

MASTER PLAN

UNIVERSITY CENTER COMPLEX AND UC SATELLITE

An architectural rendering of a university campus walkway. On the left, a long building with a grid of vertical columns and horizontal lines is visible. A paved walkway runs alongside the building, lined with tall, thin trees. In the foreground, several people are walking, their figures slightly blurred to suggest movement. To the right of the walkway, there are several outdoor seating areas, each with a large, square, light-colored umbrella and several tables with chairs. The background shows more trees and a clear sky.

University of Houston

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Holzman Moss Architecture LLP

in association with Brailsford & Dunlavey; Envision Strategies, LLC;
Campus Bookstore Consulting Corp; and Shah Smith Associates, Inc.



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INTRODUCTION

Overview

The quality of student life on campus has significant impact on the both the undergraduate and graduate experience at the University of Houston (UH). That quality is measured by the presence, or lack thereof, of physical spaces and outdoor places that draw the campus community together. A university center is often the hub of extracurricular activity, offering informal gathering areas, formal event spaces, performance and cultural venues, dining and retail amenities, student organization spaces, as well as some element of student services. It is an important tool in the recruitment and retention of students and when successful, is a destination which offers a dynamic mix of spaces and activities that draws the largest numbers of students. The open spaces also contribute significantly to the quality of student's social experiences. They provide for relaxation, recreational activities, and opportunities to engage with others in a pleasant outdoor environment.

The vitality of UH is predicated on developing a strong campus experience, where students of any major, whether residing on campus or off, can find community and a variety of social opportunities. Students spend most of their day attending classes, studying, and participating in organized activities. Critical to this experience are the informal gathering spaces, which provide lively settings for students to interact socially with friends and meet new people between or after other engagements. Students are quite vocal about their desires, from late-night, weekend and versatile dining options, to coffee shops, study lounges, and multipurpose event spaces. They are also forthright about their perceptions of life at the UC and UC Satellite; these are not social magnets, they lack



school spirit and offer no compelling reason to extend their time on campus. Two of the most successful "happening places" on campus are the recently renovated Library and the Recreation Center, both have in common comfortable, movable furniture.

UH is a thriving public research and teaching institution which provides high-quality education in many disciplines. Since it's founding in 1927 to today, the University has prospered and grown to include more than 550 acres and a student population of approximately 35,000. UH is today the largest and most comprehensive institution in the University of Houston system. The evolution of the campus has not paralleled an equal transformation and growth in student life facilities over time. Since opening in 1967, the University Center has benefited only from selective renovation efforts; as a result the facility shows significant signs of wear. The UC Satellite, though fully renovated in 2002, has not been able to keep up with the demands of a growing population in the academic core.





Executive Committee Reviews Planning Options

In 2006, the UH Board of Regents approved a "Framework Plan" that emphasized an increase in the number of students and services on campus through the development of mixed-use, perimeter precincts over a 15-year period. The plan provides guidelines for integrating the four precincts and campus core into a coherent whole and considers specific future initiatives for new construction and the network of open green spaces, courtyard and paths which weave the campus together and connect to the surrounding neighborhood.

With plans for continued enrollment growth, residential growth, and physical development, the UC and Satellite will struggle to meet future demands. Already, the programs and departments within these facilities are limited in their ability to meet the needs of today's students due to existing space constraints, outdated environments, and/or organizational inefficiencies.

The Master Plan described herein examines the student life experience, and has as its specific focus the University Center and UC Satellite. Each facility was considered in terms of its current physical condition, programs, and ability to meet future needs as defined through the master planning process.

Process

In February 2008, the University of Houston entered into a contract with Holzman Moss Architecture in association with Brailsford & Dunlavy (B&D); Envision Strategies; Campus Bookstore Consulting (CBC); and Shah Smith & Associates, Inc. to provide Professional Design and Planning Services for a Master Plan of Renovation for the University Center Complex and the

University Center Satellite. The results of these efforts are presented in this report.

The mission of the Planning Team was to:

- Review of existing conditions, building infrastructure and systems;
- Review and assess the Bookstore and food service revenue generating operations;
- Document the space utilization of offices, meeting rooms, casual spaces, study areas, student activity areas, and general facility circulation;
- Perform a comparative analysis of competitor institutions and model programs at other universities;
- Perform a detailed financial market analysis of revenue potential and associated cost estimates of potential facility improvements;
- Develop conceptual program options;
- Determine building operating costs and unit operating costs for proposed enhancements; and
- Identify revenue potential from student fees and speculative sources.

The Master Plan report is intended to provide guidance for future development and includes:

- An assessment of existing conditions, including the physical condition of the building; the financial situation; and survey results of student, staff and faculty perceptions;
- A proposed Building Program that outlines assigned net areas for each department and organization to be housed in new or expanded facilities;
- Adjacency and stacking diagrams that illustrate how the varied spaces within new or expanded student union facilities might best relate to each other;



Students Prioritize Key Improvements to the UC



- Concept campus design and planning options that illustrates how the UC and Satellite: whether new, renovated and/or expanded, might best achieve the goals and vision of the University and larger framework plan;
- An implementation plan that includes phasing scenarios for all recommendations;
- A financial analysis that provides a rationale and approach to funding recommended improvements; and
- A preliminary estimate of the total project cost.

The information and findings presented in this report were gathered over the course six months as a result of six on-campus work sessions including the Executive Committee, UH staff and administrators, and the participation of representatives of current UC and Satellite user groups and students.

Through a series of focus groups and web-based surveys a diverse spectrum of the campus population provided input in the data-gathering portion of the study for the UC and Satellite specifically, along with topics relating to food service and the Bookstore. The online survey targeted faculty, staff and students, covering a range of demographics including gender, undergraduate class, graduate status, and students of each demographic both on and off campus.

Interviews were conducted with the majority of the departments located within the UC. Representatives of each department were asked questions concerning their anticipated staff growth, departmental space needs, and qualitative considerations.



To assess the current attitudes of the UH constituents regarding food service, a series of focus groups and interviews was conducted with a broad cross section of the campus population. The purpose of these focus groups was twofold; to subjectively identify customer perceptions and desires pertaining to campus dining, and to create a foundation for developing a survey instrument for quantitative research purposes.

In order to analyze the Bookstore facility/space and programming requirements, CBC conducted regular site visits, including tours of the campus, UC and Bookstore and visits to the local competitors. An analysis and benchmarking of the University's historical financial performance was based on financial data for the past five years provided by the University.



In-depth interviews were held with Bookstore staff on several occasions. Meetings with faculty, staff, and administrators were also held to gather input regarding the Bookstore services and programming requirements.

Planning workshops were held throughout the process with the participation of the Executive Committee. Tools used in these sessions included charts, diagrams, models and program data. Discussions included an understanding of specific goals and objectives, project needs, square footage requirements for all of the program spaces, architectural and system requirements, desired adjacencies, functional efficiency, and cost implications. During the workshops, options responding to these needs were collectively evaluated in terms of their ability to achieve the program, design objectives, budget and schedule.

On four occasions the Executive Committee toured comparable student unions based on recent renovation and expansion efforts of relevant scale; Holzman Moss Architecture joined on three of these tours.

Introduction

Visits were made to the Indiana University-Purdue University, Campus Center; University of California -San Diego, University Centers; San Diego State University, Aztec Center; and the Texas Tech Student Union Building. Following each tour, participants were asked to complete a site visit analysis to gauge the positive and negative features of the union.

Through the process, the University representatives were able to fully participate in the development of planning options. While not all stated ambitions can be accommodated within the final recommendations, this process allowed the group to understand the needs and approaches from a wide range of their professional colleagues.



GUIDING PRINCIPLES

The recommendation to undertake a Master Plan for the University Center and UC Satellite recognized in part the pressing need to address student demand on a campus which is significantly growing in both population and physical development. Corresponding with this growth are national trends which indicate that prospective students and their families are more concerned today about convenient access to amenities on campus than ever before. Such factors drive the demand for contemporary social and service facilities that enhance the college experience.

Findings from the study of the University Center and UC Satellite showed that improvements and expansion were necessary in the following areas:

- Gathering and lounge spaces
- Dining facilities
- Bookstore
- Student organization and activity areas
- Meeting rooms

UH currently does not provide its students with the variety, quality, or amount of space required to meet present or future needs for extracurricular activity and social engagement. The most obvious present deficit is the shortage of accessible and appealing space for student organization use in the UC Underground. This lack of desirable space undermines efforts to increase student participation on campus.

Secondly, the fact that the lounge areas in UC are uninviting and undistinguished sends a message that the University is not particularly interested in supporting its students' desire to gather and socialize. There is an evident dearth of attractive, spirited places in which students can hang out, study, or congregate.



Hand in hand with social spaces in any successful student life facility are food and retail amenities. For a university center to become a destination, it must offer modern conveniences that student's desire. The paucity of food choices, places to dine, contemporary facilities, and services for students and the campus community severely limits UC's ability to sustain repeat visitation.

The key to drawing the greatest population of students is to provide the right mix of services, amenities, and programs. There is no formulaic approach to what must be housed in a university center, and no facility can ever expect to meet the desires and needs of each individual student. While some programs, such as the Cougar One Card, are destinations, it is often these types of services that introduce students to other attractions within the building. On the converse, it is equally plausible that students coming to a facility to attend a film, or grab lunch, might also take interest in joining a student organization by passing its





workspace. The present configuration of space within the UC does not offer the best arrangement of programs to bolster impromptu participation and encourage exploration.

Lastly, retail food options are lacking; students and faculty complain of limited menu selections and a scarcity of healthy foods. Most notably, the reliance on quick-serve options, scant choice in seating areas, and long lines at food venues, discourage lingering and socializing.

The Master Plan provides direction on the steps required to enhance student life at the UC specifically, with some consideration given to the UC Satellite as well. Recommendations are based on the following guiding principles.

Creating a one-of-a-kind experience, that epitomizes student life and student success at UH

- Attract more users to the UC for longer periods of time
- Make the UC an invaluable resource for all members of the UH community
- Provide facilities and outdoor spaces which are unique reflections of the University's spirit, regional attributes, and campus culture
- Reorganize spaces so offices are easy to locate and there is improved efficiency and wayfinding among people and departments
- Increase the level of activities and programs to increase the presence of students on campus during weekends, evenings, as well as between classes that will allow for shared experience and community
- Provide more visible connections between the facility and UH/Cougar Brand

Guiding Principles

- Provide an environment that is conducive to innovation, learning, empowerment and creative thought
- Provide opportunities for student leadership development through volunteerism, boards, committees, student organizations and student employment

Become the Provider of Choice for Activities, Services and Facilities for the UH community

- Create a destination for students, faculty, staff and visitors alike
- Provide enhanced program amenities and a contemporary aesthetic environment
- Provide accessibility for the physically challenged in the UC and its exterior landscape, conforming not only to the legal minimums, but maximizing the number of people who can use the facility
- Optimize the UC as a central location that strengthens connections to neighboring student-life facilities
- Serve as a unifying force - a point of identification - for the University community as a whole
- Enhance and ensure facilities are clean, safe and comfortable, while fostering a climate that is welcoming to all students and the UH community
- Further diversify the portfolio of meeting/conference facilities and program locations
- Improve the availability and accessibility for wireless and other technology and information services

Foster a Sense of Place by Enhanced Formal and Informal Spaces

- Increase lounge and informal seating locations throughout the UC complex
- Provide a dynamic mix of space types and activities and give students choice in how they wish to engage with the building and others
- Enhance the number and quality of outdoor program spaces
- Develop open spaces which allow for individual relaxation, recreation, outdoor dining, or simply hanging out
- Foster opportunities for interactions among students, faculty and staff
- Create a 24-hour zone



Enhance the Food Service Program

- Improve the level of customer service and flow for retail food service operations
- Provide greater dining variety and options
- Enhance the overall quality of food services (retail, catering, convenience store)

Cultivate a Convenient and Centralized Retail Zone

- Provide greater visibility, space and ease of access to the UH Bookstore
- Create a central corridor of retail enterprises to enhance customer satisfaction and profitability
- Increase the variety of self-operated and contracted retail service and conveniences which are responsive to the diverse needs of the UH community

Create a Synergistic Student Organization Center

- Provide versatile, easily identifiable and accessible facilities where students can meet and pursue extracurricular interests
- Increase office and support space for Student Organizations
- Provide a "One Stop Shop" by the repositioning of offices which support student organizations



STRATEGIC ASSET VALUE ANALYSIS

Nationwide, universities are realizing the important role that student centers play in enhancing campus life and the overall student experience. On many campuses, student centers are used as strategic assets that enhance educational opportunities, enrollment management goals, and satisfaction among the student, faculty, and staff by developing a comprehensive campus community. The Strategic Asset Value Analysis is intended to identify strategic objectives that influence facility development and utilization.

B&D coordinated a "Strategic Asset Value Analysis" (SAV) session with the Project Executive Committee on February 19, 2008. The information gathered from this the meeting allowed the Project Team to develop some initial project assumptions that is in line with the University's mission. It also provides a means through which program elements will be prioritized and a filter through which judgment calls can be made. The "Strategic Asset Value Analysis" worksheet is provided on the following pages.

Methodology

A "Destination Value" approach to facility development is used to respond to the constant challenge of assuring that the "quality of life" improvements respond to the University's strategic objectives in the most economical manner possible. More specifically, B&D proceeds with the understanding that:

"All of the project objectives must be expressed in specific terms that demonstrate their relevance to furthering the school's mission, reinforcing campus values, responding to institutional commitments and responsibilities and improving the school's competitive position in the market."



SAV Session

Fundamental to this approach is a focus on collaborating with the University to develop a detailed understanding of both the institution's and the University Center's mission, its relevant stakeholders and customer groups, and the strategic project objectives which best serve that mission. The outcome of the work session was a deeper understanding of the project objectives; this assisted the project team with the development of facility concepts and recommendations.

Summary of Findings

Priority Order of Program Elements / Project Concept

First Priority

The UC Underground lacks visibility and limits the exposure of student groups' efforts to maximize student involvement. Most student leadership development opportunities and resources for students to get involved on campus are currently located in the UC Underground. The UC Underground location is a barrier to reaching the student body and campus community. This space is typically used by students already involved in SGA, Greek Life, and various other extracurricular activities who are familiar with navigating the existing space. Re-locating these areas to improve visibility and access will physically demonstrate the University's commitment to leadership development.

