We Are

About

Housing & Residential Services

ANNUAL REPORT

2005-2006
Thank you for taking time to review the accomplishments of Housing & Residential Services (H&RS) contained in our 2005-06 Annual Report. I am pleased to share with you the high-quality work from all the staff members in our department over the course of this past year.

The 2005-06 year was one of solidifying foundations and striving for new heights in H&RS. In the literal sense, the San Clemente apartment project broke ground and grew by day contributing significantly to the campus' housing goals. We have reaffirmed the values and vision that undergird our practices, while adopting and adapting the best practices from within and beyond the higher education field.

Members of H&RS have introduced new initiatives to the campus, such as the Transformative Mediation Conference. We have supported major campus efforts such as Convocation and the Sustainability Conference. We have worked to serve as a model for the campus by sharing our extensive work in disaster preparedness through our Disaster Plan. We have involved and engaged students through our educational programming efforts, as well as through employment opportunities in H&RS units. We have worked to serve as a model for the campus by sharing our extensive work in disaster preparedness through our Disaster Plan. We have involved and engaged students through our educational programming efforts, as well as through employment opportunities in H&RS units. Even as yeoman-like work continues on the unit level and collectively, we are ensuring stability and growth for the future.

H&RS provides housing and associated residential life services for UCSB's undergraduate students, graduate student and faculty population. We employ a staff of 685 FTE in the department which equates to 422 regular employees and more than 800 student employees. As a campus auxiliary department within the division of Administrative Services, H&RS reports through the Vice Chancellor for Administrative Services. As Executive Director of Housing & Residential Services, I serve as UCSB's chief housing officer.

Our organizational structure is designed to permit cooperation in managing the service programs within the organization. These programs include Apartment & Community Living (Family Student Housing, Single Student Apartments, and Community Housing Office), Business & Financial Planning (Budget & Finance, Faculty Housing Services, Information Systems & Technology, and Human Resource Development), Residential Dining Services, Residential Life, and Residential Operations (Maintenance & Energy Programs, Custodial & Landscaping Services, Campus Conference Services, and Project Management). This organizational structure works to provide specific focus to the primary services of the housing program.

We continue to invest in people and it is the people that have made H&RS so successful. The people and the values we hold set the strong foundation that will remain constant as we meet new challenges in the future. In the following pages, you will discover that as H&RS staff members bring their passion to their work, the projects and programs reflect the best in the staff members themselves. I am proud to share the results of our people's best efforts in these pages.
The University of California, Santa Barbara, is a distinguished university recognized for its leadership by state, national, and world academic communities. Housing & Residential Services exists as an integral part of the educational program and academic services of UCSB. Inherent in the operation of Housing & Residential Services is the formation and support of an atmosphere that is conducive to living and learning for our residents and for those who use our services. Housing & Residential Services promotes the academic mission of UCSB and creates through support services and developmental programs a sense of community among students, faculty, and staff.

• Learning is a continuous process.
• A community is positively served by responsible social behavior.
• The professional and paraprofessional staff serve as role models to the larger community.
• People learn from diversity.
• Environment affects behavior: A positive environment promotes positive behavior.
• Community action and involvement are key ingredients in the democratic process.
• Proper nourishment is equally important to a student’s intellectual development.

Our Mission

The mission of Housing & Residential Services is based on the following premises:
Housing & Residential Services employs the largest number of career staff on the UCSB campus. Bakers, groundskeepers, managers, accountants—all work toward one goal—to provide the best possible service to our customers, the students who live and eat with us. With so many different backgrounds and interests how does it all work? We share a set of seven core values that make living out our mission a reality. Seven individuals are highlighted in this fold out section who exemplify these values; but they could be any one of our more than 400 career employees.
We Are About...

MEMBERS in Housing are given a laminated u...

Exceptional Service to Santa Barbara. At the age of 24, she became the University for two years before moving to Commons (DLG), where she served until recently. Pam is now the GM at Ortega.

breakfast by 4:00 a.m. The Olympics not as busy at Ortega due to the "The DLG renovation project was..." of the fondest memories from "The Olympics in 1984—I had..."资本化 on it by creating a quieter, "They..." and working with others. "They..." Donald learned a lot about himself much anything."

Now I can fix pretty Trades Mechanic. and is now a Skilled Worker in Santa Maintenance.

Respecting & Understanding for the trip through his own business. "I love..." and asks, 'Is this benefiting or hindering..."you?' What a difference it makes in how you..."blinders on, and it's hard to get them off."

