



**UNIVERSITY  
CENTERS**

The Heart & Soul of UC San Diego

**Price Center & Student Center**





## What is a student union?

### **STUDENT UNION** | *n.*

The community center of the campus, serving students, faculty, staff, alumni, and guests. By whatever form or name, a student union is an organization offering a variety of programs, activities, services, and facilities that, when taken together, represent a well-considered plan for the community life of the college.

— Association of College Unions, International

# WELCOME TO UNIVERSITY CENTERS

The Heart & Soul of UC San Diego

I am often asked to provide tours of the Price Center and Student Center. It's one of my favorite things to do. Every tour is different, because every day in the student union is different, and each guest experiences the union in a different way. University Centers is your place, and you define the role it plays in your campus life. Find a quiet study nook, or enjoy the active buzz of the plaza. Stop by for a quick bite, or make new friends at a student organization meeting or event. Get involved with the student-majority University Centers Advisory Board, or contact me directly to tell me what you would like to see from University Centers. The team is here to support the campus community and we want to hear from you. We hope this Impact Report provides a glimpse into our team's heartfelt effort to provide the quality facilities, services, and programs that enhance your experience at UC San Diego.



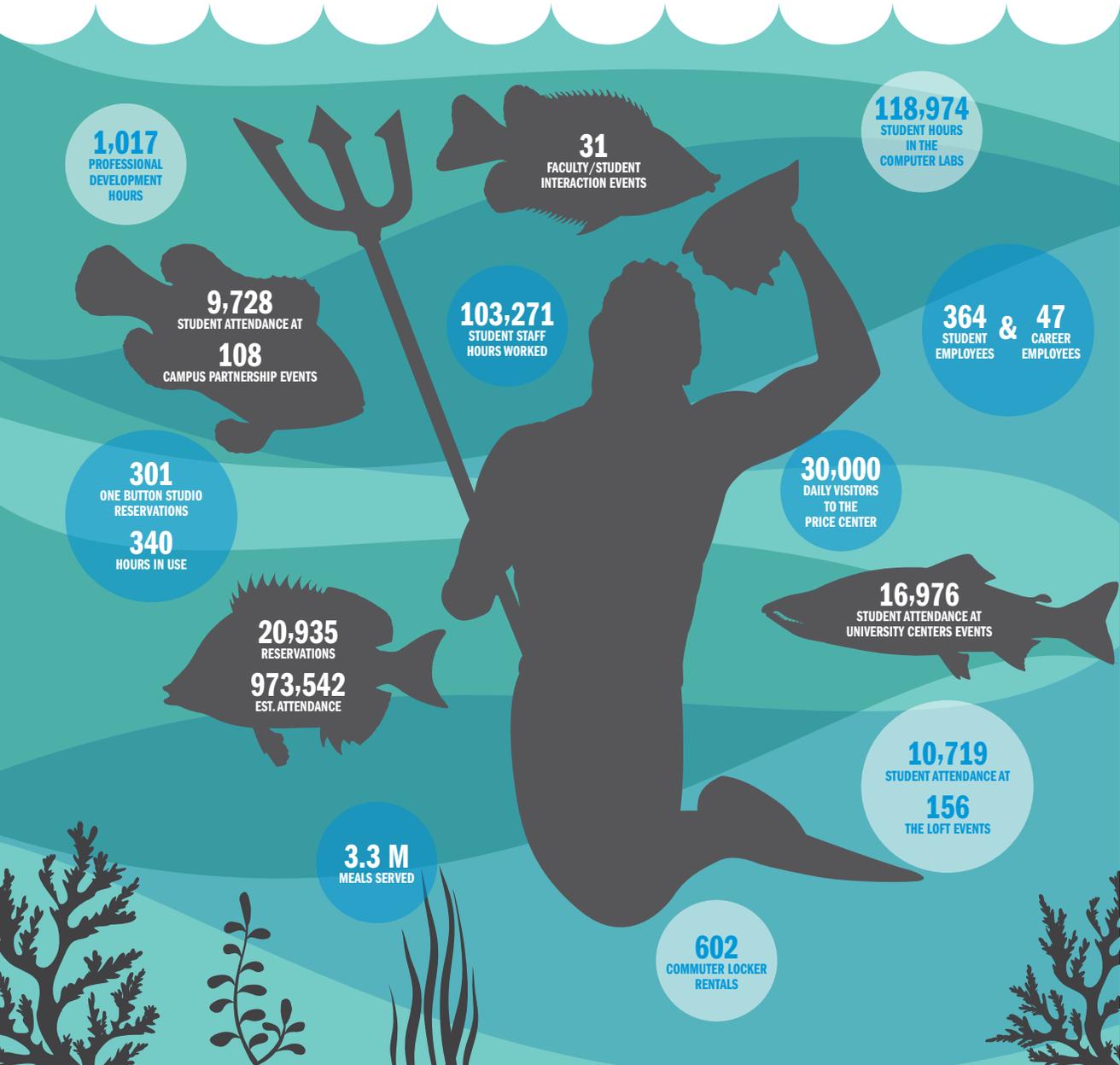
**Sharon Van Bruggen, Director**

**Daily visitors @ Price Center**

**30,000\***

\*Based on door tracker data from main entry doors

# UNIVERSITY CENTERS BY THE NUMBERS



# 2016-2017 HIGHLIGHTS

- Awarded a Silver Certification from the Green Office Certification program
- Renovated the Pub facility at the Student Center
- Announced first annual Starbucks® Sustainable Solutions \$5,000 Scholarship winner
- Hosted 6<sup>th</sup> annual Sustainable Food Expo
- Led renovation and expansion of the Triton Food Pantry and The HUB, the basic needs resource center
- Diverted 34,816 lbs of food scraps through a composting initiative
- Completed several capital improvement projects including, new carpeting, flooring and air handlers in select areas

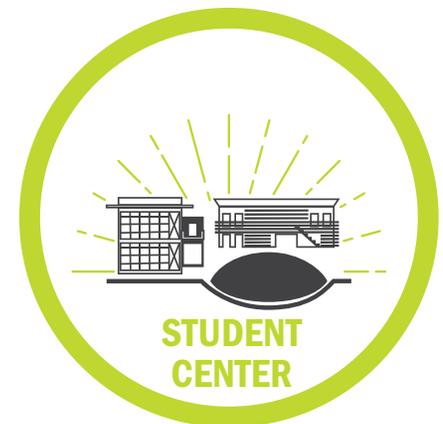
