<td>Diana Castilla</td>
<td>1 Student Employees</td>
</tr>
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</table>
I. VISION & MISSION

VISION

The vision of Student Affairs Information Technology (SAIT), a sub-division of Student and Academic Services (SAS) within the Office of Information Technology (OIT) is to be an innovative, collaborative and nimble partner with the Division of Student Affairs in providing technology support to our customers.

MISSION

To provide the highest quality technical support in the areas of desktop, help desk, server administration and software development.

CORE COMPETENCIES

Website and Application Development, Project Management, Technology Research and Review and Solution Architect.

II. WORKFORCE

MANAGEMENT TEAM

Wayne Fields  Assistant Director, Student Affairs Information Technology
Angela Han  Manager, Student Affairs Information Technology
Markus Quon  Manager, Student Housing Information Technology

Wayne J. Fields is the Assistant Director of Student Affairs Information Technology (SAIT). He acts as the liaison between Student Affairs and the Office of Information Technology (OIT). Each support team that reports to Wayne has a manager or lead.

STAFF

Career (FTE)
Filled: 16.00 FTE
Provision: 0.00 FTE

Career FTE Total: 16.00 FTE
Career Headcount* 16
Contract 0

Student Staff
IT Support and Programming Staff: 7 Employees

* All FTE employees are part of the Office of Information Technology.

III. SERVICES PROVIDED

Content management system support, web and application development, digital signage support, hardware and software purchases, loaner equipment management, business analysis and third-party platform support.
IV. THOSE SERVED

Student Affairs Information Technology supports the Office of the Vice Chancellor, Student Affairs; Esports; and the following clusters: Auxiliary Services (Student Housing, Hospitality & Dining Services, Student Center & Event Services, The Hill Bookstore); Student Life & Leadership (Office of the Dean of Students, Academic Integrity and Student Conduct, Campus Organizations and Volunteer Programs, Veterans Services, Greek Life, Cross-Cultural Center, LGBT Resource Center, Dreamers, Black Cultures, Resources and Research, International Center, New Student and Leadership Programs, Student Outreach and Retention Center and FRESH Food Pantry); and Wellness, Health & Counseling Services (Office of the Associate Vice Chancellor, Wellness, Health & Counseling Services, Campus Social Workers, Respondent Services, Faculty & Staff Mental Health Care, Campus Assault Resources and Education, Center for Student Wellness and Health Promotion, Counseling Center, Student Health Center, Disability Services Center and the Child Care Center.

Student Government & Student Media and Campus Recreation are currently affiliates to Student Affairs Information Technology. Collaboration occurs with these departments as may be needed to enhance the overall student experience. Direct support is performed when requested.

V. HISTORY

Student Affairs Information Technology has been through several changes over the years. In April 2009 the campus embarked upon a technology consolidation. Technology support teams from Student Affairs, Housing, Student Life & Leadership, Hospitality & Dining Services and Wellness, Health & Counseling Services were merged into the newly created Office of Information Technology (OIT). Student Center & Event Services, The Hill Bookstore, Student Government & Student Media and Campus Recreation became affiliates. The Hill Bookstore and Student Center & Event Services consolidated with OIT in the summer of 2014. Beginning in the fall of 2016, SAIT welcomed the addition of Esports to its support portfolio. SAIT liaises with all of the commodity support teams within OIT in order to expand the services provided to its clients. SAIT participates and collaborates in many Student Affairs stakeholder meetings and groups.

VI. LOCATION

115 Aldrich Hall
ZOT: 5180

VII. ASSETS Major facilities, technologies and equipment

FACILITIES

Space includes
- OIT walk-in help desk location
- Conference/Presentation Room
- Seven enclosed offices and one cubicle workstation

TECHNOLOGY

Servers, workstations, databases, data files, web sites, custom applications

EQUIPMENT

Golf cart, computer workstations and loaner equipment

VIII. REGULATORY REQUIREMENTS

Because of the Patriot Act of 2001 Student Affairs is required to track all international students attending UC Irvine. We do this through SEVIS, Student and Exchange Visitor Information System (SEVIS). This is run by the Department of Homeland Security. We use Ellucian’s International Student & Scholar Management
(ISSM) application to manage the program. Student Affairs Information Technology works closely with the International Center to help manage this process.

For a full list of Student Affairs mandates, please refer to the Appendix.

IX. ADVISORY COMMITTEE

- Vice Chancellor’s Management Group (VCMG)
- Student Affairs IT Governance Committee
- Student Affairs Auxiliary Services Group (SAAS)
- Student Affairs Auxiliary Services Directors (ASD)
- Student Affairs Information Technology Group (SA Tech)
- Housing Management Team (HMT)
- Housing Change Control Board (CCB)
- Wellness, Health & Counseling Services Directors Group (Unit Directors)
- Commencement Advisory Committee
- OIT Campus IT Security Group
- OIT Phishing Advisory Committee
- OIT Student and Academic Service Leadership Group (SAS Leadership)
- OIT Student and Academic Service Managers Group (SAS Managers)
- OIT Leadership
- OIT Staff
- IT Accessibility Workgroup
- Computer Support Coordinators Group (UC-CSC)

X. MAJOR ISSUES

- Aging hardware in several supported Student Affairs departments
- Aging or outdated applications and websites
- Overburdened staff who have taken on extra job responsibilities
- Lack of centralized funding and resources to advance
- Keeping current with the daily barrage of security concerns
- Lack of staff resources
- Lack of a comprehensive technology strategy to advance the mission of Student Affairs

XI. MISCELLANEOUS

- The Student Affairs division has over 550 workstations and mobile devices with various operating systems.
- Student Affairs Information Technology supports the campus digital signage system which is used by Student Affairs Resource Centers, Esports, Student Center & Event Services, Engineering, the Libraries, Environmental, Health & Safety and Risk Services, Social Ecology, Medical Education building, Humanities, Student Outreach and Retention (SOAR), Financial Aid, Cross-Cultural Center, Division of Career Pathways, School of Biological Sciences and other locations as they are being added across the campus.
XII. 2017-18 ACCOMPLISHMENTS

- Digitized the physical files for the International Center and integrate them into the ISSM platform eliminating 14 lateral file cabinets of paperwork.
- Secured the International Center’s ISSM application and data according to OIT Security protocols.
- Virtualized the Housing Stanley WiQ Door Access Control System and migrated it to the OIT datacenter.
- Completed the ResNet network infrastructure switch refresh project.
- Migrated Housing to the OIT commodity support tool, Bomgar.
- Completed the initial steps to move all of Housing behind the OIT datacenter firewall in order collapse Housing’s private network thereby eliminating redundant costs.
- Updated the Center for Student Wellness website to make it more responsive and dynamic.
- Updated the technology and plugins for the Step Up Bystander website.
- Refreshed 25% of staff computers in Housing as part of the yearly replacement plan to maintain current technology.
- Implemented Lease Queue of GFH ARMS OneClick project – the graduate application used by staff.
- Implemented a restructured shared drive folder space on the Housing file server.
- Migrated the majority of Student Affairs websites and databases over to OIT commodity hosting.
- Successfully transitioned the support for the Campus Card platform from Student Government & Student Media to Student Affairs IT.
- Expanded the ability to issue Campus Cards to students enrolled with the Division of Continuing Education.
- Completed the necessary modifications for the Campus Card application to adapt to UC Path and SIS projects when they come online.
- Implemented a new Community Provider Database for student referrals.
- Developed an Emergency Parent Notification system for the Child Care Centers.
- Migrated the Student Center & Event Services over to the OIT datacenter on campus and commodity platforms.
- Updated the Student Center & Event Services workstations from MS Windows 7 to MS Windows 10 Enterprise.
- Implemented Handshake, a new Career Services platform for the Division of Career Pathways.
- Enhanced the existing functionality for the Disability Services Center admin portal.
- Transitioned SOAR, Dreamers and FRESH over to the Student Life & Leadership cluster.
- Updated the Gatekeeper card reader application so it can be used generically by any unit on campus.
- Facilitated the Housing / SIS / Student Account requirements for the Housing Management application (OSCAR) to integrate with SIS / Banner.
- Expanded and enhanced the Student Affairs IT office working environment.
- Implemented an Agile development methodology across the SAIT development teams.
- Enhanced the Student Parent Orientation Program (SPOP) application to book Parent overnight stays.
- Updated the Veteran Services website for the annual dinner.
- Refreshed the annual registration process for Campus Organizations.
- Assisted in the transition of the Career Center into the Division of Career Pathways.
- Implemented a mobile check-in process for the Counseling Center.
XIII. 2018-19 GOALS

- Refresh the Associate Vice Chancellor, Wellness, Health and Counseling Services website.
- Complete a holistic review on the current state of the UCI Campus Card platform.
- Migrate the Student Government & Student Media servers from on-premise to the OIT datacenter.
- Continue the migration of Housing behind the OIT datacenter firewall and finalize the collapse Housing’s private network.
- Create an entirely new application for the Ring Road Rides.
- Refresh the Child Care website.
- Refresh the Disability Services Center website.
- Refresh the Student Affairs Tech website and wiki.
- Migrate Student Affairs’ “SA” Active Directory OIT’s AD Active Directory management for desktops and servers.
- Refresh the Student Affairs Broadcast Email Request (SABER) portal.
- Update the Student Affairs ticketing system for better tracking.
- Implement a workflow system for the Vice Chancellor Student Affairs office.
- Create an online employment application for Hospitality & Dining Services.
- Determine feasibility of offering an ACH payment option for Child Care payments.
- Overhaul the annual registration process for Campus Organizations.
- Migrate services offered by Campus Organizations to OIT commodity services.
- Update the functionality and toolset for the Student, Parent Orientation Program application.
- Revise the current Alcohol Request Form for Hospitality & Dining Services.
- Migrate the Tapingo servers for Hospitality & Dining Services over to OIT commodity platforms.
- Migrate the Student Life & Leadership mail server to the OIT campus mail server.
- Implement additional security protocols across the Student Affairs clusters for highly visible and trafficked web sites.
- Add triage functionality to the Counseling Center website.
- Consolidate the event registration and check-in process.

XIV. AWARDS

Not available

XV. LEARNING OUTCOMES

Not applicable

XVI. BUDGET

Consolidated into the operating budget for Auxiliary Services-AVC and the Office of Information Technology
I. VISION & MISSION

VISION

Student Center & Event Services (SCES) is an invaluable resource that strives to provide an exceptional environment to support, enrich and enhance the life of the UC Irvine community.

MISSION

Student Center & Event Services enhances the university setting and its academic purposes by offering programs, services and activities that meet the dynamic needs of our students, faculty, staff, alumni and the general public. The department accomplishes this by providing:

- Student involvement and development opportunities through employment and mentoring that promote learning beyond the classroom.
- Year-round conference and special event production services.
- Facilities, programs and retail spaces that create an environment supportive of academic life.

VALUES

- Excellence – To go beyond what is necessary and to excel in all of our services.
- Fun – To create an enjoyable environment through the balance of work and life.
- Innovation – To be a model for best practices through creative solutions.
- Integrity – A commitment to be honest and sincere from the relationships we form to the services we provide.
- Respect – We will be open and understanding of others in all our actions and deeds. Treat others as we expect to be treated.
- Teamwork – Coordinated effort to the group, acting in the best interest of the common cause, selflessly looking to the good of the whole instead of the individual.

COMMON PURPOSE

To inspire all of our campus guests through the promise that comes from serving others.

QUALITY SERVICE STANDARDS

1. Safety – Provide all campus guests a secure venue and genuine sense of well-being.
3. Education – Facilitate social, cultural, professional and academic growth.
4. Efficiency – Ensure processes are effective in maximizing SCES resources and operations.

TAGLINE


CORE COMPETENCIES

The Core Competencies of Student Center & Event Services have a direct relationship with the established mission. The facilities offered throughout the Conference Center provide clients with flexibility and customization options not available in other arenas. The year-round services, special events and programming options provide the students who work for Student Center & Events Services with mentoring and leadership opportunities as well as giving the campus community at-large and Orange County in general an environment supportive of learning and social interaction. The diverse expertise of the staff also supports the mission by providing the department with a variety of
perspectives and experiences to learn from and lead our organization in a positive, mission-driven direction.

- One of four institutions of higher education in California and one of only 54 in North America designated as One-Stop Certified by the Association of Collegiate Conference and Events Directors – International (ACCED-I).

- SCES conference and event building is distinguished with Leadership in Energy and Environmental Design as LEED Gold facility.

- 35% of the conference and event services specialists are Certified Meeting Professionals (CMP®).

- Certified Technology Specialists (CTS®) support different aspects of technical event services for enhanced lighting, sound, projection, videography and other event services.

- SCES employs approximately 200 UCI students working part-time during the academic calendar and full-time during the non-academic calendar. All students participate in The Level Up professional development, mentoring and training program levels 1 through 4.

- SCES relies on a diverse workforce to support its year-round operation from 7:00 a.m. until midnight, seven days a week in the areas of administration, event planning, operations, finance, housekeeping, maintenance, IT and marketing.

II. WORKFORCE

MANAGEMENT TEAM

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Stacey L. Murren</td>
<td>Director</td>
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<tr>
<td>Amy D. Schulz</td>
<td>Associate Director</td>
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<tr>
<td>Joseph Ayoub</td>
<td>Assistant Director</td>
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<tr>
<td>Daryl Han</td>
<td>Manager, AV Technology Services</td>
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<tr>
<td>Erin Lane</td>
<td>Manager, Event Services</td>
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<tr>
<td>Brian Petyo</td>
<td>Manager, Marketing</td>
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<tr>
<td>Mehrnaz Ezzati</td>
<td>Manager, Business Administration/Finance</td>
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<tr>
<td>Tony Gonzalez</td>
<td>Manager, Building Services</td>
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<tr>
<td>Kyle Aldrich</td>
<td>Manager, AntMedia</td>
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STAFF

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Career Headcount 57

Student Staff 135 Employees

Other 3 BYA Student Center Board Positions

For Organization Chart, see end of SCES section.

KEY ELEMENTS OF ENGAGEMENT

- Staff retreats/meetings
- Opportunities for professional development
- Baldrige training
III. SERVICES PROVIDED

- Room scheduling (general assignment classrooms, lecture halls, conference rooms, residential rooms, Anteater Community Resource Center (ACRC) meeting rooms, NAC meeting rooms and special event spaces)
- Event planning (arrangement of all on and off-campus vendor services needed for events)
  A comprehensive, one-stop events office is available for the campus community and off-campus clientele. Services include facility tours, booking space, planning, ordering services, writing contracts, managing events and billing.
- Conference Center
- Monitoring and scheduling study lounges and areas around the Student Center
- Financial institutions (both walk-in service centers and ATMs)
- Visitor/Business Center
- The UPS Store
- Esports Arena
- Global Viewpoint Lounge
- Hillside Lounge
- Blood Donor Center
- Center for Black Cultures, Resources & Research
- Office/retail space for a variety of campus services (Bookstore, Starbucks, Jamba Juice, Zot-N-Go Convenience Store, ASUCI, two food courts, the Pub, Housing Administrative Services, Health Education, CARE, Hospitality & Dining Services, Student Life and Leadership, LGBT Resource Center, Veteran Services, International Center, Graduate Resource Center, Counseling Center Annex and UCI Dining/Catering)
- Vending

IV. THOSE SERVED

The UCI Student Center is committed to providing its facilities to support a wide range of activities and events that bring students, faculty, staff and alumni together in an inviting setting.

Our client base consists of
- Students: 26%
- Faculty/Staff: 65%
- Alumni/Community: 9%

V. HISTORY

Student Center & Event Services is a result of the January 2009 merging of two departments: UCI Student Center and Scheduling & Conference Services. A history of each area follows.

STUDENT CENTER

Phase I of the UCI Student Center opened in January 1981 and contained approximately 31,000 assignable square feet (ASF). This initial phase provided space for the UCI Bookstore, lounges, games room, food service and offices.

In 1982, Phase II was completed and added 5,600 ASF for retail operations, as well as 4,000 ASF for multi-purpose meeting rooms.
Phase III expansion, completed in the Spring of 1990, added approximately 80,000 ASF to the original facility. Constructed at a cost of $24.5 million, Phase III extensively renovated the existing space and increased the overall UCI Student Center to nearly six times its previous size. The UCI Student Center currently comprises 114,000 ASF or 171,000 gross square feet (GSF). The 1990 expansion provided space for a new UCI Bookstore, extensive food services, multiple meeting rooms, expanded offices, a variety of lounges, new retail space, a large auditorium and expanded space for the Cross-Cultural Center.

During the 2001 spring quarter, the UCI Student Center board and the Student Center staff, in conjunction with the ASUCI elections, held a fee referendum to determine if the Student Center fee should be increased in order to expand the facility. The fee initiative was passed and the original fee of $47.50 a quarter was voted to increase by $89.00 a quarter to be assessed when the addition was completed. This Phase IV expansion was completed in 2005.

**SCHEDULING & CONFERENCE SERVICES – 1997**

This department was comprised of three critical scheduling and event planning departments that operated separately prior to 1997. The Student Center Reservations Office was responsible for event coordination and scheduling of all Student Center conference center space and its adjacent Ring Mall areas. Campus Calendar scheduled general assignment classrooms and lecture hall spaces for non-academic events, as well as campus outdoor event space (Ring Mall, plazas, Mesa Field, Pelennor Field, Aldrich Park, etc.). Conference Services was responsible for scheduling and managing the summer residential conference business. These three departments merged in 1996.

