

Food Service Spring 2015 Town Hall

FY 2015

Academic Year: Fall 2014 – Spring 2015

UNIVERSITY of **HOUSTON**
DINING SERVICES

FSAC – Food Service Advisory Committee

Works with various constituent groups, in a proactive way, to ensure there is support for future food service offerings, operational plans, and new program initiatives. In addition advises on items which could affect satisfaction, quality and service.

FSAC – Food Service Advisory Committee

Voting Members

Student Representatives

- *William Fischer, SGA Chair
- *Canyon Sanford, SGA Vice Chair
- *Colleen Serafica, SGA Alternate
- *Ryan Smith, UC Policy Board
- Erica Tat, UC Policy Board
- Quinashai Watts, RHA
- *Aubrey Cherry, RHA
- *Ashley Hegger, At-Large General
- Diana Marchione, At-Large Residential
- Nancy Sheoni, At-Large Residential

Faculty/Staff Representatives

- *Lars Grabow, Faculty Senate
- *Swati Basu, Faculty Senate
- Andy Moon, Staff Council
- Terence Turner, Staff Council

****Meal Plan Sub-committee Members***

Auxiliary Services
Shared Governance Committee
Process

October - January
Charge Committee/
Ad Hoc Committee

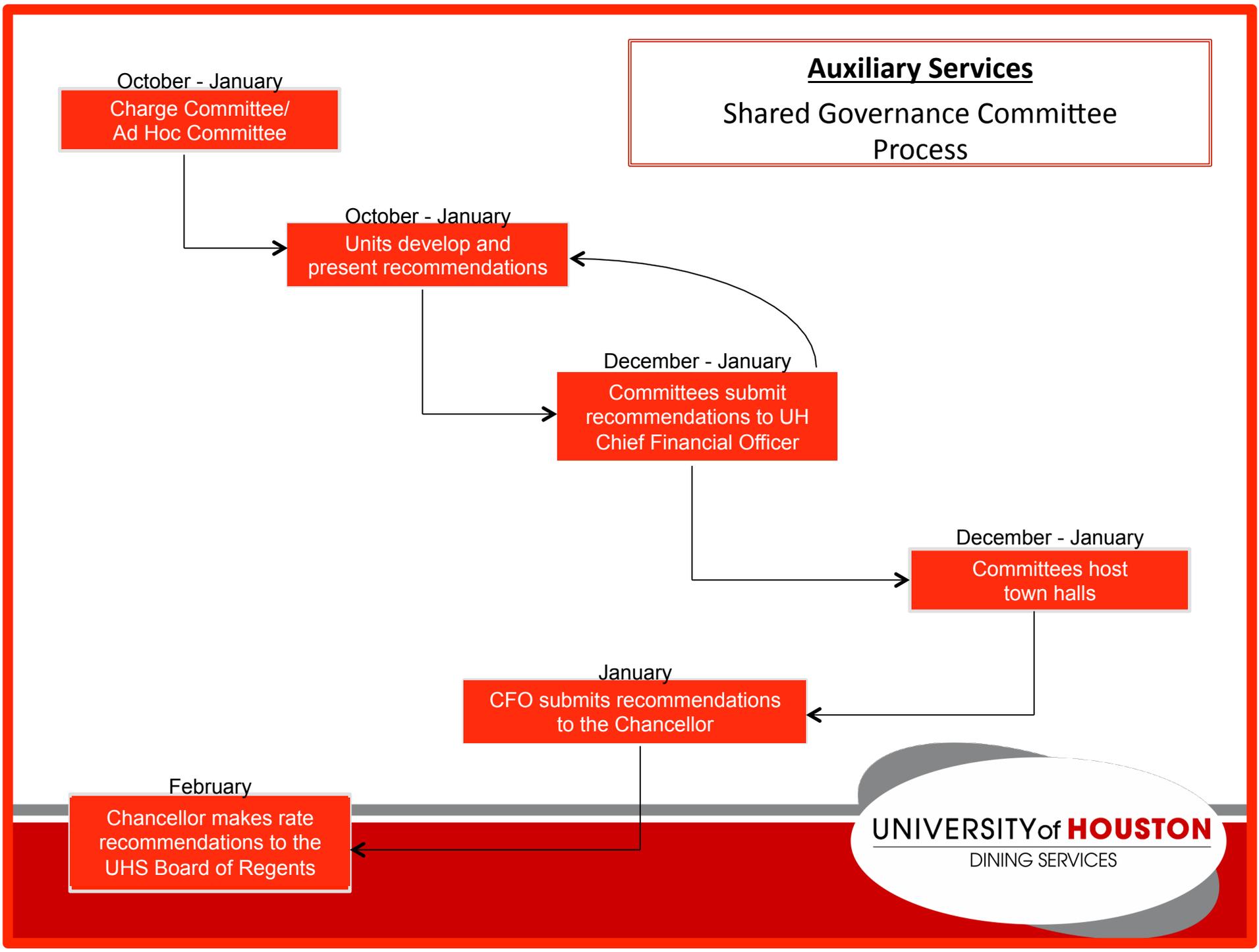
October - January
Units develop and
present recommendations

