



Minutes

Operations Committee Meeting

📅 Wed October 30th, 2019

🕒 1:30pm - 3:00pm PDT

📍 TSU Board Room

I. **Call to Order**

Prashant Sharma, Chair, called the Committee meeting to order at 1:33 p.m.

II. **Roll Call**

Members Present: Baker, Kalra, Kurtz, Nikopour, Sadat, Sharma, Solis

Members Absent:

Liaisons Present: Fehrn, Rix, Tapper

Liaisons Absent: Martin, Wiley

*Indicates that the member was in attendance prior to the start of Unfinished Business, but left before the scheduled ending of the meeting. [According to policy, a member of the board who does not remain until the scheduled ending time of the meeting (3:00 p.m.) is considered not to be in attendance.]

**Indicates that the member was in attendance for a portion of the meeting, but not in attendance prior to the announcement of Unfinished Business. [According to policy, a member of the board who is not in attendance prior to the announcement of Unfinished Business is considered not to be in attendance.]

EXCUSALS: None

III. **Approval of Agenda**

(Kurtz-m/Baker-s) The agenda was approved as presented by unanimous consent.

IV. **Approval of Minutes**

a. **10/16/2019 Meeting Minutes**

(Kurtz-m/Sadat-s) The October 16, 2019 meeting minutes were approved as presented by unanimous consent.

V. **Public Speakers**

NONE

VI. Reports

a. Chair

Prashant Sharma provided a written report to the Committee. The report is an attachment to the minutes.

b. Programming Liaison

None

c. Director, Titan Recreation

Aaron Tapper, Director of Titan Recreation provided an update report to the Committee. Introduced Marcus St. Phard, Associate Director to the Committee. The report is an attachment to the minutes.

VII. Unfinished Business

a. NONE

VIII. New Business

a. Information: Briefing on F-45 and Drop-in Fitness Classes (Sharma)

Prashant Sharma, Operations Committee Chair yielded to Aaron Tapper to provide an overview of the F-45 Drop in Fitness classes. The presentation is an attachment to the minutes.

Tapper answered questions from the Committee regarding statistics and usage of F-45 and consideration of providing discounts to encourage usage.

b. Action: Titan Student Union Operating Hours (Sharma)

OC 001 19/20 (Baker-m/Kalra-s) A motion was made and seconded to approve the proposal for the Titan Student Union operating hours for 2020-2021 academic term.

Sharma provided a presentation, reviewed the proposal and yielded to Fehr to provide additional information. The presentation and proposal are an attachment to the minutes.

Sharma opened the floor to questions.

Nikopour asked if the opening would include games/other services. Fehr shared, general building access only.

Sadat asked what the cost would be to include opening of games area. Fehr shared, games/TBB are not open on the weekend during the semester and there would be lower census during the time. Cost approx \$30.

Baker asked how it would work to staff the facility. Fehr shared student staff/managers currently provide services 16 hour shifts. Could cover the additional time as needed with existing staff.

Sadat asked about opening the facility on Friday and Saturdays and not on Sundays. Fehr shared the building is open 8:00am to 5:00pm on Fridays. Shared information about offering games/TBB facilities for special events, working with housing etc.

Kalra shared this proposal opens the door to have conversations about hosting events and partnering with campus.

Kurtz reminded we are in questions and not discussion.

Sharma continued with his presentation to extend operating hours during exam periods.

Kalra asked if there is any student demand for opening/extending hours for all night study. Kurtz shared information about past student demand and usage.

Sharma opened the floor to discussion.

Baker asked if there is data to show that students want the TSU open more. Kurtz clarified the question. Baker clarified wanted to know how many people are on campus and might be using the facility. Fehr shared the TSU has been only open from 8-5pm during summer. Number of people using the space during the summer is minimal and usage is tracked as customer counts daily. There are very few students in the building during the summer. There is no information on usage during the proposed hours since the facility is closed generally at 5pm. The recommended weekend hours during the week before school, based on staff judgement/professional experience from people asking for access to the facility the week before school for the fall semester.