With the three departments now combined into one, a comprehensive, one-stop events office was available for the campus community and off-campus clientele. Services include facility tours, booking space, planning, ordering services, writing contracts, managing events and billing.

**STUDENT CENTER & EVENT SERVICES – 2009**

In order to gain additional efficiencies, Scheduling & Conference Services, Student Center, and a portion of Hospitality & Dining Services merged and formed Student Center & Event Services. In addition to continuing to provide all the above, services have expanded to include better management of events in classroom and lecture hall locations by obtaining keys to most campus buildings and now managing the opening and securing of these offsite spaces booked by Student Center & Event Services. The staff created a vision statement and departmental values. A department logo and tagline were also created. A “level” employment system was implemented to ensure cross training and fluidity of knowledge among student staff. In addition, the operating hours of the Student Center were extended to 7am – 12 am, seven days a week, to offer more opportunities for our clientele to book events and use the Student Center’s facilities and services.

In 2013, the Newkirk Alumni Center opened and the responsibilities for booking for that facility and managing events were assumed by the team in Student Center & Event Services.

In 2016, the Student Center Board and SCES sponsored a successful referendum to continue student fees that were set to expire in 2017. In the Spring 2016 election, the students voted to continue paying the fees. There was a 25% return to aid added to this referendum.

The Student Center is now approximately 300,000 square feet. New services that have been brought to the Student Center since the opening of Phase IV include Housing Administrative Services, the Visitor Center, LGBT Resource Center, CARE, Veteran Services, the New U, Counseling Center Annex, the Center for Black Cultures, Resources & Research, and an expanded food service operation.
In Fall of 2017, SCES added booking study space and two meeting rooms in ACRC to the inventory of spaces it books and manages. As of 2018, SCES is no longer booking study spaces as those spaces were assigned to Student Affairs offices. SCES is still booking the meeting rooms.

VI. LOCATION

Administrative Offices
A311 Student Center
ZOT: 2050

VII. ASSETS  Major facilities, technologies and equipment

FACILITIES

Space:
  o Student Center building: 304,000 sq. ft.
  o Conference Center: 49,675 sq. ft.
  o Tenants: 54,200 sq. ft.
  o Services: 5,540 sq. ft.
  o Cross-Cultural Center: 7,694 sq. ft.
  o SC&ES: 4,315 sq. ft. Anteater Community Resource Center: 15,853 sq. ft.
  o Café Med: 3,866 sq. ft.

TECHNOLOGY

• 120-inch commercial LCD
• Cameras
• Digital Signage
• LEEDs Certified lighting
• LEEDs Certified HVAC
• House AV / Sound
  o Doheny Beach
  o Pacific Ballroom
  o Crystal Cove Auditorium
  o Emerald Bay
  o Moss Cove
  o Aliso Beach
• House Sound
  o Woods Cove
• Low water use bathroom fixtures, touch free and hydration station
• Building Wi-Fi
• Energy Management/Solar Panels
• Office Technologies
  o Mobile devices
  o Website
  o vEMS
• Enunciator/emergency communication
• 900 mHz Radio System tied into campus system
• Event Management System (EMS) – main scheduling software
• Conference Programmer (CP) – summer conference / housing scheduling software
• Meeting Matrix – room diagram software
• Room Viewer – room diagram software
• Help Desk
• Teamwork Project Management
• CenterPedia departmental Wiki
• Courtyard Study Lounge Online Room Reservation System

**EQUIPMENT**

Items valued at $10,000 or higher

**Event Related**
- Ford Flex
- Pipe and drape
- Trade show booths

**Building Related**
- Box truck
- 120-inch commercial LCD
- Cameras
- Microphones
- Projectors
- Aliso Beach A and B LCDs
- Bell tower
- Web conferencing equipment
- Audio/Visual (A/V) upgrade
- Canopy installation
- Terrace Stage upgrade
- Student Affairs Donor Wall
- Lighting project
- Art Gallery Space
- Security Cameras

**VIII. REGULATORY REQUIREMENTS**

**Program affected by mandate**

*Student Center & Event Services is not a grant or research fee funded department. SC&ES is funded by 1) University Registration Fee, 2) Student Center fees and 3) generating its own income.*

**Explanation of the mandate**

*The University Registration Fee, a fee charged to all registered students to support student services not a part of instruction, research and public service. These services include activities such as student health services, student mental health, social, cultural and recreational programs, and infrastructure improvements providing extracurricular benefits to students.*

*The UCI Student Center Fee is required of all students regardless of the number of courses taken. The fee is used to pay the debt service on revenue bonds sold to finance the construction costs of the UCI Student Center and a portion of its operating costs.*

**Type (i.e., Federal, state, municipal, or university codes/laws) / Agency:**

University of California

**Source (include the specific website that points directly to the mandated law/code OR provide the law/code/policy number)**

[http://www.budgetoffice.uci.edu/feesBO.html](http://www.budgetoffice.uci.edu/feesBO.html)
IX. ADVISORY COMMITTEE

Student Center Board

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
</tr>
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<tbody>
<tr>
<td>Chair</td>
<td>Rutuja Sabnis</td>
</tr>
<tr>
<td>Vice-Chair</td>
<td>Mebin Kuriakose</td>
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<tr>
<td>Secretary</td>
<td>Leila Awad</td>
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X. MAJOR ISSUES

- UCI Transportation and Distribution Services has provided many challenges including not establishing new fiscal year rates in a timely manner, billing inaccuracies, poor services and slow response times. These issues have forced SCES to reconsider our partnership and subsequently our One-Stop Shop certification.

- Summer Conference Program faced several setbacks in housing availability, new construction and renovations, unexpected IT issues, parking and road closures, increased billing cycles, staff training and client agreements.

- Frequent large and last-minute change requests will require additional resources for managing this trend in customer expectations and demand.

- The number of requests for services at no charge or at a reduced rate and external departments’ demands for space.

- Lacking versatility in catering options for clients.

- Unclear campus policies for important event issues (alcohol, casino events).

- Center reaching capacity for conference and office space.

- Summer conferences rates remaining competitive with multiple departments influences and area hotels.

- Risk Management policy/procedure changes.

- Policy regulation.

- Campus partners changing rates with our advance notification.

- Implementation of a new Major Events policy.

XI. MISCELLANEOUS

Not applicable.

XII. 2016-17 ACCOMPLISHMENTS

BUSINESS COLLABORATIONS

- Los Angeles Rams Training Camp

  SCES teamed up with Facilities Management, Transportation and Distribution Services, Student Housing, Office of Information Technology, UCI Athletics, The Bren Events Center and H&DS to coordinate the Los Angeles Rams’ pre-season training camp, their overnight accommodations and other plans.

- Homecoming

  SCES, Alumni Association, University Advancement, H&DS and Student Life & Leadership came together in organizing a successful Homecoming celebration and festival for thousands of alumni, students, faculty, staff and guests at the Bren Events Center, Newkirk Alumni Center, Student Center and Aldrich Park.
• **Anteater Involvement Fair**  
  Worked closely with Student Life & Leadership to manage booth reservations and equipment requests for hundreds of registered campus organizations during the annual Anteater Involvement Fair where organizations share information and recruit new members during Welcome Week.

• **Anteater Leadership Summit**  
  SCES supported UCI’s Greek Life and Office of Campus Organizations and Volunteer Programs by providing marketing, advertising and event services to help students learn organizational leadership and the best practices in marketing and funding strategies.

• **Online Approval Queue**  
  ASUCI and SCES joined forces to create an online event request system for improved event planning and billing services for student organizations.

• **Community Relations Collaborative**  
  SCES is an active member of this campus-wide committee for department representatives of external-facing programs and public services to improve communication strategies and to support one another. Departments share volunteer resources, enhance social media reach, discuss digital communication strategies, form strategic partnerships, cross-promote volunteer opportunities and coordinate news coverage.

• **Strategic Communications**  
  For cohesion in UCI’s brand identity across multiple and disparate services from the larger UCI community, SCES marketing attends regular Strategic Communications Council meetings to discuss best practices and share ideas for graphic standards, media resources and other UCI marketing, philanthropic and public affairs initiatives.

• **UCI Events Council**  
  SCES attends UCI Special Events and Protocol meetings as attendees and as guest speakers when helpful. The council provides a professional setting for event planning staff to network, discuss industry trends, share best practices and budget-saving strategies. The primary topic of discussion presently is UC Irvine’s Zero Waste Event Guidelines with generous support from Facilities Management Sustainability Team, UCI Dining & Hospitality and Fresh Basic Needs Hub.

• **Instructional Technology Admin Film and Media Studies**  
  AntMedia has partnered with Instructional Technology Admin of Film and Media Studies for the purpose of providing students business-ready, hands-on experience in the areas of professional-grade photography along with live event and high-concept, narrative video productions.

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**TEAM DEVELOPMENT**

• **WACUBO**  
  *The Western Association of College and University Business Officers* is four days of professional development and networking for business officers in the western region. Topics focus on managing operating and fiscal pressures, workplace cultures, cybersecurity and business strategies in uncertain markets.

• **THE SPECIAL EVENT**  
  The Special Event is the event industry’s largest trade show and conference for event professionals. There are over 100 education sessions and networking opportunities.

• **NFMT**  
  National Facilities Management and Technology’s goal is to bring free education, networking and product discovery to facilities professionals nationwide.
• **NACAS**
  The National Association of College Auxiliary Services advance campus environments to improve the quality of life for students. This professional association supports the non-academic segments of a university.
  
  o **NACAS WEST**
    SCES presented on *The Level Up Program*. The program is custom-designed to track all student training, professional development activities and learning outcomes in a web-based learning management system.

• **AVIXA**
  AVIXA is the Audiovisual and Integrated Experience Association and primary organizing body in the audiovisual industry and producer of InfoComm trade shows around the world. InfoComm’s Certified Technology Specialist (CTS®) program helps support our event technology services team.

• **BALDRIGE**
  The SCES goal of continuous improvement is based in part on the The Malcolm Baldrige Framework for Performance Excellence. The framework provides an outline to assess organizations in the areas of leadership, strategic planning, customer service, knowledge management, workforce engagement and operations.

• **CASE DISTRICT VII**
  Supports alumni relations, communications, development and marketing professionals at educational institutions worldwide. The association provides networking, recognition and continuing education for advancement professionals.

• **IACC**
  The International Association of Conference Centres (IACC) is the sole global professional association that represents venues focused on meetings, training courses and conferences. IACC actively serves its members by being the global thought-leader in the meetings industry and currently has 385 members in 22 countries within the Americas, Europe and Australasia, each delivering the best possible IACC meeting experience.

• **ACCED-I**
  *Association of Collegiate Conference and Events Directors International* is an important educational and networking experience for collegiate conference and events professionals.

• **NASPA**
  *Student Affairs Administrators in Higher Education* centers on creating socially just and diverse communities amid a new presidential administration and congressional leadership. Other research focuses on ways administrators and staff support student success through scholarship and other programming.

• **NACUBO**
  *National Association of College and University Business Officers* (NACUBO) is three days of professional networking and information gathering in general and specialized areas for seasoned and aspiring business officers.

• **EMS**
  *Event Management System* (EMS) annual conference for workplace strategists, event managers, registrars and IT professionals converge on important industry trends for meeting and room scheduling optimization.
• **PCI Compliance**
  
  *PCI DSS Security Awareness Training* is now required on a yearly basis for any team member conducting business transactions via credit card point of sale system used for event services fees.

• **Continued Education Credits**
  
  Event planning team is required to participate in at least one professional development activity resulting in an array of classes on topics including stress management, conflict management, time management and effective communication skills.

• **Site Visits**
  
  SCES teams are required to participate in site visit evaluations to identify process improvements and to share best practices suitable to our industry.

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**BUSINESS DEVELOPMENT**

• **Winter Wonderland Event Package**
  
  Student Center guests enjoy themed décor and seasonal menus with a complete, start-to-finish wonderland escape event package for year-end occasions. The package includes Certified Meeting Planner support throughout the planning process, integrated audiovisual package with Certified Technology Specialist support, choice of round banquet or cocktail reception setup and the promise of gathering in one the most unique venues in Orange County.

• **Blue & Gold Event Package**
  
  UCI graduates, their families and friends gather to celebrate commencement with traditional UCI blue and gold décor in the Pacific Ballroom or Doheny Beach. The package includes support from a Certified Meeting Professional for planning assistance, integrated audiovisual package with Certified Technology Specialist support, choice of round banquet or cocktail reception setup and full-service catering options.

• **Summer Conferences**
  
  On-campus accommodations walking distance to meeting facilities and parks are ideal for summer camps and youth groups. Package includes Certified Meeting Professional for event coordination, guest room accommodations with workspaces, kitchenette, laundry facility, towel and linen service and common areas with dedicated support staff.

• **RCO Performance Show Package**
  
  To facilitate the cultural, professional or academic mission of UCI campus organizations, this package includes the 425-seat Crystal Cove Auditorium with stage, house and stage wash lighting, AV technician, P.A. system and time for rehearsals.

• **Site Visits**
  
  Best-practice site visits allow the SCES team to evaluate high-performance peer organizations. These visits and consultations provide networking opportunities and often catalyze new strategic objectives and process improvements at SCES. In this case, write-ups are drafted and much of what was discovered provided useful insight into our competitors.

• **AntMedia Videography and Photography**
  
  o AntMedia keeps pace as revenues steadily climb.
  o AntMedia realized a better than expected 34% growth for number of billable jobs in fiscal year 2017-18.
  o AntMedia realized a better than expected 57% growth in revenue in fiscal year 2017-2018 up from a 51% revenue growth the previous year.
  o The billable number of photography and videography jobs for fiscal year 2017-2018 on record is 185 (rounding to $74,000 in revenue).
The billable number of photography and videography jobs for fiscal year 2017-2018 (July-August) was 21 (rounding to $3,500 in revenue) compared to 28 this year (rounding to $4,600 in revenue).

Result = 33% increase in number of billable jobs and 31% increase in revenue from same period.

Sample from 2017 – 2018 = 4.7% of total revenue for entire year. Based on sample of 4.7%, projected revenue for 2018-2019 = $98,000.

Projected for 2018 – 2019 = 35% (conservative)* and 45% (aggressive)* increase in number of billable jobs total.

The total number of non-billable photos and videos for fiscal year 2016-2017 was 32.
The total number of non-billable photos and videos for fiscal year 2017-2018 was 28.

Result = 12% decrease in number of non-billable jobs from 2016-2017 to 2017-2018.

Projected for 2018-2019 = continued decrease in number of non-billable jobs.

*Conservative projection assumes no sudden increase in price points, minimal marketing and advertising efforts and little to no new product or service launches). Aggressive projection assumes possible price increases, moderate to high levels of marketing and advertising.

High double-digit increases in percentage of billable photography and videography jobs is projected in the year ahead. The increase is due in part to recent equipment purchases—already realizing a return on investment. We now contract simultaneous jobs where we were limited to one before. Additionally, we can now contract larger events requiring multiple camera angles. With the addition of 100% FTEs, contracts and other resources, high double-digit returns similar to previous year’s growth are expected.


**FACILITY ENHANCEMENTS**

- **Anteater Community Resource Center**
  Completed Lot 5 (ACRC) construction, which included key lock installation, exterior lighting replacements, plumbing, key card reader programming, doors and fobs for tenants in addition to maintenance and housekeeping operational support.

- **Student Center**
  Installed cameras covering 70 locations throughout the venue for real-time crowd management and customer care purposes and provide video footage for reducing liability claims.

- **Crystal Cove Auditorium Lobby**
  A large 120-inch commercial display screen was installed to entertain and inform guests passing by the Crystal Cove Auditorium and Viewpoint Art Gallery. The display allows us to create and display event information, messages from trade show sponsors, UCI news and announcements.

- **Ma Family Study Atrium**
  In support of the academic mission of UCI, fresh paint, custom-designed planters, a dedication placard and brilliant globe string lights illuminate the outdoor study space. The atrium is situated between the Courtyard Study Lounge and Computer Lab located on the first floor of the Student Center.

**TECHNOLOGY**

- **UCI Now App**
  This free app is available on The Google Play Store for Android and the App Store for iOS devices. It is intended as a free service to the UCI Community and campus guests and features a helpful way-finding option with on-screen visuals, maps and directions for navigating activities and points of
interest in and around the Student Center Buildings, the Terrace Patio, Ring Mall and the Cross-Cultural Center.

- **Real-Time Ops App**
  This award-winning app makes it easy for operations personnel to send out accurate and timely shift reports detailing the day’s activities, guest requests and action items for follow up. The app was originally created to capture the voice of our customers, it quickly became useful as a cost recovery device and first-rate communication tool.

- **The Level Up Program**
  This is a custom-designed, web based and password-protected program for recording all student training and professional development activities, archiving personnel records and assessing learning outcomes. The program provides students with real-time information on their current progress and it provides supervisors and administrators a convenient dashboard of the entire workforce.

- **Application Development**
  Encouraged by a culture of continuous innovation, several apps were created to optimize organizational efficiency. A *Housekeeping* app conveniently tracks building rounds and routine tasks for reporting. A *Ring Mall Spaces* app allows SCES staff to search current booking reservations in real-time. A *Ring Mall Infractions* app provides a convenient way for managers, supervisors and other attendants to issue warnings regarding UCI event guidelines. Finally, there were three apps created for the purpose of logging information in the Student Center, at the ACRC and in the Visitor Center. The apps help capture, aggregate and analyze data useful in improving the overall experience for employees and guests at the Student Center.