# OUR MISSION

As a student-centered organization, University Centers supports the UC San Diego community with quality facilities, services, and programs that foster and enrich the campus experience and student learning.

# WE VALUE

Through our core values, University Centers brings the mission to life and allows the union to thrive.

- **Community**
- **Learning**
- **Hospitality**
- **Student Participation**
- **Adaptability**
- **Clean & Safe Facilities**
- **Sustainability**
- **Team Development**



# WE VALUE COMMUNITY

University Centers fosters a climate that is welcoming to all, and provides a variety of places where students can find a sense of belonging, balance their academic pursuits, and engage in open expression.



973,542  
EVENT ATTENDEES

## Building Community

- The Pub at the Student Center underwent a \$2 million-dollar revitalization project to enhance community gathering
- Opened Taco Villa eatery in October 2017 bringing more visitors and helping to invigorate the Student Center
- Hired a full time Commuter Student Services manager to provide advocacy, and develop services to support commuter students
- The Off-Campus Housing Directory was assessed and a new site was developed and launched in March of 2016 [offcampushousing.ucsd.edu](http://offcampushousing.ucsd.edu)

## Annual Events & Partnerships

- Welcome Week
- First Friday Open House
- Triton Fest
- Disability Awareness Week
- Student Center Resource Fair Open House
- Commuter Appreciation Week
- School Spirit Week
- Black History Month

## By the numbers

- **44,621** sq. ft. of indoor programming space
- **4,559** users registered to use the Off-Campus Housing Directory since the re-launch of the online resource
- **171** University Centers programming events and concerts
- **108** Campus partnership events
- **104** student organization offices and storage spaces

- César Chávez Celebration Month
- LGBT Pride Month
- LGBT Pride Week
- Triton Day
- Off-Campus Housing Fair
- Transfer Triton Day
- Senior Send-Off
- Associated Students Elections Messaging



“

**Being involved in a student organization has allowed me to develop myself as a leader. I'm proud to have led an anti-human trafficking campaign for Circle K.**

**Shannon Lee, '19 // Circle K Public Relations Chair**  
Photo: Shannon Lee (Left) and Marné Amoguis.

”

# WE VALUE LEARNING

University Centers provides activities, services, and spaces that compliment students' educational pursuits and support student learning outside the classroom.

