



**UNIVERSITY CENTERS**

The Heart & Soul of UC San Diego

**Price Center & Student Center**



# STUDENT PARTICIPATION

# STUDENT LEARNING

# COMMUNITY

# HOSPITALITY



## 2017 - 2018

### BY THE NUMBERS

**391**  
student team members  
& 47 career (8:1 ratio!)

**105,768**  
student team  
member hours

**12**  
University Centers  
Advisory Board (UCAB)

**9**  
members are students

**68,128**  
computer lab hours

**1,168**  
student attendees at professor  
engagement events

**672**  
academic classes held  
in Price Center

**308**  
One-Button Rehearsal  
Studio hours

**Est. 963,327**  
student & community  
attendance

**21,498**  
event & meeting room  
reservations

**19,419**  
attendees at **175** concerts,  
films, lectures, and events  
produced by University Centers  
**43%** were campus partnerships

**7,868**  
registered users off-campus  
online housing directory

**3,000,000**  
meals served

**33,000**  
daily visitors to Price Center



# 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.



**Community**

**Learning**

**Hospitality**

**Student Participation**

**Adaptability**

**Clean & Safe Facilities**

**Sustainability**

**Team Development**

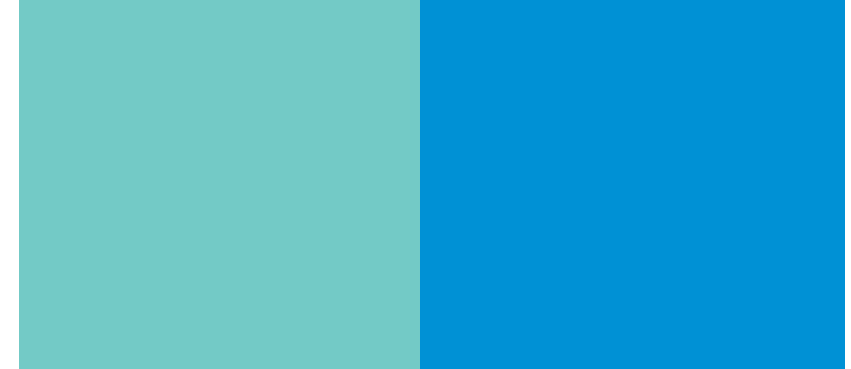
Hello Friends,

As you read through the University Centers Annual Impact Report, I hope you get a sense of what our team accomplished in the past year. With the creation of Y Más at Price Center, we turned an unexpected retail vacancy into a placemaking opportunity. This new indoor patio has become a favorite for the freshly made pan dulce and welcoming environment, inspired by the courtyards of Mexico. It is just one of many projects we advanced in an effort to enhance campus life, highlighted in our 2017-2018 Impact Report.

As the campus continues to grow, we are focusing our attention on the changing needs and interests of our guests. We plan to launch a student survey in winter quarter to hear directly from the students. We will use the results, along with those from the recent faculty and staff customer satisfaction survey, to inform our strategic plan. Our goal is to create an environment where all members of the UC San Diego community feel welcome—a place that fosters a sense of belonging and provides many fun college memories to last a lifetime.

Join us as we pause to reflect and celebrate 2017-18 and the work that makes us proud to be at UC San Diego.

**Sharon**  
**Director, University Centers**



## 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.





### LOOKING AHEAD →

A major renovation of the restaurant and patio at the northeast entrance to Price Center Plaza is underway. The project has been designed to enhance community gathering and provide guests with an inviting, park-like setting.

# WE VALUE COMMUNITY

fostering a climate that is welcoming to all, and providing a variety of places where students can find a sense of belonging, balance their academic pursuits, and engage in open expression

- Created Y Más at the Price Center—inspired by the modern, lush, colorful courtyards and culture of Mexico—for guests to enjoy a slower pace, and spend time with friends and colleagues. Two pop-up eateries brought San Diego culture to campus: Su Pan Bakery, an authentic panadería, and Viva Pops, a maker of organic-natural paletas.
- Collaborated with LGBT Resource Center on a graphic art installation for the staircase leading up to the Center; the art illustrates community pride and provides a warm welcome.
- Transformed the Warren College Room at Price Center to reflect the traditions and spirit of the College and its namesake through large-scale, colorful wall graphics. Collaborated with the College Deans of Student Affairs to develop content for each College room, which will be installed in a phased approach.
- Piloted a Pop-Up Park outside Sun God Lounge at Price Center providing an outdoor area for students to relax or chat with friends.