- **Website Improvements**
  SCES creates and manages two customer-facing websites for anyone interested in learning more about the Student Center or Conference Center services. The sites have been indexed and benchmarked for continuous process improvements in the areas of Quality Assurance, Accessibility and Search Engine Optimization with a goal of being best in class for similar websites.

- **Aliso Beach Conference Rooms**
  The Aliso Beach conference rooms have been upgraded to become Interactive Smart Rooms. They each have a large, interactive touch screen and support all video conferencing standards (including H.263 compatible systems) including in-ceiling speakers for conference calls and Zoom web conferencing capacity (in full 1080p quality). The smart camera system will focus the viewing range based on attendees in the room and will follow the speaker when s/he moves around the room.

**FINANCE**

- **Billing Improvement**
  New internal process for invoicing reduces turnover times and optimizes areas in the fiscal close process.

- **Monthly Report**
  New template organizes account based on project code to ID negative balances on income and expense accounts, which will be tracked and addressed in preparation of fiscal close.

- **Process Evaluations**
  Evaluated best practices in Responsibility Center Management and Zero-Based Budgeting for innovative budget modeling purposes. Considered new ways for effectively communicating financial and budget information and assessed the efficacy of creating transparent P&L’s to expose program cracks.
• **MOU**  
  Drafted memorandum for the Anteater Community Resource Center.

• **Funds Carried Forward**  
  Reported on specific or restricted balances from donations, grants, special state appropriations and government contracts and unrestricted funds in a positive status.

• **Referendum Fee**  
  Collaborating with budget office and Student Affairs financial analyst regarding new account for the continuation of a campus-wide student fee and return-to-aid assessments.

• **Equipment Rental Invoice**  
  Intended primarily to clearly delineate rental expenses for departments participating in the annual staff picnic, the new invoice has proven helpful for other types of events with similar invoicing requirements and expectations.

• **Rams Billing**  
  Working and coordinating with multiple divisions to finalize billing.

### ATTENTION-GRABBING EVENTS

**2017**

- **September**
  - 20th Annual International Mars Society Convention

- **October**
  - DACA Solidarity Action Rally

- **December**
  - Winter Wonderland
  - Dr. Joseph White Reception
  - UCI Writing Project Annual Conference

**2018**

- **January**
  - “Because I Said I Would” with Alex Sheen
  - Anteater Leadership Summit

- **February**
  - Islam Awareness Series
  - UCOP Campus Protest and Climate
  - Birthright: A War Story
  - The Great Debates: California Proposition 209-Dead End or Blueprint for the Future

- **March**
  - 22nd Annual Water Festival
  - Anteater Family Weekend
  - Election Hackling Conference
  - OC Human Relations Walk in My Shoes

- **April**
  - Latino Excellence and Achievement Dinner (LEAD) Gala
  - Illuminations Featuring Colson Whitehead
  - UCI Diversity, Inclusion & Radical Healing Ambassador Program

- **May**
  - Inven Global Esports Conference
  - ASUCI Reclaim Mental Health Conference
  - Zot Talk Presents: Terry Crews
  - ASUCI Womxn Empowerment Event
College Republicans and Progressive Student Alliance 2nd Amendment Debate
Ma Family Reception
June
Thomas A. Parham Farewell Celebration
2018 UCI League of Legends Championship Celebration
SPOP 50th Anniversary Reunion

SOCIETAL RESPONSIBILITY AND SUSTAINABILITY

- **Energy Efficient Air Handling**
  Replaced air handler coils with more energy-efficient coil and rezoned all variable air volume boxes associated with AH1 and AH2.

- **High Efficiency Toilets and Faucets**
  To manage frequency of toilet flushes and to increase water savings, automatic faucets and flushers were installed in all men’s and women’s restrooms that were still operating on outmoded fixtures.

- **Zero Waste Stations**
  Triple-station receptacles with 10-inch wide openings for recycling, compost and landfill waste are planned for all conference rooms in the Student Center beginning Welcome Week 2018.

- **Smart Trash Receptacles**
  Solar-powered outdoor trashcans with built-in compactor sensor holds eight times more waste compared to average trashcans. These “smart” cans can notify housekeeping staff when capacity levels are met.

- **Landscaping**
  Low-pressure, low-volume and low-saturation drip-irrigation systems at the Cross-Cultural Center, Starbucks Patio and around The Center are low-cost and low-maintenance solutions to problems associated with over-watering. Less water at lower saturation levels translates to less wear and tear on surrounding buildings and structures.

VALUE ADD: TOTAL $1.75 MILLION

SCES team adds immeasurable value to the campus by extending resources of time, labor and knowledge as unbillable or, at times, incalculable. Where possible, this intangible value is expressed in dollar amounts.

Total value added in the primary areas of event services, creative services, operations and maintenance account for $1.75 million.

Some examples include, but are not limited to

- Auxiliary Services year-in-review production
- AntMedia videography and photography
- Event Services for Registered Campus Organizations
- Unbillable lease agreements
- Free utilities
- Enforcing EH&S food permit guidelines
- General Assignment Classrooms and lecture hall coordination
- Administering Ring Mall and plaza spaces for student organizations
- Insurance requirements compliance
- Waived late booking fees
• Parking order submissions
• Facilities Management orders for registered campus organizations and campus departments
• Engagement team onsite for strikes and protests on campus as well as other spontaneous demonstrations
• Process improvement in reports and communications for Operations
• Voluntary event coordination

XIII. 2018-19 GOALS

• ONLINE INTAKE FORM (EVENTIVE): Reimagine Fully Automated Online Intake Form
SCES is reimagining a fully automated online intake form that allows Conference Center guests to request proposals and reserve space online, anytime and anywhere they are connected to the Internet.

There is presently no out-of-the-box solution that fully services the unique demands of SCES.

• CAPE AWARD – California Awards for Performance Excellence: Prepare for Quality Improvement Award
SCES intends to apply no later than March 2020*

The California Council for Excellence awards California companies who have demonstrated a culture of continuous quality improvement.

Based on the Baldrige Framework for Performance Excellence, honorees are recognized for their outstanding commitment to sustainable excellence through innovation, continuous improvement and visionary leadership.

* Application submission contingent upon Online Intake Form and other process improvements.

• SUSTAINABILITY INITIATIVES: Reduce HVAC and Light Loads and Zero Waste
SCES will upgrade lighting with smart controls, motion sensors and efficient fixtures. HVAC coils and motors will be upgraded and more zoning controls implemented. New trash cans with clearer signage will replace current ones and be maintained to guide guests to properly dispose of waste.

• THOUGHT LEADERSHIP: Speaking Engagements
SCES will lead industry conversations as thought leaders in our primary competency of learning outcomes and professional development but also in areas such as leadership mission, vision and values, intelligent risk-taking and innovation and customer service where possible.

XIV. AWARDS

• Recognition: Recertified as a one-stop shop by ACCED-I.
• 2015 Energy Efficiency and Sustainability Best Practice Award
• 2017 Honorable Mention Larry L. Sautter Award
• 2017 Recognized as International Conference Center of Excellence by IACC
• 2018 IACC Americas Innovation Award

XV. LEARNING OUTCOMES

2017-18 Updates

Student Leveling Program Levels 1 and 2 of 4

PROFESSIONAL & ADMINISTRATIVE SKILLS

Students participating in the Professional Development Leveling Programs levels 1 and 2 will demonstrate Professional and Administrative skills needed to function effectively in their respective
AUXILIARY SERVICES

STUDENT CENTER & EVENT SERVICES

department (media services, audiovisual department, operations, finance, HR, maintenance, or event planning) now and in future professional settings.

Measured By: Pre and Posttests of student knowledge; Checklist of what student(s) did; Student performance rated using rubric; Interviews: one-on-one; Student product (e.g., portfolio, journal), rated without rubric, Student performance rated without rubric.

Results: SCES fully deployed its all-new Level Up Program, a program designed to track all student training and development activities for direct evidence of learning. Whereas the program is quickly evolving into an entirely web-based training and learning management system due to deploy in 2018-19, some encouraging results are now available that show a 175% better-than-expected participation in our program from a target of 75 students to 206 students (131 student increase). This is evidence of a systematic program with little to no gaps in organization-wide deployment. This will translate into a goal of 100% participation for all 200-plus students in our workforce and all new hires in the year ahead. There were 206 students in our Leveling Up program with 67 students satisfying the requirements to move from L1 to L2. With each new level comes increased responsibility and autonomy. Each level consists of a checklist of all mandatory UCLC training, required reading, training, tutorials and quizzes. 100% of the 147 students onboarded on this year watched the SCES Approach to Quality Service training video and received the SCES Approach to Quality Service handbook with first-attempt quiz scores averaging approximately 9 out of 10 and second and third attempts a perfect 10 out of 10. The SCES Approach to Quality Service covers competencies in the areas of our customer touch points; our four keys to quality service; the SCES mission, vision and values; the Customer Compass; our main delivery channels; and our service recovery mentality.

39 of 67 new hires who participated in Operations’ pre-training test demonstrated learning in key functions of L1 and L2 responsibilities with an average score of 57% increasing 24 points to 81% on their post-training test, which demonstrates learning in the areas of AV, customer service, radio communications and protocol, table skirting, venue locations and other key areas of Operations. The remaining 28 students who have not yet taken the posttest are scheduled to do so in the year ahead. Six students specializing in videography and photography services supported their film and media interests by identifying five portfolio pieces each for a total of 60 videos that directly evince business-ready competency in production and post production.

The entire student workforce is assigned the Personality Code Assessment with instructions on interpersonal skills and self-awareness. This assessment was formerly completed on paper but has now transitioned online. In the year ahead, digital records of the Personality Code self-awareness assessment will be managed in Phase II of the Level Up program to ensure a systematic and consistent 100% completion by the entire student workforce with no gaps in deployment.

Use: Providing feedback to student/participant; Refining program/program changes; Refining assessment tools/LOs; Unit planning and/or budgeting; Reporting results

Student Leveling Program Levels 3 and 4 of 4

Students participating in the Professional Development Leveling Programs levels 3 and 4 will demonstrate essential Leadership skills needed to function effectively in their respective department (media services, audiovisual department, operations, finance, HR, maintenance, or event planning) now and in future professional settings.

Measured By: Pre and Posttests of student knowledge; Checklist of what student(s) did, Student performance rated using rubric; Interviews: one-on-one, Student product (e.g., portfolio, journal) rated without rubric; Student performance rated without rubric.
Results: There were 206 students in our Leveling Up program with 32 students who promoted to L3 and eight students who promoted to L4, which is the highest level in the program. With each new level comes increased responsibility and autonomy. Each level consists of a checklist of all mandatory UCLC training, required reading, training, tutorials, and quizzes.

Use: Providing feedback to student/participant; Refining program/program changes; Refining assessment tools/LOs; Unit planning and/or budgeting; Reporting Results

2018-19

Student Leveling Program (Levels 1 and 2)

Professional & Administrative Skills

Students participating in the Professional Development Leveling Programs levels 1 and 2 will demonstrate Professional and Administrative skills needed to function effectively in their respective department (media services, audiovisual department, operations, finance, HR, maintenance, or event planning) now and in future professional settings.

Measured By: Student product (e.g., portfolio, journal) rated without rubric; Student performance rated using rubric; Student performance rated without rubric; Pre and Posttests of student knowledge; Interviews: one-on-one; Checklist of what student(s) did.

Results: To be reported Summer 2019

Use: Providing feedback to student/participant; Refining program/program changes; Refining assessment tools/LOs; Unit planning and/or budgeting; Reporting Results

Student Leveling Program (Levels 3 and 4)

Leadership Development

Students participating in The Level Up Program levels 3 and 4 will demonstrate Leadership skills needed to function effectively in their respective departments (media services, audiovisual services, operations, finance, HR, IT, maintenance, or event planning) now and in future professional settings.

Measured By: Student product (e.g., portfolio, journal) rated without rubric; Student performance rated using rubric; Student performance rated without rubric; Pre and Posttests of student knowledge; Interviews: one-on-one

Results: To be reported Summer 2019

Use: Providing feedback to student/participant; Refining program/program changes; Refining assessment tools/LOs; Unit planning and/or budgeting; Reporting Results
I. VISION & MISSION

VISION
To be the Standard – to be the premier Student Government in the nation.
We strive to be
- Relevant – students value us because we identify and satisfy current student needs and wants.
- Influential – the university actively seeks our input regarding issues that matter to students.
- Innovative – we create new ideas that are fresh and forward-thinking.
- Independent – we will always be a government by and for the students.

Values
- Dedication
- Integrity
- Communication
- Cooperation
- Enthusiasm

MISSION
Student Government
To represent the interests of the student body through initiatives, programs and services that enrich students’ lives.

Associated Students, UCI (ASUCI)
ASUCI is the undergraduate student representative body which acts as a liaison between the UC Irvine administration, faculty and staff. ASUCI is comprised of three branches of government: Executive (five elected at-large members and approximately 50 commissioners), Senate (approximately 28 elected members in the Senate), and the Judicial Board (seven appointed members). Guided by their Constitution and Bylaws, these student representatives manage a $24.70 per student quarterly fee that supports student life activities, advocacy programs, publications/communication, professional support and essential campus services.

The ASUCI Office of the President is charged with ensuring the general well-being of the undergraduate student body, in addition to all communications and public relations for ASUCI. This Office is also responsible for the Student Programming Funding Board that allocates over $100,000 in funding for campus organizations as well as voter registration initiatives.

The ASUCI Office of Academic Affairs is responsible for producing ASUCI’s Speakers and Debate Program, which creates events such as Terry Crews, Worth It Trio and Bill Nye at the Student Center Pacific Ballroom, which attracted over 800 UC Irvine students. ASUCI promotes student retention through the Anteater Mentorship Program, which is a student-run and facilitated mentorship program with over 250 participating students. (Students receive academic credit for serving as a mentor.) This Office also encourages student-faculty interaction through monthly Professor Luncheons. This Office is also responsible for the Visions Leadership Class, a leadership training program that focuses on individual reflection, group and societal change.

The ASUCI Office of Internal Affairs is responsible for promoting and filling the variety of campus-wide committee seats available to students, including the Bus Love Board, Student Center Board, Bren Board...
and ARC Board. Also produced by this Office are The Green Initiative Fund (T.G.I.F.), which administers over $100,000 to “green” projects on campus; the Vendor Fair; the Garden Initiative; various task forces and a student advisory board charged with overseeing ASUCI businesses.

The ASUCI Office of the External Vice President is responsible for all external action education and outreach efforts for the campus. ASUCI participates in the University of California Student Association (UCSA), and this Office sends representatives to participate in the monthly meetings and participates in system-wide advocacy efforts.

The ASUCI Office of Student Services is responsible for all programs and activities for students, including film screenings, spirit events, concerts, festivals and student organization mixers, Welcome Week, Shocktoberfest, Soulstice and Summerlands.

**Associated Graduate Students (AGS)**

Associated Graduate Students (AGS) is run by the AGS Council, a group of elected volunteer representatives from each academic unit. The Council is supported by an appointed Executive Board and various staff and committee positions. The President, elected by the at large graduate student body, heads the Executive Board and serves as the central representation of AGS and its Council.

**Association of Medical Students (AMS)**

The Associated Medical Students (AMS) is the official Student Government of medical students at UC Irvine.

**Merage Student Association (MSA)**

Merage Student Association is the official Student Government of the Paul Merage School of Business.

**Student Bar Association (SBA)**

The Student Bar Association is the official Student Government of the UC Irvine Law School.

**Student Media**

Student Media includes the Columbia Press Association Award-winning UCI Yearbook, *Anthology*; Alternative Media; campus radio station, KUCI FM; campus digital television station, Anteater TV; and the *New University* campus newspaper.

**CORE COMPETENCIES**

**Interpersonal Development**

The ability to develop and sustain productive relationships through effectively communicating, manage conflicts respectfully and to work collaboratively with diverse populations.

**Social Responsibility**

To promote social justice and improve the lives of all communities both locally and globally through civic engagement, concern for the common good and knowledge of social issues.

**Administrative Skills**

To develop skills in professionalism, supervision and time management on top of basic skills to function efficiently and effectively in the work place.

**Valuing Diversity**

Develop an understanding of our differences as well as our similarities that enrich our core and provide us the foundation to build a more socially just world.
Ethical Decision-Making

To critically weigh all options in light of values such as respect, fairness, integrity, honesty, civility and accountability before taking action.

II. WORKFORCE

MANAGEMENT TEAM

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stephanie Van Ginkel</td>
<td>Executive Director</td>
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<tr>
<td>Robert Schumm Sr.</td>
<td>Assistant Director, Financial and Business Operations</td>
</tr>
<tr>
<td>Natasha Monnereau</td>
<td>Assistant Director, Events and Student Programming</td>
</tr>
<tr>
<td>Aaron Echols</td>
<td>Assistant Director, Information Systems</td>
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STAFF

<table>
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<th>Category</th>
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<tr>
<td>Career (FTE)</td>
<td>Filled: 14.00 FTE, Provision: 3.00 FTE</td>
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<tr>
<td>Career FTE Total</td>
<td>17.00 FTE</td>
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<tr>
<td>Career Headcount</td>
<td>21 (4 Contract, 3 Vacant FTE, 14 FTE)</td>
</tr>
<tr>
<td>Student Staff</td>
<td>215 (includes Anteater Express and all paid student leadership positions in ASUCI and AGS)</td>
</tr>
<tr>
<td>Other</td>
<td>Volunteers: Approximately 350</td>
</tr>
</tbody>
</table>

For Organization Chart, see end of Student Government & Student Media section.