December - January
Committees submit
recommendations to UH
Chief Financial Officer

December - January
Committees host
town halls

January
CFO submits recommendations
to the Chancellor

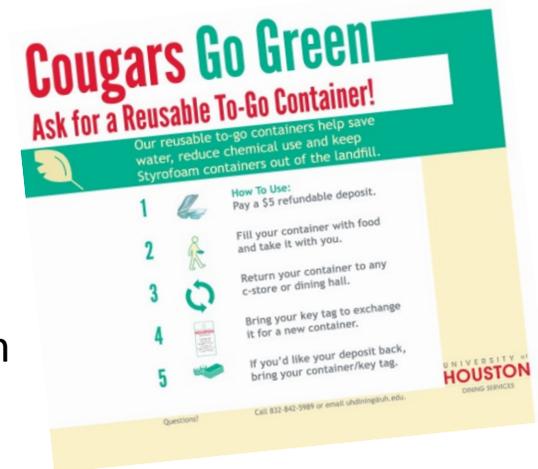
February
Chancellor makes rate
recommendations to the
UHS Board of Regents



Continuing the Dining Vision...

Accomplishments in 2014-2015 School Year

- ✓ Opening of Freshii in the Student Center
- ✓ Continuing Food Truck program with new pad, new late night hours in residential corridor, addition of dessert trucks & potential new trucks
- ✓ Hot food program and lounge renovation enhancements added to Student Center Satellite Starbucks
- ✓ Overhaul of to-go container program to create truly sustainable solution
- ✓ Continual enhancements made to residential dining program
 - ✓ Expanded weekend brunch at FFCo
 - ✓ Omelets, hot entrée & side, hot breakfast
 - ✓ Homemade granola & croutons
 - ✓ Expanded gluten-free offerings
 - ✓ Cereal, toast station, salad
- ✓ Fair Trade Campaign begun on campus



Continuing the Dining Vision...

What's Next?

- ✓ Increased value for students with Cougar Cash discounts
- ✓ Exploring more halal options for residential dining
- ✓ Continuing to enhance residential menu to meet student requests
- ✓ Continue to enhance nutrition programming
- ✓ Complete Fair Trade Campaign requirements for certification



The Future of Our Program

- To provide an affordable solution for our students in alignment with President Khator's goal of graduating students with the least amount of debt.
- To sustain the high quality, variety, and viability of the program in the years ahead.

Meal Plan Options Discussion

- Based on:
 - RHA feedback
 - FSAC Committee feedback
 - FSAC Subcommittee feedback beginning February 2014
 - Focus groups
 - Surveys
 - Competitive research
 - Financial analysis

Key Research Findings

- Split of students making meal plan choices based on # of meals and overall price.
- 10 meals per week was a strong desired minimum number of meals available on a plan.
- Additional Cougar Cash buying power is universally desirable.
- Request to remove swipe restrictions for guests to allow more guests to come and use plan holders meal swipes instead of guest passes.