Baker shared the proposal seems like a good idea, wants to know how many students use the facilities the week before school. Fehr, shared the week before school is event heavy, however, general public use is minimal.

Kurtz shared the changes are good, having the facility open the weekend before is a good time for showing the building off and giving new students to campus an overview of the facilities.. Also good to extend hours during finals, makes resources in the TSU available for student use for studying, microwave use, etc.

Sharma asked if there were any objections to moving into a roll call vote. There were no objections.

Decision: OC 001 19/20 (Baker-m/Kalra-s) Roll Call Vote: 6-0-0 The proposal to approve the Titan Student Union Operating Hours was approved.

c. Action: Titan Student Union Room Rental Fees and Titan Student Centers Staffing Fees (Sharma)

OC 002 19/20 (Kurtz-m/Baker-s) A motion was made and seconded to approve the proposal for the Titan Student Union room rental fees and Titan Student Centers staffing fees effective immediately.

Sharma reviewed a presentation, the proposal, and yielded Fehr to provide additional information. The presentation and proposal are attached to the minutes.

Sharma opened the floor to questions.

Baker asked Fehr how the revised rental rates compare to the other organizations. Fehr shared an overview of their process to compare to other CSU's to ensure the pricing methodology is good. Also, compared rates to local businesses in OC.

Baker asked how the proposed rates compare to other local businesses like Hope. Fehr shared everyone does something different when calculating rates, he shared that they perform a sample of costs for local organizations to ensure the TSU's costs are in line.

Baker asked if up front deposits were considered for larger rooms for off-campus reservations. Fehr confirmed that all off campus reservations require a reservation booking fee.

Rix asked for clarification on room rates based on size, etc. Fehr clarified that all rooms are being adjusted.

Nikopour asked if off campus events like school dances should be lumped in with the Bar/Bah Mitzpha events. Fehr shared those events are typically less involved than the outside individual events like weddings, etc.

Fehr provided an overview of the Titan Student Centers Staffing Fees proposal based on the annual adjustment for the minimum wage increase through 2021.

Tapper shared clarification on the rates displayed on the chart for Titan Rec positions, stating that the rates listed are for special events.

Sharma opened the floor to discussion.

Kurtz stated the presentation was great and feels that we are on the right track in recovering costs.

Sharma agreed.

Sharma asked if there were any objections to moving into a roll call vote. There were no objections.

Decision: OC 002 19/20 (Kurtz-m/Baker-s) Roll Call Vote: 6-0-0 The proposal for the Titan Student Union room rental fees and the Titan Student Centers staffing fees was approved.

IX. Announcements/Member's Privilege

None

X. Adjournment

Sharma adjourned the meeting at 2:58 p.m.



Prashant Sharma, Operations Committee Chair



Susan Collins, Recording Secretary

Roll Call 2019-2020

10/30/2019 Operations Committee Meeting

Attendance		Present	Absent
Trustees	Kurtz	1	
	Nikopour	1	
	Sadat	1	
RSA Rep.	Solis		1
ASI Pres. Rep.	Kalra	1	
ASI BOD Rep.	Baker	1	
Chair	Sharma	1	
		Present	Absent
		6	1

Attendance		Present	Absent
TSU AD	Fehrn	1	
Marketing	Martin		1
VC Facilities	Rix	1	
SRC Dir	Tapper	1	
AED	Wiley		1
		Present	Absent
		3	2

Roll Call Votes	#001	001			002		
		Yes	No	Abstain	YES	No	Abstain
Trustees	Kurtz	1			1		
	Nikopour	1			1		
	Sadat	1			1		
RSA Rep.	Solis						
ASI Pres. Rep.	Kalra	1			1		
ASI BOD Rep.	Baker	1			1		
Chair	Sharma	1			1		
		YES	No	Abstain	YES	No	Abstain
		6	0	0	6	0	0

ABSENT



CHAIR OPERATIONS REPORT
OCTOBER 30, 2019

CALIFORNIA STATE UNIVERSITY, FULLERTON™

REPORT:

AS of now, for our program and service survey we have recorded response from around 269 students, as compared to the student ratio utilizing these facilities, this number seems to be less. As we have sent out the mails to the students who checked- in these program, we are awaiting more responses. Ideally for a proper report the response should be more than 300+. I would request you to spread the word about this survey if you know people who utilize this area; as the number of responses would help us evaluate these classes efficiently.