### Inspirational campus events held at Price Center:

- Sally Ride Postage Stamp Dedication Ceremony celebrated Ride as the first American woman to go into space. Tennis legend Billie Jean King spoke at the event about the importance of female role models, especially in the sciences.
- The DeWitt Higgs Memorial Lecture: An Evening with George Takei included a discussion about Japanese American internment camps from World War II and Takei's perspective on gay rights in today's political climate.
- 11<sup>th</sup> Annual Native American Heritage Month (NAHM) Celebration and Scholarship Awards Ceremony
- Arthur C. Clarke Center for Human Imagination event with Andy Weir
- Black History Month Scholarship Brunch
- Cesar E. Chávez Celebration Kickoff Luncheon and Awards Ceremony
- Disability Awareness Week Art Exhibition
- Ignite 2018: Innovator & Entrepreneur Conference
- LGBT Pride Week Moonlight screening with LGBT Resource Center and Black Resource Center

### Welcome events & student experience outside the classroom:

- Commuter Appreciation Week
- First Friday Open House
- Off-Campus Housing Fair
- Senior Send-Off Concert
- Student Center Resource Fair Open House
- Transfer Triton Day & Triton Day
- Triton Fest
- Triton Spirit Week
- UCSD Halloween Costume Contest
- Welcome Week

# WE VALUE LEARNING

providing activities, services, and spaces that compliment students' educational pursuits and support student learning outside the classroom

- In its second year, the Starbucks Sustainable Learning Scholarship awarded \$5,000 to undergraduate Enid Partika, for her project titled "The BioEnergy Project: Constructing and Monitoring Small-scale Anaerobic Digestion".
- 391 students worked side by side with University Centers career employees learning important workplace skills in communication, accountability, time management, and customer service.
- Participated in Coffee with a Prof, sponsored by the Vice Chancellor of Student Affairs and College Student Affairs Offices, by providing 480 Price Center Starbucks vouchers to encourage students to get to know their professors over a cup of coffee.
- Produced ten faculty-student events, engaging 719 students. These events are designed to provide students the opportunity to interact with faculty outside the classroom.
- 308 students utilized the One Button Studio at Price Center to practice oral presentations for their class projects, conferences, and interviews.



*"I gained so much more than just a job...I've made really great friends and connections...and feel a lot closer to campus."*

Sofia Escamilla '19 // Student Senior Event Coordinator  
Major: Aerospace Engineering



## LOOKING AHEAD →

- Expand our participation in the Coffee with a Prof program to include graduate and post-doc students.
- Establish a rotating display to celebrate undergraduate and graduate research and innovation projects.





# WE VALUE HOSPITALITY

**serving our guests and making them feel welcome and comfortable;  
going beyond what is expected to deliver excellent service**

- Answered the requests for fresh, nutritious, and healthy food with the addition of Seed + Sprout, a macro-bowl eatery, at the Price Center.
- Improved amenities at the Stage Room by installing a larger stage and updating the audiovisual equipment for this versatile programming venue at the Student Center.
- Improved outdoor guest experience by replacing awnings and umbrellas in Price Center Plaza, providing more shaded areas.
- Installed three mobile device charging stations; each station has a six-device capacity and is free of charge.
- Refreshed the lounge area outside the Cross Cultural Center and added more dining tables to Level 2 of Price Center East.



**LOOKING AHEAD** →

Provide charging towers throughout Price Center and Student Center to address the students' request for additional outlets.



***“Working at One Stop has given me such a worthwhile experience in how to serve people. ...my favorite part about this job, and probably one of the more confounding aspects of it, is that, regardless of how I'm feeling, I always come off shift happier than I came on shift.”***

Earnest Scott '19 // SILC Leads 18-19 // Center for Student Involvement  
Major: Mathematics-Computer Science

# WE VALUE STUDENT PARTICIPATION

consulting students through assessment, student employment, and volunteer opportunities

- With close to 400 student employees (an 8:1 ratio of students to staff!), students are involved in every aspect of running the student union.
- 140 student volunteers served as mystery shoppers and completed a survey on food quality, customer service and overall dining experience. Feedback is shared with the vendors to celebrate success and discuss improvements.
- 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.

