

# Highlander Union Governing Board Meeting Minutes

Monday, February 5th, 2018

5pm-6pm

HUB 260

Minutes Composed by Kaitlyn Lara

- I. Call to Order
- II. Roll Call
  - A. Members Present:
    1. Lewis Luartz, Chair
    2. Kaitlyn Lara, Vice Chair
    3. Aram Ayrapetyan
    4. Diana Trannam
    5. Alondra Duenas
    6. Sawanee Zadey
    7. Leandra Doan
    8. Brett Walsh
    9. Shawn Ragan
    10. Alex Ruiz
    11. Brendan O'Brien
  - B. Absent
  - C. Guests
    1. Nick Olivarria
    2. Teresa Garcia
    3. Robin Hungerford
- III. Approval of Minutes
  - A. Motion to approve the January 16, 2018 minutes by Diana Trannam, second by Alex Ruiz.
    1. 9 In Favor    0 Oppose    0 Abstain
    2. One board member was not present for the approval of the minutes nor the agenda, and arrived later in the meeting.
- IV. Approval of Agenda
  - A. Motion to approve the agenda by Leandra Doan, second by Alondra Duenas.
    1. 9 In Favor    0 Oppose    0 Abstain
- V. Chair's Report
  - A. Refer to section IX for Subcommittee reports
- VI. HUB Report: Brendan O'Brien, Director
  - A. Regarding the Student Success Center, the HUB's investment into the building will contribute towards:
    1. Multipurpose room space that can be divided into two rooms, 3700 sq. ft. total. The room can hold 250 people and up to 275 people max.

2. 3 small meeting rooms, that can be used for meeting or for students who want to eat lunch inside or study. This space is much more flexible than HUB meeting rooms.
3. 3 small study rooms for students.
4. A lounge space, with both an open student study, and a quiet study lounge. This was something that the Student Affairs Working Group really advocated for. Originally there was an idea for labeling study spaces for only Graduate Students, Undergraduate Students, or Commuter Students but those designated spaces already exist here in the HUB. Brendan wants to update those HUB spaces a bit and give them a better identity for those groups of students that belong to those spaces.
5. Collaboration study nooks.
6. Reallocating some of the space from the multipurpose room to a lobby space. All of the prescribed space was taken, leaving nothing for a nice lobby area. This space could contain lounge furniture, use as a pre-function space, or even as art installation space. It would make the building more unique and welcome. At tomorrow's working group meeting, the Working Group will finalize more of these details. In three to four weeks, Brendan will have a more finalized plan. There will be options to view designs from a construction group and an architecture group with ideas on what the space could look like. This will offer an opportunity for more opinions from students and from the Working Group.

## VII. Food Service Report

- A. Julie Zeno came last month and relayed some of the questions the Board had for her (Robin Hungerford).
  1. Mobile Ordering App: it is not at the top of Dining's priorities at the moment. There are too many other projects going on currently with the rest of the campus. The Barn is finishing their designs, designs for Glasgow Dining as part of the new AI restaurant just began, and designs for the new residential building. With all of these projects and down a director, things are very busy. Mobile Ordering may be revisited in the Summer or the Fall of 2018. If Dining does go ahead with the app, it has to be for the right reasons. It will complicate operations and slow down service, so Dining needs to make sure that if it is implemented, it is done well.
  2. The HUB Nutritionals: The HUB has started linking nutrition facts from the dining options on campus to the HUB website. Some are easy to find, but others are more difficult. You can look up specific nutrition facts per restaurants, but it gets tricky for places where customization occurs. Hibachi San is not posted on the website, as Dining is still working with them to upload the correct file. She is talking with IT to get these nutrition facts more easily accessible on the website.