Meal Plan Proposal

Key Changes

- Cougar Cash discounts when purchased
- Unrestricted guest pass usage on Sasha Swipe and Cougar Choice plans
- Tiered plan pricing
- Board rates address inflation costs
- Lease partners no longer accept Cougar Cash

Residential Pricing

Plan	Meals	Cougar Cash	Board Rate	CC Rate	Total Price
Shasta Pass Unlimited	Unlimited	\$100	\$1,820	\$85	\$1,905
Sasha Swipe 15	15/week	\$250	\$1,640	\$225	\$1,865
Cougar Choice 160	160/sem.	\$400	\$1,310	\$380	\$1,690
Cougar Cash	N/A	\$1,600	\$0	\$1,520	\$1,520

- Board Rate Increase
 - Shasta Pass: 2.5%
 - Sasha Swipe: 2.5%
 - Cougar Choice: 2.7%
- Cougar Cash Discounts
 - Shasta Pass: 15%
 - Sasha Swipe: 10%
 - Cougar Choice: 5%
 - Cougar Cash: 5%

Commuter Pricing

Plan	Meals	Cougar Cash	Board Rate	CC Rate	Total Price
Block 120	120/sem.	\$200	\$720	\$180	\$900
Block 80	80/sem.	\$150	\$545	\$135	\$680
Block 40	40/sem.	\$100	\$320	\$90	\$410
Block 20	20/sem.	\$50	\$165	\$45	\$210
Select 300	N/A	\$300	N/A	\$285	\$285
Select 500	N/A	\$500	N/A	\$475	\$475
Select 800	N/A	\$800	N/A	\$760	\$760
Select 1,000	N/A	\$1,000	N/A	\$950	\$950

- Board Rate Increase
 - Block 120: 3.6%
 - Block 80: 3.8%
 - Block 40: 3.2%
 - Block 20: 3.2%

- Cougar Cash Discounts
 - Block Plans: 10%
 - Select Plans: 5%

Questions?

Thank You!

UNIVERSITY of **HOUSTON**
DINING SERVICES

Student Housing Rate Increase Process

Market Research

- C.H.O. Informal Rate Survey

 - 46 Universities in the region (30 in Texas)

- Partnership property local apartment research

Student Housing & Residential Life Advisory Board

- Comprised of:

 - Student leaders (nominated by SGA, RHA, and RA Staff)
 - Staff members (appointed by Staff Council)
 - Faculty members (appointed by Faculty Senate)

Town Hall Meetings

Board of Regents

Why rates go up

Student Housing & Residential Life must be self supporting. **Housing does not receive state funding and relies on housing fees as revenue.**

It is typical that housing rates increase on average between 3 and 5 percent a year...

- **O**peration costs
- **F**acility repairs and improvements
- **P**rogram Improvements
- **D**ebt Service

Why Our UH Rates Need To Go Up

We do not receive state funding and rely on housing fees as revenue.

- Operation costs: Small increases expected, however Facilities Management costs are difficult to predict
- Facility repairs and improvements: Deferred maintenance in “vintage” buildings and unexpected emergency repairs.
- Program Improvements: Minor changes impacting cost.
- Debt Service - **\$19,194,732.00**
- Financial Viability Plan and Operation Debt Repayment scheduled out till 2020 - 2022

Facilities and Operations Updates

Elevator Work

- Moody: project bringing final elevator cars to completion by Jan. 2015
- Bayou: final repairs now complete

Door Replacement

- Moody: built lockable secure doors on the first floors
- Bayou Oaks: damaged door replacement project

Moody Emergency Sign Updating

- \$75,997.94 final repairs completed at the end of Summer

MAP-Works Initiative

- Student Success and Retention effort
- Collaboration with academic and student service departments

Fire Pump and System Wide Sprinkler Repairs

- \$106,548.00 System wide repairs/improvements

Bike Repair station

Bottle filling Water stations - Pilot

Facilities and Operations Updates

New Housing Software

- Better service: easier, faster, reliable, user interface, mobile aps, communication tools, "visual" room self-selection, more aesthetically pleasing and adaptable with more admin features for accounting, updates and reports (about \$80K and \$15 annually)

Desk/Office Emergency Buttons

Moody Emergency Repairs

- HVAC system emergency repair – substantial completion fall 2014
- Lift-station emergency repair (flood control) - Complete fall 2014
- Major Plumbing shower emergency repairs
- We are expecting more Moody plumbing issues expected