This strategy can also enhance the overall out-of-classroom experience as greater involvement leads to more activities and events created by students for students. However, additional funding will be needed to support any increase in student leadership participation and a greater variety of meeting / event spaces will be needed to accommodate the planning and implementation of these programs.

Students are drawn to leisure activity spaces that function as "see and be seen" places where they can expect to find their peers on a regular basis. Centralized social spaces, food service, and a variety of informal activity areas make up the core student center facilities providing both residential and commuter students with opportunities to relax and socialize on campus. The UC "cafeteria" dining space serves as a primary lounge space, but can be crowded and loud at peak meal times, then deserted and "out of the way" at other times given the physical separation from the building's circulation.

A contemporary UC would enhance the University's recruitment efforts by providing highly visible social spaces that draw students together and create a "wow" factor that encourages prospective students to attend the University. When compared to some of the newer or recently-renovated

campus facilities - the Welcome Center, Campus Recreation and Wellness Center, UC Satellite, Anderson Library - the existing UC leaves an unfavorable first impression as the central student life facility. UH's commitment to student retention can be strengthened by improving the visibility and accessibility of services like the Bookstore as well as from enhanced activity spaces. This may help not only to retain students while enrolled, but can also increase the potential they will become contributing alumni.

The UC facilities appear designed and scaled to meet student, faculty and staff demand as a basic service center and major event center, but with little accommodation for encouraging student, faculty and staff interaction and the casual but meaningful learning that can result from time spent together. Currently, comfortable informal / formal lounge spaces are severely limited at the University Center and gathering places that do exist are hidden above and below the Main Level.

Second Priority

The UC lacks comfortable study spaces and does not provide contemporary computer lounge/lab space, group study space, or 24-hour access. The recently renovated Library has become a social / study center as a result of the recent renovation. While the UC need not duplicate the Library's features, some spaces in a renovated University Center should support academic activities so that the facility is truly integrated into students' educational experience.

While the University Center as a department currently focuses on making student employment experiences both motivating and developmental, this approach is not uniform across all units housed in the UC facilities. Because the Houston metro area offers students such a vast array of job opportunities and very competitive wages, on campus employment has not been emphasized as a significant element of the UH experience. Providing meaningful opportunities for students to learn as well as earn at UH will continue to be important as a means of ensuring affordability, but not as a larger driver for this project.

Improving the function of the UC as the campus community center and central gathering place is an anticipated outcome of any renovation project.

ect. At present, the UC serves as a thoroughfare more than destination for many students, faculty and staff. Consideration must be given to both interior and exterior features and amenities that create a welcoming environment encouraging all stakeholders to interact and congregate on a daily basis.

The growth in the number of students living on campus, especially freshmen and sophomores, will increase demand and need for interactive entertainment programming occurring in a safe environment. Although the University will always be primarily a commuter institution, additional student housing will create a critical mass on campus that will expect and require late night / weekend programming of all kinds. As this more traditional concept of campus life develops, the opportunity to even draw off-campus, commuter, and / or older students to participate will likely arise.

Enhancing alumni support through development efforts is a high priority for the University. There is no tradition for alumni contributions directly to the UC, but the facility does have a 40-year history of campus service. This may create the potential for some donor support of any project to improve the University Center. Reciprocally, future students who utilize the enhanced programs and services of a renovated UC while on campus will likely feel that they have "gotten the most for their money." As alumni, these students may then stay more connected to UH as contributing and actively engaged alumni.

The University has made the development of sustainably designed and operated facilities a priority. Any renovation of the UC should meet or exceed the requirements outlined in the Campus Facility Design Guidelines.

Third Priority

The UC currently generates approximately 30% of its operating budget from non-fee revenue; it is unlikely that substantially more non-fee income can be generated but every possibility should be explored. UC facilities should be developed to maximize both revenue generation and cost savings, but not at the expense of service quality such as extended operating hours to match contemporary student lifestyles.

Strategic Asset Value Analysis

Legend: X Existing Conditions O Targeted Aspiration	Targeted Strategic Value										Notes	UH Committee Comments	
	Low					High							
	0	1	2	3	4	5	6	7	8	9			10
I. Educational Outcomes													
a. Leadership Development						X					O	<p>0 = Leadership programming is not supported with either physical or financial resources. Opportunities to participate in student organizations and other leadership roles is not considered an important part of the campus experience.</p> <p>10 = Participation in student organizations and other leadership opportunities is an integral part of the campus experience. Appropriate spaces for student organization offices, meetings, programs, and advertising/recruiting are valued and rewarded (credit, recognition).</p>	The leadership development program should be housed in the UC, but not in the underground as it limits visibility and access. The underground side of the UC is adjacent to the developing Engineering and Business facilities. So if visibility and access could be improved in the current location, it might effectively support leadership programs. Beyond location and the quality of space, the leadership program is under funded relative to it perceived importance.
b. Student Employment						X					O	<p>0 = Student employees are viewed simply as a source of low cost labor. Students employees are hired into "filler" positions in which job standards and expectations are lower.</p> <p>10 = Student employment is viewed as an opportunity to provide high quality learning experiences. Time is taken to train students not only about their tasks, but about the nature of the enterprise that they support. Performance standards and expectations are kept high. Staff should focus on maximizing the learning experience of student employees.</p>	While the UC provides a variety of developmentally based student employment opportunities, UH students has access to a variety of well paid and career focused employment opportunities in the Houston Metro area.
c. Leisure Activities						X					O	<p>0 = Student extra-curricular or leisure activities are not considered an important aspect of the student experience. Students find their own leisure activities, perhaps even off-campus.</p> <p>10 = Leisure activity spaces such as game rooms, theatres and places to "see and be seen" (spaces students can expect to find their peers on a regular basis) are incorporated into the building program as a means for students to casually congregate.</p>	The cafeteria style dining areas in the UC serves as the primary lounge space. It, like other public-use areas in the UC, is dated and does not provide the "see and be seen" factor. There is little "Hip" or "Cool" space in the UC; the success of the UC Satellite can be largely attributed to its more contemporary public spaces.
d. Out-of-Classroom Experience				X							O	<p>0 = Academic learning and student development are recognized as two distinct processes. There is little institutional support for co-curricular activities (i.e., faculty reward for advising, physical / financial resources or staff support for the out-of-classroom learning experience.)</p> <p>10 = Student activities are a key component of the student experience and integrate academic learning and student development programs. Appropriate meeting spaces for student co-curricular events, including a variety of room sizes and types, are important to accommodate various campus learning activities.</p>	UH has strong college/ departmental focus, which limits students' interest in campus wide involvement. The UC & UC Satellite provides a variety of support spaces and services for student organizations; however, the lack of visibility and accessibility in the underground limit awareness/ usage.
e. Academic Activities			X								O	<p>0 = Academic programming and support is heavily focused on the academic areas/colleges. Other campus programs and facilities are not designed to support student's academic needs.</p> <p>10 = A high emphasis on this asset would include physical, human and financial resources to support a student's academic life: multiple study spaces, academic advising, 24-hour study opportunities at mid-term and finals periods, on-line access through computers or computer ports to library and research resources, and provision of space.</p>	The recently renovated Library has become a social/ study center as a result of its comfortable furnishings creating a variety of informal study spaces. Dining seating in both the UC & UC Satellite provides the only functional study space.

Strategic Asset Value Analysis

Legend: X Existing Conditions O Targeted Aspiration	Targeted Strategic Value											Notes	UH Committee Comments	
	Low					High								
	0	1	2	3	4	5	6	7	8	9	10			
II. Enrollment Management														
a. Recruitment				X									0 = Students should be motivated to attend the university based on the quality of its programs only and not on the basis of campus life facilities. 10 = Architectural quality is key to a student union facility's ability to serve as effective recruiting collateral. In particular, a sense of openness, quality finishes, and highly visible social space are of interest to incoming students and creating a "wow" factor.	Since the UC facilities are incongruent with the quality of the new Welcome Center, relatively new Camus Recreation Center, and the renovated Library, potential students may be concerned that the dated facilities reflect an incomplete campus life experience. Orientation, which is hosted primarily in or around the UC, typically is the initial exposure to campus life for incoming students and their parents. Existing UC conditions do not provide a suitable venue for creating the best first
b. Retention						X							0 = A high quality student service experience is not integral to student success. Basic facilities with overcrowded conditions, inconsistent facility schedules and the presence of other priority users contribute to student frustrations. 10 = It is important for students to effectively integrate student activity programs into their schedules. Patron capacity is of the highest priority. Service quality and breadth of programs is also important.	Although the UC provides a broad ranges of services & amenities (retail, bookstore, food, etc...), the current configuration limits visibility and the lack of contemporary conditions detract from users expectations. If you visit the facility, it is difficult to access the programs and services due to lack of visibility. Despite the services you may not even visit the facility because its facade looks out dated and neglected. The current design functions more as a thoroughfare opposed inviting users to stay and utilize the facility. Due to the concealment of some
III. Campus Community														
a. Central Gathering Place						X							0 = The student union is not considered the central community building space. Adequate community spaces likely exist in other campus facilities (i.e., recreational center, student housing, etc.) 10 = Campus community is viewed as a high priority and the student union is viewed as the primary asset for allowing students to be exposed to people from diverse backgrounds. Student union space is seen as belonging to the entire student body and multiple satellite facilities are not considered.	Not sure we can or should have one or two commons on campus. With the size of the campus that will continue to be largely commuter, concept of gathering places must be thought of as more decentralized. However features such as the bookstore and retail food services as well as student organizational support spaces can make the UC a common destination for a variety of populations.
b. Faculty / Staff / Student Interaction			X										0 = Student union facilities and programs are viewed and operated with students as the primary audience. Faculty and staff are accommodated with separate facilities and services. 10 = Facilities are scaled to accommodate peak demand to avoid overcrowded conditions that discourage faculty and staff users. Programs and activities should be developed to maximize the interactions between students and staff.	UC is used by faculty and staff for a service base only. They do not meet with students in the UC. Although faculty student interaction at US is generally confined to the classroom/ office, larger more common -food service dining- could create , increasing the accessibility and quality of particularly spaces - dining could increase.
c. Alcohol-Free Social Opportunities									X				0 = There are other venues on campus that provide alcohol free activities and events. 10 = Late night, socially oriented programs and events would provide students with alternatives to parties and bars.	The UC will need to be a higher priority as the number of on campus student residence grows.
d. Late Night/Weekend Programming				X									0 = Student union facilities and programs are not intended to support late night or weekend programs. Other facilities on campus serve this purpose. 10 = Creative night-time and weekend programming respects students' peak hours and may facilitate a more balanced lifestyle for students.	Despite the number of commuters, there is a need for late night and weekend programming particularly as the number of on campus residence grows. The physical layout of the building makes it difficult to program zones in the facility without opening the entire facility.
e. Student Life "Master Plan" Integration						X							0 = Physical and programmatic relationships among student housing, student union, food service and campus recreation facilities and services are not considered or nurtured. 10 = Creating physical and programmatic relationships among quality of life facilities is sufficiently important that the goal will be a campus master plan level priority with respect to land-use allocations.	Although most student life units are located in or in close proximity to the UC, most programming is developed independently and often competes with other programs. More collaboratively developed and presented programming is needed.

Strategic Asset Value Analysis

Legend: X Existing Conditions O Targeted Aspiration	Targeted Strategic Value										Notes	UH Committee Comments				
	Low					High										
	0	1	2	3	4	5	6	7	8	9			10			
IV. Financial Performance																
a. Revenue Generation (other than student tuition/fees)							X						O		<p>0 = A high value is placed on providing quality service with students not being "nickel and dimed" by extra charges. Rentals and outside membership programs are not pursued.</p> <p>10 = Maximizing revenue involves not only an entrepreneurial management approach, but a critical mass of food and retail operations, anchor activities and appropriate merchandising opportunities at entrances and core circulation areas.</p>	The UC is currently generating approximately 30% of its operating budget through non-student fee sources. Although additional revenue generation should be explored, it is unlikely that substantially more non-fee income can be generated.
b. Expense Management								X					O		<p>0 = The need to control or minimize operating expenses impacts the achievable level of service, operating hours and the scope and range of non-revenue supporting services and spaces that can be offered. Operating expenses should be kept as low as possible even if that results in limited services and restricted hours of use.</p> <p>10 = The highest quality of service and professional standards should be pursued even if high fees and charges must be passed on to the students and other patrons.</p>	The UC facilities should be developed to maximize any potential savings, but not at the expense of service quality such as extended operating hours to match contemporary student lifestyles.
c. Alumni Development				X									O		<p>0 = Alumni are not actively engaged in campus activities and to not give to the university on a regular basis.</p> <p>10 = A strong / active alumni base is the foundation of a successful annual giving program. Studies have shown that students actively engaged in campus activities become alumni with a higher capacity and greater predisposition to giving.</p>	Historically UH Alumni have not contributed funds directly to the UC facilities. Redevelopment plans for the new UC should not only involve donor opportunities, but create facilities that enhances the student life experience, while creating spaces that encourage Alumni giving.
d. Balance Sheet Utilization													X		<p>0 = Alternative financing is regularly used and the student union has a higher debt coverage ratio. Any financing would be very conservatively underwritten.</p> <p>10 = Any financing would be aggressively underwritten with the general obligation of the institution being pledged. The university is comfortable with low or negative debt coverage ratios.</p>	In relation to the amount of new construction on campus, UH has less dept capacity. Facility improvements to the UC should be scaled accordingly.
e. Sustainable Design & Operations								X					O		<p>0 = Sustainable design with no capital cost implications.</p> <p>10 = Sustainable design initiatives should be developed to be progressive, capital cost may exceed operations savings. Design features intended to be a teaching tool and a model for the Institution.</p>	The UC facilities should be developed to meet or exceed the campus Facility Design Guidelines outlined in the Section 7 of the campus design guidelines.