- Awarded first annual Starbucks® Sustainable Solutions \$5,000 Scholarship to an undergraduate student
- More than 360 student employees gain transferrable work skills supporting every aspect of University Centers operations, from custodial to human resources and everything in between



**118,974**  
HOURS SPENT IN  
COMPUTER LABS

## By the numbers

- **340** One Button Studio reservations (video presentation practice studio)
- **59** Computers & **7** Printers (student computer labs)
- **31** faculty/student interaction events
- **10** study rooms & multiple lounges
- **5** student art galleries



“

*Attending General Body Meetings from student organizations like Musician's Club at Price Center college rooms is a great experience for me to communicate with students who I usually don't talk to when I was in the lecture. It provides me a comfortable space to listen, talk, and learn from diverse people.*

**Jason Zhang, '19 // Muir College // Math/Computer Science**

”



“

*I'm so thankful for the Dance Room in Price Center because it gives me the space to apply and express the concepts I learn in class.*

**Aaron Liu, '19 // Sixth College // International Business**

”



“

*I attended an Adobe workshop at PC (Comunidad room) that I was personally interested in, which enabled me to acquire new skills that I can add to my career goals portfolio.*

**Evon Hung, '19 // Sixth College // Communication**

”

# WE VALUE HOSPITALITY

University Centers serves our guests and makes them feel welcome and comfortable; going beyond what is expected to deliver excellent service.

## What do you like best about University Centers?\*

- People are always friendly and helpful.
- I like the Starbucks and Lemongrass addition...and the space is study friendly.
- The custodial staff is amazing. They are always quick to clean up after people and maintain the presence of PC. I am so incredibly thankful for the work that they have done.
- The student staff is amazing; they are all personable, courteous, and do an excellent job.
- It is a great central place to eat foods with other students and there is a sense of togetherness that I feel every time that I am there.

\*2016 Student Satisfaction Survey responses.

## Amenities

- Bank & ATMs
- Bookstores
- Campus Bike & Skate
- Commuter lockers
- Contemplation lounge
- Gameroom
- Hair & nail salon
- Hydration stations
- Lactation Room
- Learning Center
- Lounges
- Meeting rooms, ballrooms & performance spaces
- Movie theater
- Postal center
- Student organization offices
- Student resource centers
- Study rooms & computer labs
- Variety of quick-serve restaurants/eateries



“

*Working at One Stop, I've gained an appreciation for just how impassioned this campus' student leaders, faculty, and staff are about the work they're doing. Understanding how crucial One Stop's services are in channeling these passions into the programs, events, and organizations that make UCSD a powerhouse campus drives me to give my 110% at work.*

**Trent Ollerenshaw, '18 // SILC Leads**  
Center for Student Involvement / University Centers

”

## By the numbers

- **3.3** million meals served
- **973,542** student & community attendance at reserved events
- **20,935** meeting and event reservations
- **803** chairs & **246** tables outdoors
- **216** commuter lockers
- **19** eateries
- **17** patio umbrellas
- **7** microwaves

# WE VALUE STUDENT PARTICIPATION

University Centers consults students through assessment, student employment and volunteer opportunities.

The University Centers Advisory Board (UCAB) is a student-chaired, student-majority board that assures University Centers is achieving its mission and demonstrating its values. The UCAB sets the general direction for University Centers, and provides guidance on budget, policy, retail options, and space allocation within the student union facilities.