Striving to be the Best Being Environmentally Julie met her husband when she..."I am a big goal-setter, and am..."accomplishment."

"In 2005, I planned the American conference coordinator position..."Whitney met her husband when she..."Want to explore a creative outlet, and..."I have taken advantage of the..."Incredible supervisors have inspired me..."

We Are About...
The most noticeable highlight in 2005-2006 was the groundbreaking of the San Clemente Apartments—one of the largest housing developments in UC history. Although other departmental milestones might pale in visual scale they are equally important in achieving our long-term goals. There are five program units within H&RS, each with a story to tell...
• Introduced new on-line rental information and advising system for the campus community
• Provided Family Housing contract orientation information in Chinese and Korean
• Created a new and successful diversity training program using Apartment & Community Living (ACL) resources for student staff that focused on the vision of inclusion and individuals’ gifts
• Increased communication and coordination with the campus Summer Transition Program, creating a seamless process for new summer transfer students
• Introduced a visitor’s parking machine, which brought in new revenues of $9100
• Increased the number of resident-generated programs in Family Housing to the point that they outnumbered the staff-generated programs, while also increasing the participation level of residents in large community-wide programs
• Reduced the length of in-residence staff training by five days without compromising the quality of the training
• Hosted a successful 4-day Transformative Mediation training for the campus community
• Collaborated with the campus Extension Program to provide a fee-for-service program where ESL students have access to Community Housing resources (rental database, educational and advising services)
• Presented programs at a national and regional conference on our innovative use of intranet sites to communicate with residents
• Assisted the Student Housing Co-op in hiring and training a new executive director
• Created affinity groups within Apartment Living such as Expectant Mothers, Single Parents, ESL, Gardeners, Single Grads, and Transfers, and provided opportunities for connection through activities and listservs
• Provided leadership for a collaboration with Residential Life, Conference Services and Business & Financial Planning to restructure the various Community Service Organization (CSO) contracts into one
• Hosted the first LGBTQ reception for residents at Family Housing
• Increased contract offers to new transfer students
• Increased the number of summer session students residing in the apartments and the residence halls.
Business & Financial Planning

Managed major maintenance accounts via a new in-house written software.

Restructured and redistributed job duties within unit, which provided growth opportunities for unit staff and strengthened breadth of knowledge among coworkers.

Absorbed administrative and financial functions for whole of Business & Finance unit, including Information Systems and Human Resources Development.

Participated in an administrative retreat with Dining Administration staff.

Developed a spreadsheet application which documents the step-by-step closing process for RHA Student Activity Fee funds. This allowed for identification and distribution of carry forward funds.

Implemented newly released campus software systems throughout H&RS: Transfer of Funds (TOE), Flexcard, and On-Line General Ledger.

Implemented Phase 1 of Kronos personnel and timekeeping software throughout department, training department users on use of new software.

Worked in conjunction with Dining Services Administration to implement the automation of Accounts Payable processing via FTP uploads from CBord directly into the campus APEX system.

Information Systems

Reorganized IS unit into a more effective organizational structure.

Completed succession planning for retirement of IS Manager.

Implemented Kronos system.

Moved HB1S network connection to the campus backbone.

Introduced Cisco Clean Access for the Wireless and Cable Modem networks.

Completed major remodel of the Server Room.

Migrated the HB1S Web site to an upgraded and more powerful server.

Developed vehicle information system for Family Student Housing residents.

Began using the UCSB LDAP Directory for authentication of HB1S Web applications.

Redesigned and upgraded the online RHA election and the Outstanding Faculty selection.

Introduced new Spam management solution.

Upgraded security on the HB1S Computer infrastructure.

Expanded use of the Bosch computer controlled door access system.

Supported implementation of a networked irrigation control system.

Installed computer kiosks throughout HB1S as recommended by the Communication Output team, which sprang from the Strategic Planning update.
Residential Dining

- Assisted with campus efforts to launch a full-scale sustainability plan. Bonnie Crouse served as the H&RS dining representative for the campus sustainability workshops during fall quarter, part of a group of fifty change agents. Sustainability goals for Dining were developed and provided as part of the total campus effort to plan and enhance sustainable campus standards and practices. Bonnie also co-chaired the campus Sustainability Food Committee. The committee met throughout the year to develop goals and arranged for improving sustainable practices.