Project Concept / Functional Relationships

- Major renovation and possible addition to existing UC
- Significantly increase interior circulation/lounge space by enclosing / building over "Arbor" to bring traffic through UC
- Make student activities/organization offices a feature by raising out of the Underground

Prioritized Program Components / Services and Functions

- Re-organize interior relationships to open up/connect to UC perimeter rather than oriented to courtyard / arbor
- Retain Bookstore and retail but not as signature feature
- Relocate/enlarge Ballroom and increase variety of meeting rooms
- Consolidate administrative offices, but minimize "office building" feel
- Integrate food units into more cohesive, true "marketplace" layout connecting to seating

Architectural Image and Construction Quality

- Significantly increase glazing
- Create entrances from all 4 sides
- Minimize formality of interior finishes
- Enhance facility by eliminating worn /weathered appearance.

Campus Location / External Adjacencies

- Celebrate centrality to Library, Business, Housing, Welcome Center and Recreation Center
- Significantly improve the north elevation and entry
- Create exterior program/social spaces that are more engaging and capable of supporting events

Operating Paradigm

- Develop late-night, possibly 24-hour, operations of lounge/study space
- Bring social activity and traffic front and center of main level with meeting/event and 8am-5pm spaces on lower and upper levels
- Develop business model that ensures services and programs are available on student schedules

FOCUS GROUPS AND INTERVIEWS

The Planning Team held a series of focus groups and intercept interviews to gain an understanding of the current perceptions of students and staff in regards to the University Center and UC Satellite, as well as attitudes about the quality of student life on campus in general. Participants were encouraged to speak freely about their experiences with these buildings, both their likes and dislikes, as well as their experiences with other student life facilities on other college and university campuses.

The process is designed to yield qualitative data, reveal hidden sensitivities, and raise issues previously not considered by the researchers. Although efforts were made to interview representative populations, this analysis is not meant to provide rigid, statistically reliable responses from a demographically representative sample of the population. The focus group is designed to obtain feedback from a range of stakeholders and prospective facility users.

Focus groups were assembled to represent a broad spectrum of the campus community, including students actively involved in a variety of organizations and employees of the UC, as well as others. The discussions were guided by the moderators; however, open-ended questions encouraged participants to contribute freely. These discussions involved more than 130 participants allowed the team to develop a better understanding of campus opinions about the University Center's facilities and services. In addition, supplemental intercept interviews were conducted. The intercept interviews allowed us also to get a random cross-section of the campus population by stopping students, staff and faculty between classes for a few minutes of informal conversation regarding campus life.



Open Forum with Project Stakeholders

Department interviews were also conducted with administrators and staff to understand their experiences and expectations regarding the needs and future direction of University Center and UC Satellite.

Quality of Student Life

Many students chose to attend UH because it was close to home for some, while others chose the UH because of its affordability and value. Some international students chose the institution because of the reputation for its mechanical, law, and engineering classes related to the oil industry. A few faculty / staff members noted that they attended the institution during undergrad or grad and wanted to give back to the institution that had given them so much.

Comments regarding the University Center Complex were mostly consistent among the focus groups and tended to reflect poorly on the building, mostly due to



Student Focus Group

the manner in which the programmatic spaces are organized. However, there were also some positive features recognized by varied constituencies.

The project stakeholders agreed the best part of the UC is its student organizations and programming. They also liked its central location, close to the Library and Campus Recreation and Wellness Center, the convenience to retail, the mature landscape, and the visual affirmation of diversity in World Affairs lounge. The group values the outside environment and would like to see a better transition between interior and exterior spaces. Many comments were representative of those heard from student and staff populations, such as that people only visit the UC to get food, and they are tired of the food options. The building lacks school spirit and is not inviting. From the outside, it is impossible to know what is in the building, and when inside, nothing catches the eye; it is hard to locate the games area, the lounges, and in particular programs in the Underground. In general, there is the perception that there is not enough advertising or marketing of UC programs and events, though this is not specific to the facility. Some say it is because they can't directly see what is going on when they walk through the building.

Some comments dealt with visibility and accessibility to the UC, that it "lacks curb appeal," signage is deficient both inside and out, convenient parking is an issue and therefore discourages coming to the UC just for leisure purposes, and lighting in the adjacent parking lot shuts off at night and visitors feel unsafe in the darkness around the UC. People want to come to UC and have access to programs; now it "feels like walking into a Staples."

Students seconded the notion that spaces are not attractive, inviting, or student friendly. Specifically, the lighting is too dim with too little natural light, especially in the Underground, and no opportunities to see into and out of building. The UC appears dated, and its rooms and furnishings are not configured for good study or social space. One student commented that you do not get a sense of the UC when walk in because it is "spread out all over the place," another described it as "old and sober," a place you don't imagine having fun activity. Most consider the building "too old," "institutional," and "unwelcoming;" it is a place intended for quick visits where you "come to do business," not a place for lounging and lingering. "The UC looks so old, I swear Hakeem Olajuwon still hangs out and takes classes here," one student exclaimed. Some additional areas of improvements include difficulties related to ingress and egress, air quality and over all HVAC control, pigeons flying inside the atrium unchecked, and lack of seating. On the pos-



Limited views make seeing activity within the UC difficult



Food choices at the UC are limited and lines often back up



Lounge areas are not considered comfortable and welcoming

itive side, there is general agreement at the UC is in a good, central location and both the UC and Satellite have good presence on campus, when you mention either people know where it is located.

Many students say they only visit the UC to buy books or eat; there is no other draw and nothing for them to do. Some do regularly use the game room, and those involved in student organizations are there round the clock, but not to engage with others in a social setting. They don't see activity when they enter the building, the first thing they see is the stairs, which they say sends an unwelcoming message. There is no interior "hearth." It is not a place where students go to be with other students; it is a "come and go" place. People come for lunch, not to hang out. They want a building with an inviting atmosphere, open space, natural light, and the ability to see what is going on from both inside and outside. It should be aesthetically pleasing and "happening." One faculty member exclaimed, "Since there is food here, the UC has become a kind of hangout spot by default, not preference, because its not a comfortable to place relax."

Not surprisingly, food is the top complaint across the board. The quality and variety of food at the Satellite is considered better hands down; the decision to eat at the UC or Satellite is for some based on the food options and for others the convenience. A large part of the problem with dining services seems to be the hours of operation. Only Wendy's and Chili's Too offer weekend service; Wendy's is open part of Saturday and Sunday, while Chili's Too is open both days through dinner. The Satellite in addition is closes at 6:00 pm all summer and has fewer options available. Students who stay on campus have only one option, if any at all, the cafeteria at the residence halls. Since many students commute and attend evening classes, their only



Complaints about cleanliness and service influence the choice to dine at Chili's Too



Weather conditions have substantial impact on the day-to-day utilization of the Arbor

dining option is Wendy's as the remaining food venues close at 5:00 pm. There is a desire for more diversification in hours, especially during finals week.

Almost universally users think the food options are too limited and are looking for greater variety, ethnically diverse menus, and healthier options in retail and in catering. There is also widespread discontent with the Aramark customer service and cleanliness. And while students complain of crowding, they do like that it is easy to get in and out of the food court areas. They want more menu choices, expanded and late night hours, a higher standard of professional service, and better price /value relationships.

In regards to the meeting rooms, there is a general feeling that they are easy for students to reserve and access, though there is a need for more variety and a desire to have built-in technology and in some instances raked seating. While the Cougar Den was described as a "useless, wasted space," most consider the Houston Room a memorable, popular space. There is a desire for a second room like the Houston which could hold 400 to 600 people, or maybe an auditorium. Students who are involved in organizations did cite the inconvenience of having to ascend three flights of stairs to make a reservation.

The quality and provision of dedicated lounge and study areas are of particular concern to the students in both the UC and UC Satellite. Primarily, they feel that there are no comfortable places to just sit down and have a conversation. One student responded, "There is no comfortable study area that's enclosed. I do not like having to move the couches around on the top floor of the UC."

The Arbor becomes very humid and muggy at times, and the noise disrupts adjacent offices. Students want places where they have the freedom to bring food and be noisy, unlike the library, which is now serving as the hang-out area for many students. They also want a place to study where they can also eat and "see and been seen." Commuters want a place that affords some privacy with moveable furniture. Others want a TV lounge and place to play Guitar Hero in a convenient and contemporary setting at the UC. Overall they really want different types of lounge spaces where they can just hang out.

Other comments deal with the how the building's physical organization impedes visual access to its activities and retail establishments, how the décor does not capture the University's history or spirit, how accessibility throughout the building is a challenge for those with disabilities. One student added, "as a disabled student, I do not like the fact that I have to use a separate entrance into the UC. I feel that all students should be able to use the same entrance, and not be relegated to use a side entrance."

There is the notion that you have to be part of the UC culture to know what is going on, and this dissatisfaction is magnified by having the student organizations located in the Underground where "they have their own thing going on down there." Students strongly advocated for re-locating the student organization offices from the UC Underground to increase visibility and involvement, noting that student activities should be "brought to light." Students also complain that they don't go to the Underground because there is no cell phone coverage.

Overall there was a desire to improve the outdoor space. The courtyard of the Satellite seems to be very popular and works well for impromptu performances and rallies. By comparison, no one responded that they sit outside the UC in what one student termed a "random patch of cement;" it is not enticing compared to other options on campus.



Student organization space in the Underground has no visibility from the other areas of the UC

EXISTING STUDENT UNION ANALYSIS

History

The University Center opened in 1967, and was followed shortly thereafter with the UC Underground and the UC Satellite both in 1973. For more than forty years the UC Complex has been a center for dining, recreation, meetings, special events, student activities and shopping on campus. The UC Complex totals approximately 247,625 gross square feet, with the UC Satellite at just over 34,000 gross square feet.

Referred to as the "living room" of the University of Houston campus, the UC Complex is the home to UH's student organizations and Student Government Association, as well as many University offices and student services. It offers visitors food service, a campus Bookstore, a ballroom, banking and retail centers, an open arbor, a variety of lounges and meeting rooms, and a games room with bowling.

Campus Framework Plan

The 15-Year Framework Plan responds to UH's strategic plan to increase enrollment from 35,000 to 45,000 over a ten year period and correspondingly increase the on-campus residential population to 25% with 11,000 students living on campus.

Among its attributes, the Plan doubles the academic space, from 8 million square feet to 15 million square feet, doubles the amount of living space, redirects vehicular traffic away from the campus core to its edges, and connects the campus to its neighborhood in a series of "lawns and greens."

It defines Four Perimeter Campus Precincts:



- 1 Professional Precinct
Northeast portion of campus along Calhoun, the plan calls for an urban mixed-use residential street that caters to graduate and married students. This precinct also houses engineering, business, and law in addition to the University Center Complex
- 2 Arts Precinct
This precinct on the north side of campus presently includes facilities for music, theater, fine arts, and architecture. Future plans propose loft housing, museum, amphitheater, and a sculpture garden.
- 3 Stadium Precinct
This is intended to be a new social center of campus that brings together academic and retail space with access to rail and bus lines. As part of its development, there will be the new Cougar Walk, new housing, offices, and a stadium addition with dining, retail and suites.



Professional Precinct

4 Wheeler Precinct

The Wheeler precinct is planned to be the center for undergraduate residential living with new apartment-style residences.

The Framework Plan is already being implemented. The Master Plan for the University Center and UC Satellite takes into consideration the planning principals established, the projected growth in student population and in particular residential population and, and the proposed mixed-use developments identified for the various precincts.

Physical Conditions

The University of Houston University Center and UC Satellite both represent a fairly common building type within the history of unions on campuses across the country. The original building, built in 1967, has several challenges as it faces its fifth decade of service.

The building has multiple and serious challenges that are masked by the quality of the maintenance and cleanliness. An extensive analysis was completed in 2002 which detailed deferred maintenance and capital renewal initiatives. The analysis of existing conditions for purposes of this study was based on visual inspection of the building. Tours of the UC Complex made evident six critical considerations: mechanical, electrical, plumbing, structural, accessibility and egress systems. The deficiency in each of these categories relates to quality and efficiency of the operation, the magnitude of cost to repair and operate, and life safety issues that must be met.

Each type of space currently available for programmed activities was considered. In addition to the quantitative look at the amount of space, qualitative characteristics were assessed as well. Many of the existing facilities are physically outdated and in need of some care.

- **Accessibility:** Though technically accessible for a majority of the spaces, the building does not provide an easy way to navigate through the varying floors. The ease and comfort getting through the building is difficult. The building is a challenge for providing handicap accessibility to all areas. Though the current building provides access to most of the areas, it is sometimes provided in



The World Affairs lounge is not an inviting space for interaction



Dining areas do double service as lounge space for students to hangout



Dean of Students Office does not present welcoming environment for students

a less than acceptable manner. The building signage is also inadequate for persons with sight impairments, and in general is lacking.

- **Building Design:** The UC is centrally located and nearby to the M.D. Anderson Library and Campus Recreation and Wellness Center, two popular destinations. However, the building is essentially opaque, with few opportunities to see activities occurring within; it does not have an inviting entry and the exterior access to Underground is difficult to find, as well as unwelcoming.
- **Lounge Spaces:** The amount of space is inadequate and the physical environment, location and mix of types of lounges are unsatisfactory. The decor in certain areas is out-dated, and furniture in some rooms is not considered comfortable or easily movable. Opportunities for students to "see and be seen," are few and there is little visibility into the social and student activity spaces both from within the building and from outside. Apart from the Arbor, which is unpleasant in inclement weather, there is little open space. Many destination spaces and services are remotely located and interspersed throughout the building. Students often choose not to participate because they can not locate certain offices because of the lack of wayfinding, as well as the inaccessible locations of programs and services.
- **The Houston Room:** The Houston Room functions well and is in great demand. The configuration of perimeter meeting rooms make it difficult to schedule them since the breakout rooms must remain free to have scheduling flexibility for the Houston Room. There is also a desire for a second ballroom space with a larger seating capacity that could be divisible into smaller rooms.

