



FAQ for HDH

Q. What percentage of freshmen are housed on campus?

A. Generally, between 92% and 94% of all freshmen choose to live on campus.

Q. What percentage of the total student enrollment are housed on campus?

A. We don't have our fall 2007 enrollment numbers yet but we anticipate housing approximately 39% of the total ug/grad enrollment in 2007-08. This number has increased over last year due to the opening of the new graduate housing project this summer.

Q. How many on-campus dorms does UC San Diego have?

A. We have a combination of traditional residence halls and also apartment units clustered into 21 distinct complexes located throughout the campus.

Q. What is UC San Diego's long-term goal for housing students?

A. The approved Long Range Development Plan (LRDP) goal calls for us to provide on campus housing to 50% of the total student population at build out and the department would like to exceed that goal if demand is present and it can be done within the financial plan of the department.

Q. How are you meeting that goal?

A. The Department has a multi-year master plan that incorporates planned growth, and ties that growth to our new facilities while ensuring that our existing units are renewed and modernized. With some existing units now reaching almost 50 years old, the need for renewal is critical.

Q. What new facilities are planned?

A. We just opened 800 beds for graduate students this summer and will break ground on over 1,000 new beds for undergraduate transfer students in October 2007. Additionally, we are in the planning stages for new housing that will bring an additional 3,000 student beds by 2011.

Q. Where do students who don't live in on campus housing reside?

A. The majority of students live within 10 miles of the campus; others are located in the beach area(s) and the Mira Mesa area.

Q. How many students live in La Jolla?

A. La Jolla is a very expensive community which the majority of our students can't afford. We estimate less than 8% of all students live in the greater La Jolla area.

Q. We understand that demand for on campus housing continues to increase and in recent years, the campus has had to turn to "tripling" rooms particularly for frosh.

A. We continue to experience a very high demand to live on campus and the campus does provide a two-year guarantee of housing to all frosh as part of their admittance. We are responsible to make sure that the guarantee is honored and as such, have to change the occupancy of rooms to meet that demand. For 2007-2008, we have approximately 745 additional beds in place to handle the extra demand and we expect to have them all filled.

Q. Are students assigned to these rooms happy?

A. This past year we had the same number of triples and in fact, we had less roommate issues reported than in a year with much fewer triples. We credit our students and their willingness to make things work out with that.

Q. But some aren't happy?

A. Inevitably, students aren't happy with their accommodations for one reason or another. Any student can request a room change or even release from their contract during specified periods, and we will do whatever we can to assist.

Q. Do people in triples pay a lower rent?

A. Absolutely.

Q. How are the people picked who go into triples?

A. Assignments are done by each College; generally, it's based on date of application for housing although there are some variances at some colleges.

Q. Will this new construction ensure that your department will no longer triple?

A. It will have some effect but as the campus continues to grow, so will the demand for on campus housing. We have to build additional housing beyond what is currently being developed. In our long term housing plan, we project building another 3-4,000 beds beyond the 3,000 we are currently developing. What many institutions have found is that as you bring new housing on, students tend to want to stay longer so demand actually can increase.

Q. Why can't the University need for additional housing be addressed by the private sector?

A. In fact, that is what is happening now; well over 65% of undergraduates and over 50% of graduate students live off campus in private sector housing. We continue to look at partnering with the private sector, but at least in the case of our UG Colleges, we feel that there must be a direct connection between campus run housing and the Colleges.

Q. What type of Housing are you building?

A. We are building all apartment style units– no residence halls are planned at this time.

Q. I noticed that some buildings have been renovated over the summer? How does that work?

A. We do at least one major renovation each summer and spend between \$4M and \$5M depending on the size of the building and the renovation needs. We upgrade life safety equipment, make buildings code compliant, update building management systems and hopefully make them look and feel as close to new as possible. Our challenge is that we only have 10 weeks to accomplish all the work and that often requires us to have contractors work two shifts a day and still, there's only so much time to do so much work. In addition to the main summer renovation, we do minor renovations of student living spaces throughout the year whenever time and access allows. A typical project would include upgrades to the fire protection system, upgrades to plumbing and electrical systems, renovation of bathrooms, upgrades to elevators, upgrades to the data system, new carpet and new furnishings

Q. What specifically has been done and is being done regarding life safety improvements?

A. We upgrade the fire protection system and add sprinklers with each renovation through the building. We also go through annual safety inspections of our facilities and required inspections of our elevators and other service functions. We also have been actively moving to card access door locks and expect to be fully card access within the next 3-5 years (depending on cost and time available to do the work).

Q. Do you plan to include parking?

A. No, we could not afford to build parking in addition to housing. We do reimburse the parking department for any spaces that we displace due to our construction.

Q. My building didn't get renovated this past summer!

A. As much as we would like to renovate more buildings, we simply don't have the resources (time, money, staff etc) to do more. We spend between \$9M and \$12M annually on facility improvements and admittedly, this isn't enough but we are working on this issue currently and will be looking for ways to do more. Our current plan does allow us to complete a full renovation of every facility within approximately 8 years.

Q. What will all these improvements cost?

A. Over the next ten years, we project to spend approximately \$175M in facility improvements.

Q. How will these improvements be funded?

A. All funding is generated through the customers who live and dine with us. We receive no outside financial assistance and are completely self-supporting.

Q. How does all this impact the Room and Board rates?

A. We have to raise rates to pay for both new housing and the renovations discussed earlier; we forecast that these efforts add approximately 2-3% per year to our planned operational costs.

Q. How often will my residential space be cleaned, and what cleaning will be provided?

A. The frequency of cleaning depends on if you are assigned to a residence hall or to an apartment space. We provide service in both areas. Visit <http://hds.ucsd.edu/maintenance/#housekeeping> which outlines just what work will be done, how often, in which rooms, and how you can assist.

Q. If I need to request maintenance or custodial work to be completed what should I do?

A. Simply call 858.534.2600 24/7 and someone will answer and take your request!

Q. Should I tip custodians when they clean my space?

A. No, the cleaning service we provide is already paid for by your room fees. The best thing you can do for our staff is to be friendly, know their names, try not to let trash collect all week long. That is what they would really appreciate.

Q. What about my privacy?

A. We do not provide cleaning service in your bedroom space in suites or apartments. That is your area of responsibility to keep clean. However, we do clean in shared suites, bathrooms, living rooms and kitchens. Staff will try their very best to allow you privacy in the process of cleaning. Staff should always knock before entering your suite or apartment.

Q. Can I loft or bunk my bed?

A. Loft and Bunking services are not available except when the University has assigned additional students to a specific room to meet guarantees.

Q. Will my space be cleaned on University holidays?

A. During a University holiday, your cleaning service will be provided on an adjusted schedule. If the holiday falls on a Friday, the service will occur in the prior week. If the holiday falls on a Monday, the service will occur during the following week. Cleaning service times will be shorter during holidays in order to service all units within a shorter time frame.

Q. Is there a meal plan?

A. Yes, there is a required meal plan if you reside in on campus undergraduate housing. It is a \$2,100 declining balance program that allows you to eat in any of our dining facilities throughout the campus.

Q. Will you be renovating the dining facilities?

A. Yes, we have plans to renovate both the Reville and Muir dining facilities in the near future and to also renovate all the dining facilities over an eight-year period.

Q. How do we as customers have input?

A. We welcome input from all of our customers. You can do so individually by sharing your ideas with any housing or dining manager; you may serve on one of several advisory committees we have in place; or fill out any number of surveys we do throughout the year.

<http://hds.ucsd.edu>