Calhoun Lofts ATT Buyout

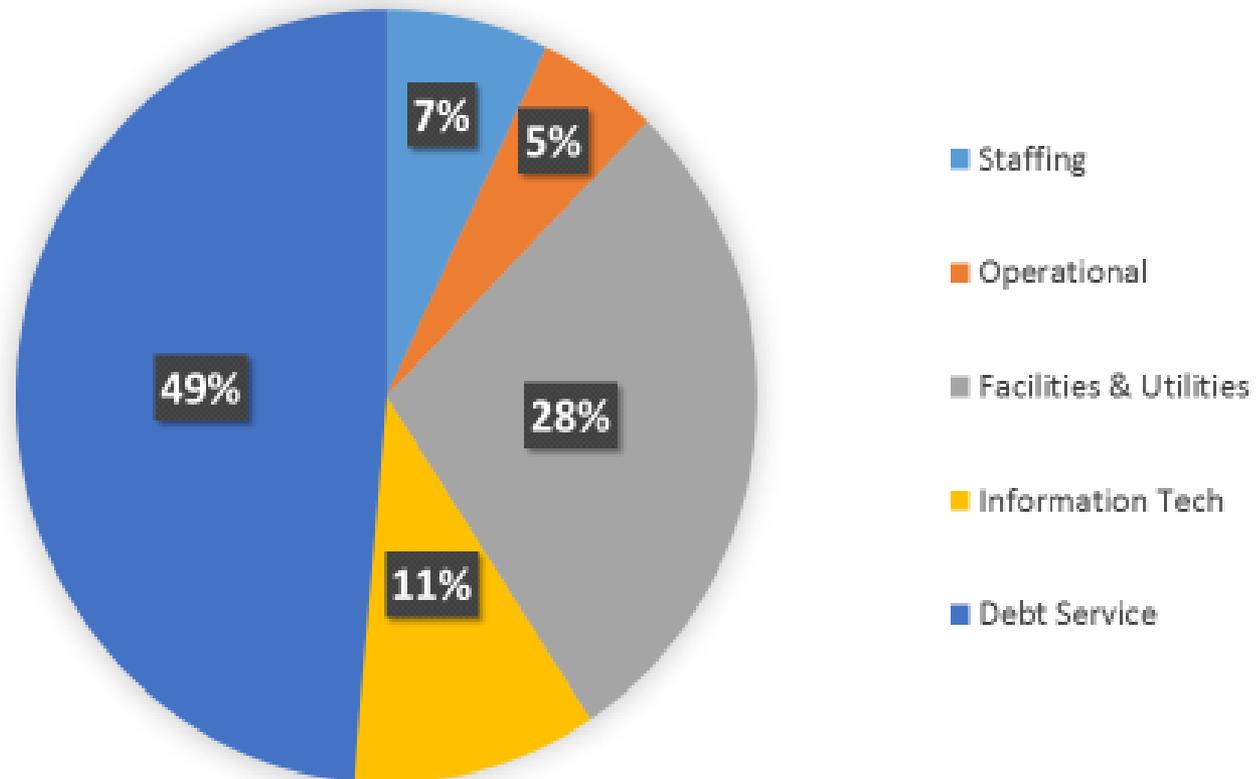
- \$1,017,870.16 (estimated) to increase service and lower cost (longer term).
- Better customer service experience, premium channels, wireless TV, improved internet. Projected \$622,187.34 savings over 5 years.

Bayou Oaks Emergency Generator - Required

Projected FY15

Projected FY15 Operating Budget: \$38,469,208.82

Expenses % Of Operating Budget



Unofficial Rate Increase Comparison

46 universities in the region (30 in Texas)