- **Conference/Meeting Rooms:** There is a fairly good distribution of meeting room capacities but a need for a few additional smaller meeting rooms. Meeting space fixtures, furnishings, and equipment should be upgraded to contemporary ergonomic and technological standards to meet the needs of the campus community.
- **Bookstore:** Is moderately undersized and lacks the proper distribution of space that might allow for a larger retail sales area and more efficient office and storage spaces.
- **Food Service:** Requires an increase in space with a greater variety of food selections and dining areas. Substantial improvements are needed for service and food prep areas.
- **Student Organizations:** Amount of space is inadequate and in a poor location in the Underground. It requires substantial reconfiguration and enhancements to aesthetic environment. It needs to offer more opportunities for student and staff interaction, and 24/7 student access. The basement location does not signify the importance of student life on campus and should be viewed as a major shortcoming. There is a need for more functional and flexible carrel configurations and areas for banner-making and meetings.
- **Retail Tenants:** The UC currently houses several retail establishments. Some tenants require additional space and all desire greater visibility and access.
- **Games Room:** The amount of space is sufficient overall but there is a desire to have additional proximate storage space and a more functional service counter with staff office.
- **Administration:** Amount of space is adequate though some relocation of offices is required to improve access and efficiency.
- **Outdoor Areas:** The UC currently offers minimal opportunity for outdoor programming and no amenities are provided to encourage informal gathering or planned activities. A new or expanded space might include additional outdoor seating, wireless internet access, an outdoor performance area and access to food service creating an outdoor lounge space.



The Cougar Den does not function well as a large meeting room

Building Systems Assessment

Shah Smith Associates conducted an analysis of the building systems for the UC and UC Satellite. The full report is included in the Appendix, with a summation of the existing condition of these systems presented below.

University Center

Mechanical Systems

The equipment and distribution systems (with some exceptions) date to the original construction in 1967 and 1973. This places the equipment, ductwork and piping well beyond their normal expected service life.

Supply Air System Description

The ground floor and first floor are served by a combination of single zone and multi-zone air handling units with lined supply air duct and direct mixing of return and outside air in the primary air handling units. These systems are not as energy efficient as variable air volume systems which are the norm in current institutional construction. In addition, they provide poor humidity control because they bypass humid air around the cooling coil during off-peak cooling conditions. The result of poor humidity control is occupant discomfort, mold and mildew.

The kitchen areas receive makeup air from the general air conditioning system. Although there was not sufficient design information available to document this, field observations indicated that the makeup air from the air units was insufficient to maintain positive pressurization of the building. As a result, the building draws in outside air (usually warm and humid) through doors and other openings in the building. This exacerbates the humidity problems in the building and increases energy costs.

The second floor is served by a combination of multi-zone units and constant volume dual duct air units. Constant volume dual duct units are operationally similar to the multi-zone units used for the first two floors, and suffer the same humidity control issues.

Exhaust Air Description

Kitchen exhaust is through non-compensating hoods connected to stainless steel ductwork. The systems appear to be functional and in good shape, but there is not any source of dedicated outside air to the space, which results in both pressurization and comfort problems within the kitchen areas.



Fraying ductliner



Hot Water Piping



Modified Federal Pacific Motor Control Center Bucket

Chilled Water

The pumps and pipe appear to be original 1960's construction and are well past their normal service life. Insulation on the pipes has been removed in places over the years as the result of wear and maintenance, resulting in condensation of pipe surfaces (lost energy, additional corrosion, and moisture in semi-conditioned spaces).

Heating Hot Water

The pumps and pipe appear to be original 1960's construction and are well past their normal service life. The heating hot water piping is in poor shape as indicated by extensive corrosion on the exterior.

Electrical Service

Portions of the electrical service to the building were damaged and refurbished during the flood caused by Tropical Storm Allison in 2001. Through anecdotal evidence the 15kV automatic transfer switch has failed to reliably operate when a 15kV phase conductor failed upstream of the device. The main transformers and main switchboard are the original equipment installed as part of the original building project and thus are reaching the end of their useful life. The transformers that serve the building on the surface appear to have serviceable life left; however, internal insulation damage may exist that was not present or identifiable during field investigations. The main switchboard is showing signs of surface rusting and component failure and unfortunately is not serviceable due to Federal Pacific Electric going out of business in the 1980s. Attempts to retrofit components from other manufacturers into the existing Federal Pacific gear have met with mixed results.

Normal power system

Virtually all distribution gear and branch circuit panelboards are showing signs of age through minor corrosion, locks that will not function, and lack of spare breaker capacity. The gear was manufactured by a company that was forced out of business in the 1980s. While branch circuit panelboards have adequate ampere capacity to serve the loads presently required, the same panelboards lack adequate spare circuit breaker capacity. Most branch circuit panelboards in the building have little or no spare circuit breakers or spaces.

Several devices located in areas subject to constant moisture exposure, such as kitchen equipment, are showing signs of major corrosion.

Emergency power system

The emergency generator and ATS were replaced in 2001 following Tropical Storm Allison. The electrical distribution equipment is in similar condition to the rest of the electrical distribution equipment in the building in that the panelboards are no longer serviceable and are showing signs of age. The emergency panelboard in the basement is missing protective covers exposing live parts on the interior of the panelboard.

Lighting System

Lighting levels appear to be adequate. Luminaire finishes are relatively aged, but the luminaires themselves are typically in good, working condition. As is expected, some luminaires show signs of minor corrosion.

Fire Alarm System

The fire alarm system for the entire building was upgraded in 2004, at which time the present SimplexGrinnell system was installed. All detection and alarm devices appear new and in good working order.

Plumbing and Fire Protection

Plumbing piping and equipment are (for the most part) original to the 1967 construction. There are numerous plumbing issues associated mostly with the kitchen and the foundation problems.

Hot potable water comes from a steam to water heat exchanger located

in the base floor mechanical room. There is only one heat exchanger, and if it fails, the building has no source of hot water. The hot water is not softened, and based on the scale that has been found in both hot and cold water pipes, is likely to scale the heat exchangers.

UC Satellite

Mechanical Systems

The mechanical systems were replaced after tropical storm Allison in 2001 (work was completed in 2003). The equipment appears to be in good condition, and with relatively few exceptions, is in no need of replacement.

Electrical Systems

Most of the electrical service to the building was damaged and refurbished during the flood caused by Tropical Storm Allison in 2001. Renovations were completed in 2003. The equipment noted in the field investigation appears to be in relatively good condition. The service gear is manufactured by GE and still serviceable through conventional channels.

Emergency Power System

The emergency generator and ATS are in like-new condition.

Lighting System

Lighting levels appear to be adequate. Luminaires are in like-new condition.

Fire Alarm System

The fire alarm system for the entire building was upgraded in 2003, at which time the present SimplexGrinnell system was installed. All detection and alarm devices appear new and in good working order.

Plumbing and Fire Protection

Plumbing piping and equipment were replaced as part of the 2001 renovations and are in good condition. No significant issues have been reported.

Meeting / Event Space Usage Analysis

An analysis of the University Center facilities reservation data for event / meeting spaces was conducted to identify current volume and usage patterns. The findings provide an understanding of the usage pattern for spaces and guide recommendations for sizing and quantity of spaces for the project program.

Information was gathered from interviews with the UCAF Conference and Reservations Services staff, inquiries during focus groups, and user interviews about existing event planning challenges as well as an analysis of reports from the department's room scheduling software for 2006 through 2008. A summary chart of the scheduling data is provided in the Appendix.

Existing Meeting and Event Space

The adjacent table provides information on existing meeting and event space inventory of the UC.

There is a considerable amount of meeting space provided for student, faculty, and staff use in the University Center Facilities. These spaces have a variety of set-up configurations and size capacities. The "size category" in the table above has been developed from B&D's experience with more than 50 student center / union projects to analyze the conference / meeting space capacity:

- Small: seating less than 25 participants (typically fixed setup)
- Medium: seating 25-75 participants (may be flexible)

Bldg.	Meeting Rooms	Room Category	Sq. Feet	Standing (Empty)	Row Chairs	Banquet	Class-room	Conference / Square	U-Shape Tables
UC	Palo Duro	Small	351	NA	NA	NA	NA	15	NA
UC	Rio Grande	Small	375	NA	NA	NA	NA	14	NA
UC	San Jacinto	Small	350	NA	NA	NA	NA	15	NA
UC	Saltgrass	Small	450	50	30	24	18	18	15
UC	Rodeo	Small	475	NA	NA	NA	NA	NA	21
UC	Baltic	Small	540	NA	NA	NA	NA	NA	20
UC	Aegean	Small	540	60	30	16	18	18	21
UC	Spindletop	Medium	575	65	40	40	27	18	18
UC	Tejas	Medium	575	65	40	40	27	18	18
UC	Caribbean	Medium	620	70	40	16	18	24	21
UC	Caspian	Medium	620	70	40	16	18	24	21
UC	Bayou City	Large	825	90	60	40	27	30	36
UC	Lone Star	Large	900	100	60	56	27	27	45
UC	Bluebonnet	Large	1,050	120	75	56	36	40	30
UC	Pacific	Large	1,240	NA	NA	NA	73	NA	NA
UC	Atlantic	Large	1,240	NA	NA	NA	64	NA	NA
Event Rooms									
UC	*Houston (Inc. Perimeter Rooms)	Event	10,838	1,500	1,200	500	300	DSD	DSD
UC	Cougar Den	Event	4,176	460	200	120	105	48	39
UC	Mediterranean	Event	1,876	200	100	80	45	33	33
UC	World Affairs Lounge	Event	3,000	330	75	104	45	42	33
UCS	Claudette	Small	522	55	NA	NA	NA	14	NA
UCS	Allison	Large	810	90	63	48	30	30	27

* Perimeter Rooms not reserved stand-alone

DSD = Dependent on Setup Details

or fixed setup)

- Large Meeting: seating 75-125 participants (could also accommodate small events such as dinners, receptions, etc.)
- Ballroom: seating 125+ participants

Currently, the Union has eight (8) rooms that would be classified as small meeting rooms; four (4) medium meeting rooms; six (6) large meeting rooms; one (1) large multipurpose room; and four (4) large event rooms / spaces.

Ballroom / Multipurpose Space

The Houston Room is typically used for lectures, movie screenings, concerts, banquets, dances and receptions. The room is not laid out effectively, with nearly as much of its square footage in low-ceiling perimeter breakout rooms as in large-volume ballroom space. The lack of an auditorium / theater space in the UC forces the Houston Room to be used as a lecture hall / movie theater quite often, despite the inefficiencies of the set-up requirements as well as the lack of appropriate acoustics and audio/visual systems.

The two large and four medium-sized "Texas City" breakout rooms, shown in the table below, are part of the Houston Room and represent 13% of the UC's meeting / event space Inventory. These rooms host only 3% of total bookings due to issues with sound bleed-over resulting from the inadequate folding partitions and the challenge of room set-up as these rooms are more often configured to make the under-sized Houston room larger than as stand-alone rooms.

UC Rooms Not in Analysis	Room Category	Sq. Feet	Standing (Empty)	Row Chairs /Theater	Banquet	Class-room	Conference / Square	U-Shape Tables
Austin*	Medium	676	75	50	36	27	27	24
Corpus Christi*	Medium	624	70	50	36	27	28	21
Dallas*	Large	988	105	50	50	36	40	30
El Paso*	Medium	624	70	50	36	27	27	21
Fort Worth*	Large	988	105	50	50	36	40	30
San Antonio*	Medium	676	75	50	36	30	27	23
Total Square Footage		4576						

* Perimeter Rooms not reserved stand-alone

Space Usage Demand

The following graph shows the average number of room reservation "bookings" annually during 2006, 2007 and 2008. The total number of bookings has increased by only 3% over the past three years, and the number of "reservation hours" (the entire number of hours a space is reserved for a single booking) and the number of "event hours" (the number of hours a space is in use not including set-up/tear-down) has declined during the same timeframe.

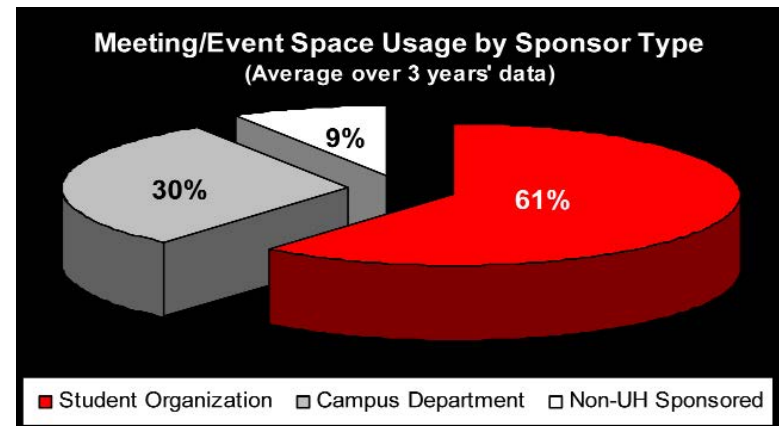
While trending the partial room reservation data for the 2008 academic year indicates the UC facilities are projected to book just slightly more reservations in 2007-2008 than in 2005-2006 and 2006-2007.

Overall, usage of meeting and event space in the University Center Facilities is low relative to the quantity of student organizations, enrollment and the square footage devoted to this type of space. A primary factor in this is likely to be that the existing spaces do not meet the current needs and expectations of the UH community.

Overall, the number of room reservations booked by student organizations and university departments are similar from 2005-2006 through 2007-2008. The number of bookings by student organizations is significantly higher than that of campus departments and off-campus groups. This is bodes well for student leadership support of the University Center project as it indicates that students depend on the UC facilities for meeting / event space and that the UC has established student access to meeting / event space as a preminent priority.

The volume of reservations is lower than might be expected for an institution the scale of UH, especially in light of the amount of square footage devoted to meeting and event space. The UC Underground meeting and conference service spaces' location is clearly not convenient to either on-campus or off-campus users. The demand for meeting / event space is further challenged by both on- / near-campus competitors such the Hilton Hotel as well as the greater Houston marketplace, so every enhancement is important, particularly if rental income is to be an important component of the UC Facilities' financial position.

Bldg.	Room Category	Ave. Annual Bookings
UC	Small	2060
	Medium	1040
	Large	1810
Subtotal		4910
UC	Event - Houston + Event - MP Rooms	400 750
	Subtotal	1150
UCS	All	50
Both	Other Usage	1000
Total - All Mtgs/Events		7110



Survey Analysis

B&D developed a web-based survey to quantitatively test the demand for a variety of spaces that could be provided within a renovated University Center and UC Satellite by students.

