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 an 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 Fehrn to provide additional information. The presentation and proposal are an attachment to the minutes.
      Sharma opened the floor to questions.
      Nikopour asked if the openening would include games/other services. Fehrn shared, general building access only.
      Sadat asked what the cost would be to include opening of games area. Fehrn 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. Fehrn shared student staff/managers currently provide services 16 hour shifts. Could cover the additional time as needed with existing staff.
      Sadat asked about opening opening the facility on Friday and Saturdays and not on Sundays. Fehrn 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/extension 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. Fehrn 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. Fehrn, 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 an 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 Fehrn to provide additional information. The presentation and proposal are attached to the minutes.

Sharma opened the floor to questions.

Baker asked Fehrn how the revised rental rates compare to the other organizations. Fehrn 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. Fehrn 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. Fehrn confirmed that all off campus reservations require a reservation booking fee.
Rix asked for clarification on room rates based on size, etc. Fehrn clarified that all rooms are being adjusted.

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

Fehrn 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

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<td>Kaira</td>
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**Present**: 6  
**Absent**: 1

### Roll Call Votes

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<td>Baker</td>
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<tr>
<td>Chair</td>
<td>Sharma</td>
</tr>
</tbody>
</table>

**Present**: 6  
**No**: 0  
**Abstain**: 0

**Present**: 3  
**No**: 2  
**Abstain**: 0
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 10 P.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 7 A.M. on the Sundays before the finals instead of 10 A.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!
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 Fehrn, 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
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
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.
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.
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
- 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 Fehrn, 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.

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**Proposed 19-20 UCC Room Rental Rates Chart**

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<tr>
<th>Event Spaces</th>
<th>ASU/TSU Student Orgs.</th>
<th>CSUF Departments</th>
<th>Private Student/Staff Use</th>
<th>Extended Education</th>
<th>Off-Campus</th>
<th>Weddings</th>
<th>Commercial Filming</th>
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**Notes:**
- M/C = No Charge
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<th>Meeting Spaces</th>
<th>CSUF Departments</th>
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<th>Extended Education</th>
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<th>Weddings Bar/Bat Mitzvah</th>
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N/C = No Charge
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Benefits currently adds approximately 10.97% to staff wages

Unemployment Insurance = .57%
Workers Compensation = 2.25%
FICA = 7.65% (summer)