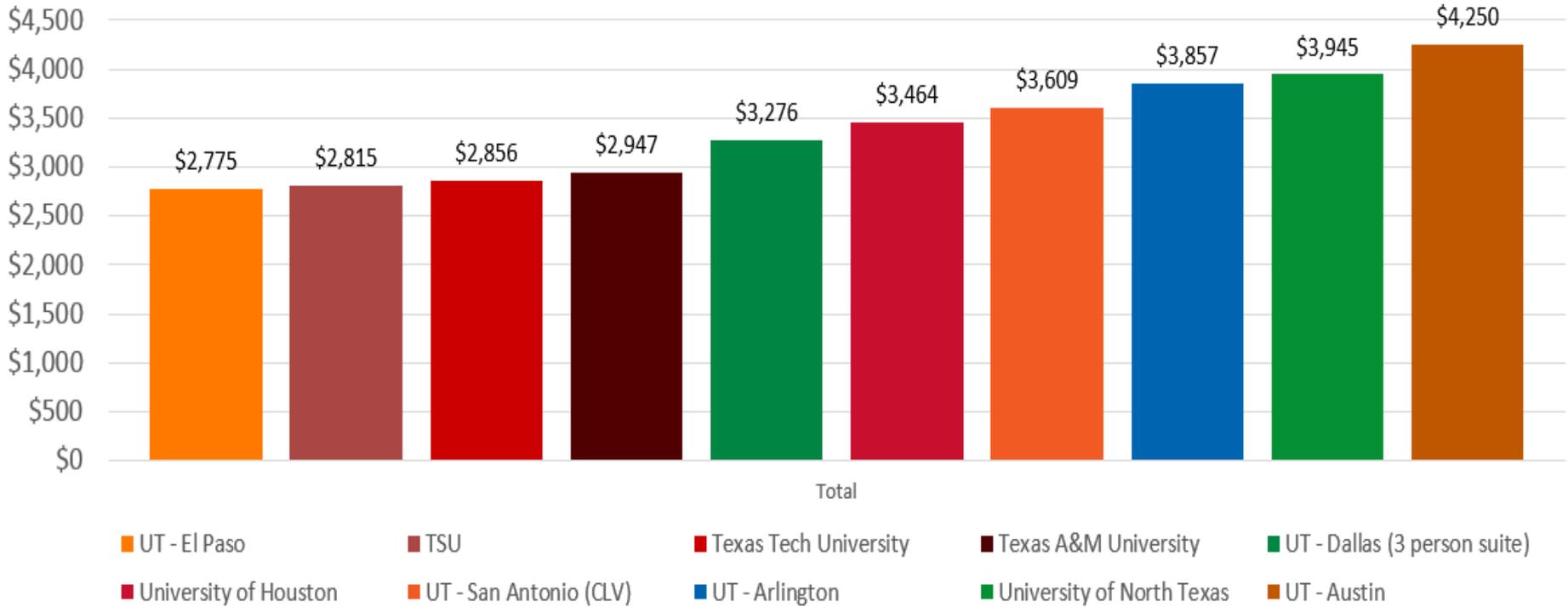
Chief Housing Officers in the region reported

Are Student Housing room rates anticipated to increase for Fall 2015?

- Approximately 33 responded “yes” and indicated 3-8% Increase

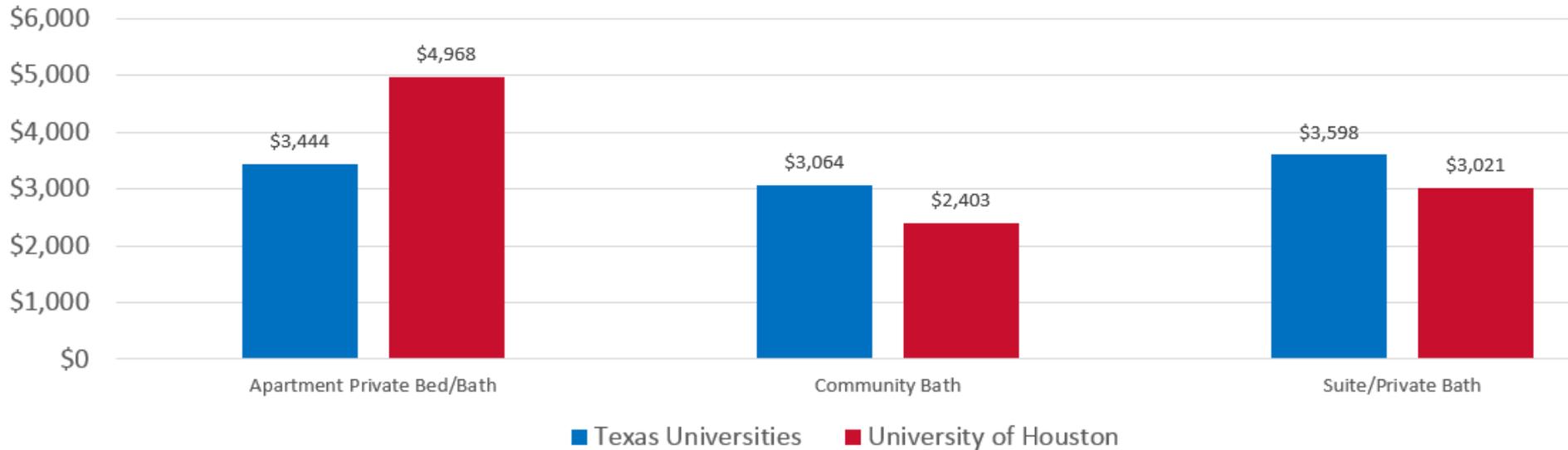
DPY's informal survey at the CHO Meeting November 7, 2014

