

If You Build it Right, They Will Come!
Housing* Dining* Hospitality Services
(HDH) at UC San Diego

Undergraduate Academic Advising Council
June 3, 2014

MISSION STATEMENT

The mission of Housing, Dining, and Hospitality Services (HDH) is to support the philosophy, mission and goals of the University of California and the Academic Enterprise by meeting the needs of our clientele at the highest levels of professionalism, financial responsibility, social responsibility, and service in a manner commensurate with our available resources.

1.14.2001

MISSION STATEMENT

Or

More simply said,

We are here to support our residents, our customers and our campus faculty, students and staff as best we can.....

Our Faculty and Students are the “Stars”

HDH is part of the supporting cast.

We exist for no other reasons.

Housing*Dining*Hospitality Services

- Housing*Dining*Hospitality (HDH) is designed around and committed to support our college system and the UC San Diego campus community.
- HDH is committed to be self operating. (as much as possible our employees provide our services to our customers)
- **HDH is Required to be self supporting.** (receive no other funding than what our customers pay us).
- **HDH is NOT FOR PROFIT:** We cover our costs of operating our program and ensure HDH's short, mid and long term financial stability with **our stated goal of keeping our costs to the customer as low as possible** and posing no financial risk to the academic enterprise.
- **No one is or ever has been required to live on campus.**
- **No one is required to use any of our services.**
- HDH pays all costs for any and all campus services received.

Housing*Dining*Hospitality Services

- Houses 14,775 students, staff, faculty and dependents
- Encompassing 5 MILLION + square feet of space
- Encompassing 400 buildings
- Buildings run from 51 to 3 years old
- Building run from 1 story to 14 stories
- Annual mortgage payments on our buildings exceeds \$40 MILLION dollars
- Employ 600+ career staff and 400-500 students
- Staffed seven days a week, 24 hours a day, 365 days a year
- Provide over 4.3M individual meals annually
- Receives, Processes, Responds to and Resolves over 13,000 individual work orders from our residents annually
- Utility charges for our facilities are in excess of \$7M a year

Fun Factoids On HDH

- ▣ **First in the system in number of transfer students housed**
- ▣ **First in the system in number of graduate/ professional students housed**
- ▣ **First in the system in the number of faculty/staff for rent units**
- ▣ **First in the system to deliver a LEED Platinum Housing community**
- ▣ **First in the system to operate a in-house by reservation/table service on campus dining option (The Bistro@ The Village)**
- ▣ **Awarded “Most Vegan Friendly” dining program for large US Universities in 2012-13**
- ▣ **Second to UCLA in total students housed ☹**

More Fun Factoids on HDH

- ❑ Dining Services operating hours and number of locations supply the campus with **44,908 hours of service in an academic year**. That is enough time to go to the moon and back 295 times
- ❑ If we lined up all of the pizza's produced in one year equaling **60,788 lbs of pizza**, we would bridge the 12.6 miles between UCSD's La Jolla Campus and the Hillcrest Medical Center.
- ❑ HDH is the top buyer of Naked Juice in the US. Dining Services purchased **150,945 15oz bottles of Naked Juice**, with 4 fruits and veggies per bottle that is 603,780 delicious ingredients.
- ❑ Good thing our eggs are cage free because we purchase enough to cover an entire field. If all of the eggs in a single year (**3.2 million eggs**) were made into a massive omelet it could cover Muir Field.
- ❑ Soda, Juice, and Lemonade fountain beverages are always a hit, so much so that the **approximate 171,400 gallons dispensed** is enough liquid to wash a car parked in each of the 17,000 parking spots on campus.

Where have we come from?

1961	2013
137 Capacity	14,775 Capacity
245K sq. ft..	5.3+ MILLION sq. ft.
3 career staff	597 career staff
0 student staff	400-500 student staff
1 supervisor	100 supervisory positions
1 Division	11 Divisions
0 Res Life Staff	200+ Res Life Staff (prof & para prof)

Housing*Dining*Hospitality Services

- For 2013-14, there is a 4 year guarantee for incoming fresh persons but it will move back to a 2 year guarantee starting 2014-15 due to over-demand from current students (we hope to be able to make more time in residence available but without the commitment to a formal guarantee)
- Currently a two year limit on single graduate and professional students who move into ARCH community. Students with children have no limit as long as they maintain student status.
- Long term, we would like to have support from our campus leadership to be able to provide enough housing to meet all demand from our community (students/staff and faculty).

HDH Stated Goals

- Support strategic plan and academic mission of UC San Diego.
- Provide housing for 50% of enrolled students per the Campus Long Range Development Plan (LRDP).
- Do our best to support our residents & customers needs and wants.
- Support our staff. (career and student)
- Maintain “as low as possible” rates for our customers to keep the total cost of attendance as low as possible.