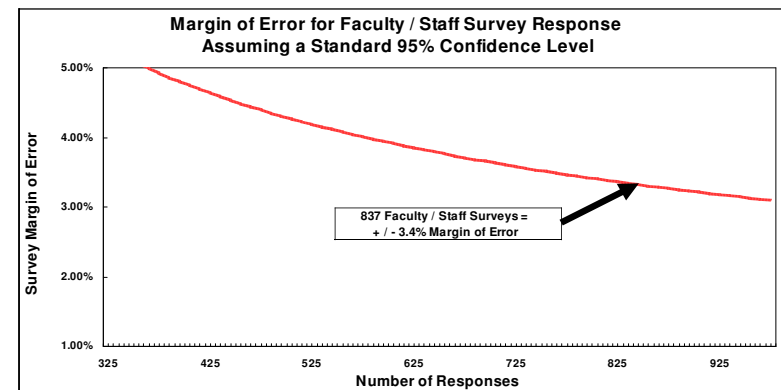
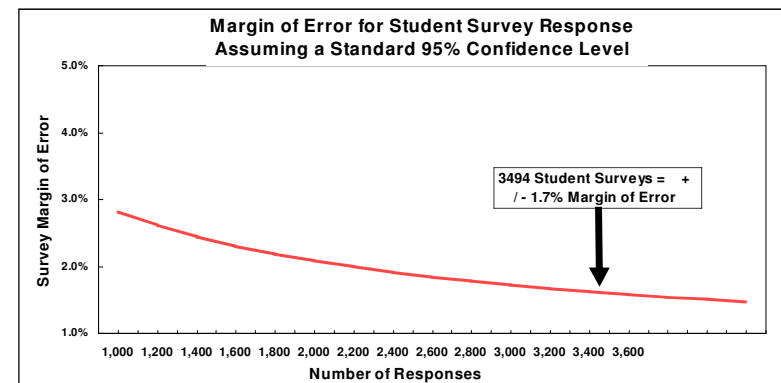
The survey was designed to identify existing and projected union usage patterns, sensitivities to specific facility and service improvements, and the level of campus support for facility improvements, in a statistically reliable manner. Data collected through the survey also forms the basis for B&D's projection of the type and amount of activity spaces described in the next section, Demand-Based Programming.

Methodology

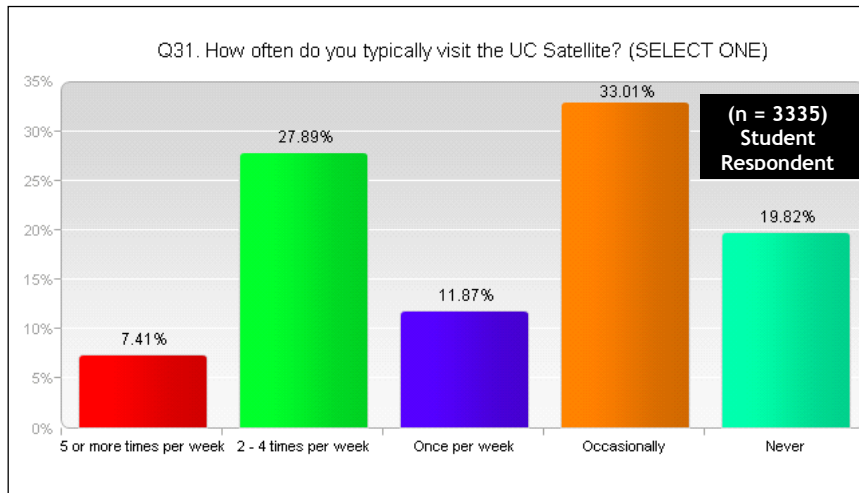
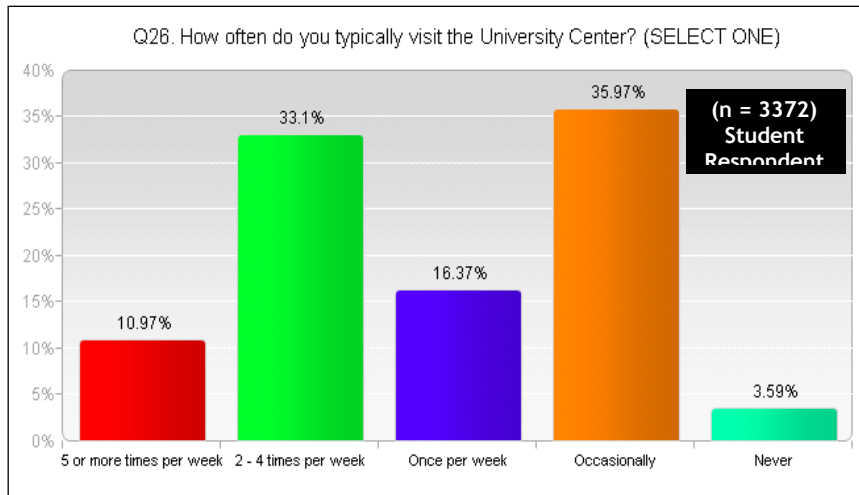
Survey questions were designed to assess both students and faculty's use of the current UC and Satellite. These questions were developed to better understand current usage habits, preferences, dining and retail trends, and fee tolerance. B&D in coordination with the University preliminarily tested a fee range to determine tolerance that would be associated with some proposed project concepts. Responses options were structured to maximize informational utility for projecting desirable facility characteristics and square footage requirements by type of space. Data could also be sorted by various demographic characteristics to identify differences in behavior among sub-populations. Detailed survey results, including respondent comments, can be found in the Appendix of this report.

Surveys were distributed to entire campus community, including faculty, staff, and students via email. The email distribution list was provided by the UH. In total, 4,331 surveys were collected via B&D's web-based system. Based on the student sample population using a standard 95% confidence level, the survey response margin or error was +/- 1.7%. The faculty / staff sample population using a standard 95% confidence level had a survey response margin of error was +/- 3.4%.

Graphs showing the margin of error are followed by a chart comparing the demographic categories for the student responses followed by the faculty / staff survey samples to the campus population.



Student Survey Sample Demographics vs. Spring 2008 Student Demographics	Students in Survey Sample		UH Students - Spring 2008		Sample Difference
	Survey Count	Survey Percent	University Count	University Percent	
Gender					
Male	1396	47%	15,869	49%	1.2%
Female	1552	53%	16,789	51%	-1.2%
TOTAL	2,948		32,658		
Age					
Under 18	8	0%	48	0%	0.1%
18-19	456	15%	1,632	13%	-1.9%
20-24	1464	49%	5,044	41%	-7.6%
25-29	576	19%	2,596	21%	2.0%
30-39	327	11%	1,709	14%	3.1%
40-49	101	3%	734	6%	2.6%
50-59	44	1%	338	3%	1.3%
60 & Over	7	0%	45	0%	0.1%
Unknown	0	0%	28	0%	0.2%
TOTAL	2,983		12,174		
Class Status					
Freshman	381	13%	4,902	15%	2.2%
Sophomore	421	14%	4,986	15%	1.2%
Junior	695	23%	6,048	19%	-4.8%
Senior	694	23%	9,170	28%	4.8%
Graduate / Professional	722	24%	5,540	17%	-7.3%
Other	61	2%	1,909	6%	3.8%
TOTAL	2,974		32,555		
Enrollment Status					
*Full Time (12+ hrs for undergrad / 10+ hrs grad)	2414	82%	24,391	70%	-11.3%
*Part Time (< 11 hrs undergrad / < 9 hrs for grad)	543	18%	10,292	30%	11.3%
TOTAL	2,957		34,683		
Place of Residence					
On-Campus	431	12%	4,386	13%	1.0%
Off-Campus	3,040	88%	28,275	87%	-1.0%
TOTAL	3,471		32,661		
College Affiliation (Select One)					
Architecture	62	2%	699	2%	0.1%
Business	540	18%	5,164	16%	-2.3%
Education	289	10%	3,253	10%	0.3%
Engineering	300	10%	2,159	7%	-3.4%
Hotel and Restaurant Management	69	2%	894	3%	0.4%
Law	100	3%	1,011	3%	-0.3%
Liberal Arts and Social Science	611	20%	7,875	24%	3.6%
Natural Sciences and Mathematics	389	13%	3,735	11%	-1.6%
Optometry	33	1%	429	1%	0.2%
Pharmacy	146	5%	1,188	4%	-1.3%
Social Work	40	1%	336	1%	-0.3%
Technology	155	5%	1,636	5%	-0.2%
Undeclared	86	3%	0	0%	-2.9%
University Studies	109	4%	4,258	13%	9.4%
Other (Specify)	52	2%	0	0%	-1.7%
TOTAL	2,981		32,637		
Ethnic Background					
African American	284	10%	4,267	13%	3.3%
Asian / Pacific Islander	775	27%	6,429	20%	-7.0%
Hispanic	558	19%	6,289	19%	0.1%
International	80	3%	2,691	8%	5.5%
Native American	11	0%	109	0%	0.0%
White / Other	1136	39%	12,168	37%	-1.8%
Unknown	58	2%	647	2%	0.0%
TOTAL	2,902		32,600		
Notes:					
University demographic data supplied by UH Institutional Research, Assessment & Planning Office					
College Affiliation includes undergraduate, graduate and first time professional students where appropriate.					
* Based on Fall 2007 numbers as Spring 2008 semester numbers were not available.					

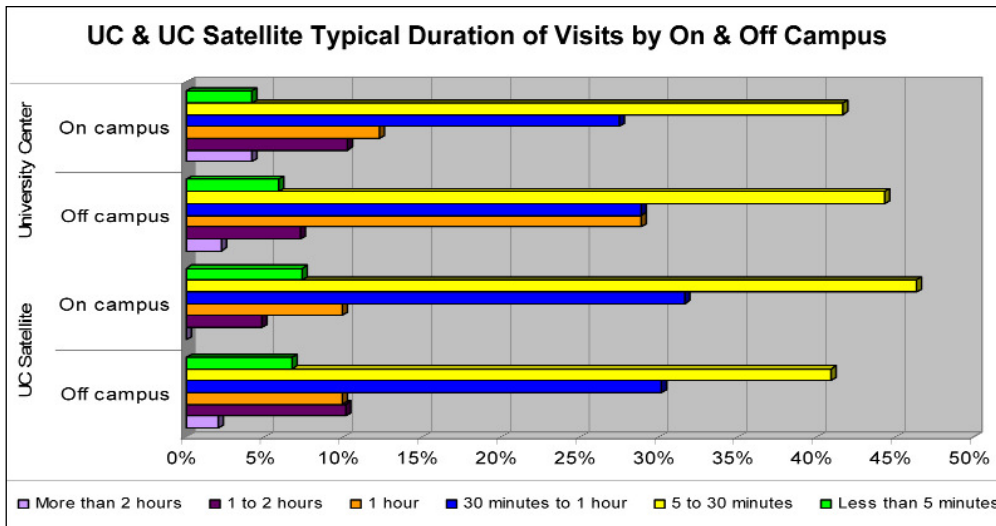
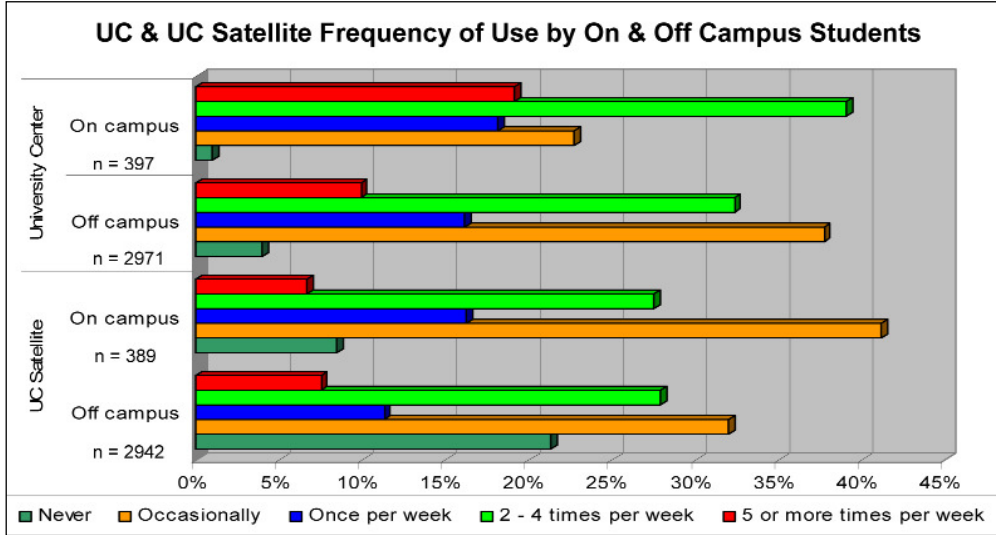


Overall, the demographic representation of the student community within the student survey was exceptional. Because full-time and part-time status statistics were not available for Spring 2008, the comparison of survey sample to enrollment is based on the Fall 2007 status values and that affects the validity of this analysis. A demographic analysis of faculty and staff was not conducted since the full population statistics were not available.

Summary of Findings

Survey respondents were asked to indicate how often they typically visit the UC. Forty-four percent of students indicated that they visit the UC more than "2-5 times per week." Fifty-two percent of students reported that they visit the UC "at least once per week" or "occasionally." Only 28% of faculty and staff said that they visit the Student Union "2-5 times per week," while 67% responded that they visit the UC at "at least once per week" or "occasionally." This data indicates that students are the most frequent users of the UC.

The same question was asked about frequency of visiting the Satellite. Thirty-five percent of students indicated that they visit the Satellite more than "2-5 times per week," while only 42% reported visiting the Satellite "at least once per week" or "occasionally." Fifty-nine percent of faculty and staff responded that they visit the Satellite "at least once per week" or "occasionally," but only 19% said that they visit the Satellite "5 or more times per week."