**90,457**  
STUDENT  
HOURS  
WORKED

## By the numbers

- **364** student staff and **47** full-time career staff
- **152** Student Mystery Shoppers/Eaters
- **13** students on student-chaired advisory board



“

*University Centers Advisory Board consists of an extremely dedicated group of individuals who make their duty to have the voice of their constituents be heard in decision making. If there is an initiative that can benefit a group of people who uses the facility, the board will be looking for ways to implement it.*

**Luke Wang '16** // Chair, University Centers Advisory Board  
2016-2017

”



“

*Besides caffeinating, it has helped me manage my time better and at the same time helped me connect with the UCSD community.*

**Michael Covarrubias '17** // University Centers student staff  
Starbucks Barista

”



“

*This job has taught me how to interact with people on campus and to be more comfortable with my ability to help others.*

**Linh Cook '19** // University Centers student staff  
House Manager

”



# WE VALUE ADAPTABILITY

University Centers responds in a flexible and timely manner to address the needs and interests of current and future students, and a growing campus.

## Adapting and Evolving

- Led the renovation and space expansion of the Triton Food Pantry and The HUB, the basic needs resource center located at the Student Center to provide more opportunities to support students in need
- Installed and launched new state of the art digital entertainment system in the Price Center Theater, allowing for instant downloads of movies in the highest quality format and sound

## Looking Ahead

- Digital door signage for meeting rooms
- Meeting room renovations
- Mobile phone charging locker stations
- Furniture for renovated Student Center patio
- Furniture for The Loft
- New meeting room (Snake Path Room)
- Update projectors for ballrooms
- Upgrade audio/visual media in meeting rooms



*To accommodate more than 20,000 meetings and events and 30,000 daily patrons the organization has to be very flexible and adapt to the ever changing needs of our community.*

**John Payne**, University Centers Associate Director



# CAMPUS POPULATION GROWTH



\*UC San Diego, Campus Planning

# WE VALUE CLEAN & SAFE FACILITIES

University Centers provides facilities that are well-maintained, clean, and safe.

## Maintaining Clean and Safe Facilities

- Winter storms with above average rainfall for southern California had our teams responding quickly and efficiently to ensure guests were safe and comfortable; responded to leaks, fallen trees and other emergencies
- Three new air handlers (air conditioners/ventilators) were installed in Price Center West
- New carpet installed in Price Center Theater lobby
- Price Center West Ballroom flooring replaced and updated without interrupting scheduled events

## By the numbers

- **270,000** sq. ft. of student union to maintain, clean and operate
- **720** rolls paper towels\* (700' ea.) used monthly at Price Center
- **108** rolls of TP\*\* (2,000' ea.) used weekly at Price Center
- **60** student House Managers coordinate room set-ups for events
- **23** full time and part time custodial staff provide superior service to our customers
- **10** student employee custodial staff



“

*I have been here for 20 years. I like to see the students' faces and that they are grateful for what we do for them.*

**Fausto Lopez** // University Centers Sr. Facility Services Manager

”

## DAILY OPERATIONS

- OPENING OF **61** DOORS
- INSPECTION OF ALL PUBLIC AREAS

## CLEANING OF:

**28** RESTROOMS

**18,600** SQ. FT.  
PUBLIC SPACES

**31,600** SQ. FT.  
DINING AREAS

**32,900** SQ. FT.  
OFFICE SPACE

- CLEANING & INSPECTION OF **2** FOUNTAINS
- INSPECT **15** AIR HANDLERS



\*paper towels used are endorsed by Green Seal and EcoLodge, made from 100% recycled fibers and 40% post-consumer fiber  
\*\*TP (toilet paper) used is endorsed by EcoLodge and certified for reduced environmental impact, made from 100% recycled fibers with no added dyes or fragrances

# WE VALUE SUSTAINABILITY

University Centers considers future impacts and long-term viability of our facilities, services, and programs.

## Supporting Sustainability

- Held 6<sup>th</sup> annual Sustainable Food Expo, open to the community, providing information on reducing food waste, sustainable gardening, and food and product samples helping to educate the community on ways to be sustainable, maintain a healthy, well balanced lifestyle and help the environment. (430 participants)
- A pilot composting program was kicked-off by contracting Rescourse Management Group to provide a full-service program with plans to continue to increase the impact.
- Participated in the Green Office Certification (GOC) program to foster office energy conservation practices, and awarded a Silver Certification (May 2017)
- Employed a dedicated Sustainability Student Assistant to facilitate best practices in sustainability
- Universal waste signage is being adopted at all facilities
- Santorini Greek Island Grill achieved level 1 certification from the Green Restaurant Association