## UCAB highlights include:

- Awarded 40 tech fee subsidies to 34 student organizations, a total of \$10,120 in support, a 28% increase from the previous year.
- Advised administration on a 3-year retail plan that includes plans for major renovations or remodels of common dining areas, and the renewals of Subway, Shogun, Zanzibar Café, Bombay Coast Indian Tandoor and Curry Express, Burger King, and Blue Pepper Asian Cuisine.
- Participated in the selection of a Commercial Retail Broker to assist UC San Diego in selecting retail vendors for campus.
- Allocated office and storage space to 90 registered student organizations.
- Initiated a commuter refrigerator pilot project so that commuters will have a place to store lunches brought from home. The pilot is expected to launch in late winter 2019.



*“When I look around University Centers, I see the best of UC San Diego. I love supporting students and empowering them, I love seeing friendships bud in the hours between classes. I love the out-of-classroom learning that is always so salient in University Centers. Some of my fondest memories of being a Triton happened in University Centers, and I hope other students will say the same thing.”*

Ashley Awe '18 // Chair  
University Centers Advisory Board, 17-18

Major(s): Literatures in English and  
International Studies-Political Science  
Minor: Human Rights



## LOOKING AHEAD →

- UCAB allocated funds for a student union art collection, foot washing stations, a patio placemaking project, and new meeting room chairs.
- Initiating a Student Survey to better serve the needs of a growing campus.

**Tapingo**  
Wait less. Live more.



### LOOKING AHEAD →

- Door counters to be installed to monitor and provide data to support the needs for facility growth.
- Additional seating in dining areas in Price Center to be added to address the need for more seating.



# WE VALUE ADAPTABILITY

responding in a flexible and timely manner to address the needs and interests of current and future students

- Re-envisioned a vacant retail space with the creation of an arcade and vending lounge where students drop in, play, relax, and pick up a quick snack. Featuring free-play classic video games, food and beverage vending machines, and a microwave.
- Launched an online Student Locker Reservation System, allowing commuter students to select, pay, and confirm a locker assignment at any time of the day or night.
- Repurposed a vacant retail space into a reservable meeting room, titled the Snake Path Room after the Stuart Collection installation by Alexis Smith.
- Implemented Tapingo, a mobile food ordering application to provide convenience during busy times. Vendors including, Croutons, Santorini, Starbucks, Taco Villa, and Tapioca Express offer this service.
- Developed an in-house system for digital door signage that provides reservation schedules, maps, floorplans and a Zoom Conference call option for customer service. The system eliminates the use of paper signs and creates more efficiencies within the facility.
- Enhanced audiovisual services through upgraded equipment:
  - Acoustic paneling in the West Ballroom for better sound quality
  - Projectors in Price Center Ballrooms now accept high-resolution files and have increased visibility
  - Touch screen technology, smart projectors and whiteboards added to all meeting rooms
  - Installed a 40', high-resolution LED marquee in Price Center Plaza



# WE VALUE CLEAN & SAFE FACILITIES

providing facilities that are well-maintained, clean, and safe

Each year, University Centers performs preventive and deferred maintenance projects to ensure the facilities are comfortable, clean and safe for our guests.

- Installed new roofing for Price Center West and replaced 29-year-old air handlers that service Sun God Lounge and Shogun Dining area with more efficient and cost-savings units.
- Enhanced and added security cameras in Price Center; upgraded the fire alarm system at the Student Center; added exterior LED lighting creating more visibility at night.
- Repaired a major section of concrete walkway along the south side of Student Center.
- Replaced worn carpet and reupholstered furniture throughout various areas of Price Center enhancing the space with a fresh look and feel.
- Quarterly cleaning of all carpets, hard floors and concrete areas; biannual full building interior and exterior window cleanings; and yearly deep cleaning of all offices within the facilities.
- Commit daily to a high standard of cleanliness throughout facilities with participation in the Waxie Green Cleaning Program, using only Green Seal certified chemicals for most cleaning needs.



***"Attended the week-long Campus Emergency Response Team training course that is taught by seasoned paramedics and firefighters. This is just one step we take here at University Centers to ensure that our staff is trained and ready to help keep our UCSD community safe for everyone."***

Ryan McGillicuddy // Public Events & Facilities Services Manager



## LOOKING AHEAD →

Planning begins for Price Center West food court dining area and restroom renovation. This includes lighting, flooring, fixtures and an improved entry/exit to better accommodate pedestrian flow and accessibility.