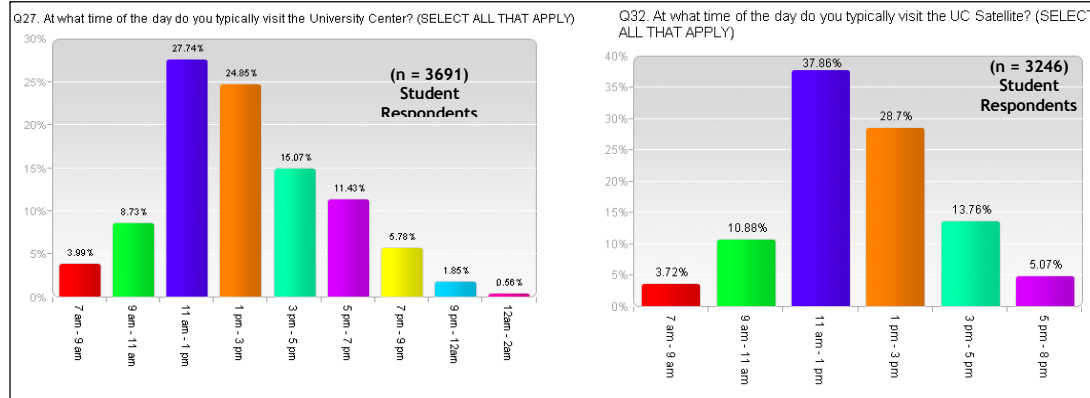
Responses were analyzed to determine how students who live on- or off-campus depend on the existing the UC facilities as part of their daily experience at UH. B&D considers usage of "once per week," "occasionally," or "never" as indicative that a facility is not an important campus service to any population. As the corresponding chart illustrates, the UC facilities are visited once a week or more by a significant proportion of both residential students and commuters.

A large number of both student and faculty / staff respondents indicated that they typically use the UC for "less than 30 minutes" when they visit. Even when student usage was analyzed based on living on or off campus, the average duration of visits did not show a substantial increase, indicating that the existing facilities may not provide the contemporary types of spaces, programs and services that engage students on a daily basis.

Faculty and staff responses were similar to students in the amount of time they typically spend visiting the UC, only 39% reported using it for "30 minutes - 1 hour" and the Satellite for "30 minutes - 1 hour." This suggests the value of the Satellite may be its convenient location near the academic core, which may challenge the role of "community center" where students, faculty and staff spend time together and that neither facility brings the campus community together as frequently or for as long as might be desired.

Responses about time of day users typically visit the UC and Satellite provide the opportunity to analyze usage to determine existing facilities' peak hours of demand. Most students (52%) reported usually visiting the UC between 11:00 a.m. - 3:00 p.m. As the graph below indicates, activity in the UC typically declines sharply from 3:00 p.m. until closing. Students report-

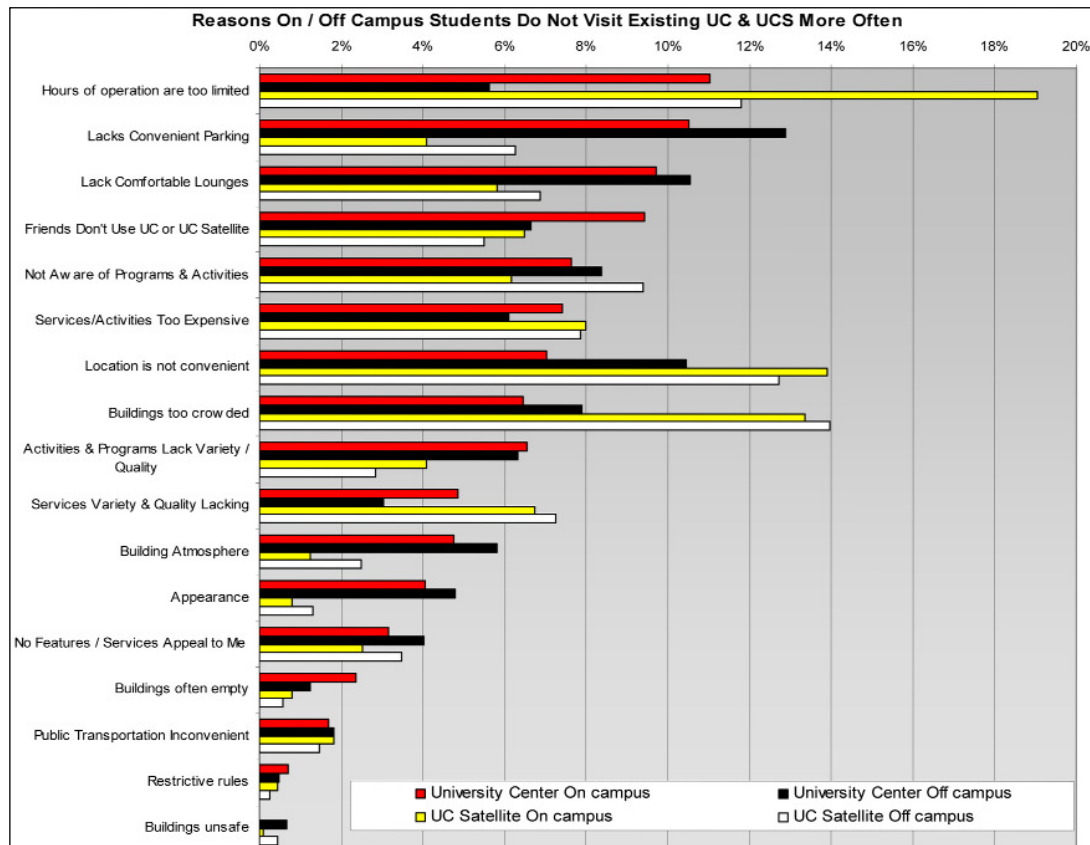
Existing Student Union Analysis



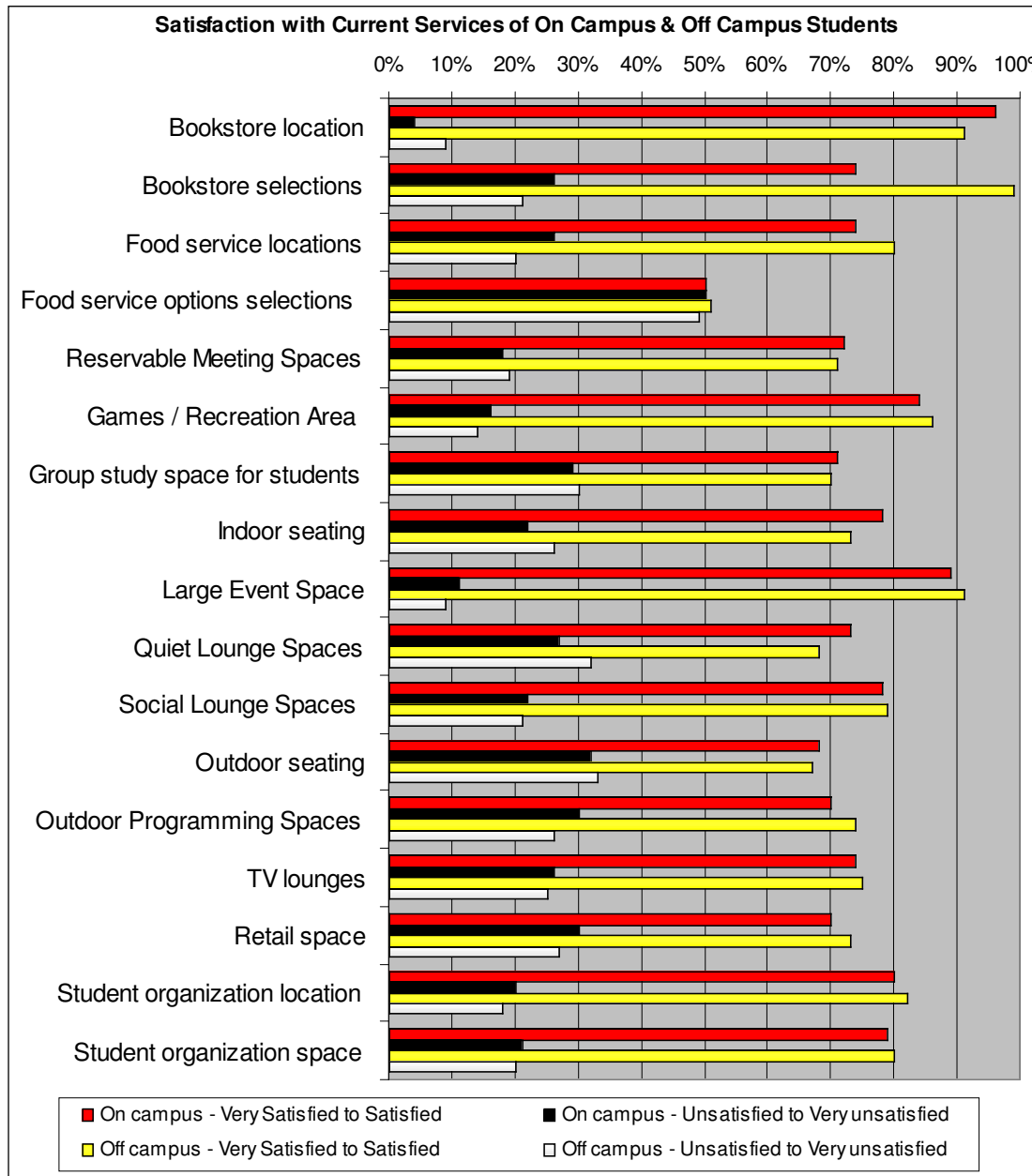
ed similar usage patterns of the Satellite with most (67%) reporting usage between 11:00 a.m. - 3:00 p.m. and from 3:00 p.m. - 8:00 p.m., when the UC Satellite closes.

The chart below shows that the lack of comfortable lounge space was cited by both student residents and commuters as the third most typical reason the UC was not used more often, behind limited hours and inconvenient parking.

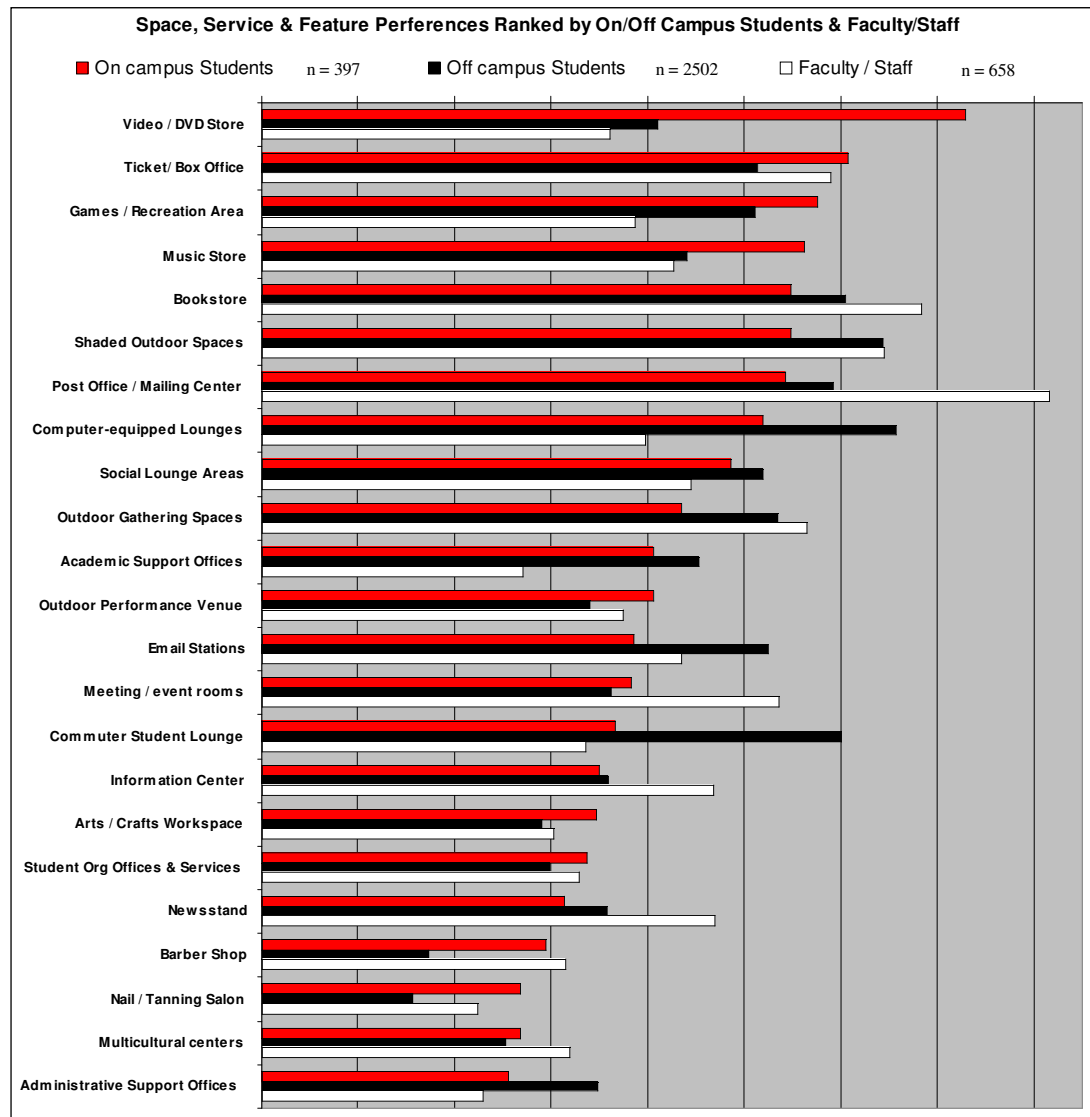
While parking issues might not be resolved as part of a UC Facilities project, late night-even 24-hour-service, more lounge spaces and several of the other factors identified could be ameliorated as part of a significant renovation.



A comparative analysis of student responses concerning their satisfaction with existing amenities, listed in the graph which follows, indicates relatively similar patterns of satisfaction or dissatisfaction among on-campus residents and students living off campus. Students seem very satisfied with the UH Bookstore's presence in the University Center. While overall it appear these responses indicate a generally high level of satisfaction, it is important to note that the levels of satisfaction diminish as the respondents evaluate spaces / physical settings rather than service locations and product mix.