- Supported the Sustainable kitchen in the Special Events Catering (SEC) prep area at Carrillo Dining Commons, enhancing the efficiency and capability of the SEC team. SEC revenue increased 17% this year over last year.

- Implemented a new FlexCard process for Residential Dining, the largest user of the new FlexCard system campus.

- Increased off-campus meal plans 58% this year with 427 additional meal plans sold resulting in additional income of $385,424 above the previous year’s income. Total off-campus meal plan income was $311,060.

- Made weekly summer meal hours available online, and offered online takeout services for Non Resident Dining campus.

- Forged new joint card BARC billing process and partnered with UCen-ACCESS team, which enabled timely replacement of lost cards and better service to customers.

- Enhanced late night options at De La Guerra Dining Commons.

- Hosted 15 children with their parents and advisors at Ortega Dining Commons for the Third Annual UCSB Children’s Day with a tour and cookie baking workshop.

- Responded effectively when a water sprinkler emergency occurred on a Sunday morning in FT with 30,000 gallons of water flooding rooms.

- Provided assistance with groundskeeping in Manzanita Village, Francisco Torres and Santa Ynez Apartments and also provided housekeeping assistance in the San Ynez Apartments. Ten dining staff members from FT spent a total of 768 hours in Grounds and Housekeeping during a three-week closure period in August and September. One of the best consequences of this exercise was the bonding of employees from Dining and Operations.

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- Sponsored a meal program for 600 under-represented students.

- Hosted Lisa Maglione, Isla Vista Elementary School Principal, and her “exceptional students” to dinner and talks to college students. One young girl said about this experience, “I used to be nervous about college; now I am excited.”

Website & Publications

- Successfully upgraded the housing website to a new server. This entailed utilizing new web development software and implementing a change in web management strategies.

- Printed the first in-color issue of the H&RS Homefront newsletter, followed by a second. The annual newsletter, a different print method allowing for color versions and resulted in a 50% price decrease.

- Continued involvement in the campus Web Standards Committee, with the development of website standards and the distinction of UCSB being the first UC campus to have nearly completed the development of a sound system.

- Implemented new system of scanner technology to digitally record meals served in the dining commons during the summer conference season.

- Printed the Annual Report in a 4-color version, and upgraded the holiday meal hour publications to 4-color illustrated posters.

- Implemented Online Dining Commons comment forms.

- Developed new Parent Handbook as a joint project between Dining Services & Residential Life. Three thousand copies were printed and distributed during fall move-in.

- Coordinated annual Resident Satisfaction Survey online, in which RA performance and meal service was evaluated by residents with a 61% response rate. Extensive written and tabulated numeric data was provided during fall quarter for use in making improvements and gaining insights on residents’ expectations and satisfaction.
Residential Life

• Housed all first-year students who returned their Statement of Intent to Register (SIR) by May 1.

• Implemented College Alcohol Skills Education (CASE) in collaboration with Student Affairs as a sanction for residents violating the alcohol policy in the residence halls. The teaching module, “Skills, Awareness & Motivation” (SAM) was implemented for those residents who violated policy after attending CASE.

• Sanctioned 611 residents to attend CASE with 442 completing all sessions to date. Sent 44 residents to SAM with 15 completed to date.

• Provided hall tours to the Isla Vista Commission during Halloween, demonstrating compliance with the “no-guest” policy.

• Opened the Francisco Torres (FT) North front desk in January to provide improved service to the north tower.

• Implemented a key system at FT as well as automatic lock-down buttons (needed after the Goleta Postal shooting) at each desk for better safety and security.

• Responded to two floods in FT caused by sprinkler head accidents.

• Hosted speaker TJ Jourian to educate Residential Life and H&RS Program Managers on issues of transgender students.

• Addressed a hate incident successfully in the Black Scholars Hall. The residents and Resident Assistant (RA) organized the community, developed effective strategies to inform residents what was happening, and designed programs for both the residence halls and the black community on campus.

• Met the challenge of turnover of Santa Rosa head staff. The staff members stayed focused on service to our residents and supported each other during this difficult situation.

• Coordinated all tours for Spring Insight through Pam Cort’s work as chair of the Spring Insight Committee. Residential Life received positive feedback from prospective students and staff also organized the program for the campus. This program attracted 6,000 visitors to our campus.

• Granted Al Day a leave of absence to support the Residential Life Program at UC Merced. He later became the successful candidate for the Associate Director of Residential Life. Remaining assistant directors, Rob Donerson, Chris Johnson and Linda Craye stood up to keep Residential Life functioning successfully.