III. SERVICES PROVIDED

CLUB AND ORGANIZATION ACCOUNTING

The ASUCI Business Office provides banking and accounting services to over 700 registered campus organizations.

ANTEATER EXPRESS

The Anteater Express transit program, run by ASUCI, provides campus transit to all students, staff and affiliated members of the UC Irvine community. The program is the first of its kind in the nation to run a full electric fleet of 20 beginning Fall 2017.

This program facilitates campus-wide efforts to reduce traffic and improve air quality with fixed routes to more than 50 designated stops on and near campus. Anteater Express carried 1042,103,386 passengers during FY 17-18 at a cost of $2,708,098 which equates to $55.51 per revenue hour and $1.29 per passenger trip. Anteater Express also provides campus groups and departments with the ability to charter and advertise on Anteater Express buses at competitive rates.

Anteater Express operates ten routes which include: Camino del Sol, Arroyo Vista, Main Campus, Park West-Carlson, Vista del Campo, Vista del Campo Norte, Irvine Spectrum Saturday Service, District-Diamond Jamboree Friday Service, ACC Combined and ACC Summer Service. Anteater Express is currently pursuing additional routing options to destinations beyond the campus core.

Anteater Express provides a host of client-centric resources to enhance the passenger experience. This includes electronic resources like an interactive website with live maps, mobile phone applications, real-time GPS with SMS arrival predictions and passenger occupancy data. Additionally, Anteater Express offers time tables located at each stop, digital destination signs on buses to indicate route and bus shelters with integrated WiFi.
Anteater Express employs over 115 students, who in addition to driving buses, provide general support including, but not limited to, administrative functions, driver training and field operations. New hires undergo up to three weeks of intense training to ensure that they are prepared for the responsibility of transporting the campus community in a safe and professional manner. In addition, Anteater Express drivers are continually evaluated and required to participate in ongoing training to ensure that they remain safe and proficient behind the wheel. All of this provides Anteater Express student employees with a strong foundation for success in their future endeavors.

**Operational Funding**

Anteater Express is funded by these campus partners: The Bus Love Initiative Fund, Measure S, American Campus Communities, Transportation and Distribution Services, University Extension and Undergraduate Housing.

**DISCOUNT TICKETS**

ASUCI’s Discount Ticket program offers discount tickets to Regal cinema, Universal Studios, Magic Mountain, Sea World, Knott’s Berry Farm, Bear Mountain Resorts and more at prices that are below retail for all students, staff and faculty.

**MARKETING, MARQUEE, LARGE-FORMAT PRINTING SERVICES**

The ASML (Associated Students Media Lab) is the rebranding of the ASUCI marketing team comprised of a staff member and interns who oversee all ASUCI marketing efforts, including usage of ASUCI’s large format printer and Student Center Marquee for use by campus departments and student organizations to advertise their events and services. The ASML includes custom print and design and other marketing services both on- and off-campus.

**THE GREEN INITIATIVE FUND (T.G.I.F)**

In Spring 2009, students voted to assess themselves $3.50/quarter to fund various capital and educational projects at UC Irvine. Yearly, the Board allocates over $120,000 in awards for various “green” projects on campus by students.

**VENDOR FAIR**

ASUCI hosts four Vendor Fairs each year, receiving over 30 applications for participation in each Fair. This program generates approximately $25,000 of revenue to support the increased costs of Student Government programs.

**WELCOME WEEK**

With a different event each day and/or night of the week, ASUCI provides a variety of programs to entertain UC Irvine students and help get to know UC Irvine and create opportunities for interaction. Major events have included the annual World Record-Breaking event, Welcome Week Concert, Screen on the Green (movie), Open House and a dorm-ready shopping event.

**FREE FILMS AND MUSIC**

Ongoing events, such programs as “Noon Tunes” (noontime concerts) and Free Film screenings.

### IV. THOSE SERVED

Student Government & Student Media serves the undergraduate and graduate student body, which is quite diverse. While the mission of Student Government & Student Media is to serve students, the organization welcomes involvement from faculty, staff and alumni, and makes great efforts to include them in its services and programs.
V. HISTORY

In 1965-1966, over 50 students served on three committees (Honor Code, Constitution and Activities), which was the genesis of ASUCI. After a failed attempt to ratify a constitution in Spring 1966, on November 18, 1966, the first ASUCI Constitution and fee ($7 quarter) were approved with 74.6% affirmative vote of the 1,141 students who voted. Chancellor Daniel G. Aldrich recognized the election as valid and therefore authorized the establishment of both.

On May 19, 1972, The Regents reaffirmed that the Associated Students on the several campuses of the University are official units of the University “exercising authorities concerning student affairs by delegations from The Regents, the President, and the Chancellors, and that the President can continue to take all administrative action which is necessary or appropriate to treat the Associated Students and all of their activities as integral parts of the University, including, in particular, steps necessary to secure exemption from taxes on property administered by ASUC’s and from government permits and fees for their activities and actions to confirm that employees of the Associated Students are employees of the University.”

On October 8, 1972, The Regents authorized the ASUCI fee to increase to $8 per quarter. On February 14, 1973, The Regents authorized the ASUCI fee to increase to $9 per quarter. In 1981, The Regents authorized the fee to increase to $13 per quarter. And on July 18, 1996, The Regents authorized the fee to increase to $18 per quarter.

In Fall 1976, the graduate students separated from ASUCI forming their own organization, Associated Graduate Students. Their current fee is $9 per student per quarter (excluding graduate business and medical students who pay $14 per student per quarter.)

VI. LOCATION

G-244 Student Center
ZOT: 1375

VII. ASSETS Major facilities, technologies and equipment

FACILITIES

The main office is on the second floor of the Student Center G-Building. Anteater Express vehicles are parked in Lot 36. There is a cargo trailer, which is used to support Anteater Express shuttle operations at the Lot as well as dual mobile lifts at Facilities Management to service the fleet. The New University operation is located on the first floor of the Student Center C-Building. The Anteater Express operations are located at the Bison Modular. KUCI operations are located in a modular near Bio Sciences just below Ring Mall near Mesa Road.

TECHNOLOGY

Own 50% and operate the Student Center Marquees in coordination with the Student Center.

EQUIPMENT

Have 21 (20 electric and one hydrogen fuel-cell) transit vehicles and three support vehicles.

VIII. REGULATORY REQUIREMENTS

There are several regulatory requirements for Anteater Express. We are responsible for maintaining paperwork pertaining to our annual CHP and DMV audits. We ensure that the Anteater Express shuttle program meets its obligations under federal and state law by maintaining records and implementing required safety programs that allow our department to issue commercial licenses to employees of UCI. Also, we follow all state and federal requirements for emissions standards.
For a full list of Student Affairs mandates, please refer to the Appendix.

IX. ADVISORY COMMITTEE

Anteater Express – Bus Love Advisory Board
TGIF – TGIF Board

X. MAJOR ISSUES

Student Government & Student Media realizes that in order to be the most effective at serving students during a tough budget time, we need to expand our full-time staff to ensure we have the time to devote to various student initiated projects and events. UC Campuses, such as UC Berkeley, UC Santa Barbara and UCLA, receive hundreds more dollars per student, allowing them to offer more University-sponsored programs and services. UC Santa Barbara’s Student Government (ASUCSB) has more than 23 full-time staff members, which oversee a variety of functions including media, publications, programming advisement, technology, administration, business office, community affairs and a bike shop. We operate many of the same programs with only 11 staff members that support ASUCI and AGS functions (not including Anteater Express and Student Media), with many of those working dual positions for support. We hope to expand our services offered by Student Government so that UC Irvine students receive comparable student life experiences as their peers at other UCs.

We have seen a dramatic drop in support for our programs due to the economy and state financial support, which means ASUCI has had to subsidize programs that have traditionally been supported by campus partners. For example, Shocktoberfest was designed as a partnership between Student Housing, Student Affairs and Student Government to offer students an alcohol-free way to celebrate Halloween; however, we currently underwrite all of the costs for the program.

The New University school newspaper has undergone a severe budget cut and now a loss of their referendum due to decreased revenue from on- and off-campus advertisers. Eight years ago, we laid off one position and eliminated three positions. Currently, we have one employee doing all of the advertising sales, invoicing, layout design and business office work, down from four employees seven years ago. The newspaper ran a referendum that did pass and this will assist in the printing operations of the newspaper. However, due to the sunsetting of the referendum and decreased revenue that can no longer support operational costs, on June 30, 2018 the New University will cease all print operations during its 50th Anniversary year and transition to online. They will now run on a voluntary, digital platform with any revenue from online advertising.

The ASUCI Anteater Express program’s costs have increased each year, which have resulted in the need for increased subsidies from campus departments who sponsor various routes: Transportation and Distribution Services, Undergraduate Housing, American Campus Communities, University Extension and the Registration Fee. However, we have seen many of these subsidies decrease in recent years. The Anteater Express ran a referendum that was successfully passed, allowing for the purchase of a new fleet, which has been needed as well as assisting in additional costs.

XI. MISCELLANEOUS

None

XII. 2017-18 ACCOMPLISHMENTS

OVERALL DEPARTMENTAL ACCOMPLISHMENTS

• Completed all assessments for Student Learning Outcomes and will be compiling data for final review in the later part of 2018
• Met all budgetary obligations and goals for the year
STUDENT MEDIA

- KUCI successfully recruited and trained over 45 new student DJs, which allowed the station to replace community programs with student-facilitated programs.
- KUCI reached the $10,000 goal during Fall and Spring on-air fund drive.
- New University published 32 successful editions by providing a completely new layout as well as moving toward a digital operation.

ASUCI

- Produced some of UC Irvine’s most popular events – Welcome Week, Shocktoberfest, Homecoming, Soulstice and Summerlands with attendances at 5,000 students, staff and faculty per event and selling out the three major events
- Worked together with AGS on various lobbying projects for continued student support towards a more transparent university
- Held events every week of the academic quarter throughout all the Offices.

AGS

- Successfully hosted the AGS Symposium with graduate students from various disciplines who were able to present their research to faculty and fellow students. Awards were given in various areas of research to these students.
- Doubled the number of events for grad students to socialize, network and work together on to build their various communities.

ANTEATER EXPRESS

- Provided over two million passenger trips to the UC Irvine community
- Completed construction on the new home of Anteater Express in Lot 36
- Received a fleet of brand-new, all-electric buses, paid and supported by students

PARTNERSHIPS

- ASUCI currently administrates all Dean of Students funding boards, including the Multicultural Programs Funding Board, Dean’s Fund and Community Service Funding Boards.
- ASUCI has partnered with Athletics and UCI Dining to host several major rallies through the year to support various men’s and women’s sports. Events have resulted in several record-high attendances (over 1,000) for Men’s Basketball in the previous years.
- ASUCI partnered with the UCI Alumni Association to jointly plan Homecoming each year, and contributes toward its entertainment cost of the outdoor festival each year. This annual week-long award-winning program was created to energize the campus with spirit for UCI Athletics.
- Housing and ASUCI have merged Welcome Week plans to focus our students on campus involvement. Major events include the Welcome Week concert, Screen on the Green (movie), Open House, UCI Give Back and a shopping shuttle.
- Shocktoberfest is a Fall celebration for undergraduate UCI students. This event has gone through a number of iterations through the years, but the consistent intention has been the creation of a vanguard student life program to foster a sense of community. In its most recent format, Shocktoberfest partnered with Athletics’ Midnight Magic program to kick off the UCI Basketball season and serve as a catalyst for campus spirit. This event is a true campus collaboration, planned by a campus-wide committee with over 20 representatives from various departments.
XIII. 2018-19 GOALS

RESOURCE BUILDING AND MANAGEMENT

- Increase financial and space resources to accommodate new projects, services and events
- Make internal Student Government processes clear, direct, user-friendly and well-communicated so that we can best support the work of our student leaders
- Continue to restructure Student Government & Student Media for better efficiency and effectiveness of the overall pro-team
- Continue toward the goal of a fully digital and paperless-based operation

CREATING A CULTURE OF EXCELLENCE AND ACCOUNTABILITY

- Build accountability structures such that students are held accountable to the high standards they set for one another
- Create and implement user-friendly, regular and systematic mechanisms to garner student feedback on programs, services and advocacy efforts
- Bring Student Government & Student Media to the forefront of best practices in all areas

STRATEGIC COMMUNICATIONS AND PARTNERSHIPS

- Compile and communicate our expectations of campus administration and how they can best incorporate Student Government & Student Media feedback into their decision-making processes
- Improve communication – both internal and external – so that we have a strong, unified and well-coordinated statement of who we are and what we are doing
- Establish new and leverage existing campus and external relationships in order to continue to expand our reach
- Continue to work with other UCs’ Student Government & Student Media units to see what their current state is, as well as what their future entails, to collaborate efficiencies throughout the UC

XIV. AWARDS

*New University* – various writing awards

XV. LEARNING OUTCOMES

2017-18 Updates

Anteater Express

DIVERSITY & GLOBAL CONSCIOUSNESS

As a result of participating in the Office of Equal Opportunity and Diversity (OEOD) workshop, Field Supervisors will be able to demonstrate the key skills necessary to provide a supportive and safe working environment by identifying how they have applied the key skills to the workplace and their lives outside of work through the completion of a reflection response.

**Measured By:** Post survey of student opinions, beliefs

**Results:** Field Supervisors (16) participated in the OEOD workshop and utilized the lessons they have learned throughout their employments with Anteater Express. They demonstrated and actively engaged in the safety and supportive-style working environment skills they learned throughout the year. In April of the Spring Quarter 2018, the Field Supervisors took a 2-question, write-in survey via EEE that was reviewed by the General Manager of Anteater Express to ensure a noticeable reflection process was made as well as a visual improvement of the skills learned.
All students completed the reflection and showed notable visual and written understanding of creating a safe, supportive environment not only for their fellow team, but for the students who use the service throughout the year.

**Use:** Refining program/program changes; providing feedback to student/participant; reporting results

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**Anthology Editorial Team and Student Team**

As a result of participating on the Anthology editorial and student teams, the editors and teams will be able to articulate their personal development in leadership as demonstrated by writing a 1 to 2-page personal reflection essay in the Fall Quarter 2017, Winter Quarter 2018 and Spring Quarter 2018.

**Measured By:** Pre and Post surveys of student opinions, beliefs; Student products (e.g., portfolio, journal) rated without rubric; Reporting results

**Results:** At the beginning of the Fall Quarter 2017, the Anthology editorial and student teams were asked to write an initial essay describing their leadership skills in terms of how they feel they are as a leader, how they lead others and how they plan to deal with team conflict. All completed this task.

In the Winter Quarter 2018, the teams were asked to reflect on their fall quarter essay and note (1) if they have noticed a particular aspect of their leadership skills that they feel they need to improve or see as a challenge and (2) how they plan to improve that skill and turn the challenge into an opportunity. All students felt they had a challenge to their skills and gave a way they felt they could improve and/or tackle that challenge.

In the Spring Quarter 2018, the teams reflected on their essays from the two previous quarters, drawing specifically on (1) would they still assess themselves as the leader they felt they were in Fall Quarter 2017 and (2) were they able to improve on the skills they felt they needed to and if so, what were the results and if not, how do they plan to do so in the future. All students felt they had grown since the Fall Quarter and had made positive adjustments to their skills that helped them build a leadership style unique to them. Some still felt challenges that they would have to face, but confident with the practice of a plan to face the challenges.

**Use:** Refining program/program changes; providing feedback to student/participant; reporting results

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**ASUCI Media Lab Intern Program-ASML**

As a result of training on the creation of the Shocktoberfest 2017 marketing campaign cooperatively, graphic design and marketing interns will be able to demonstrate their knowledge of developing an event marketing campaign by creating a Summerlands 2018 marketing campaign with minimal guidance.

**Measured By:** Student products (e.g., portfolio, journal) rated using rubric; Posttests of student knowledge.

**Results:** Marketing interns were expected to know the on-campus marketing avenues at any one time as well as how to effectively demonstrate client relation basics. They were given a quiz via handout at the end of Winter Quarter 2018, administered by the Marketing Manager, including questions on marketing avenues and client relations scenarios. Students were also graphic design tested in Spring Quarter 2018 by having them create a marketing campaign and execute all marketing collateral by working with the Vice President of Student Services team. In April of 2018, they created the theme, color scheme and template design for Summerlands. In May of 2018, they executed designs onto
different on-campus marketing media requested by the Vice President of Student Services. These designs and client relations were given final feedback by both the Vice President of Student Services and the Marketing Manager as to how the students performed in each area utilizing the standards they learned over the year.

All student Interns were administered quizzes and passed with scores above 70 percent. Quizzes consisted of graphic design and on-campus marketing questions. Overall, Summerlands 2018 was a great project for students to work on and learn how to successfully deal with clients. All three Interns worked together successfully and finished all projects on time. Given that their schedules changed frequently, they all handled their project management and time management very well. The Vice President of Student Services and team were extremely happy with all designs, printed pieces and digital ads. Even though interns work part-time, there were no instances when they were not available to complete designs as was a problem in years past. One intern took the lead on this project and proved to be a good leader with great management skills, which allowed for revision requests to be made in a timely manner. The Interns were excited to work hands-on with this large-scale project as their success will aid in building their professional portfolios via project management, marketing and digital arts.