UH student and faculty/staff responses regarding existing facilities indicate some adaptation to the current conditions but also some expectation that facilities and amenities could be better. Both focus group findings and survey comments corroborate this view. Usage patterns show that neither the UC nor the Satellite are currently providing much more than a "stop by" or "pass through" type of experience for the majority of the campus community. This seems at odds with the intended role of these facilities as destinations and focal points for campus life. While special events and daily necessities draw traffic, especially at lunch time, the lack of contemporary features has resulted in students, faculty and staff finding other places and spaces for informal activity.

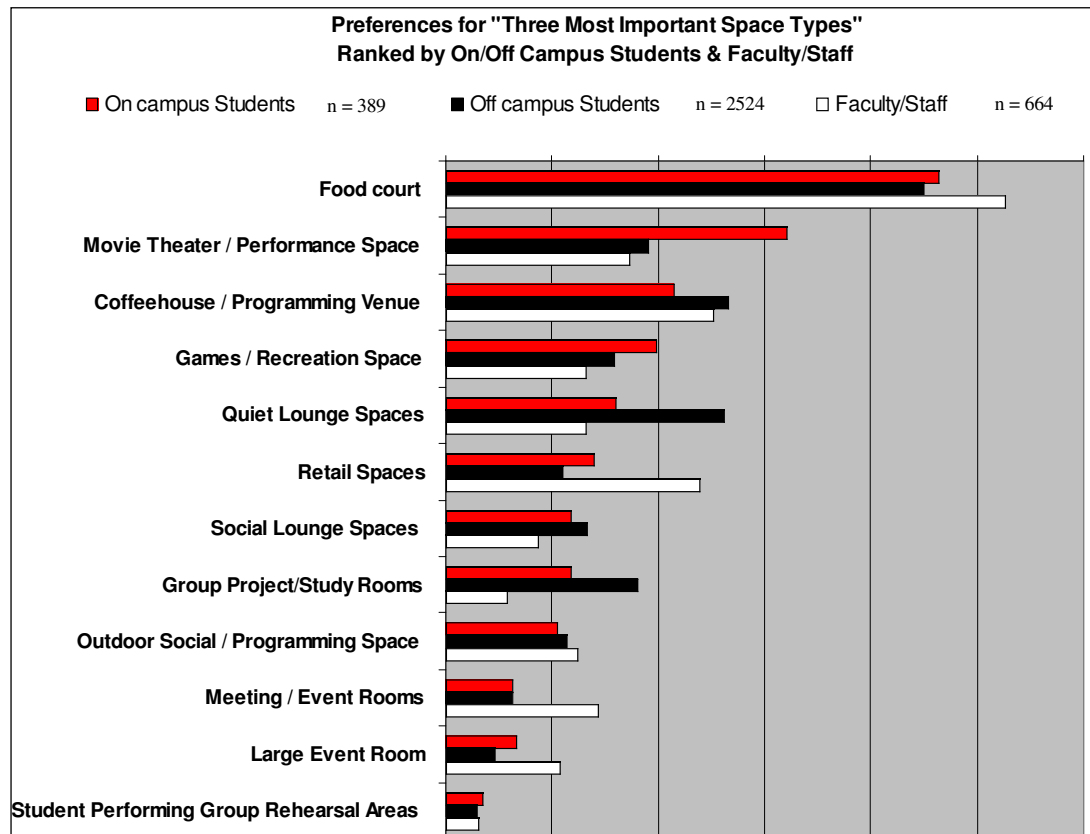


Potential New Facilities & Improvements

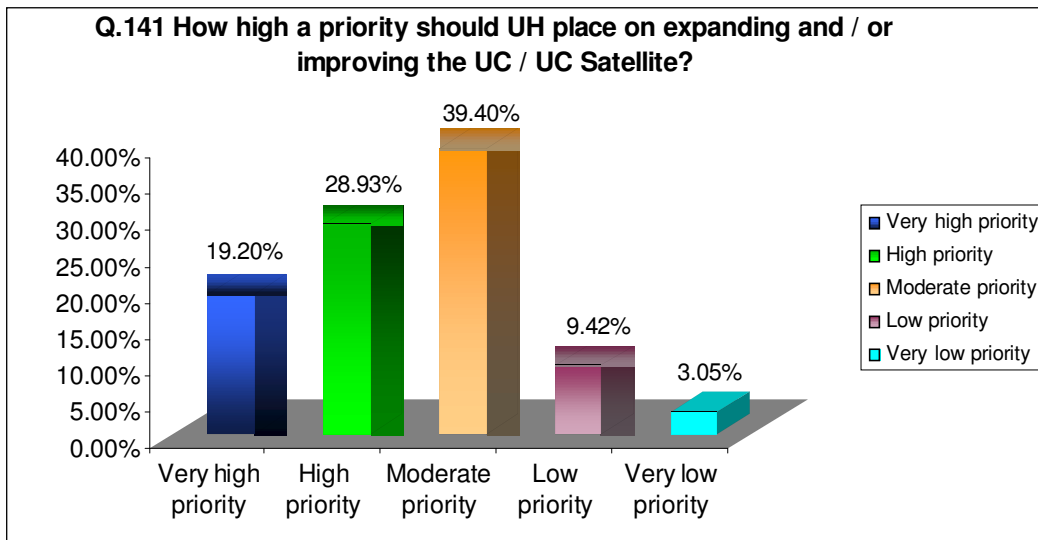
In addition to the demand-based programming section of the survey, a variety of questions asked respondents to indicate what types of spaces, services and features they would like to see added or improved in the UC and Satellite. The online survey included a photographic collage of recently-completed student union / center projects to help respondents visualize how UH campus life facilities could be enhanced. By responding to a rank-ordering of more than 20 functions, as shown below, students, faculty and staff began identifying priorities and preferences

Comparative analysis of the rank-order results indicates some very common priorities among both on-campus residents and commuting students as well as between students and faculty / staff. A "forced-choice" question required survey participants to prioritize space and feature types by relative importance. Analysis of these responses, shown in the accompanying graph, provides some differentiation among the respondent groups. On-campus students responses were used to rank these responses, but the preferences of commuters and faculty/ staff are listed as well.

All three segments placed similar importance on a Food Court, a Coffeehouse/Programming Venue, and Outdoor Social / Programming Space. However, resident students placed a much higher priority on a Theater / Performance space and somewhat higher value on a Games / Recreation Area than commuting students, who clearly valued quiet lounges and study spaces much more.



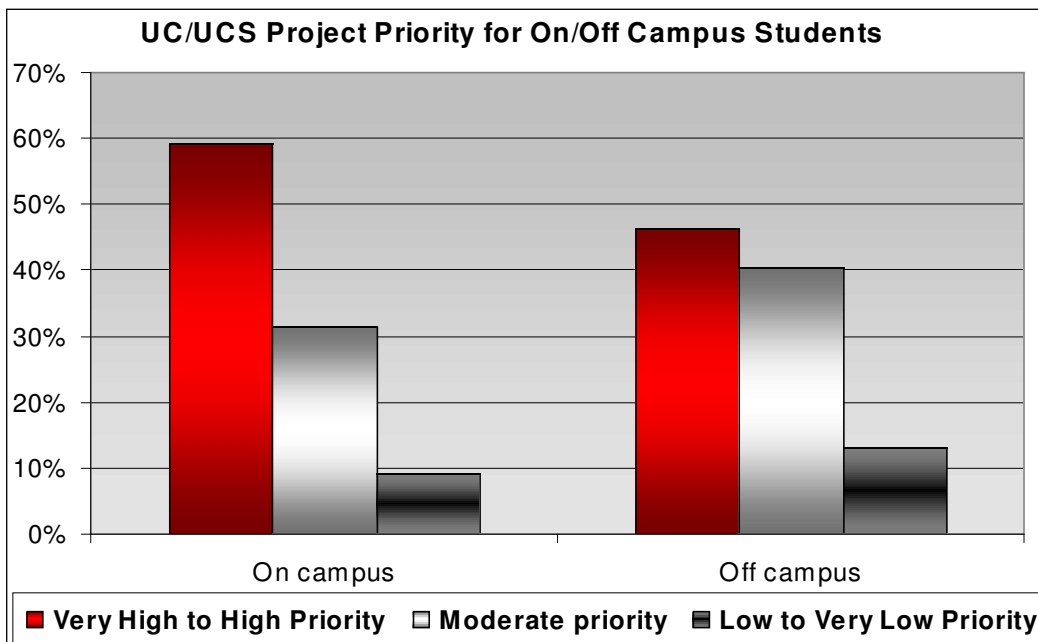
No single question or methodology can determine the programmatic priorities for a project of this scale. For example, while student organization office space and meeting room space did not rank highly, both of these important functional areas are clearly outdated and not effective in their current state. By combined these results with the demand-based programming tool presented in another section and the qualitative data gathered by the team, a much more vibrant and cohesive University Center facility begins to emerge. More importantly, the results outline the project parameters that are most likely to garner campus support as they make the UC facilities responsive to the UH community that exists today.

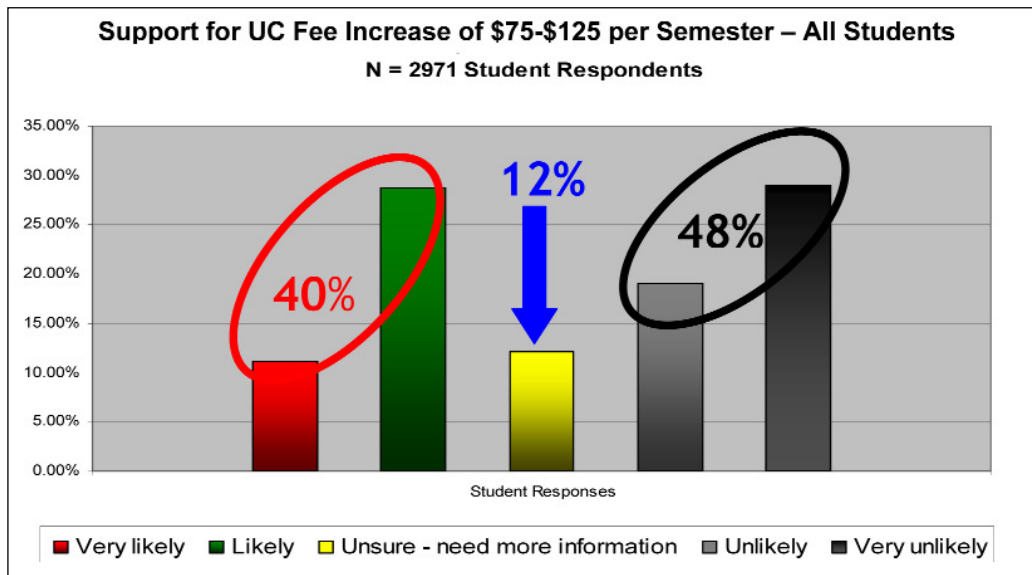


Project Support

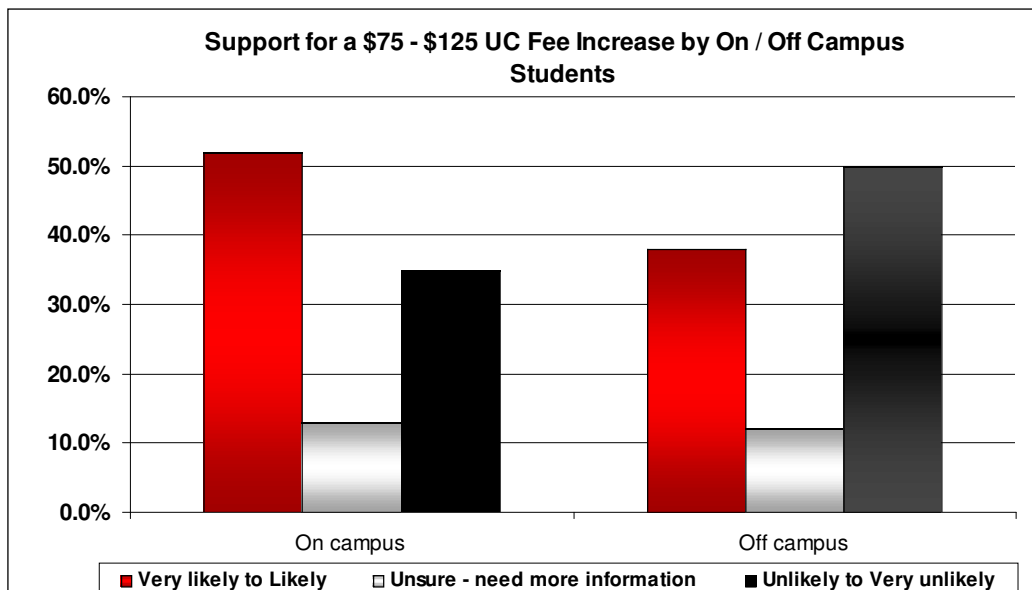
All respondents were asked how high a priority UH should place on improving the UC and Satellite facilities. Student respondents expressed their support by indicating the level of importance of "very high priority - high priority" at 48%. Faculty / staff also indicated their level of importance virtually mirroring the same level of importance as the students at 48% "very high priority - high priority."

When project priority was analyzed for students living on and off campus, very different but not wholly surprising results were identified. In the graph below, "very high" and "high priority" are combined, as are "very low" and "low priority." Residential students' priority 10% higher than the total survey response and off campus student priority is equal to that of the total response. Clearly, students see that some improvements are needed to the UC facilities.