Proposal

Operating Hours for TSU 2020-2021

General Operating Hours (TSU)

- Monday – Thursday : 7A.M. – Midnight
- Friday : 7A.M – 10 P.M.
- Saturday – Sunday : 10A.M. – 10 P.M.

Proposal to Implement I

- **Semester Hours** : Operate TSU from 10:00 A.M. to 10:00 P.M. on the Saturday before the first Monday class. Usually TSU would have been closed on weekends till the session starts.

Why??

- Target Audience: **Freshman**
- The reason behind to implement this change is to cater the freshman that moves in a week before the session starts; the students start exploring the campus along with their families. This can be a great way to showcase the union to the newcomers.
- TSU holds some events in parts of the building, opening it up entirely would provide a better access to the people.

Benefits??

- **Showcasing:** These two days would provide an opportunity for the students as well as their families to look around the Union with a small student proportion inside. This would indeed help them appreciate the facilities and services provided within.
- **More visitors:** This can be seen as a strategy which would help us serve more students which aligns with the agenda of our corporation.

Price we pay!

- Operating TSU on two Saturdays and Sundays before the semester starts would cost approximately **\$1760**.

Questions?

Proposal to Implement II

- **Extend Operating hours:** At present TSU closes at 10 P.M. every Friday and Saturday. The proposal seeks to extend the closing timing from 10P.M. to Midnight on both these days before the Finals i.e. the time around when the all night study starts.
- To open the TSU at 7A.M. on the Sundays before the finals instead of 10A.M.

Why??

- As generally for most of the departments the exam starts on Mondays or Tuesdays. Extending the building hours as specified would serve a lot of students appearing for their exam on the first two-three days of the week.

Benefits??

- The whole idea of ASI is to serve the students community excel in their academic domains and implementing this change before the finals would assist a lot of students who either study late at night or early in the morning to achieve this in a comfortable environment.

Price we pay!

- Two additional hours on Friday, Saturday + three hours on Sunday twice in a year would cost approximately \$558.74.

Questions??

To be Implemented on and from : **July 1st 2020 - June 30th 2021**

Thank You!



CALIFORNIA STATE UNIVERSITY, FULLERTON™

TITAN STUDENT CENTERS BOARD OF TRUSTEES
PROPOSAL
FALL 2019

Proposal to set 2020-2021 Operating Hours for the Titan Student Union

PRESENTED TO: Titan Student Centers Board of Trustees

MEETING DATE: Wednesday, November 6, 2019

PRESENTED BY: Prashant Sharma, Vice Chair of the TSCBOT Operations Committee
Jeff Fehr, Associate Director, Titan Student Union

BACKGROUND

The Titan Student Centers Board of Trustees is required to complete an annual review of the operating hours of the Titan Student Centers - the Titan Student Union, Student Recreation Center, and Irvine Fitness Center. Data regarding student usage rates of the Titan Student Union have been collected and compiled which provides evidence for adjustment or maintenance of the operating hours for the Titan Student Union.

PROPOSAL

In consideration of the needs of Titan Student Union staff, tenants, student employees, and data collected on student and guest use of the Titan Student Union, make the following adjustments to the current operating hours in the Titan Student Union for 2020-2021:

Titan Student Union

Semester Hours

Operate TSU from 10:00 a.m. to 10:00 p.m. to begin on the Saturday before the first Monday classes.

All-Night Study

Extend Operating Hours to stay open until midnight on the Friday and Saturday before Finals each semester. Extending the operating hours on Sunday from 7 a.m. throughout the night for the all-night study before the finals of each semester.

RATIONALE

Titan Student Union plans to operate from 10:00 a.m. to 10:00 p.m. on the Saturday and Sunday before the first Monday of each semester. The basis of this change is that a lot of newly enrolled students move in and around campus before the designated date. Thus, a lot of students, as well as their families, can be found exploring the facilities and the centers. Moreover, the TSU holds some events in parts of the building, opening it up entirely would provide more access to the community.