Use: Reporting results

**KUCI Radio Station**

**PROFESSIONAL & ADMINISTRATIVE SKILLS**

As a result of participating in the KUCI Training Program, DJs and show hosts will be able to demonstrate their knowledge in the proficiency of FCC Regulations, station policies and use of the studio equipment by passing a written test for FCC Regulations, station policies knowledge and studio equipment knowledge, with a minimum of 80 percent correct.

**Measured By:** Posttests of student knowledge

**Results:** Student DJs and show hosts took the standard KUCI training test during Week 9 of each academic quarter (except Summer). The test consists of 50 multiple choice questions about KUCI’s history, philosophy, policies and procedures, FCC regulations and studio equipment use. There is also a written test with a sample operating log. Tests were graded within 24-48 hours and results were provided to all who took the test.

93 percent of those who took the test passed with the 80 percent threshold. The two who did not pass were able to re-take and passed on the second time.

**Use:** Refining program/program changes; Providing feedback to student/participant; Reporting results

**SGSM Concierge**

**PROFESSIONAL & ADMINISTRATIVE SKILLS**

As a result of completing the Student Government & Student Media Concierge Training Program at the beginning of the Winter Quarter 2018, Concierges will be able to demonstrate skills in time management, communication and professionalism in their performance through the remaining Winter Quarter 2018 by receiving a minimum of a B average grade in specified areas of observation.

**Measured By:** Student performance rated using rubric; Checklist of what student(s) did

**Results:** Concierge students were expected to pass with a B grade average, on an A-F scale, basic skill areas of time management, communication and professionalism. Their performance was observed by
the Concierge Manager after the Training Program had commenced through the remaining Winter Quarter 2018. The graded results were given to each student individually, privately, to encourage improvement opportunities.

All students passed with the B average. Notations were made where each student needed to improve in specific areas. No one student passed with 100 percent, all had areas for growth.

Use: Providing feedback to student/participant; refining program/program changes; reporting results

**2018-19**

**Anteater Express**

**DIVERSITY & GLOBAL CONSCIOUSNESS**

As a result of participating in the Office of Equal Opportunity and Diversity (OEOD) workshop, Field Supervisors will be able to demonstrate the key skills necessary to provide a supportive and safe working environment by identifying how they have applied the key skills to the workplace and their lives outside of work through the completion of a reflection response.

Measured By: Post survey of student opinions, beliefs

Results: To be reported

Use: Refining program/program changes; reporting results

**Anthology- Yearbook**

**LEADERSHIP DEVELOPMENT**

As a result of participating on the Anthology Editorial Team, the Editors and teams will be able to articulate their personal development in leadership as demonstrated by writing a 1 to 2-page personal reflection essay in the Fall Quarter 2018, Winter Quarter 2019 and Spring Quarter 2019.

Measured By: Student product (e.g., portfolio, journal) rated without rubric; Pre and Post surveys of student opinions, beliefs; Other

Results: To be reported

Use: Providing feedback to student/participant; refining program/program changes; reporting results

**ASUCI – Executive Leadership**

**LEADERSHIP DEVELOPMENT**

As a result of participating in ASUCI, the 2018-2019 Executive Leadership will be able to articulate self-reported development in leadership as demonstrated by analyzing goals set throughout the year by completing a pre-, active- and post-goal report in the Fall Quarter 2018, Winter Quarter 2019 and Spring Quarter 2019.

Measured By: Pre and Post surveys of student opinions, beliefs;

Results: To be reported Summer 2018

Use: Refining program/program changes; providing feedback to student/participant; reporting results

**ASUCI Media Lab- ASML**

**PROFESSIONAL & ADMINISTRATIVE SKILLS**

As a result of training on the creation of the Shocktoberfest 2018 marketing campaign cooperatively, graphic design and marketing interns will be able to demonstrate their knowledge of developing an
event marketing campaign by creating a Summerlands 2019 marketing campaign with minimal guidance.

**Measured By:** Student product (e.g., portfolio, journal) rated without rubric; Posttests of student knowledge

**Results:** To be reported

**Use:** Refining program/program changes; providing feedback to student/participant; reporting results

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**SGSM Concierge**

**PROFESSIONAL & ADMINISTRATIVE SKILLS**

As a result of completing the Student Government & Student Media Concierge Training Program at the beginning of the Winter Quarter 2019, Concierges will be able to demonstrate skills in time management, communication and professionalism in their performance through the remaining Winter Quarter 2019 by receiving a minimum of a B average grade in specified areas of observation.

**Measured By:** Checklist of what student(s) did; Student performance rated using rubric

**Results:** To be reported

**Use:** Refining program/program changes; providing feedback to student/participant; reporting results

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**KUCI – Radio Station**

**DIVERSITY & GLOBAL CONSCIOUSNESS**

As a result of participating in the KUCI Training Program, DJs and show hosts will be able to demonstrate their knowledge in the proficiency of FCC Regulations, station policies and use of the studio equipment by passing a written test for FCC Regulations and station policies knowledge as well as for studio equipment knowledge at minimum 80 percent.

**Measured By:** Posttests

**Results:** To be reported Summer 2018

**Use:** Refining program; providing student feedback; reporting results
All Operation Leads report to all Assistant Operations Managers based on scheduled shift.

All Student Drivers/Trainers report to all Operations Leads based on scheduled shift.
I. VISION & MISSION

VISION

Creating places to thrive and connect.

www.housing.uci.edu/about/Mission.html

MISSION

Student centered communities that promote academic success, safety and wellness, personal development and engagement.

www.housing.uci.edu/about/Mission.html

CORE COMPETENCIES

Core Competencies in Student Housing are based in our ability to create living-learning environments that support a successful transition to college and continued academic and personal development throughout a student’s education at UC Irvine. The design of our communities, staff training, service offerings and residential life programming promote academic success, individual wellness, the development of support social networks, community engagement and a sense of belonging – both in a housing community and in the larger UCI community. Successful living-learning environments are supported by an array of competencies exhibited across functional areas within Student Housing.

Facilities Management

- Expertise to analyze routine and critical maintenance needs for a facility portfolio of 2.8 million square feet, based upon the principles of parity, consistency, reliability and efficiency.
- Financial decision-making based upon a balance of technical requirements and customer needs.
- Management of a large workforce of maintenance and custodial staff to meet client expectations.
- Collaboration with campus safety partners to mitigate risks and rapidly address maintenance issues.

Residential Education and Leadership Development

- Training of workforce around the Housing core mission and foundational values (Communication, Diversity, Integrity, Leadership, Learning, Services and Teamwork).
- Developing services and programs that reflect a commitment to customer service, our core values and student academic success.
- Expertise to design programs and involvement opportunities that promote defined learning outcomes for residential students, with particular emphasis on the transition to college, as well as later developmental milestones.
- Residence life paraprofessional and professional staff are trained, at varied levels, in emergency and crisis response, with an emphasis on partnering with the Counseling and Student Health Centers.
Business Operations
- Strong support for staff development, with every staff member offered funding to pursue training opportunities.
- Flexible work force in which staff from different housing units collaborate to create efficiencies and a better work product.
- Successful integration of technology with business processes that has reduced costs and increased efficiencies in areas like application and contract administration, accounts payable and communications with students.

Fiscal Management
- Student Housing exhibits strong core competencies in its comprehensive budget development process and superior strategic financial management. These core competencies have consistently led to the development of sound budgets that are able to meet annual debt targets, fund major capital projects and are flexible enough to adapt to rapidly changing external fiscal needs such as supporting major campus initiatives. As a complement to these successes, Student Housing is proud to have rental rates that are among the lowest in the entire UC system.

II. WORKFORCE

MANAGEMENT TEAM

www.Housing.uci.edu/docs/staff/hr/Housing_OrgCharts.pdf

Housing Management Team (HMT)

Housing Administrative Services
- Tim Trevan, Executive Director
- Lisa Anderson, Director, Finance & Business Operations
- Melissa Falkenstien, Director, Capital Projects & Asset Management
- Connie Malone, Director, Housing Administrative Services
- Stephen Brothwell, Executive Analyst

Housing Communities
- Jennifer Martinez, Interim Director, Palo Verde
- Jose Sanchez, Acting Director, Arroyo Vista
- Kim Burdett, Director, Verano Place
- Lou Gill, Director, Mesa Court
- Joe Harvey, Director, Campus Village
- Sharon Stead, Director, Middle Earth

STAFF

Career (FTE)
- Filled: 230.56 FTE
- Vacant: 23.00 FTE

Career FTE Total: 253.56 FTE
Career Headcount: 254

Student Staff: 300 Employees (varies throughout year)
Other

Contract/Limited: 2.0

Note: the total FTE count excludes the following Housing-funded positions:
11 OIT Career Staff
2 EH&S Title 19 Staff

For Organization Chart, see end of Student Housing section.

KEY ELEMENTS THAT ENGAGE STAFF IN ACCOMPLISHING YOUR MISSION AND VISION

Housing Values
• Inclusion
• Learning
• Integrity
• Respect

III. SERVICES PROVIDED

CORE FUNCTIONS WITHIN STUDENT HOUSING

Student Housing serves both undergraduate and graduate students (some with families). In summer months we also provide guest housing for conference groups and “summer start” programs. As a department, we strive to provide safe and desirable housing that ultimately helps foster student success while being financially self-supporting. Student Housing is comprised of the following functional areas:

Residential Facilities and Operations

Housing maintains facilities in six residential communities (Mesa Court, Middle Earth, Verano Place, Palo Verde, Campus Village and Arroyo Vista). The two residence hall communities (Mesa Court and Middle Earth) also support three dining halls (Pippin, Brandywine Commons and Mesa Commons). All of our facilities are maintained at optimum levels of cleanliness, repair and decor to support a safe, secure and learning-centered environment for students. Housing provides adequate areas for dining, study, offices, lounges, meeting rooms and recreation. Facility maintenance also includes grounds-keeping and overall management of utilities.

Residential Education

Residential Life programs and policies are designed to support the academic success and personal development of students. Student Housing provides a wide range of programs to support specific learning outcomes. First Year Initiative (FYI) programs for freshmen and first year graduate students support a smooth transition to the University.

Trained Resident Advisors (RAs) provide a live-in resource for information, support and guidance in all freshman residence halls and theme houses. RAs also organize a wide range of fun activities for freshman residents. Community Programmers (CPs) organize community-wide social events such as sports or game tournaments, dances and barbeques.

First year communities provide a number of academic support services for residents including Peer Writing & Research Tutors, Peer Academic Advisors, First Year Seminars held in the community. All undergraduate communities provide group study space and computer labs.
RHA – The Resident Housing Association is made up members from the four undergraduate community councils. It provides a governmental structure as well as an informal forum for open communication between students and the university. RHA provides student housing with the student’s viewpoint on important issues pertaining to life living on campus.

Disciplinary and judicial standards followed in Housing are designed to educate rather than punish. Our aim is to assist residents in managing challenges that arise in their living-learning environment. Assistance is provided in the form of information, referral, counseling and encouragement to residents.

Housing Administrative Services

Located on the 4th floor of the Student Center (G-458), Housing Administrative Services is where you can find the Senior Leadership Team (SLT) members, including the Executive Director of Housing, Director of Housing Administrative Services, Director of Capital Projects and Asset Management, Director of Finance and Business Operations, and the Executive Analyst. HAS oversees many business functions for the department, including occupancy planning, processing of online housing applications and contracts, assignments, budget planning, accounts counseling, accounts receivable, payroll/personnel, marketing and assessment, information systems and client relations. HAS also oversees housing tours and partners with Student Life and Leadership for the student orientation program, Celebrate and other outreach events. Annual community assessments conducted by HAS collect student feedback on services, facilities, programs and the overall residential experience. Results are made available to Housing staff, residents, and to our campus partners as needed. The results are used for program planning and also to strengthen the effectiveness of staff and services. Student Housing adheres to the standards and procedures established by the Regents of the University of California in the administration of business services.

Information Technology (IT)

Also located in the Student Center, Housing IT performs three critical functions for the department including Programming and Web Development and Desktop and Server support. The Programming and Web Development group designs and implements program solutions for a wide range of departmental needs and support the residential management systems. This group oversees the technical development and maintenance of the Housing Web Site and online processes like undergraduate housing applications.

Conference Services

Student Housing manages summer housing for conferences and camps, primarily in the two residence hall communities. This program provides a valued service to the university and to visiting groups. Conference Services also helps to promote UCI to outside groups and supports positive community relations.
IV. THOSE SERVED

UNDERGRADUATE HOUSING – OCTOBER 2016

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<tbody>
<tr>
<td>Male</td>
<td>374</td>
<td>1475</td>
<td>810</td>
<td>257</td>
<td>2916</td>
</tr>
<tr>
<td>Female</td>
<td>679</td>
<td>1629</td>
<td>1014</td>
<td>341</td>
<td>3663</td>
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<table>
<thead>
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<th></th>
<th></th>
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<tr>
<td>&lt;17 years</td>
<td>19</td>
<td>452</td>
<td>290</td>
<td>19</td>
<td>780</td>
</tr>
<tr>
<td>18 - 20</td>
<td>800</td>
<td>2626</td>
<td>1519</td>
<td>499</td>
<td>5444</td>
</tr>
<tr>
<td>21 - 25</td>
<td>234</td>
<td>26</td>
<td>15</td>
<td>80</td>
<td>355</td>
</tr>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Privately owned apartment communities located on the UCI Campus served an additional 4,966 undergraduates.

*Note: Age distributions reflect a small number records where age information is missing.

GRADUATE & FAMILY HOUSING (GFH) – December 2017

Student Housing served approximately 2,400 clients in 1,500 apartments in 2017-18. The eligible clients included graduate students, medical residents, spouses or partners, children and undergraduates over the age of 25.

<table>
<thead>
<tr>
<th>Degree</th>
<th>CV</th>
<th>PV</th>
<th>VP</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>M.D.</td>
<td>0</td>
<td>15</td>
<td>22</td>
<td>37</td>
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<tr>
<td>Ph.D.</td>
<td>70</td>
<td>771</td>
<td>923</td>
<td>1764</td>
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<tr>
<td>M.F.A.</td>
<td>2</td>
<td>43</td>
<td>47</td>
<td>92</td>
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<tr>
<td>Masters</td>
<td>10</td>
<td>86</td>
<td>66</td>
<td>162</td>
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<tr>
<td>J.D.</td>
<td>2</td>
<td>88</td>
<td>95</td>
<td>185</td>
</tr>
<tr>
<td>UG/postdocs/others</td>
<td>6</td>
<td>65</td>
<td>48</td>
<td>119</td>
</tr>
<tr>
<td>Totals</td>
<td>90</td>
<td>1068</td>
<td>1201</td>
<td>2359</td>
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</table>

<table>
<thead>
<tr>
<th>Domestic Status</th>
<th>CV</th>
<th>PV</th>
<th>VP</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>SINGLE</td>
<td>90</td>
<td>806</td>
<td>738</td>
<td>1634</td>
</tr>
<tr>
<td>MARRIED</td>
<td>0</td>
<td>27</td>
<td>70</td>
<td>97</td>
</tr>
<tr>
<td>FAMILY W/ CHILDREN</td>
<td>0</td>
<td>60</td>
<td>117</td>
<td>177</td>
</tr>
<tr>
<td>DP</td>
<td>0</td>
<td>175</td>
<td>276</td>
<td>451</td>
</tr>
</tbody>
</table>
*There were a total of 186 children living in Graduate and Family Housing when the snapshot was taken.*

Privately owned apartment communities located on the UCI Campus served an additional 142 graduate students in 2017-18.

*Note: Domestic status distributions reflect a small number of records where this information is missing.*

### TOTAL ON-CAMPUS HOUSING POPULATION 2016-17

<table>
<thead>
<tr>
<th>Population</th>
<th>AV</th>
<th>MC</th>
<th>ME</th>
<th>CV</th>
<th>PV</th>
<th>VP</th>
<th>ACC</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>1,055</td>
<td>3,104</td>
<td>1,825</td>
<td>598</td>
<td>65</td>
<td>48</td>
<td>4,966</td>
<td>11,529</td>
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<tr>
<td>Graduate</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>90</td>
<td>1003</td>
<td>1,153</td>
<td>142</td>
<td>2,542</td>
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<tr>
<td>Total</td>
<td>1,055</td>
<td>3,104</td>
<td>1,824</td>
<td>688</td>
<td>1,068</td>
<td>1,201</td>
<td>5,108</td>
<td>14,072</td>
</tr>
</tbody>
</table>

**V. HISTORY**

**MESA COURT**

Mesa Court is a Residence Hall that housed roughly 2,900 freshman students in 2017-18. Mesa Court Unit I was the first residential community to be built on the UCI campus. It opened in the fall of 1965 with 8 residence halls that housed 400 undergraduate students, plus eight Resident Advisors (one in each hall). In the fall of 1966, Mesa Court Unit 1A opened with 2 residential hall buildings adding 100 additional bed spaces at 50 beds per building. With 500 students residing in Mesa Court, the Dining Commons was opened for business in 1966. As the enrollment continued to increase on the campus Mesa Court also continued to expand. In 1967 Mesa Court opened Unit 2 providing 5 residence halls with 60 beds and one Resident Assistant suite per building.