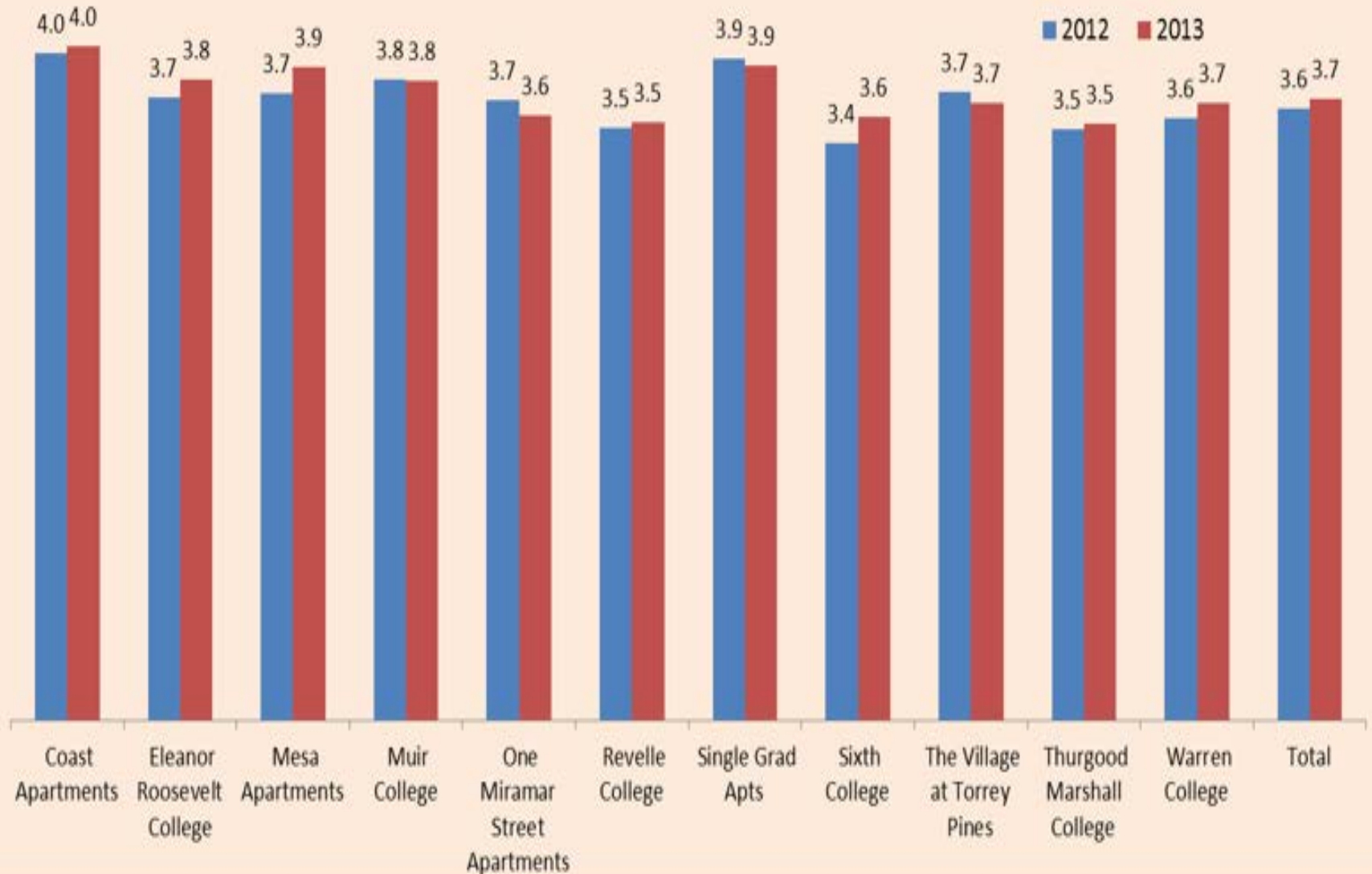
All of Which Has Resulted In:

- ▣ Doubling the number of total beds over the past ten (10) years equating to over 5,500 new beds (second largest program growth in UC)
- ▣ Having to add over 1,000 temporary beds over this past summer to meet campus guarantees and single UG demand to live on campus.
- ▣ A waiting list for single graduate/professional student housing of over 1,400.
- ▣ A waiting list for faculty/staff housing of over 400.

HDH 2014-15 and Beyond

- Assessing and Addressing current “Over-Demand” from every customer group and potential future impacts to meet customer demand in the best ways possible.
- New Graduate/Professional Student Housing Project initiated - potentially 1000+ units and associated parking and supporting amenities.
- Assessing potential impacts and working with Light Rail Project and opportunities to connect Sixth College and On Campus Housing populations to it and San Diego.
- Work with Gilman Bridge project and opportunities to better connect East Campus Residential Population to West Campus.

Satisfaction with Housing Services by Location, 2012-2013



Challenges from HDH Perspective (controllable)

- ▣ Cost of Housing and Dining related to impacts on Total Cost Of Attendance @ UC.
- ▣ Increasing assessments by “others” to fund other unfunded mandates/cost increases.
- ▣ Aging Facilities (even as a “younger” UC campus) and over-head costs related to renovation and renewal efforts.
- ▣ University Zero net energy and drought response goals and the role Housing and Dining and our residents will have to play in achieving it.