Titan Student Union operates for throughout day and night during the final's week as of now. However, the plan is to extend the operating hours from Friday and Saturday before the final's week by two hours, i.e., 7 a.m. to midnight Friday and 10 a.m. to midnight on Saturday and initiating all-night study hours from 7 a.m. Sunday onwards before the finals week. Generally, the exam starts on Mondays and students require a study area before their exam. Hence, extending these operating hours before the exam would suffice that need.

IMPACT

The proposal of operating TSU from 10:00 a.m. to 10:00 p.m. from Saturdays before the first Monday class instead of being closed would not just benefit the students but the TSU as well. This change would provide the freshman on campus an opportunity to look around and appreciate the Student Union. Moreover, opening up the building would provide easy access and more room for the events held within some parts of the facility. The word of mouth advertisement from the students would, in turn, help TSU garner more patrons throughout the academic year.

TSU holds all-night study during the finals week, which generally witnesses several students utilizing this facility, extending the operating hours from Friday and Saturday by two hours and initiating all-night study hours from 7 a.m. Sunday before the exams would provide students with more room and opportunity to study in a calm and composed environment.

Extending the Fridays and Saturdays by two hours before the exam week would see a rise in the TSU patrons on the weekends and initiating all night from Sunday before the exam would be beneficial to the students appearing for exams in the first two or three days of the week.

BUDGET IMPACT

Operating TSU from 10:00 a.m. to 10:00 p.m. on the Saturday and Sunday before the semester commences would cost approximately \$ 1,760.

The overall impact on the budget for adding two additional hours on Friday, Saturday and operating from 7a.m. from Sunday, twice in a year would cost approximately around \$558.74.

The total operating cost would be approximately \$ 2,318.74.

IMPLEMENTATION TIMELINE

Operating Hours effective July 1, 2020 – June 30, 2021

PROPOSAL

ADJUSTING ROOM RENTALS AND STAFFING IN TITAN STUDENT UNION



BACKGROUND

- Increasing cost of student staff, increase in minimum wage and HR/benefits regulated by the State of California.
- The hourly charge to clients reserving events in the TSU need to be increased to balance the amount of money spent and earned.
- The last raise in the room rental fees for TSU was implemented on January 1st 2017; as the costing for pro-staff, lighting, HVAC, custodial and setup have increased , room rentals have fallen below the recovery cost.

PROPOSAL

- Increase in the chargeback amount for TSC managers, setup crew, attendants, Information and Service ticket seller, lifeguard and instructors
- The above mentioned staff is throughout University Conference Center, Titan Recreation center and Titan Bowl & Billiards.
- Increase in the room rental rates for departments, private use, extended education, off-campus, special events and filming

SUPPORTING RATIONALE

- The minimum wage along with hourly benefits have been increasing for a while, on the other side the hourly fee charged to clients has not increased.
- The amount of money spent out is more than the revenue generated.
- For any corporation to run smoothly this imbalance could be a hurdle.

IMPACT

- Implementing this proposal would impact the student organizations, on- and off- campus clients, as they would see an increase in the costs for events and activities to be hosted within the TSU.
- Moreover, with this proposal the costs to client is set to a point which would keep up with the hike in minimum wage up till 2021.

REVENUE PROJECTED

- Implementing the updated labour rates will project an increase of \$ 20,260.
- The updated pricing for the UCC room rates would increase the revenue by \$55,000.
- $\$20,260 + \$55,000 = \$75,260$

TIMELINE

- New rates would be implemented on all the new reservations following the approval.
- Existing reservations confirmed would comply on the rates decided on confirmation.

QUESTIONS??

Thank you!