Three years later in the Fall of 1970, Mesa Court Unit 3 opened with 8 residence halls, 4 with 41 beds per building and 4 with 59 beds per building for a total of 400 beds and 8 RA suites. With the rapid expansion from its opening in 1965 up to 1970, Mesa Court increased its capacity to 1,200 beds and had 23 Resident Assistants. The community remained at this capacity for the next 32 years until 2002 when Mesa Court completed Unit IV. This project provided 10 residence halls for a total of 610 bed spaces on lower Mesa replacing 4 of the Unit 3 buildings and adding a net increase of 524 bed spaces to the community. There was also a major remodeling of the Mesa Commons Dining facility and the addition of a Community Center in 2002. Although Mesa Court’s design capacity was to house 1,728 students, growing enrollment has led to increased tripling of rooms and conversion of some study rooms, so that Mesa Court classic halls now house 1,947 students (plus 29 RAs). During 2016-17, the Mesa Court Towers Expansion opened, adding 932 bed spaces to the community; it was awarded LEED Platinum for sustainable practices in design and construction.

**MIDDLE EARTH**

The Middle Earth residence hall community houses first year students in 24 halls all named for places and characters from J.R.R. Tolkien’s Lord of the Rings. The first phase of Middle Earth opened in Fall, 1974 and included 7 residential buildings, Brandywine Dining Commons, recreational/study/
meeting spaces and administrative space. Each building houses 49 students and one Resident Assistant. In 1989, Middle Earth II opened an additional 13 halls providing 935 additional bed spaces, Pippin Dining Commons and new administrative and community space. The third phase of Middle Earth was completed in Fall, 2000 and provided four additional halls adding 280 additional beds. This brought the predominantly freshman complex to a capacity total of 1,565. After closing in the summer of 1989 when the new Pippin Dining Commons opened, Brandywine Dining Commons re-opened in Fall 2001 as a second dining venue in Middle Earth. Like Mesa Court, Middle Earth has increased its bed spaces in recent years to accommodate larger freshman classes, and in recent years has housed 1,769 first year students (plus 24 RAs). During 2016-17, UC Regents approved plans for a Middle Earth Expansion project that will add 474 bed spaces to that community. The project broke ground in June 2017 and is scheduled to open in Fall 2019.

**CAMPUS VILLAGE**

Opening in 1980, Campus Village consists of 200 apartments housing 788 students. Each apartment houses four students sharing two bedrooms, a kitchen, a living/dining area and either a balcony or a patio. The community houses sophomore, juniors, seniors and transfer students and has also served as ‘overflow’ housing for freshmen. No freshmen were housed in Campus Village in 2012-13, but there were 300 freshmen assigned to the community for 2013-14. In 2011-12 a decision was taken to convert Campus Village to graduate housing over a four-year period, beginning in summer 2012. Ninety-six graduate spaces were created in 2012-13; however, the next phase of the conversion has been put on hold since that time in order to manage undergraduate enrollment increases.

**ARROYO VISTA**

Opening in 1993, Arroyo Vista started with 35 residential houses (and has since grown to 42 houses) that accommodate 16, 24 or 32 students. Houses are clustered into groupings of two or four houses. The community houses 1,034 students, predominantly sophomores, juniors and seniors, though it also serves as ‘overflow’ housing for freshmen when needed. In 2002, an $11M litigation settlement was received for construction defects in the complex. The community offers both academic theme sponsored houses (28) and Greek chapter sponsored houses (14). In 2012-13, AV implemented a new staffing model, placing live-in Resident Advisors in half of its houses (as opposed to every house as it previously did). Over the years, some of the theme sponsors change, based on demand and the availability of faculty and staff to participate in theme programs. Some theme houses added in recent years include Academic Excellence – Black Scholars House, La Casa Nuestra (Spanish immersion house), Religious Studies, Lambda Sigma Gamma (multi-cultural sorority), and the Dreamers House (supporting undocumented students).

**VERANO PLACE**

Verano Place was constructed in five phases, the first phase opened in 1966 and the other phases in 1967, 1976, 1984 and 2012. There are 852 one, two and three bedroom apartments (two house maintenance staff) that house up to 1,221 students (some with families). The community houses graduate students, married undergraduates, single undergraduates with children and single undergraduates who are 25 years or older. In 2012, Verano completed construction of its latest phase of apartments, replacing those added in 1976. This construction project also included a new Infant Toddler Center that will serve the UCI community. Preschool and afterschool programs are also located in the community. Verano Place also has two community centers, children’s playgrounds, a Cyber Cafe and a community garden.
PALO VERDE

Palo Verde was constructed in two phases, opening in 1989 with 204 apartments (320 bed spaces) and adding an additional 448 apartments in 2005 for a current total of 652 apartments and 1,071 spaces. The community offers studios, one, two and three bedroom apartments for graduate students and older (or married/with families) undergraduates. The community offers meeting space for group events, children’s playgrounds and an organic garden.

LAS LOMAS FACULTY & STAFF APARTMENTS

Opening in fall 1982, Las Lomas provides 100 two and three bedroom apartments for faculty, staff and guests of the campus. While part of the UCHS system, the apartments are managed by the Irvine Community Housing Authority (ICHA).

AMERICAN CAMPUS COMMUNITIES (ACC)

ACC is a third-party development located on the UCI campus. It currently has 4 properties including Vista Del Campo, Vista del Campo Norte, Camino del Sol and Puerta del Sol. Vista del Campo Phase I opened in 2004 with 488 (1, 2, 3 and 4 BR) furnished apartments housing 1,488 students. Vista del Campo was nationally recognized in 2005 by the NAHB Pillars of the Industry as the Best Student Housing Community. Vista del Campo Norte was completed in 2006 and has a design capacity of 1,564 bed spaces. Camino del Sol and Puerta del Sol opened in fall 2010, serving 1,198 and 880 students respectively. In recent years, a portion of the ACC apartments originally targeted to serve graduate students have converted to undergraduate spaces, responding to the corresponding demand among students. In total, ACC provides the campus with 5,142 student beds, many of which are used to support housing guarantees to targeted student populations.

VI. LOCATION

Housing Administrative Services
G458 Student Center, 4th Floor
ZOT: 3250

<table>
<thead>
<tr>
<th>UNIT</th>
<th>Office Address/Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAS</td>
<td>G458 Student Center, 4th Fl. Irvine, CA 92697-3250 (949) 824-6811</td>
</tr>
<tr>
<td>Mesa Court</td>
<td>4053 Mesa Road Irvine, CA 92697-3925 (949) 824-6177</td>
</tr>
<tr>
<td>Middle Earth</td>
<td>529 East Peltason Drive Irvine, CA 92617-5521 (949) 824-5976</td>
</tr>
</tbody>
</table>
### Campus Village
1063 West Peltason Drive  
Irvine, CA 92617  
(949) 824-7491

### Arroyo Vista
1000 Arroyo Drive  
Irvine, CA 92697-3935  
(949) 824-3900

### Verano Place
6529 Adobe Circle Rd, South  
Irvine, CA 92697-6375  
(949) 824-5964

### Palo Verde
7000 Palo Verde Road  
Irvine, CA 92697-3930  
(949) 824-8918

### Vista del Campo
62600 Arroyo Drive  
Irvine, CA 92617  
Apartment addresses: 40111-64234 Arroyo Drive

### Vista del Campo Norte
28700 Arroyo Drive  
Irvine, CA 92617  
Apartment addresses: 28501-29838 Arroyo Drive

### Camino del Sol
33000-33446 Arroyo Drive  
Irvine, CA 92617  
Apartment addresses: 30001-33446 Arroyo Drive

### Puerta del Sol
10000 Adobe Circle North  
Irvine, CA 92617  
Apartment addresses: 10101-11429 Adobe Circle North

## VII. ASSETS
*Major facilities, technologies and equipment*

### FACILITIES
- Central Office Space  
  - Student Center = approximately 12,500 assignable square feet (ASF)
- Dining Commons  
  - Pippin Commons = 8,420 ASF  
  - The Anteatery (Mesa Court Dining Commons) = 33,954 ASF
- Residential Buildings
<table>
<thead>
<tr>
<th>Community</th>
<th>Year of Construction</th>
<th>Quantity of Buildings</th>
<th>Quantity of Beds</th>
<th>Square Feet Area</th>
<th>Acreage of Grounds</th>
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<tbody>
<tr>
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<td>38</td>
<td>2,879</td>
<td>466,048</td>
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<td>6</td>
<td>330</td>
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<td>1971</td>
<td>4</td>
<td>280</td>
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<td>Unit 4 – Hillside</td>
<td>2002</td>
<td>7</td>
<td>244</td>
<td>52,148</td>
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<td>Unit 4 – Village</td>
<td>2002</td>
<td>7</td>
<td>378</td>
<td>73,813</td>
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<td>Mesa Towers - Residential</td>
<td>2016</td>
<td>3</td>
<td>932</td>
<td>111,515</td>
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<tr>
<td>Mesa Towers – Community and Operations</td>
<td>2016</td>
<td>3</td>
<td>932</td>
<td>111,515</td>
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<tr>
<td>Mesa Towers - Dining</td>
<td>2016</td>
<td>3</td>
<td>932</td>
<td>111,515</td>
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<tr>
<td>Middle Earth</td>
<td></td>
<td>22</td>
<td>1,769</td>
<td>236,551</td>
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<td>Phase 1</td>
<td>1974</td>
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<td>339</td>
<td>53,130</td>
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<td>Phase 2</td>
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<tr>
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<td>295</td>
<td>51,181</td>
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<td>Arroyo Vista 4</td>
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<td>42</td>
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<td>37</td>
<td>199</td>
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<td>Infill</td>
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<td>848</td>
<td>42,891</td>
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<td>Campus Village</td>
<td>1980</td>
<td>33</td>
<td>776</td>
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<td>Palo Verde</td>
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<td>33</td>
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<td>520,913</td>
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<td>Lower</td>
<td>1990</td>
<td>19</td>
<td>374</td>
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<td>Expansion</td>
<td>2005</td>
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<td>Verano Place</td>
<td>81</td>
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<td>586,177</td>
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<tr>
<td>Unit 1</td>
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<td>Unit 2</td>
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<td>14</td>
<td>304</td>
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</tr>
<tr>
<td>Unit 6</td>
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<td>36</td>
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<td>Unit 7</td>
<td>2012</td>
<td>4</td>
<td>129,782</td>
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<tr>
<td>DEPARTMENT TOTALS</td>
<td></td>
<td>240</td>
<td>7,776</td>
<td>2,008,277</td>
<td>92</td>
</tr>
</tbody>
</table>

1. Includes staff housing (except as indicated below)
2. Design capacity
3. Mesa Court also has 1 Community Center, 1 Recreation Center, 1 Academic Center and the MC Administrative Office building. Mesa Court Dining Commons is maintained by Housing and operated by Aramark.
4. AV also has 4 Live-On staff houses, 1 Community Center and 1 mailbox building

Note: 2012-13 revised spaces, AV 1,034 due to change in student staffing model; CV= 684 due to CV Grad Conversion
TECHNOLOGY

Hardware

- Three electric carts – for travel around campus to respond to IT trouble calls. Two (2) are dedicated to OIT Network Operations (ResNet) and one (1) is dedicated for HSG help desk support.
- Cisco 6807 Routers – two routers for connection between the campus and ResNet.
- Cisco Switches – approximately 527 network switches within the residential network.
- Cisco Wireless Access Points (WAP) – approximately 1,428 wireless access points to provide the undergraduate communities with Wi-Fi service.
- Cisco Wireless Controller – two appliances that manage the Cisco WAPs and wireless infrastructure.
- Cisco Prime Infrastructure/Mobility Services Engine – two appliances that monitor Cisco wireless equipment and help with client troubleshooting.
- ForeScout CounterACT – Three appliances that serve as device registration enforcement for residents on the wired residential network.
- Dell Servers – for domain, printing, data backup, virtual machine hosting, web-based applications, maintenance building control systems and other services.
- Dell Desktops and Notebooks – 220 devices in standardized and specialized configurations deployed department-wide.
- Webcams – 35 high definition camera/microphone devices have been deployed increasing with each PC refresh cycle to support virtual meetings.
- Peripheral hardware – Approximately 60 printer and copier devices department-wide.
- Visix Players – 20 devices that provide display messaging at various locations within the housing communities.

Software

- OSCAR – Online Student Communities Assignments and Receivables System: Enterprise system that tracks resident occupancy and account information, processes housing applications, contracts, charges and payments, collections activity and general ledger. Linked Interfaces to the campus Student Billing System (SBS), campus Kuali Financial System (KFS), admissions offices, Registrar, Dean of Students, ASUCI and ZotAlert.
- GFHARMS – An interim Microsoft Access forms solution that provides application/waitlist tracking and offer management for the Graduate and Family Housing units. The system interfaces with OSCAR.
- Rent Manager – Vendor software that provides rental management for the non-student housing population.
- SAP Business Objects Crystal Reports 2008 – Provides on-demand online report/data from OSCAR system.
- IBM BigFix – A robust vendor software solution that provides operating system and peripheral application patch management. The software ensures enforcement of patches and timely application to mitigate security vulnerabilities on end-user workstations. The server console is hosted and managed through OIT as a commodity service.
• The Maintenance Authority (TMA) – A web-based vendor software solution for tracking facility work orders, inventory and trends.

• McAfee Anti-virus and ePolicy Orchestrator (ePO) – A vendor software solution that provides anti-virus and malware prevention on desktops and servers. The ePO management platform provides product updates and reporting.

• Microsoft SQL Server 2012 and Oracle MySQL 5 database software.

• RedGate SQL Prompt and SQL Toolbelt

• BitVise SFTP Server – File transport server software specifically used for the web hosts that receive publications from the campus Cascade content management server.

• Microsoft Visual Studio 2010/2013/2015 and .NET Framework 4.5/4.5.2/4.6

• Hyland OnBase (Document Management, Workflow and Archive)

• Symantec Backup Exec 2012 –file and database backup software management solution.

• Microsoft Windows Server 2008/2008R2/2012/2012R2 (Servers)

• Microsoft Hyper-V 2008/2012 (Server Virtualization)

• Microsoft Windows 7/8.1/10 (Desktops/Notebooks)

• Apple MacOS 10.10 (Yosemite)/ 10.11 (El Capitan)

• Microsoft Office 2013 (department-wide desktop deployed); Microsoft Office 2016 and/or Project/Visio 2013/2016 (selected deployments)

• Adobe Software – Creative Cloud (full suite), Acrobat, Photoshop and some other peripheral products.

• IdentityFinder – An OIT licensed vendor solution for scanning files and databases for potential Personal Identity Information (PII)/confidential information as part of risk mitigation.

• VMWare (Server Virtualization) – An OIT licensed solution used for OIT storage server resource supporting the Housing file shares.

• Notifii – A vendor cloud-based solution providing robust parcel tracking and management.

• Stanley WiQ – A vendor access control solution that is used to manage the RFID door locks within the Mesa Court Towers community

• Lenel On-Guard and Assa Abloy Door Service Router (DSR) – A vendor access control solution that is used to manage the RFID entry door locks within Arroyo Vista community

• Onity – A vendor access control solution that is used to manage the magnetic-card-swipe door locks within the Middle Earth community

• Encellum Polaris – A vendor lighting control solution that is used to manage common area lighting within the Mesa Court Towers community.

• Rainbird Maxicom – A vendor multi-site irrigation control system used within the housing community
<table>
<thead>
<tr>
<th>Community</th>
<th>TAG Number</th>
<th>Asset Description</th>
<th>In-Service Date</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arroyo Vista</td>
<td>009004359</td>
<td>PIANO UPRIGHT</td>
<td>12/1/00</td>
<td>$4,169.00</td>
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<tr>
<td>Arroyo Vista</td>
<td>009001474</td>
<td>ELECTRIC FLATBED VEHICLE</td>
<td>5/1/00</td>
<td>$8,903.00</td>
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<tr>
<td>Arroyo Vista</td>
<td>059001208</td>
<td>ELECTRIC VEHICLE CARRYALL VI CLUB CAR</td>
<td>3/1/06</td>
<td>$13,115.00</td>
</tr>
<tr>
<td>Arroyo Vista</td>
<td>079000124</td>
<td>2007 CLUB CAR CARRYALL VI</td>
<td>6/1/07</td>
<td>$10,998.00</td>
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<tr>
<td>Arroyo Vista</td>
<td>079000792</td>
<td>TRAILER-CUSTOM TRACKING 4FTX98IN NO E-PLATE</td>
<td>6/1/07</td>
<td>$6,518.00</td>
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<tr>
<td>Arroyo Vista</td>
<td>069000286</td>
<td>HOT WATER GAS ENG. PRESSURE WASHER</td>
<td>4/1/06</td>
<td>$6,998.00</td>
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<tr>
<td>Arroyo Vista</td>
<td>049001102</td>
<td>UTILITY VEHICLE W/BATTERY CHARGER</td>
<td>8/1/04</td>
<td>$19,341.00</td>
</tr>
<tr>
<td>Arroyo Vista</td>
<td>039001585</td>
<td>ELECTRIC VEHICLE</td>
<td>6/1/03</td>
<td>$10,787.00</td>
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VIII. REGULATORY REQUIREMENTS

- **Clery Act** – Requires that the university maintain a “statement of current campus policies regarding the immediate emergency response and evacuation procedures, including the use of electronic and cellular communication.” The campus Emergency Services Manager has identified a need for each department on campus to maintain and emergency action plan to meet this requirement.