What is the Total Cost of Attendance at UC compared to other Research Universities for Undergraduates?

The total cost of attending college includes tuition and fees, as well as living expenses, books and supplies, transportation, health insurance and personal expenses. The total cost of attendance is higher at UC than other Research Public Universities (American Association of Universities) because of the relatively high cost of living in California.

Select an Academic Year

Select a Comparison Institution

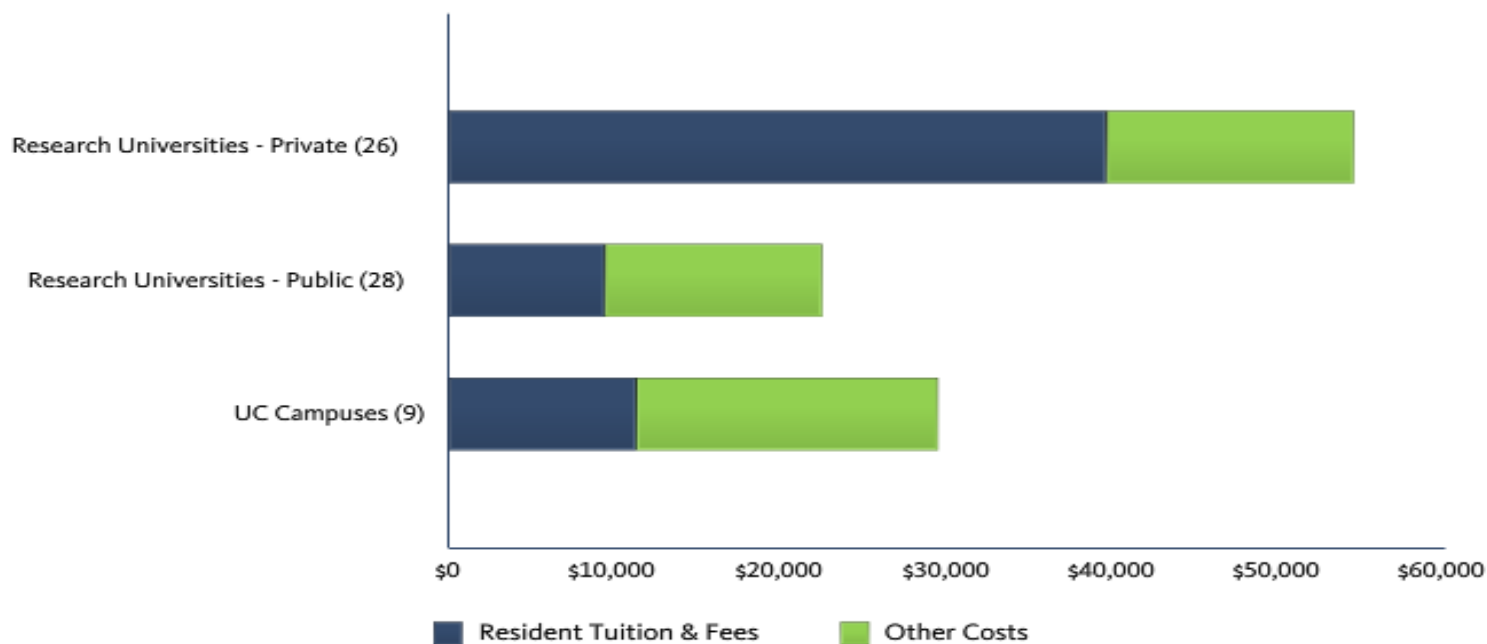
Inflation Adjusted

Not Inflation Adjusted

2010-11

Total Cost of Attendance

In-State Student - Living On-Campus



Challenges from HDH Perspective (uncontrollable)

Under the “it is what it is” challenges:

- ▣ Large variances in fresh person total class sizes
- ▣ Admits exceeding original frosh class targets set forth in previous long term enrollment plans
- ▣ Large variances in fresh person class sizes by College
- ▣ Available beds by College and types of beds by College vary
- ▣ More juniors and seniors wanting to stay on campus than projected
- ▣ Changes in leadership across the campus at every level and the process of prioritizing needs and wants.

Opportunities – Act Locally

- ▣ On campus, we are all part of the whole, but in reality, my experience has been that the campus doesn't work well together and that's because we don't "trust" each other and I believe the lack of trust is typically due to a lack of information between the parties. I promise that you can "trust" HDH.
- ▣ Doing things the same way won't work at ANY level so we want to rethink the way we work at every level.
- ▣ If there's something we can do together to enhance the student experience, please don't hesitate to ask. We know our students and their parents choose UC San Diego for the academic experience and perhaps there are ways we can work together to provide that at the highest level

▣ THANK YOU FOR ALL YOU
DO FOR OUR STUDENTS --