• Held largest ever Week of Welcome Ice Cream Social, serving 5,000 residents.

• Ran RHA TV throughout entire year.

• Hosted RHA’s Knott’s Scary Farm trip, Getty trip, Glamour Shots, Open Mic Night, Anime Film and Willy Wonka Night.

• Received 2,181 staff Information Reports and had 30 hearing referrals, 17 actual hearings, 4 hearings waived and 10 contract cancellations.

• Supported the Chancellor’s Reception to recruit high academic standing first-year students through participation in San Francisco & Los Angeles events.

Residential Life Faculty In Residence Program

Dr. Apostolos Athanassakis and Kathy Kelly

• Created Café on the Courtyard with great food, music, student participation, and involvement. Manzanita Café is now an established bi-weekly event. Some of the astronauts were: Vocal Motion, Brianne from City Phatass, NkedNickest, Randall Lamb, Otho and Masterstroke.

• Continued publication of Manzanita Times, the bi-weekly newsletter, with an emphasis on Manzanita Village Resident Assistant and student resident contributions.

• Brought distinguished facility to Manzanita Village to interact with students: organized student-centered programs around such themes as EAP Global Studies, Scholarship/Internship opportunities, Martin Luther King Day, and Recognition of student Hurricane Katrina/New Orleans relief efforts. Some of the faculty members were:

  • Jean Campos, Professor, Religious Studies
  • Dennis Satherwine, Professor, Global Studies
  • Cedric Robinson, Professor, Black Studies
  • Ralph Gallois, Lecturer, Classics
  • Dorota Dutkiew, Professor, Classics
  • Dan Smith, Assistant Director Office of International Students and Scholars
  • Bruce Vickers, Dean, College of Creative Studies

• Developed plan for working closely with resident director Laura Strempel, the RAs, and Special Events Committee; developed brochures regarding faculty in Residence position and Faculty in Residential Facebook page (in process).

• Participated in multiple meeting/committees regarding Manzanita Village interests.

Highlights 2005-2006
Campus Conference Services

• Created a safety and etiquette DVD so that our youth conferences and camps can communicate the rules and regulations in a fun way
• Refurbished conference directional sign system and consulted with campus on their new sign standards so that these signs would reflect the campus colors and fonts. Also devised a more professional listing of conferences at the east gate.
• Moved all desk operations to Intranet, thereby eliminating most paper forms
• Collaborated with Fess Parker’s Doubletree Resort for customer service training
• Provided professional meeting management services which includes on-line collection of registration fees to the following Summer 2006 Conferences: Sustainability Conference for which Housing & Residential Services was a co-sponsor; International Reef Symposium; Western Association of College and University Business Officers (WACUBO); Crypto; The National Institute for Standards and Technology’s Hash Conference; International Center for Materials Research’s Hydrogen Conference; 2nd International Conference on Bioengineering and Nanotechnology; Center for Spatially Integrated Social Science Sessions; and Football Club of Santa Barbara
• Became a member of the UCSB Strategic Sourcing group on Travel and Event Planning
• Provided consultation services and credit card collection services to the Transformative Mediation Conference (May 2006) hosted by Apartment & Community Living
• Provided consultation services to the following meetings: UC System-wide Information Systems hosted by H&RS Information Systems; UC System-wide Registrars hosted by UCSB’s Registrar’s Office; ACM Multimedia Conference hosted by UCSB Faculty in Electrical and Computer Engineering; Hybrid Systems Computation & Control ’06 hosted by UCSB Faculty in Electrical and Computer Engineering
• Developed housing contracts including “Expectations” for in-residence student staff in Conference Services, RHA and ResNet.

Residential Operations

• Centralized work ticket dispatch at the De La Guerra (DLG) service center
• Begun Phase I of II of the installation of exterior electronic door keys at Francisco Torres (FT)
• Installed front desk at the north tower of FT
• Installed new guest rooms at Carrillo Dining Commons
• Reconfigured DLG shop and centralized all carpentry work in the Santa Ynez Service Center
• Refurbished Westgate apartments with paint, furniture and carpet
• Remodeled Torke Community Kitchen
• Provided customized work sessions for employees on personal fitness
• Completed second year of the Student Energy Program, which resulted in a 10% reduction of electricity usage
• Hosted a “sustainability retreat” for all custodians and groundskeepers
• Requested and received funds ($300,000) from University of California Office of the President’s (UCOP) program, “Smart about Safety,” to buy equipment that aids in the prevention of sprains
• Conducted “live” disaster drill for all residence hall students that included alarms and the usage of the First Responder Program
• Held two mini-town hall meetings focusing on “near misses” (accidents/injuries) to plan for changes in work procedures or equipment, as well as to seek input on our current recruitment strategies for attracting new employees.