- **Higher Education Opportunity Act – Campus Fire Safety Right-to-Know Act (2008):** Campuses must publicly provide for each on-campus student housing facility
  - Quantity of fires and causes; number of injuries and deaths related to fires; and the value of property damage caused by fires
  - Descriptions of each facility’s fire safety systems
  - Quantity of mandatory, supervised fire drills
  - Policies on portable electronic appliances; smoking and open flames; evacuation procedures; fire safety education and training programs provided to students, faculty and staff
  - Plans for future fire safety improvements, if needed
  - Annual report to the campus community

- **California Code of Regulations:** Title 19 establishes minimum standards for the prevention of fire and protection of life and property against fire, explosion and panic. It governs use and maintenance of any state-owned building. This is accomplished through a crew of 4 Fire Prevention Officers administered by the Campus Fire Marshal and assigned exclusively to Student Housing. This team operates under a Memorandum of Understanding, which was amended in September 2015 to add specific reference to Title 8 – General Safety Provisions and Title 24 – Construction (maintenance to comply with original construction requirements).

- **California Health and Safety Code Section 13108** allows the State Fire Marshal and their authorized representatives to make fire prevention inspections in state-owned buildings for the purpose of enforcing regulations related to fire and panic safety.

- **GFH Housing leases and month to month rental agreements governed by landlord/tenant law (CA Civil Code and Code of Civil Procedure)**

- **Undergraduate Housing contracts** don’t necessarily fall under landlord/tenant law per se but certain practices (e.g., 3 Day Notices to Pay or Quit) are carried out in accordance with it.

- **Applicable UC Regents policy** (in accordance with California law) regarding electronic contracting

- **FERPA**
• Laws pertaining to Public Information requests
• Laws applicable to the campus’ centralized billing system (ZOTAccount Online) as they pertain to housing charges that are posted and payment processing (e.g., credit card payments, electronic checks, financial aid payments, etc.
• UCOP Financial Reporting Requirements
• Accounting and Internal Audit Policies/Procedures
• External Audit Requirements
• Budget Office Policies/Procedures
• Human Resources Policies/Procedures
• BUS Requirements

IX. ADVISORY COMMITTEE

<table>
<thead>
<tr>
<th>Arroyo Vista</th>
<th>Student Council (AVSC)</th>
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<tbody>
<tr>
<td>Campus Village</td>
<td>Residential Association</td>
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<tr>
<td>Mesa Court</td>
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<td>Palo Verde</td>
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<td>Verano Place</td>
<td>Verano Resident’s Council</td>
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<td>RHA (Resident Housing Association)</td>
<td>ADRL Student Conduct</td>
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<table>
<thead>
<tr>
<th>CUG (Coordinated Undergraduate Governance Group)</th>
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</thead>
<tbody>
<tr>
<td>• Tim Trevan – Executive Director, Student Housing</td>
</tr>
<tr>
<td>• Dennis McCauliff – ACC</td>
</tr>
<tr>
<td>• Directors of Undergraduate Student Housing</td>
</tr>
<tr>
<td>• RHA President</td>
</tr>
<tr>
<td>• ASUCI President</td>
</tr>
<tr>
<td>• ASUCI Executive Vice President</td>
</tr>
<tr>
<td>• ASUCI VP Administrative Affairs</td>
</tr>
</tbody>
</table>

The Graduate CGG has the following membership:

| • Tim Trevan – Executive Director, Student Housing |
| • Dennis McCauliff – ACC |
| • Directors of Campus Village, Palo Verde and Verano Place |
| • A Council Representative from Palo Verde and Verano Place |
| • AGS President |
| • AGS VP Internal Affairs |
X. **MAJOR ISSUES**

**CAPITAL PLANNING**

**Redevelopment of Existing Graduate Apartments**

The oldest remaining buildings in Verano Place were constructed 50-years ago (Units 1, 2 and 3). Renovations have been accomplished through routine and major maintenance renovations. These efforts focus on addressing deferred maintenance but can only provide limited modernization. The scale and volume of these renovations are approaching the financial threshold whereby a longer-term investment in new construction may be advisable. Units 1, 2 and 3 are also the remaining facilities with configurations that best serve needs of families with children, which must be considered in redevelopment planning.

**Freshmen Residence Hall Capacity**

Increasing capacity to house first-year residents is critical to meeting the current housing guarantee. This has partially been addressed with the Mesa Court Expansion, however the projected demand will not be fully met. Additionally, approximately 490 current freshmen are not in a residence hall environment that is best to support student success. A comprehensive housing plan is required to address this gap in freshmen residence hall demand.

**Facility Modernization and Upgrades**

Major Maintenance efforts have focused on critical repairs and establishing a consistent level of maintenance throughout the portfolio of Housing facilities. Vital initiatives have been completed, as generalized in the following categories:

- **Fire Safety** – Significant investments have been made to complete upgrades in fire alarm systems in existing buildings, even if not required by Code. In September 2014, the Campus Ethics and Compliance Committee reviewed the status of work completed thus far. Certain areas of Student Housing had been previously deemed as High Risk, but this exposure was reduced based upon review.

- **Wireless** – Client expectations for wireless access increases each year, as evidenced by annual surveys where wireless in the dorms is the most requested service. Installation in undergraduate housing was completed for the 2015-16 academic year.

- **Roof Replacements** – Approximately 250 buildings within the Student Housing portfolio have roof systems within the life cycle of industry standards. Ongoing maintenance will be within predictable and acceptable levels.

**Redevelopment of Existing Residential Dining Facilities**

Existing facilities do not support modern food service and dining models, are inefficient to maintain and are not adequately sized to accommodate the growth in campus-wide enrollment. This condition has been addressed in Mesa Court with development of the Mesa Court Expansion, but not in Middle Earth with Pippin / Brandywine Commons resulting in a dissimilar experience between residents of the two freshmen housing communities.

**SUSTAINABILITY**

In November 2013, [President Janet Napolitano announced the Carbon Neutrality Initiative](#), which commits UC to emitting net zero greenhouse gases. Student Housing has completed significant improvements to increase water and energy efficiency of facilities and is now embracing its unique
access to the campus community. The broad goal is increasing environmental sustainability through education and agency of residents and employees throughout the department, collectively serving as change agents that foster healthy environments, social justice and economic viability.

- Based upon the American College Personnel Association monograph “Towards A Sustainable Future,” Housing leadership created a Vision for Sustainable Living in Student Housing.
- A Sustainability Program Manager has been recruited with responsibility for development of programs and a department wide sustainability agenda; research and benchmarking; and marketing, training and communications.
- The department has made efforts to expand its impact by focusing on education and behavior change, specifically by engaging its diverse professional staff, a workforce of over 225 people. The department also expanded its sustainability co-curricular programming and internship opportunities for student residents. Additionally, key campus partnerships were strengthened, such as with Facilities Management to increase zero waste efforts, and the Global Sustainability Resource Center to further sustainability goals and planning.

MANAGING HOUSING GUARANTEES WITH GROWING ENROLLMENT

- Growth in both undergraduate and graduate enrollment has exerted increased demands on Student Housing, challenging our ability to meet obligations associated with the freshman housing guarantee. Residence halls that were formerly able to accommodate the freshman have in recent years been outpaced by growing freshman class sizes. Repurposing spaces in other on-campus communities has protected the first-year guarantee but reduced the housing stock available to continuing students. In 2016-17, in addition to the 932 beds that were added in Mesa Towers, roughly 503 freshmen were housed in two alternate undergraduate housing communities (Arroyo Vista and Campus Village). In fall 2017, an additional 152 beds will be added to the residence halls and roughly 340 beds in Arroyo Vista and Campus Village will be used to accommodate growing freshmen enrollment.

  Growth in international student enrollment has increased demands for year-round housing, a special orientation program (ISO) the week before move-in, early fall move-in and winter break housing. In fall 2016 995 international students attended ISO and moved into their fall assignments two days early. An additional 67 Edge students (who did not attend ISO) moved into their fall spaces early as well.

- Graduate enrollment has grown more gradually, and demand for available on-campus housing continues to be concentrated in UCI-owned communities due to their relatively low rental rates. Pressure to contain housing costs remains an active issue among graduate students and led to the decision to convert Campus Village Apartments from undergraduate to graduate housing over a four year period beginning in 2012-13. Ninety-six graduate students currently live in Campus Village; however, continuation of the conversion remains on pause due to a greater need for beds on the undergraduate side (particularly with first year students).

XI. MISCELLANEOUS

Not applicable
XII. 2017-18 ACCOMPLISHMENTS

FACILITIES

Streamlined the process and reduced costs of tree maintenance services with a single, strategically-sourced vendor, which was awarded to West Coast Arborist. Utilized technology to support tree risk assessment, scheduling and communication.

PROFESSIONAL DEVELOPMENT & STAFF TRAINING

The Residential Community Wellness Strategic Plan Initiative Committee provided a 5-session staff training program focused on personal well-being and how to respond in emergencies.

RESIDENT RELATIONS & CUSTOMER SERVICE

- Summer 2017 Management of Freshman Enrollment Surge: Worked with Admissions, Student Affairs, the team led by the Chancellor’s Office and Housing Communities to meet housing guarantees, communicate effectively with students and parents, manage the Anteater Leadership Academy (ALA) launch, and provide a welcoming experience to all. This involved virtually daily collaboration with campus partners to keep people updated, track logistical steps being taken to add beds, maintain consistent messaging and ensure public relations in a time of high stress and exposure. We participated in planning to add beds, modify room configurations in OSCAR and get all spaces assigned to meet guarantees. A sub-project within this achievement was managing ALA students—assisting that program in developing off-campus housing options and overseeing a process for providing them with a second year of guaranteed housing (like other FR). Despite huge challenges, we met our guaranteed housing obligation!

- Successful implementation of the expanded Transfer guarantee to include all domestic status and age groups. Developed new process, coordinated space planning with GFH and ACC and met the guarantee for 150+ non-traditional applicants (including 20+ students with children).

- Developed improved tools for students to offer and find on-campus sublets, in response to a request from student groups (ASUCI. AGS). Developed specs for website enhancements and worked with Off Campus Partners to update screen options and filters on the Anteater Housing Network (AHN). We also developed a new webpage on the Housing Website to explain how to use the AHN to list and find on campus sublets. Enhancements have been released and the site is already showing activity.

- Enhancements to the Housing Tours webpage. Due to ME Towers construction, we lost our tour room this year. In response, we significantly enhanced online resources for viewing residence hall rooms and community facilities, adding many high quality photos and a video for each RH community. The video was produced with direct student involvement and the page analytics since launch have been impressive. This was a real team effort that drew upon Corey and Callie’s technical abilities.

- Developed new Spanish-language resources for parents of incoming students, in line with UCI becoming a Hispanic-Serving Institution. Expanding upon the Spanish-language housing presentation and tours at yield and orientation events, we created Spanish versions of selected web pages most relevant to parents of incoming students, including pages listed under the “Apply” tab, along with the “Payment Info” page. We also created a Spanish language version of two Housing videos for incoming students — the “Apply for Housing” and “Paying for Housing” videos on the UCI Housing YouTube channel.
FINANCIAL

Strategic Financial Planning & Budgeting
- Developed proficient, flexible strategic plan that has adapted to changing requirements and constraints while keeping rate increases at a minimum and achieving benchmarks and targets.
- Successfully led budget development process to address fiscal/operational needs across Student Housing and incorporated a solicitation of unit challenges from Housing Management Teams in order to increase BAC’s awareness and involvement in unit’s fiscal and staffing challenges.

Partnerships
- Sustained positive partnerships with key campus partners via the Student Housing Budget Advisory Committee, including stakeholders such as Fiscal & Accounting Services, Planning & Budget Office, and Capital Planning.
- Developed partnerships with the SIS/Banner Project Team to facilitate data collection and business process mapping.

Staff Development & Training
- Conducted several equity comp studies throughout the year to identify staff in comparable positions/classifications that may require equity increase.
- Created training opportunities through working with the Interim Campus Controller to facilitate Housing-specific Fiscal Close Workshop for our financial and business managers.
- Conducted budget process training for AGS and ASUCI student leadership teams to build understanding and foster advocacy in support of Student Housing’s proactive fiduciary achievements in maintaining minimal rate increases.
- Participated in training and provided detailed information to the Whitebirch financial consultants in support of developing Student Affairs financial modeling system.

PARTNERSHIPS

Housing Information Technology
- Completed the implementation of DUO two-factor authentication on the virtualized servers.
- Completed the installation of the ResNet network infrastructure switch refresh project.
- Shifted to the OIT standardized remote support tool, Bomgar and eliminated the need for Dameware.
- Completed the establishment of a Housing Utility Network and completed the move of the MC EAC solution to this network.
- HAS - Housing SIS/Banner Team partnered successfully with OIT/SIS/Banner Team to navigate challenges with the integration of the OSCAR system with SIS/Banner. Signed off on seven requirements documents.

SUSTAINABILITY

Green cleaning
- Add spend data as of March 2018, with year-end spend to be compiled.
- Adopted a policy document in collaboration with internal stakeholders
• Conducted two product demonstrations for restorative cleaning (insert pictures)
• Collaborations with key suppliers about department goals and to develop training opportunities

**Contribution to the campus AASHE STAARS Platinum rating**

• Adopted Green Cleaning program
• Utility consumption for Student Affairs buildings entered into the EPA Portfolio Manager
• Sierra Cool Schools, AASHE STARS and the Princeton Review base 10-13% of their ratings/rankings on campus performance in the areas of co-curricular sustainability education and campus engagement. At UCI, GSRC plays a central role in our campus’ ability to capture all available points in these categories, enabling UCI to compensate for other areas in which we have low scores.

**SAFETY & DISASTER PREPAREDNESS**

• Disaster response preparation for active assailant threats
  o Exercise for URL staff written focused on after-hours duty response; submitted to UCI PD to affirm exercise was an accurate representation of response tactics.
• Block safety training for staff – Completed 5 EH&S trainings specific for Housing staff.
  o Safety Fundamentals (in Spanish)
  o Back-Injury Prevention
  o Motorized Carts
  o Fall Protection
  o Blood Borne Pathogens (6 offerings – 1 per community)

**HOUSING UNITS**

**Residence Hall Association**

• RHA incorporated a philanthropic component to 2 of their 3 signature (larger scale) programs this year. At the Fall quarter Casino Night program RHA collected toys from attendees that were later donated to the Irvine Marine’s 2/11 Adoption Committee for the holidays. At the winter quarter Drive Out Hunger program RHA collected over 203 new hygiene products and raised $645.00 dollars to donate to Mary’s Kitchen they collected at the program from residents in all 4 undergraduate communities and the ACC properties.

• RHA revised the Of The Month (OTM) nomination process for recognition to reflect the national process and format. By doing this, RHA is using a national recognition model and has increased their nominations of professional staff and residents from the previous years.

• An additional Student Development Coordinator was proposed and approved this year to work with RHA. The RHA program has grown the past few years and the need for additional focus on their growth and development was imperative. The new position/additional staff member was presented and proposed to the undergraduate Associate Directors of Residence Life team, Director team, Senior Leadership Team, Executive Director and then the Budget Advisory Committee.
Arroyo Vista

- Successfully completed kitchen renovations of 10 houses to improve student housing experience through upgraded appliances and more functional facilities and equipment to service the small community style living arrangements of Arroyo Vista.
- Incorporated LARC Classes for our residents to enhance our positive educational impact on our living learning communities and grew our partnership with ASUCI to further improve the ASUCI Garden at Arroyo Vista.
- Increased our number of academic/themed partnerships by adding Physics, Outdoor Adventure and Second Marco Antonio Firebaugh House, providing students with new living learning spaces to enhance their academic experience at UCI.

Campus Village

- In order to improve the service provided to our residents, this past year Campus Village made a number of much needed improvements to our Convenience Store operations. These improvements included providing sales receipts to our customers when they purchase items in our C-Store, as well as the reorganize our C-Store’s store room. Instead of leaving everything on the floor or stacking them, we installed four (4) large adjustable shelf units which allows us to fit all of our sales items on the shelves. This has given us a great way to keep in track our inventory, along with maintaining better control of the C-store front desk while getting items from the store room.
- Our biggest accomplishment this past year has been building strong collaborations across the University for the betterment of our students. From the summary below, we have worked with all types of offices to make excellent programs happen for our students. We have collaborated weekly with Student Wellness and Health promotion to do a weekly cooking class. We have collaborated with the CCC to put the Black Panther program on. We have collaborated with other units to bring SWANK on to campus at affordable rates. We have collaborated with the Career Center to do a career week. We have collaborated with off campus folks to provide various experiences for our students including Geek Day and the Life Sciences tour. We continue to collaborate with Rachel and with the Transfer Resource Center to strengthen our learning communities. We even were able to collaborate with the GSRC and RHA to put on large scale events in CV that would normally not be held here. All these collaborations have helped our students have quality experiences and have resulted in a tight knit community who is excited to attend programs and even go on to work for us.

Mesa Court

- To assist the university in meeting the first-year student housing demands, Mesa Court added 150 new beds by converting all tower rooms to quads and converting some existing double rooms to triple rooms. This was a coordinated effort by our residence life, operations and administrative teams.
- Mesa Court added 3 new theme halls to its portfolio. The Guild is connected to the Esports Club and focuses on the interpersonal aspects of video gaming. The Globe is sponsored by the International Center and focuses on the integration of international students and the interest of students who wish to study abroad. The Sustainability Hall is connected to the Housing Sustainability program and focuses on behavior changes that support more ecologically sensitive lifestyles.
• Mesa Court replaced an existing deteriorating fire road during the academic year. This road is a vital thoroughfare for the community. Mesa Court wanted to test the ability to do major maintenance projects while students were in residence to expand the timeframe in which projects could be completed. The project was successfully completed with minimal impact on the community and provided Mesa Court with valuable best practices for communication to residents and dissemination of information to the community.