## By the numbers

- Compost Pilot Program diverted **34,816 lbs.** (17.4 tons) of food waste from the landfill
- **100%** of vendors use recyclable and/or compostable to-go containers
- Hydration stations installed to encourage reusable water bottles
- Increased number of recycle receptacles throughout the Price Center and Student Center
- Collectively, our retail food vendors have met the 2020 goal of purchasing at least **20%** sustainable food products
- Price Center is part of a university-wide solar energy program with over **1,000** solar panels, producing **225 kW** of power at peak production



“

*Working here has allowed me to understand sustainability in an administrative context. You learn to adapt and are able to make significant impacts when you are setting the foundation.*

**Ismael Ramirez '17**

University Centers Sustainability Student Assistant

”



Working towards the UC initiative of Zero Waste by 2020  
[zerowaste2020.universityofcalifornia.edu](http://zerowaste2020.universityofcalifornia.edu)

# WE VALUE TEAM DEVELOPMENT



**1,017  
HOURS**  
CONFERENCE  
& UC LEARNING  
CENTER COURSES

University Centers provides the tools and training for our team members to successfully fulfill their roles; and fostering an environment that supports collaboration and innovation.



## Advancing Team Development

University Centers team members participate on many campus committees, including:

Basic Needs Committee // Black History Month Planning Committee // César Chávez Celebration Committee  
Campus Events Council // Marketing Council // Retail Council // Triton Day Committee // Triton Fest Committee

## Staff affiliations & memberships

- American Association of University Women (AAUW)
- Association of College Unions International (ACUI)
- Audio Engineering Society Trade Show
- Certified Meeting Professional Certifications (CMP)
- Cleaning Management Institute
- College Unions Marketing Conference (ACUI/NIRSA)
- HOW International
- International Association of Venue Managers (IAVM)
- National Association for Campus Activities (NACA)
- National Association of College Auxiliary Services (NACAS)
- National Clearing House for Commuter Programs (NCCP)
- U.S. Institute of Theatre Technology Conference
- UC Student Union Directors Network
- Women's Leadership Institute

## Certifications:

- Campus Emergency Response Team (CERT)
- Certified Meeting Professional (CMP)
- CPR/AED
- First Aid



**Maria Orozco**  
University Centers Starbucks Store Manager  
was recognized as an UC San Diego Exemplary Staff  
Employee of the Year (May 2017)

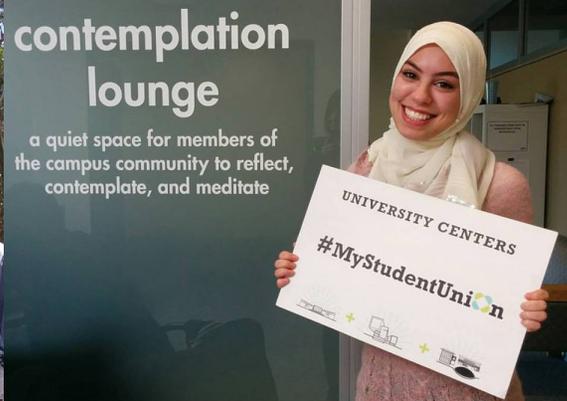






# contemplation lounge

a quiet space for members of the campus community to reflect, contemplate, and meditate





# UNIVERSITY CENTERS

The Heart & Soul of UC San Diego

## CONTACT INFORMATION

9500 Gilman Drive, #0076 // La Jolla, CA 92093-0076 // [ucen@ucsd.edu](mailto:ucen@ucsd.edu)

### Administration

858.822.4987

### Audio // Video Technical Services

858.534.0839 // 858.534.0832

### Campus Bike & Skate

858.534.4279 // [bikeshop.ucsd.edu](mailto:bikeshop.ucsd.edu)

### Custodial Services

858.534.4314

### Facilities Management

858.967.5357

### Marketing & Programs

858.822.2068 // [ucenmarketing@ucsd.edu](mailto:ucenmarketing@ucsd.edu)

### Reservations // Student Organization Assistance

858.534.7666 // [onestop@ucsd.edu](mailto:onestop@ucsd.edu)

### Retail Operations

858.534.1955

### Starbucks®

858.534.5562 // [starbucks.ucsd.edu](mailto:starbucks.ucsd.edu)