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Construction on the San Clemente Apartments, pictured here, began in March 2006. Targeted at our graduate student community, San Clemente is a 972-bed, 327-unit complex slated for opening in fall 2008. San Clemente is sited at the El Colegio border of the Storke fields. A combination of two-bedroom and four-bedroom units, San Clemente will be the campus’ first housing facility dedicated to single graduate students.

The renewal of San Miguel Residence Hall and Westgate Apartments, completed in the summer 2006, addressed compliance with UC guidelines and other physical deficiencies, including fire safety. The goal was to modernize each facility’s physical plant to current standards as benchmarked to the best practices of our field.
The terms “environmentally sensitive” or “environmental awareness” are now part of a concept called Sustainability, which is defined as meeting our current needs without compromising the ability of future generations to meet their own needs. From installing solar hot water and recycling systems in the 1980s to designing environmentally accredited (through the Leadership in Energy & Environmental Design rating system) buildings such as San Clemente, Housing & Residential Services has provided leadership in sustainability.

During the 2005-06 year, Housing & Residential Services staff joined campus planning efforts to launch a full-scale campus sustainability plan. Planning group members from across campus attended sustainability workshops during fall quarter, and units in Housing & Residential Services developed goals to help achieve the campus plan. In the spring, Housing & Residential Services staff helped UCSB host its first ever UC/CSU Sustainability Conference “Turning the Tide” for more than 600 participants. Conference meals served at Carrillo Dining Commons were 90% organic. Housing & Residential Services staff members Tom Beland, Bonnie Crouse, Mark Rousseau, and Ric Williams presented on sustainability efforts underway in Housing & Residential Services to protect, preserve and regenerate our environmental resources for the future, and help UCSB on its way to becoming a sustainable community.
H&RS Resident Assistants live out our core values of providing ‘exceptional service’ and ‘continuous learning and growth’ on a 24 hour/7 day-a-week basis. During 2005-2006, they produced 150 building educational programs, 213 floor/house educational programs, 1104 community service sanctions for off-campus students, 52 community service programs, and 204 floor/house meetings for a total of 2588 program offerings by 90 Resident Assistants.

As a result of staff attrition over the past two years, the Business & Financial Planning unit has reassigned positions and redistributed work among the staff. They have also strategically carried out training on all job tasks, resulting in a highly cross-trained group of people. The unit now has an adequately staffed workload configuration, and there is an air of cooperation and support felt throughout.

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Rochelle Abraham-Floret said, “We’re all multi-tasking now.” Most of the staff have arranged flexible schedules (due to caring for children or parents), and they are all able to pitch in to accommodate the various needs of the group.

Success
Stories
Residential Life’s Resident Assistants

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Professional Development Program

HOUSING & RESIDENTIAL SERVICES maintains a commitment to recruiting and hiring the most qualified and best possible staff. The Professional Development Program is a key tool in our recruiting and development of our valuable staff members. Each staff member is given the opportunity and encouragement to set goals for development each year, and is provided with opportunities to develop skills and learn new information for their field of work.

Professional Competency Program

The Professional Competency Program is an extensive, in-house training program designed to provide the skills and knowledge to succeed within H&RS.

PCP Year 1

Research and design for Professional Competency Year 1 was accomplished from January 1996 to May 1996. The program was designed to meet the professional needs of the housing and residential services field and to set a 21st century standard for professional development training. The program currently utilizes the Leadership Curriculum designed for the Urban Performance Development Solutions Company. 15-18 employees meet once a week for 9-12 months.

PCP Year 2 (Bilingual and Spanish-Speaking)

The YES! program also utilizes the Leadership Development curriculum offered through Performance Development Solutions. Marlene Cohen serves as class facilitator assisted by Maria Arroyo, both of Performance Development Solutions Company. 10-12 employees meet once a week at the campus housing location.

PCP Year 3

The YES! program is supported by a committee of staff volunteers who encourage peers to share their stories of achieving and remaining exceptional through the development of their professional and personal skills. The YES! program rewards employees for living out the core values.