**Middle Earth**

• Middle Earth Residential Life staff planned ahead to lessen the impact of the construction of the Middle Earth Expansion on the seven halls directly adjacent to construction by purchasing fans for each room and creating mitigation packets for each resident consisting of ear plugs, earbuds (several different kinds), sleep masks and dust cloths. Additionally, dust cloths and ear plugs were available to the entire community through the front desk in the main office and the Tolkien recreation room. Pathways where foot traffic were congested were extended by creating DG walkways. Additional programs were planned for the seven halls directly affected by the construction to help mitigate the impact as well as several all community programs.

• Middle Earth Operations staff continued their bi-weekly safety tailgates where a different aspect of creating a safe work place was emphasized such as Ladder Safety and Heat Illness Prevention. Guest presenters helped the team focus on ways to work safely and efficiently while making the sessions interactive and fun! These safety sessions have earned Middle Earth recognition as a model department for safety planning and training from EH&S.

• In collaboration with Aramark, Middle Earth created a To-Go Cup to go with the To-Go Box. This increased the sustainability of the program by eliminating single-use cups and gave residents a way to easily transport hot or cold beverages out of the dining hall when they’re eating on the run.

• Middle Earth also purchased recycling bins with small attached trash cans for each resident room to encourage recycling and to create the visual impact that we should be recycling more than we are sending to landfills. With promotion, education, programs and effort, Middle Earth worked with their first-year residents and increased their landfill diversion rate by 33% from the previous academic year!

**Palo Verde**

• Palo Verde Housing enhanced the condition of the property through performing maintenance to address trip and fall hazards on walkways, planting 50 new trees, adding a second community garden, replacing flooring in laundry rooms and updating the kitchen, flooring and fixtures in the community clubhouse.

• Student Housing worked with AGS and the Graduate and Family Residents Councils to expand the Anteater Housing Network, a website designed to provide easy access to off-campus housing and roommate listings, to also be accessible as a platform for on-campus residents to use when they need to advertise and recruit for summer sub-tenants.

• Graduate and Family Housing demonstrated teamwork and service orientation in responding to the growing size of the incoming graduate student class. The communities met all Guarantee commitments during Summer 2017. During Fall 2017 and Winter 2018, the communities worked to strengthen resident knowledge and understanding of the renewal process to improve transparency and reduce surprises.
• Graduate and Family Housing hired and on-boarded a Case Worker. The Case Worker worked directly with students facing financial struggles and housing insecurity to identify resources and develop an action plan.

Verano Place
• Verano Place completed six major maintenance projects which resulted in significant structure improvements of four different sections of the community, as well as other community improvements.

XIII. 2018-19 GOALS

STUDENT HOUSING STRATEGIC PLAN
• A Staff Engagement initiative team will lead department staff through a series of activities designed to strengthen engagement. These activities will be part of the departmental goal of Building Community.
• In order to assess the current departmental climate and identify opportunities for enhancement of the program, Student Housing will complete a Program Review through the 2018-2019 academic year. An external review team will be assembled to assist in the process of prioritizing enhancements and opportunities for improvement with the goal of providing a first in class experience to our residents.
• The addition of 480 Residence Hall beds and 1,400 ACC beds in Fall 2019 coupled with very modest enrollment growth calls for a new approach to occupancy planning. The Campus Village conversion of spaces from undergrad to grad is scheduled to resume for fall 2019 as well. Responses to these changes will include shifts in how we promote housing to Freshmen, Transfers and Continuing Students. Most notably we will likely be offering students the opportunity to remain in the residence halls for a second year. Planning will begin in early fall 2018 in order to include a Residence Hall option in the Continuing Student Process (2-yr Guarantee application in November).

FACILITIES
• Advance campus aspirations for growth through completion of construction of the Middle Earth Housing Expansion, with anticipated opening in fall 2019.
• Build resilient communities with landscape environments that can thrive in the natural climate of the Irvine area. Create pleasant surroundings that are resistant to disease and pests without reliance on artificial water, fertilizer and herbicide treatments. Use plant material that are appealing in their natural state, requiring little labor or fuel to maintain.
• Build resilient communities that are able to efficiently assign keys and nimbly manage access to sustain security. Deploy department-wide retrofit of standard card key access systems in existing buildings.

PARTNERSHIPS
• In collaboration with colleagues, develop requirements that support the integration of the Housing OSCAR system with the campus’ transition to Banner.

RESIDENT RELATIONS & CUSTOMER SERVICE
• Enhance online resources to replace in-person tours during non-peak months (to make up for the loss of our housing tour room)
• Incorporate case management position into graduate and family housing to address increases in resident relations activity

FINANCIAL

• Develop flexible long-range financial models that reinforce housing’s stewardship of resources initiative, addressing operational needs, capital project plans and external obligations.
• Create annual budget guidelines and lead the departmental annual budget development process, including establishing long-range and short-term rate caps as well as net revenue targets for each housing unit to assist directors and managers in developing their unit’s annual budgets.

XIV. AWARDS

None

XV. LEARNING OUTCOMES

2017-18 Updates

ARROYO VISTA
Resident Academic Success

PERSONAL RESPONSIBILITY

In an effort to help Arroyo Vista residents increase their personal responsibility (as it pertains to their academic success), the Arroyo Vista Residence Life team will work collaboratively with UCI’s Learning and Academic Resource Center on increasing AV Residents’ use of LARC’s tutorial sessions. Through e-mailed quarterly updates on tutoring courses offered, hosting a minimum of two LARC tutorial courses in the Arroyo Vista Community Center, and through the utilization of designated programmatic funds (to assist in covering the minimal cost associated with signing up for tutoring help), AV Residents will increase their awareness of LARC resources and thus increase residents’ utilization of tutorial courses by a minimum of 5% by the end of the 2017-2018 academic year.

Measured By: Other

Results: Arroyo Vista Residence Life team worked collaboratively with UCI’s Learning and Academic Resource Center on increasing AV Resident use of LARC’s tutorial sessions. Through e-mail quarterly updates on tutoring courses offered, AV hosted Math 2Af LARC tutorial courses in the Arroyo Vista Community Center, and through the utilization of designated programmatic funds (to assist in covering the minimal cost associated with signing up for tutoring help), AV Residents increased their awareness of LARC resources and thus increased residents’ utilization of tutorial courses by at least 5% at the end 2017-2018 academic year.

Use: Reporting results

MESA COURT

Costa Rica Program

DIVERSITY & GLOBAL CONCIOUSNESS

After participating in the Costa Rica Program students will be able to define sustainability and identify how sustainability is interrelated to social justice, the environment and the economy.

Measured By: Post surveys of student opinions, beliefs
**Results:** 15 out of 15 students agreed they could define sustainability after participating in the Costa Rica Program. 14 out of 15 students agreed they could identify how sustainability is interrelated to social justice, the environment and the economy.

**Use:** Providing feedback to student/participant; Unit planning and/or budgeting; Refining program/program changes; Reporting results

**Costa Rica Program**

**DIVERSITY & GLOBAL CONSCIOUSNESS**

Increase awareness and understanding of global sustainability issues:

a) Know the definition of sustainability

b) Understand how concepts of sustainability are interrelated issues of social justice, the environment and the economy.

c) Evaluate and modify personal choice and habits that affect sustainability.

**Measured By:** Post survey of student opinions, beliefs

**Results:** Question:

a) 15 out of 15 agreed

b) 14 out of 15 agreed

c) 15 out of 15 agreed

**Use:** Unit planning and/or budgeting; Refining program/program changes; Providing feedback to student/participant; Reporting results

**Costa Rica Program**

**DIVERSITY & GLOBAL CONSCIOUSNESS**

Increase knowledge of Costa Rica and Costa Rican culture:

a) Develop a global perspective through learning about the host country's specific culture and sustainability challenges.

b) Describe, discuss, analyze and evaluate topics including Costa Rican history, culture, environment, contemporary issues, language, tourism and economic systems.

c) Apply knowledge and engage in practical and inquiry-based work on fundamental issues that affect Costa Rican communities in an immersive experience to create meaningful class assignments.

**Measured By:** Post only survey of student opinions, beliefs; Post only tests of student knowledge

**Results:** Answers:

a) 15 out of 15 agree

b) 15 out of 15 agree

c) 14 out of 15 agree

**Use:** Unit planning and/or budgeting; Refining program/program changes; Providing feedback to student/participant; Reporting results
Costa Rica Program

**LEADERSHIP DEVELOPMENT**

Increase intercultural knowledge and competence as well as global leadership skills.

a) Develop awareness of cultural differences and an understanding of culture’s role in shaping belief, practices and perceptions.

b) Distinguish and appraise one’s own cultural values and biases and how these impact one’s ability to work with others.

c) Demonstrate an increased capacity to analyze issues with appreciation for diverse viewpoints.

d) Develop and apply a set of skills (adaptability, patience, problem-solving, tolerance for ambiguity, resilience) to manage the new challenges of daily life in a different culture.

**Measured By:** Post survey of student opinions, beliefs; Post only tests of student knowledge  
**Results:** Answers:  
a) 15 out of 15 agreed  
b) 15 out of 15 agreed  
c) 15 out of 15 agreed  
d) 15 out of 15 agreed  
**Use:** Unit planning and/or budgeting; Refining program/program changes; Providing feedback to student/participant; Reporting results

**MIDDLE EARTH**

**Winter Academic Outreach**

**PERSONAL RESPONSIBILITY**

Students earning below a 2.0 for fall quarter will be invited to come into the Middle Earth Housing Office to meet with professional staff to review campus resources, communications with academic departments and develop action plans to have a different (improved) academic outcome for winter quarter than they did for fall.

**Measured By:** Student product (e.g., portfolio, journal) without rubric  
**Results:** The initiative is measured by continued student enrollment. Of the 59 participants, 3.3% (n=2) were not enrolled (or withdrew) during spring quarter. Of the 114 nonparticipants, 7.3% (n=9) were not enrolled (or withdrew) during spring quarter. The participants who chose to come in and meet with professional staff are continuing their enrollment at a higher rate than those who did not opt to meet. However, there is differentiation between major, high school API, test scores, socioeconomic status, internal motivation and other factors that will also influence these results.  
**Use:** Refining program/program changes; unit planning and/or budgeting; Reporting Results

**CAMPUS VILLAGE**

**Coping Strategies**

**PERSONAL RESPONSIBILITY**

Develop attitudes and behaviors that will promote positive coping strategies.

**Measured By:** Checklist of what student(s) did; Student performance (e.g., student oral presentation) rated without rubric; Student product (e.g., portfolio, journal) without rubric
**Results:** Students participated in a quarter-long class about wellness in conjunction with Natalie from the Student Wellness and Health Promotion office. Students turned in journals weekly and also presented to the entire class about the coping strategies they were learning and how they would apply these to their day to day.

**Use:** Reporting Results

**Vegan Cooking**

**CIVIC & COMMUNITY ENGAGEMENT**

Develop personal resiliency skills through cooking, cleaning and time management classes.

**Measured By:** Checklist of what student(s) did

**Results:** Throughout the quarter, residents took weekly vegan cooking classes. As a result, students began learning about different cooking techniques and alternatives, such as a vegan diet.

**Use:** Reporting Results; Refining program/program changes; Providing feedback to student/participant

**Social Wellness**

**DIVERSITY & GLOBAL CONSCIOUSNESS**

Develop social wellness through community building and support networking.

**Measured By:** Checklist of what student(s) did

**Results:** Students participated in a series of community-building programs designed and given by the RAs. The programs included arts and crafts and emphasized developing relationships with peers and learning about others and their stories about decorating arts and crafts in the ways they did.

**Use:** Refining program/program changes; Providing feedback to student/participant; Reporting Results

**Health Knowledge**

**LEADERSHIP DEVELOPMENT**

Increase their knowledge of sexual, nutritional and physical health

**Measured By:** Checklist of what student(s) did

**Results:** A speaker from Student Wellness and Health Promotion did a workshop on body image and positive body image. Residents learned steps to be more positive about their body images and appreciate their bodies.

**Use:** Reporting Results

**Stress Management**

**PERSONAL RESPONSIBILITY**

Learn how to manage personal stress through reflection, breathing techniques and the importance of exercise and sleep

**Measured By:** Checklist of what student(s) did
**Results:** Students participated in a biweekly one-quarter yoga class facilitated by the ARC in Campus Village. Students participated in the contemplative practice of yoga while also learning about breathing techniques and how to use them for stress management.

**Use:** Reporting Results

**Academic and Personal Success**

**PROFESSIONAL & ADMINISTRATIVE SKILLS**

Learn about and increase their use of support resources to better promote academic and personal success. 60% of students will be able to identify at least one new resource on campus.

**Measured By:** Pre and Post surveys of student opinions, beliefs

**Results:** Before residents arrived, we surveyed them to get an idea of how many campus offices and resources they were aware of. We used those results to guide the information being sent to them via email and what campus partners we chose to bring to Campus Village. Campus Village also transitioned to sending a weekly newsletter via a website called MailChimp. The website allows CV to create appealing graphics rather than text-heavy emails. The administrative interface for the website gives us the ability to see how many people are opening the emails and what trends capture the attention of our students. We have been intentional in creating content on a weekly basis that is informative about events happening in the community and resources and programs on campus and gives weekly academic and personal success tips. During week six of the Spring quarter, the residents were again surveyed about what resources they now knew about and how they found out about those resources. 65% of students who responded to the survey stated learning about at least one new resource while living in Campus Village.

**Use:** Reporting Results

**2018-19**

**ARROYO VISTA**

**Resident Advisor Programming Model**

**CIVIC & COMMUNITY ENGAGEMENT**

By participating in the Mesa Court interactions program model, residents will increase their network of support and social involvement within the first six weeks of the fall quarter and be able to identify at least one peer relationship with another Mesa Court resident, participate in at least one community activity and identify at least one campus resource.

**Measured By:** Post surveys of student opinions, beliefs; Posttests of student knowledge

**Results:** To be reported Summer 2019

**Use:** Reporting results

**Sustainability Theme Hall**

**DIVERSITY & GLOBAL CONSCIOUSNESS**

Residents participate in the sustainability theme hall will increase their knowledge of sustainability and will be able to define sustainability, identify one interrelated issues within sustainability and implement one sustainable action into their habits.
MESA COURT
Casa César Chávez Residents – Interaction with faculty

Residents will be able to meet, engage and connect with a minimum of one faculty member (within UCI’s Department of Chicano/Latino studies) outside of the classroom through the attendance at a minimum of two faculty-student socials, lectures and/or programs offered within the themed house.

Measured By: Pre and Post surveys of student opinions, beliefs; Other
Results: To be reported Summer 2019
Use: Providing feedback to student/participant

Academic Excellence Black Scholars House Residents - Thrive course

By attending the Thrive@UCI course, AEBs residents will increase their awareness of available academic resources on campus as well as be able to articulate how these resources can contribute to their overall success here at UCI. Students will be able to identify a minimum of three UCI campus resources outside of Housing that will assist in their successful transition to a University setting as well as support their academic achievement.

Measured By: Pre and Post surveys of student opinions, beliefs
Results: To be reported Summer 2019
Use: Refining program/program changes

Campuswide Honors House Residents – Work/Life Balance

By attending the Thrive@UCI course, AEBs residents will increase their awareness of available academic resources on campus as well as be able to articulate how these resources can contribute to their overall success here at UCI. Students will be able to identify a minimum of three UCI campus resources outside of Housing that will assist in their successful transition to a University setting as well as support their academic achievement.

Measured By: Pre and Post surveys of student opinions, beliefs
Results: To be reported Summer 2019
Use: Refining program/program changes

CAMPUS VILLAGE
Sustainability

Expand on Campus Village's efforts to educate about and foster sustainability practices by creating a poster campaign during fall quarter focused on zero waste practices. Students will learn about the 5 Rs of sustainability: Refuse, Reduce, Reuse, Rot and Recycle. After the poster campaign, during Winter quarter,
Campus Village will host a program that teaches students how to implement the 5Rs in their residence hall. At the start of the workshop, students will take a pretest to determine how much information they know and their results will be compared with a posttest at the end of the workshop to determine how much they learned. Our goal is for 95% students to score above 80% on the posttest.

**Measured By:** Pre and posttests of student knowledge

**Results:** To be determined Summer 2019

**Use:** Reporting Results

### Partnerships with Academic Units

**PROFESSIONAL & ADMINISTRATIVE SKILLS**

Students will learn the importance of making meaningful connections with faculty and staff. 70% of students who evaluate Campus Village housing will report having made a meaningful connection with a faculty or staff member while living in Campus Village. This will be assessed via the Spring survey that is sent to students living in Campus Village.

**Measured By:** Post survey of student opinions, beliefs

**Results:** To be determined Summer 2019

**Use:** Reporting program/program changes; Reporting results

### ARROYO VISTA

**Winter Academic Outreach**

**PERSONAL RESPONSIBILITY**

Students earning less than a 2.0 grade point average for fall quarter 2018 will be invited into the office to meet with Middle Earth professional staff. Students scheduling and attending these meetings will be able to:

- identify academic and possibly other support resources on campus
- develop at least one strategy to improve their academic performance for winter quarter
- identify at least one issue that negatively impacted their grades fall quarter

The follow up metric is the percentage of students who did attend the meetings versus the students who did not attend the meetings and whether or not they remain enrolled at UCI for the fall of 2018.

**Measured By:** Other

**Results:** To be reported Summer 2019.

**Use:** Reporting results