Proposal to adjust rates for room rental's in the TSU and staffing in the TSC

PRESENTED TO: Titan Student Centers Board of Trustees

MEETING DATE: Wednesday, November 6, 2019

PRESENTED BY: Prashant Sharma, Vice Chair of the TSCBOT Operations Committee
Douglas Kurtz, TSCBOT Chair
Jeff Fehr, Associate Director, Titan Student Union
Aaron Tapper, Director, Titan Recreation

BACKGROUND

As costs for student staff have increased, including increases in the CA minimum wage and HR/Benefits, the hourly charge to clients reserving events in the Titan Student Union need to be increased to keep pace. Absent an increase in the chargeback rate, direct staff costs for events will be subsidized by Student Centers' fee through the TSC Budget.

The last raise in room rental fees for the Titan Student Union occurred on January 1, 2017. As with student staff, as costs to maintain events in the Titan Student Union (including pro-staff, lighting, HVAC, custodial and setup) have increased, rental rates have fallen below recovering cost to put on the events.

PROPOSAL

Increase the chargeback amount for TSC managers, setup crew, attendants, Information & Services ticket sellers, lifeguards, and instructors assigned to work event as part of reservation requests throughout the University Conference Center, Titan Recreation, and Titan Bowl & Billiards. (see attached documentation)

Increase room rental rates for departments, private use, Extended Education, off-campus, special events and filming.

Rate sheet with proposed increases in **RED**, below.

RATIONALE

Current fees do not support the salaries and benefits associated with TSC student staff assigned to work events. As costs associated with student wages (including minimum wage and benefits) have increased each year, the hourly fee charged to clients for these services has not increased. This created a situation where the income associated with the labor assigned to a reservation is no sufficient to cover the expense of assigning the labor.

Proposal brings costs to client at a level higher than the scheduled minimum wage increases through 2021 in order to keep the costs of planning a reservation on the client, rather than passing those costs along to the Titan Student Centers.

IMPACT

Student organizations, on- and off- campus clients will see increase in reservation costs for events and activities.

BUDGET IMPACT

Lower expenditures by the Titan Student Centers to host events. Updated labor rates will project an increase in gross revenue by \$20,260. Updated UCC room rates will project an increase in gross revenue by approximately \$99,000, or \$130,000 (enhanced rate), over approximately 33 months.

IMPLEMENTATION TIMELINE

New rate structures will be implemented on all new reservation requests following approval. Existing reservation requests that have been confirmed will remain at the rates assigned on confirmation.

Proposed 19-20 UCC Room Rental Rates Chart

Event Spaces	ASI/TSU	CSUF Departments	Private Student/Staff Use		Extended Education	Off-Campus	Weddings	Commercial
	Student Orgs.	Schools	Student	Staff			Bar/Bat Mitzvahs	Filing
	Alumni Orgs.	Support Groups				Quinceaneras		
Pavilion ABC	N/C	940	1315	1505	1880	2800	3195	1350
Pavilion AB	N/C	620	870	990	1240	1900	2110	900
Pavilion BC	N/C	620	870	990	1240	1900	2110	900
Pavilion A	N/C	310	435	495	620	950	1055	450
Pavilion B	N/C	310	435	495	620	950	1055	450
Pavilion C	N/C	310	435	495	620	950	1055	450
Atrium	N/C	310	435	495	620	950	1055	450
South Patio	N/C	195	275	310	390	585	665	450
Titan Theatre	N/C	95	135	150	190	285	325	450
Pub	N/C	155	215	250	310	465	525	450
Food Court - East	N/C	155	215	250	310	465	525	450
Food Court - West	N/C	155	215	250	310	465	525	450
Courtyard	N/C	155	215	250	310	465	525	450
Mainframe Patio	N/C	50	70	80	100	150	170	300
Amphitheatre	N/C	45	65	70	90	150	155	450
Quiet Lounge	N/C	70	100	110	140	210	240	450
Alumni/Fireside Lounge	N/C	70	100	110	140	210	240	450
Bowling Area								450
TV Lounge								450
Billiards								450
Hallways								200