University Comparison*



*2014 Room Type comparison compiled utilizing:
 Cost of most expensive, most common, least expensive suite/private bath
 Cost of most expensive, most common, least expensive community bath
 Then divide the sum of these figures by 3 (which is the number of figures in each category)

Room Type Comparison**



**2014 University Comparison graph compiled by adding:

Cost of most expensive, most common, least expensive suite/private bath

Cost of most expensive, most common, least expensive community bath

Cost of most expensive, most common, least expensive apartment private bed/bath

Then divide the sum of these figures by 9 (which is the number of figures in each row)

Texas A&M University, Texas Tech University,
 University of Houston, University of North Texas, UT Arlington,
 UT Austin, UT Dallas, UT El Paso, and UT San Antonio

SHRL Proposed FY16 Rates

The student housing rate increase of 3% will offset deferred maintenance costs, operating costs, and debt service.

Rentable Options	FY2016	\$ Change	% Change	FY2015
Per academic semester – academic year options				
Quadrangle Double	2,646.00	77.07	3%	\$2,569.00
Quadrangle Super Single	3,503.00	102.03	3%	\$3,401.00
Moody Towers Double	2,390.00	69.60	3%	\$2,320.00
Moody Towers Single	2,981.00	86.82	3%	\$2,894.00
Moody Towers Super Single	3,268.00	95.19	3%	\$3,173.00
Cougar Village I - 2 Bedroom Double	2,924.00	85.17	3%	\$2,839.00
Cougar Village I - 2 Bedroom Single	3,804.00	110.79	3%	\$3,693.00
Cougar Village II - 2 - Bedroom Double	2,924.00	85.17	3%	\$2,839.00
Cougar Village II - 2- Bedroom Single	3,804.00	110.79	3%	\$3,693.00
Cougar Place - 4 Bed/1 Bath	3,486.00	101.52	3%	\$3,384.00
Cougar Place - 2 Bed/1 Bath	3,804.00	110.79	3%	\$3,693.00
Cougar Place - 1 Bed/1 Bath	3,910.00	133.88	3%	\$3,796.00
Per academic semester – 12 month/academic year options				
Bayou 4 Bed/2 Bath	3442.00	100.26	3%	\$3,342.00
Bayou 2 Bed/1 Bath	3621.00	105.48	3%	\$3,516.00
Bayou 3 Bed/2 Bath Shared	3540.00	103.11	3%	\$3,437.00
Bayou Townhouse	2,950.00	85.92	3%	\$2,864.00
Calhoun Lofts Efficiency Unfurnished	4,645.00	0.00	0%	\$4,645.00
Calhoun Lofts Efficiency Furnished	4,764.00	0.00	0%	\$4,764.00
Calhoun Lofts 1 - Bed / 1 Bath Unfurnished	5,711.00	0.00	0%	\$5,711.00
Calhoun Lofts 1 - Bed / 1 Bath Furnished	5,881.00	0.00	0%	\$5,881.00
Calhoun Lofts 2 - Bed/1 Bath Unfurnished	4,146.00	0.00	0%	\$4,146.00
Calhoun Lofts 2 - Bed/1 Bath Furnished	4,259.00	0.00	0%	\$4,259.00

Partnership properties: Cullen Oaks 3.9% increase and Cambridge Oaks no increase