

UNIVERSITY of HOUSTON

STUDENT CENTERS

Student Centers Policy Board Meeting Minutes

Friday, October 20, 2023

Student Center South – Senate Chamber

Attendees: David Frankfort, Omar Castanon, Sarah Khan, Gabrielle Kostecki, Benjamin Rizk, Gilbert Guadarrama, Fatuma Baharun, Samantha Sadeghi, Yhoalibeth Becerril, David Boggs, Dr. Tomika Greer, Kerry Creelman, Debbie Samuels, Keith Kowalka, Eve Esch, Katy Kaesebier, Deb Huebler, Tanya Pringle, Bridget Portier, Iqra Zahid

Special Guest: Chris Duke (Chartwells) Charles Pereira (Chartwells)

Voting Members: David Frankfort, Omar Castanon, Sarah Khan, Gabrielle Kostecki, Benjamin Rizk, Gilbert Guadarrama, Fatuma Baharun, Samantha Sadeghi, Yhoalibeth Becerril, David Boggs, Dr. Tomika Greer, Kerry Creelman, Debbie Samuels, Bailey Payne

Nonvoting Members: Keith Kowalka, Eve Esch, Katy Kaesebier, Deb Huebler, Tanya Pringle, Bridget Portier

2023-2024 Group Photo

Call to Order & Introductions

- I. **Approval of Agenda** – Approved
- II. **Approval of Minutes from previous meeting (September 2023)** - Approved
- III. **Chairperson's Report – Sarah Khan**
 - Subcommittee assignments & Doodle responses
 - i. Reading of board assignments in addition to encouraging members to respond ASAP to Doodle polls for subcommittee meeting scheduling.
- IV. **Committee Updates**
 - Facilities Use & Policy Committee – (Ben Rizk, Gil Guadarrama, Kerry Creelman, Dr. Greer, Bridget Portier, Sarah Khan, Eve Esch)
 - i. Stickers on the tables discussed in New Business
 - Lease Operations & Student Organization Space Committee – (Sarah Khan, David Frankfort, Gabriel Kostecki, Katy Kaesebier, Eve Esch) Voting members approved 2 new RSO applicants for carrel/locker space.
 - Long Term & Current Projects Committee – (Gabriel Kostecki, David Frankfort, Sarah Khan, Eve Esch) No updates at this time.
 - Sustainability Committee – (Samantha) recap Sept Lunch & Learn; next Lunch & Learn 10/24
 - i. College students more noticeably struggling with food insecurity, suggested we start putting signs up so students are aware that the Cougar Cupboard is operating in the SC circle every Friday.

- ii. Another successful Lunch & Learn, invitations sent for upcoming Lunch and Learn 10/24
- Art Board – (Gilbert Guadarrama) Eve IM/Perfect Home concept
 - i. New art on display on 2nd floor outside of the theater
 - ii. Introduced the possibility of bringing on campus a dimensional house, with the concept of “What is Home”, housed temporarily in lounge space.
- FSAC – (Fatuma)
 - i. All UH markets are moving to be rid of plastic bags by Spring and replace them with paper bags, then Fall 2024 get rid of paper and offer reusable bags only.
 - ii. HUB renaming

V. Staff Reports (Informational Items)

- *Report from Assistant Vice President, Student Affairs – Student Life*
 - *Will provide future updates related to SC North building expansion*
- *Report from Executive Director, Student Centers*
 - Staffing Updates –
 - Graphic Designer II position down to the top two candidates, Reservationist position reposted, Event Set-up Supervisor position posted, Program Manager II Shasta’s and Program Manager II for Event Services positions also posted.
 - Program Updates –
 - Fall Fest hosted 368 registrants
 - UHSC hosted Free Lunch Wednesday at AD Bruce 343 registered attendees
- *Report from Associate Director, Student Centers – Bridget Portier*
- *Report from Director, Center for Student Involvement*
 - *Secret Shopper presentation, measure areas of good customer service, and areas in need of improvement. Working on the logistics for volunteers, assignments, scenarios and Qualtrics. No start date at writing. Once we implement Secret Shopper the data will be shared with operating managers to look at developing better customer service practices.*

VI. Old Business

- Charging Station installation is delayed, the business office informed all parties that due to non-return fees, a contract must be in place for this service. Therefore, the installation is temporarily suspended while awaiting execution of the contract.

VII. New Business

- Cashless ATM- Presentation by Chartwells-Cards are free, not reloadable, and usable beyond UH campus. Works just as a Visa/MC credit card. The ATM itself will only be available inside the Student Centers. Chartwells will begin its marketing campaign in November announcing cashless ATM, and the effective dates which will be January 1
 - i. Cashless ATM installation approved
 - ii. Note Shasta and bowling not participating in cashless.

- Carrel Space-Discussed cleanliness of space
- Policy Review-
 - i. Stickers on food court tables initially intended for cleanliness, have since been transitioned to promotional. The recommendation is that advertising not be allowed unless approved.
 - ii. Digital Signage currently does not allow for messaging or videos, the policy subcommittee proposes to leave it as it is. Recommend that messaging or videos would be available for special events approved by the Director.
 - iii. Payment wording revised, no policy changes only wording.

IX. Announcements –

- The Staff Policy Board recently hosted a Staff & Faculty Day with the Dynamos, upcoming events: Staff & Family tailgate (no date provided)
- Dec 5th 11 am -1pm Student Life End of Semester Event

X. Adjournment

Next Meeting:

November 17, 2023 (Senate Chamber)
 January 19, 2024 (Senate Chamber)
 February 16, 2024 (Senate Chamber)
 March 8, 2024 (Senate Chamber)
 April 12, 2024 (Senate Chamber)