Value Vouchers

Voucher ‘checkbooks’ are given to all H&RS staff members to be distributed to co-workers whom they feel have lived out one or more of the seven ‘We Are About’ values.

The YES! program is supported by a committee of staff volunteers who encourage peers to share their stories of achieving and remaining exceptional through the development of their professional and personal skills. The YES! program rewards employees for living out the core values.

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Professional Development

Maria Arrojo & Marlene Cohen served as Co- Directors for PCPFR 1st Biennial

Jill Hurd attended a 3 year experience with other professionals on the East coast.

June attended an international conference on conflict resolution and was selected to present on the Recognition & Awards committee

Manuel Cortez, Mario Munoz, Delilah Poupore and Sheri Walker attended the conference on the Authenticity of Staff Roles and How Events are Planned and Executed

Roane Akchurin, Patty Aijian, Marian Bankins, Tom Beland, Charlene Chew-Ogi, Mike Conaway, Bonnie Crouse, Linda Croyle, Al Day, Rob Donerson, Joyce Ester, Chuck Haines, Marco Horst, Jill Hurd, Alan Ogi, Delilah Poupore, Lisa Slavid, Amy Van Meter, Rich Williams and George Gregg attended the conference on the Authenticity of Staff Roles and How Events are Planned and Executed.

Kip Bates attended the Microsoft Tech-Ed professional development conference.

Steve Banks attended Bosch electronic access system training

Doug Canaan attended a National Electrical Code Seminar

Anthony Perez, Jorge Valencia and Dung Van Le completed cross-training programs for the management of dining services.

Juan Flores and Hyacinth Locke attended the WACUHO Western Training Institute (WTI)

Raul Largo attended the WACUHO Southern California Career Development Committee's Core Team.

Bonnie Crouse attended the National Association of College and University Food Services. Rick Kelly contributed several food photographs. De La Guerra Dining Hall won the De La Guerra Horton Dining Award contest for the National Association of College and University Food Services.

Manuel Herrera completed an internal management training program

Steve Sibbert attended the TMA conference

Fernando Calderon attended SQL and Flash training

Yenthan Tran attended VB.Net and ASP.Net training

Manuel Cortez and Morgan Smirnoff attended the Catering Professionals Network meeting

Kip Bates and Ken Lewis attended the Heritage Track at WACUHO conference

Kip Bates and Steve Sibbert attended Bosch training

Steve Sibbert attended the TMF conference

Mike Coneway, Bonnie Crouse, Jill Edy, Jeffy Hill, Ken Lewis and Pan Rodrigues attended the event.

Jill Hurd attended the conference for the Chair's Staff Advisory Committee's Town Hall meeting. She also attended the "UCB: UCB, Use It" at the UC/CSU Sustainability Conference.

Alphonzo Howard served on the Webpage Committee and assisted with website development, and serving on the conference planning committee

Cristina Martina was awarded PWA's Unsung Hero Award

Alan Ogi received WACUHO's Charles E. Miller Leadership and Service Award

Allan Konstantinou was awarded an Outstanding Staff Award for demonstrating an extraordinary commitment to the growth and development of students and the campus;

Jill Horst was awarded the Loyd E. Horton bronze award for residence hall dining, single stand-alone concept/outlet for a large school.

Jill Littleton and Jorge Soriano were nominated for resident for an Outstanding Staff Award. At the end of the academic year, residents nominate faculty and staff for recognition.

Jacki Mattice, from Community Housing, undertook an Internship in Catering. Lily Berrish Rousseau presented "Effective Waste Management in Dining Facilities," and Ric Williams presented "What does it mean to "Use" at the UC/CSU Sustainability Conference.

Catherine Garcia created a video series for the campus that included information on healthy eating

Steve Sibbert attended the WACUHO Regional Advisory Board meeting

Amy Van Meter was honored as volunteer of the year by the local chapter of the National MS Society.
As we navigate our way through complex and often chaotic issues, it is important that we not lose sight of our humanity. Our ability to be gracious in thought and perception helps us frame our capacity to problem-solve. The basis for our success in H&RS lies in our willingness to allow people to create new systems to replace old systems that do not serve to push our community forward. This approach is sustainable because we have learned that nobody is as smart as everybody. This has allowed us to advance our organization at a much more rapid pace.

The clear message is that we are all in this together, and when this happens the impossible becomes the possible. We are about … doing the amazing!