Proposed 19-20 UCC Room Rental Rates Chart

Meeting Spaces	ASU/TSU	CSUF Departments	Private Student/Staff Use		Extended Education	Off-Campus	Weddings Bar/Bar Mitzvahs Quinceañeras	Commercial Filming
	Student Orgs.	Schools Support Groups	Student	Staff				
Alvarado A	N/C	45	65	70	90	140	150	150
Alvarado B	N/C	45	65	70	90	140	150	150
Alvarado AB	N/C	90	125	145	180	270	310	150
Bradford A	N/C	30	40	50	60	90	100	150
Bradford B	N/C	30	40	50	60	90	100	150
Bradford AB	N/C	60	85	95	120	180	200	150
Gabriellino	N/C	85	120	135	170	260	290	150
Gilman A	N/C	30	40	50	60	90	100	150
Gilman B	N/C	30	40	50	60	90	100	150
Gilman AB	N/C	60	85	95	120	180	200	150
Hetebrink A	N/C	30	40	50	60	90	100	150
Hetebrink B	N/C	30	40	50	60	90	100	150
Hetebrink AB	N/C	60	85	95	120	180	200	150
Legislative Chambers 1	N/C	45	65	70	90	140	150	150
Legislative Chambers 2	N/C	45	65	70	90	140	150	150
Legislative Chambers 1&2	N/C	90	125	145	180	270	310	150
Ontiveros A	N/C	45	65	70	90	140	150	150
Ontiveros B	N/C	45	65	70	90	140	150	150
Ontiveros C	N/C	45	65	70	90	140	150	150
Ontiveros AB	N/C	90	125	145	180	270	310	150
Ontiveros BC	N/C	90	125	145	180	270	310	150
Ontiveros ABC	N/C	135	190	215	270	410	460	150
Presidents' Room	N/C	45	65	70	90	140	150	150
Steams	N/C	30	40	50	60	90	100	150
Tuffree A	N/C	30	40	50	60	90	100	150
Tuffree B	N/C	30	40	50	60	90	100	150
Tuffree AB	N/C	60	85	95	120	180	200	150



N/C = No Charge



ASSOCIATED STUDENTS INC

**TITAN STUDENT CENTERS BOARD OF TRUSTEES
PROPOSAL
FALL 2019**

CALIFORNIA STATE UNIVERSITY, FULLERTON™

Position	2019 Avg. Student Salary	2019 with Benefits	Current Chargeback	Avg. 1/1/2020	2020 with Benefits	Avg. 1/1/21	2021 with Benefits	Proposed Rate	Projected FY Gross Revenue
TSU									
TSU Building Manager	\$ 14.67	\$ 16.16	\$ 17.00	\$ 15.67	\$ 17.26	\$ 16.67	\$ 18.36	\$ 19.00	\$ 7,100
TSU Setup Crew	\$ 12.28	\$ 13.63	\$ 14.00	\$ 13.28	\$ 14.74	\$ 14.28	\$ 15.85	\$ 16.00	\$ 160
TBB Desk Attendant	\$ 12.28	\$ 13.63	\$ 14.00	\$ 13.28	\$ 14.74	\$ 14.28	\$ 15.85	\$ 16.00	\$ 1,040
Info & Services Staff	\$ 13.19	\$ 14.41	\$ 13.00	\$ 14.19	\$ 15.27	\$ 15.19	\$ 16.35	\$ 17.00	\$ 660
SRC									
SRC Building Manager	\$14.67	\$16.16	\$17.00	\$15.67	\$17.26	\$16.67	\$18.36	\$ 19.00	\$2,150
Intramural Official	\$12.56	\$13.94	\$15.00	\$13.56	\$15.05	\$14.56	\$16.16	\$ 17.00	\$1,200
Desk Attendant/ Intramural Attendant/ Rockwall	\$12.28	\$13.63	\$14.00	\$13.28	\$14.74	\$14.28	\$15.39	\$ 16.00	\$5,500
Fitness Instructor	\$25.00	\$27.74	\$30.00	\$25.00	\$27.74	\$25.00	\$27.74	\$ 30.00	\$1,500
Lifeguard	\$14.67	\$16.16	\$17.00	\$15.67	\$17.26	\$16.67	\$18.36	\$19.00	\$950

Benefits currently adds approximately 10.97% to staff wages

Unemployment Insurance = .57%

Workers Compensation = 2.25%

FICA = 7.65% (summer)