Your Student Union  
Presents:

7th Annual  
Sustainable  
Food Expo

FREE  
EVENT

TUESDAY, OCT. 17  
EVENT: 11AM - 3PM  
PRICE CENTER EAST BALLROOM

For More Information Contact:  
THANIA BEJARANO | UCENSUSTAIN@UCSD.EDU | 858-534-2480



GREEN RESTAURANT  
CERTIFIED  
DINEGREEN.COM



### LOOKING AHEAD →

- Increase our composting program by increasing vendor participation.
- Continue to work with campus to help create a universal recycling signage program that would be used throughout all campus facilities.
- Through a UCAB initiative, create an edible garden at the Student Center to help support the Triton Food Pantry.

# WE VALUE SUSTAINABILITY

considering future impacts and long-term viability of our facilities, services, and programs

- Santorini Island Grill and Starbucks Price Center both achieved Green Restaurant Certification status through the Green Restaurant Association. Santorini was also nominated for the Outstanding Campus Vendor in the campus 2017 Sustainability Awards.
- Together with the Sustainability Resource Center, co-hosted a series of focus groups with students and staff regarding waste signage in Price Center and on campus. The activity was educational and provided feedback about waste diversion, universal waste signage, and proper waste disposal.
- Sponsored the 7<sup>th</sup> annual Sustainable Food Expo bringing together students and the campus community in a celebration of natural, healthy food. Author and environmental adventurer, Rob Greenfield was the keynote speaker.
- Composted 34,320 lb of pre-consumer food waste using a local company to collect and bring to a depository to make fertilizer
- The new air handlers increased energy efficiencies by a savings of 132,504 kilowatt hours less per year, which generated an annual cost savings of 20%.



*"I have learned how to approach sustainability topics at an administrative level and gained essential skills that have broadened my knowledge about sustainable food, renewable energy, and waste diversion through the composting, recycling and landfill programs at the Price Center."*

Thania Bejarano '19 // Sustainability Student Assistant  
Major: Urban Studies and Planning // Minor: Environmental Systems

# WE VALUE TEAM DEVELOPMENT

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

- All team members are expected to complete the UC Managing Implicit Bias Training, supporting University Centers commitment to creating an inclusive environment for its team members and guests.
- A total of 851 professional development hours were logged in both conference attendance and UC Learning Center courses.
- A group of team members attended the annual Association of College Unions International (ACUI) conference in Anaheim California. They participated in educational programs and networked with colleagues. For several team members this was their first conference.

## Campus Committees

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

## Staff Affiliations

American Association of University Women  
 Association for the Advancement of Sustainability in Higher Education (AASHE)  
 Association of College Unions International (ACUI)  
 International Association of Venue Managers  
 International Facility Management Association (IFMA)  
 National Association of College Auxiliary Services (NACAS)

## Conferences

American Institute of Graphic Arts (AIGA)  
 San Diego Y Design Conference  
 Association of College Unions International (ACUI) Annual Conference  
 Association of College Unions International (ACUI) Region 1 Conference  
 Audio Engineering Society Trade Show  
 Cleaning Management Institute  
 EMS Live!  
 HOW International  
 U.S. Institute of Theatre Technology Conference

## Certifications

Campus Emergency Response Team (CERT)  
 CPR/First Aid/AED logged in conference and Learning Center courses  
 Lean Six Sigma Green Belt Certification  
 Lean Six Sigma Yellow Belt Certification



Scholarship recipient, Kimberly Epperson, completed the Lean Six Sigma Green Belt training and worked with Center for Student Involvement (CSI) to focus her Green Belt project on improving the Triton Activities Planner (TAP).

***“We streamlined the TAP process for those who have simple meetings and events with food and reduced the amount of steps from 38 to 7...a beneficial class that improved our cycle time by 81% and resulted in a better user experience for students who use TAP.”***

Kimberly Epperson // Event Services Coordinator

## LOOKING AHEAD →

- 100% of the University Centers team to complete UC Managing Implicit Bias Training by the end of 2018-19.
- Provide pre and post student team evaluations for the 2018-19 academic year to gauge learning, staff development, needed improvements and impact.



*“I’m proud of who I am (and where I am going). I thank my managers, coworkers, and the rest of the University Centers staff for one of the best journeys in college...”*

Chloe Shriner '18 // Tech Services Student // Major: Electrical Engineering



**GENERAL INFORMATION**

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 858.822.4987 // [ucen@ucsd.edu](mailto:ucen@ucsd.edu)

**Reservations & Student Organization Assistance**

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

**AUXILIARIES**

**Campus Bike & Skate**

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

**Starbucks**

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