3. Tip Jars: UCR as a whole has a tipping policy, where employees cannot receive tips. This is enforced for all UCR dining, UCR departments (such as landscaping or maintenance), and UCR catering as well. Because Habit is not UCR, nor are their employees, we cannot apply the same policy to their restaurant. At this time, there is no need to police whether they have a tip jar or not. The assumption is that those employees receive the tips earned in the jar, but Robin has not gone to specifically ask. Aram Ayrapetyan asked if this policy is also implemented at the Glen Mor Starbucks, but Robin replied that the Starbucks is a UCR franchise. Therefore they are UCR employees and the tipping policy is enforced at their location.
4. Poor Dining Experiences: If you hear from a student that has a poor experience at a HUB dining location, please advocate the use of the Dining Survey on the HUB website. It allows the HUB to capture real-time feedback and address any concerns with the staff working. When a negative survey is received, Teresa Garcia (a HUB Dining Staff member) will go to the dining location and address the issue within 48 hours. This allows the feedback to be addressed, and the HUB takes it very seriously. They would also like the 3rd party to contact the customer afterwards. Alex Ruiz asked how this survey information is promoted to the campus. Robin replied that the Text-n-Tell (used at residential dining) was used at retail locations (HUB, the Barn, Bytes, Ivans) for a brief period of time, but it did not receive the same attention that residential currently receives. To save money, the system was pulled from all UCR retail locations, as well as the napkin dispenser advertisements and poster/flyers. The survey system is not well marketed, but the Text-n-Tell was well marketed and barely any feedback was given. Robin will consider a new marketing campaign for the Dining Survey. Aram Ayrapetyan asked whether any dining workers lost their jobs with the new dining transitions. Robin responded that no career position, no management position, nor any student position was lost. From a union perspective, the HUB absorbed positions that are financial making a negative impact right now, but it was their commitment to not lose any positions.
5. 3rd Party Tax: Robin spoke with the Finance and Accounting Team and found that the 3rd parties do have to charge tax. When dining services annually reports to the state, they report up through UCR. When 3rd party franchises report to the State, they report through their own corporation. Therefore they are required to follow the State-Tax Laws. There is nothing UCR can enforce to require the 3rd parties to cease the sales tax.

VIII. Public Forum

IX. Subcommittee Reports

A. By-Law Committee Meeting

1. We went over the current By-Laws and found many consistencies. There are many things that we recommend to change, specifically with respect to membership. Next meeting, we will go into more detail, so please let us know your availability. The discussion will affect everyone on the Board, so if you are part of the sub-committee, please try to attend.
2. Motion to amend Section 3 Item F of the HUB Bylaws to require 50% plus one of all eligible voting members of the Board present to constitute a quorum, by Kaitlyn Lara, second by Diana Trannam.
  - a) 10 In Favor    0 Oppose    0 Abstain

B. Finance Committee

1. In the first finance meeting, Brendan O'Brien gave us an overview of the budget, and we began discussing capital projects. During the second meeting, we went into more detail about possible capital projects. Brendan O'Brien will go more into detail at a future HUB Board Meeting, where the rest of the Board will be able to understand where the money is going and how it flows, etc.

X. New Business

- A. Motion to approve items A through G by Brett Walsh, second by Aram Ayrapetyan.

1. 10 In Favor    0 Oppose    0 Abstain

XI. Old Business

- A. Brendan O'Brien announced that the \$15 an hour operating beyond normal hours fee is still in review with VCSA leadership.
- B. Regarding the HUB Posting Policy Review, Brendan is going to meet with Ellen Whitehead to correlate the Student Affairs Posting Policy, HUB Posting Policy, ASUCR Elections Posting Policy, and the General Campus Posting Policy to make sure that there are no redundancies or incorrect information.
- C. The upcoming Facilities Service-Level Agreement (SLA) changes might be ready for the March HUB Board meeting. Brendan will send more information about that in an email. Hassan and Susan are planning on attending the March meeting, if the rest of the Board would like to vote on the proposed changes. If it does not look like we may have a lot of attendance at the March meeting, Brendan proposed to the Board to consider a special meeting to vote on this SLA because he would like the entire Board's opinion and vote on the matter. Brendan needs a final answer on the SLA by the end of March to include it into the HUB budget for next year. Shawn Ragan asked if the SLA meeting served the purpose of approving particulars regarding the changes, to which Brendan confirmed as the rest of the campus is working towards integrating services. Brendan also added that it is more of getting the Board to approve with the investment amount and whether the service matches our expectations of what we currently have.

XII. Announcements

- A. Alex Ruiz mentioned that since we now have an Interim Vice Chancellor it would be a good idea for them to attend one of our meetings. Brendan replied that the

Interim Vice Chancellor has been invited and has a standing invite, but their attendance depends on their schedule. Ellen Whitehead was planning on attending this meeting, but had a scheduling conflict as well.

- B. Aram Ayrapetyan advocated for ASUCR to cater food for our upcoming Board meetings, if everyone was open to that. It doesn't have to be anything fancy, but would have options for anyone with specific food restrictions. No one seemed opposed to the idea, so Aram Ayrapetyan will try and coordinate something for the next meeting. HUB Dining offered to sponsor one month of catered food for a HUB Board meeting, just give them a couple weeks notice.

XIII. Adjourn

- A. Motion to adjourn by Aram Ayrapetyan, second by Alex Ruiz.
  - 1. 10 Approve    0 Oppose    0 Abstain