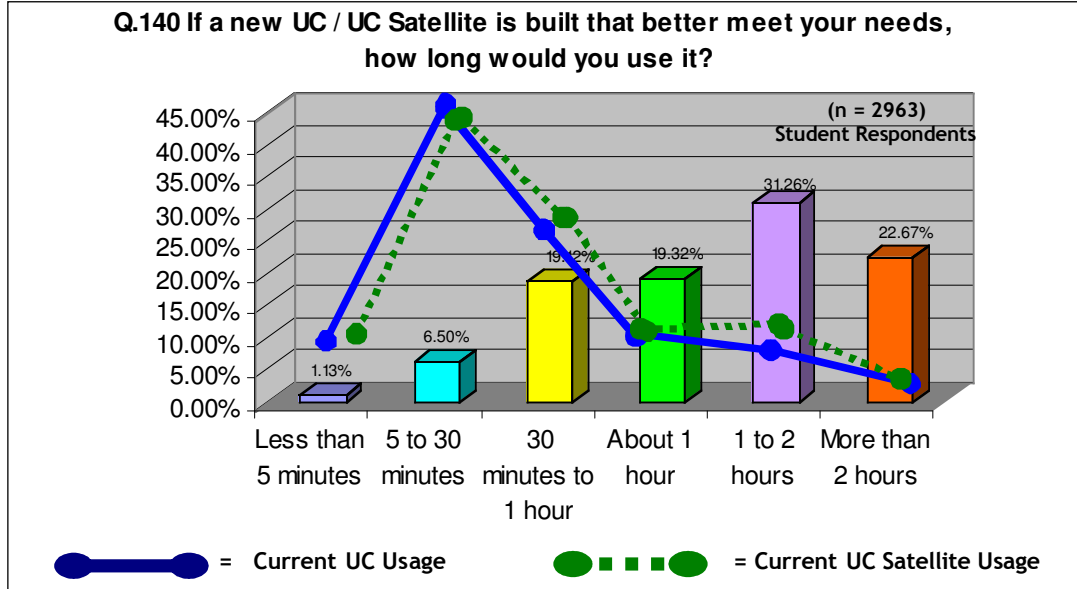




Beyond determining the perceived priority of the project, the survey also gauged the willingness of the UH student body to support an increase in the University Center Fee to pay for the renovated / expanded facilities. A preliminary fee increase range of \$75 to \$125 was used to test students' fee tolerance. Forty percent of all student respondents indicated that they would "very likely" or "likely" to support a fee increase in this range. However, 48% of all students responding indicated that they would be "unlikely" to "very unlikely" to support a fee increase. The 12 % who indicated that they were unsure and needed more information represent a potential group of supporters if an effective project information / education effort were undertaken.

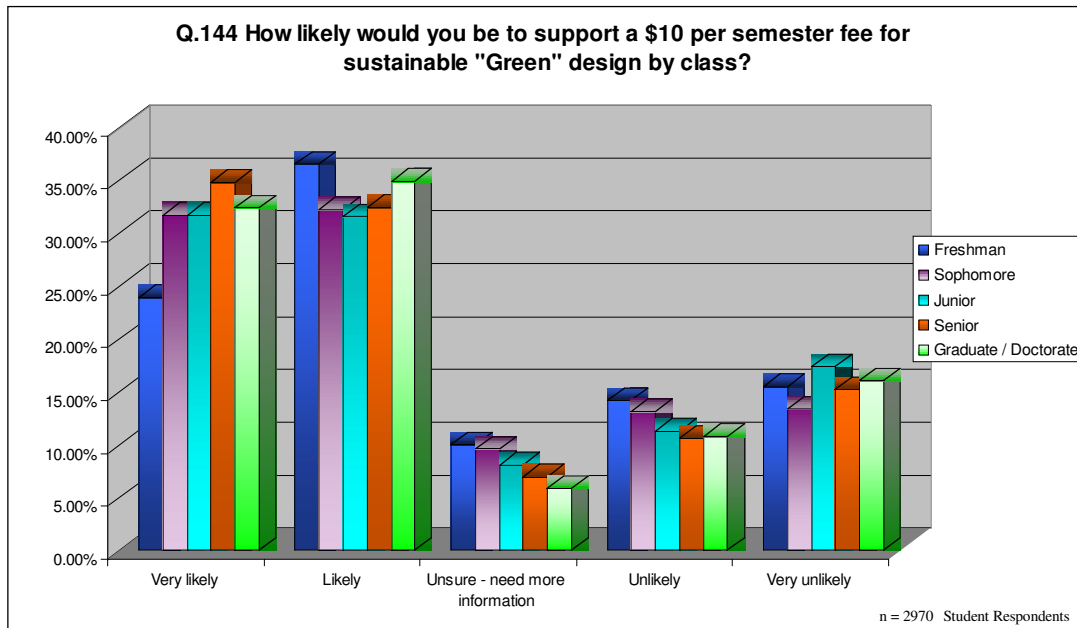


Fifty-two percent of on-campus student residents indicated they would support a fee increase, while 13% were unsure without more information and 37% did not support an increase. Commuter students responded in almost the exact inverse with 50% unwilling to support an increase, 39% in support and 11% needing additional information.



While support for increasing the UC Fee was not clear cut, student respondents did indicate that renovations / additions made to UC facilities would improve their usage. As noted in the graph below, the number students who predicted they spend "about an hour" in the enhanced facilities doubled and for tripled among those spending "1 to 2 hours" in either facility. Conversely, the number of "passers-by" spending less than 5 minutes to 30 minutes would decline by more than 40%. These results indicate a significant change in traffic and usage patterns for these facilities that would likely translate into a dramatic improvement in the sense of campus life.

Because sustainable building design and construction is important to UH and to most college students, respondents were asked if they would be willing pay an additional fee of \$10 per semester to ensure sustainable/"Green" design could be a part of the UC Facilities Master Plan. Student support for this initiative was clear as the chart below illustrates.



University Bookstore

Industry Background / Issues

There are many issues that impact the university bookstore industry and bookstore facility/space requirements such as online textbook sales, digital delivery of course materials, textbook rental programs, used textbooks, etc. The following is an overview of some of the key issues currently facing the industry that also impact facility/space requirements.

Online Textbook Sales

Online competition for textbook sales, including overseas online booksellers, has made the textbook marketplace extremely competitive. Bookstores have invested large sums of money to compete effectively with online booksellers. Many of the original online textbook companies have gone out of business due to high operating expenses (i.e., fulfillment costs, inventory costs, marketing costs, freight costs, etc.) and reduced advertising revenue. However, enough online competition remains, in particular with organizations such as half.com (part of Ebay) and amazon.com to provide a competitive threat to the Bookstore.

If a large portion of the Bookstore's textbook market share were to be lost to online booksellers, then the facility/space requirements for the Bookstore would be reduced. However, it is assumed that textbooks and course materials will remain the core business of the University of Houston Bookstore.

Digital Delivery of Course Materials

The digital delivery of course materials is evolving and there is a great deal of uncertainty as to its future impact on textbook sales. The term "digital delivery" is used rather broadly in the bookstore industry and covers a wide range of products and mediums. Essentially, digital delivery covers any medium that utilizes digitized content, including the following:

- Books on CD for use in a desktop computer, laptop, or portable reader
- Books and articles accessible online. (Note: Most services provide some type of download option.)
- Coursepack services that provide coursepacks for online access or in printed form.
- Online course instruction via computer. This can be live or via prerecorded tape/CD.



- Use of the internet to disseminate course information such as class syllabi, assignments, online exams, etc.

If a large portion of the Bookstore's textbook market share were to be replaced by digital delivery and if the Bookstore were bypassed by students obtaining course materials from alternate sources, then the facility/space requirements for the Bookstore would be reduced. However, CBC assumes that the Bookstore will remain the primary solution and provider of course materials and will therefore need the additional space that will be provided in the University Center to compete effectively. For example, as digital textbooks become more prevalent, the Bookstore needs to be the distribution channel (e.g., selling passcodes) for digital textbooks.

Textbook Rental Programs

Textbook rental programs, although limited nationally, are often referred to as a potential model to assist with controlling and/or reducing the cost of textbooks to students. Textbook rental programs typically operate by charging a flat rental fee to students that covers the use of required textbooks for each semester or term. Challenges with textbook rental programs include the following:

- Significant start-up costs
- Increased bookstore operating overhead
- Limited textbook choices due to requiring longer adoption cycles
- Students do not accumulate personal libraries
- Significant facility/space requirements

In addition to textbook rental programs that are offered on campuses, there are also online textbook rental options available to students. For example, BookRenter.com offers textbook rentals and indicates that renting books through BookRenter.com can save students up to 75%.

Used Textbooks

It is important to have an understanding of the used textbook business and its impact on the Bookstore operation in order to properly evaluate the Bookstore. A strong used textbook program is a "win/win" situation for students and the Bookstore. Students benefit through lower prices when

they purchase their books at the beginning of the semester and they receive cash when they sell books back at the end of the semester. The store benefits because used textbooks carry a higher gross profit margin than new textbooks.

The Bookstore buys used textbooks from two main sources:

- Used Book Wholesalers. There are several major national used book wholesalers who buy books from, and sell books to, college and university bookstores.
- Students (through buyback at the Bookstore).

Clearly, an effective used textbook program will save UH Students a great deal of money and is therefore an integral component of the Bookstore's strategy to protect its textbook market share. The Bookstore has the opportunity to improve its used textbook program (see "Used Textbook Ratio Trend,"). A strong used textbook program requires sufficient space for an effective buyback program and processing space to receive, clean, prepare, and price/sticker used textbooks. The expanded space that will be provided through the renovation of the University Center should improve the Bookstore's ability to provide an efficient and effective used textbook program.

Financial Review

In order to determine the UH Bookstore facility requirements, it is important to understand the Bookstore's financial performance. CBC reviewed and analyzed the financial performance of the UH Bookstore for the past five fiscal years. The Bookstore's financial data has been analyzed and the Bookstore's financial performance has been benchmarked against Industry Averages. The UH Bookstore's financial data for the past five years was obtained from the following reports and sources:

- The "University of Houston - #510 Sales & Other Income Report" for the past five years (January-December time period).
- The "University of Houston - Law Center #168 Sales & Other Income Report" for the past two years (January-December time period).
- Historical enrollment figures for 2003 through 2007.

- The "Barnes & Noble College Booksellers U of Houston Main Rollup Operating Profit And Loss Statement" for the past five fiscal years.

(Note: All financial reports were provided to CBC by Mr. Keith Kowalka, Director, University Center and Associated Facilities, and Ms. Esmeralda Valdez, Director, Business Services, University of Houston)

Industry data has been obtained from the National Association of College Stores (NACS) College Store Industry Financial Reports for Fiscal '03 through Fiscal '07. The Industry Average numbers have been obtained from the following reported categories:

<u>Industry Financial Report</u>	<u>Sales Volume</u>	<u>Total</u>
	<u>Respondents</u>	
2004 Report- Fiscal '03	\$10-\$14 million	22
2005 Report- Fiscal '04	\$10-\$14 million	20
2006 Report- Fiscal '05	\$10-\$14 million	28
2007 Report- Fiscal '06	\$10-\$14 million	32
2008 Report- Fiscal '07	\$10-\$14 million	22

Note: The reporting categories for Fiscal '03 through Fiscal '07 were for all stores (two and four-year institutions combined).

Industry Average figures are almost exclusively from institutionally operated and private bookstores. However, since industry data is not available for contract-managed bookstores, CBC has included the NACS data to assist the University of Houston with evaluating the Bookstore's financial performance.

A university bookstore's financial performance can be measured against Industry Averages in a number of areas. The UH Bookstore's "Key Financial Indicators" are analyzed in this Section.

YEAR	TOTAL SALES	\$ INC. / DEC. vs. PRIOR YR.	% INC. / DEC. vs. PRIOR YR.	INDUSTRY AVERAGE
Fiscal '03	11,031,544	-	-	5.09%
Fiscal '04	10,208,628	(822,916)	(7.46%)	1.51%
Fiscal '05	10,037,720	(170,908)	(1.67%)	3.90%
Fiscal '06	10,248,213	210,493	2.10%	3.30%
Fiscal '07	10,829,434	581,221	5.67%	N/A

2A. Sales Trend

YEAR	TOTAL TEXTBOOK SALES (New, Used, & Coursepacks)	TOTAL SALES	TOTAL TEXT SALES % OF TOTAL SALES	INDUSTRY AVERAGE
Fiscal '03	9,416,932	11,031,544	85.36%	61.99%
Fiscal '04	8,779,006	10,208,628	86.00%	64.59%
Fiscal '05	8,484,540	10,037,720	84.53%	64.00%
Fiscal '06	8,525,152	10,248,213	83.19%	62.90%
Fiscal '07	9,039,729	10,829,434	83.47%	55.70%

2B. Sales Trend Mix

YEAR	USED TEXTBOOK SALES	\$ INC./DEC. vs. PRIOR YEAR	% INC./DEC. vs. PRIOR YEAR
Fiscal '03	1,665,183	-	-
Fiscal '04	1,448,802	(216,381)	(12.99%)
Fiscal '05	1,778,475	329,673	22.75%
Fiscal '06	1,697,382	(81,093)	(4.56%)
Fiscal '07	2,272,800	575,418	33.90%

2C. Used Textbook Sales Trend

Sales Trend:

1. Sales decreased \$202,110 (1.83%) between Fiscal '03 and Fiscal '07. Sales increases have been below the Industry Average in recent years.
2. Total Sales figures were obtained from the "University of Houston - #510 Sales & Other Income Report" for the past five years and the "University of Houston - Law Center #168 Sales & Other Income Report" for the past two years (January - December time period). Law Center sales figures were reported separately beginning in Fiscal '06.
3. Enrollment increased 1.7% between Fiscal '03 and Fiscal '07.

Sales Trend Mix:

1. The Bookstore's "Sales Mix Trend" figures have been considerably above the Industry Average for the past five years, indicating that the Bookstore sold less non-textbook merchandise than other university bookstores with a similar sales volume. Non-textbook merchandise typically carries a higher gross margin than textbooks.
2. Total Textbook Sales include new textbook sales, used textbook sales, and coursepacks.

Used Textbook Sales Trend:

1. Used Textbook Sales increased \$607,617 (36.49%) between Fiscal '03 and Fiscal '07.
2. Used Textbook Sales have fluctuated during the past five years and reached their highest level in Fiscal '07. Providing a strong used textbook program is a major financial and customer service opportunity for the Bookstore. Used textbooks sell at a higher gross margin than new textbooks and provide substantial savings to students.
3. The average Used Textbook Sales figure for the past five years is \$1,772,528.

YEAR	USED TEXTBOOK SALES	TEXTBOOK SALES (New & Used)	USED TEXTBOOK RATIO	INDUSTRY AVERAGE
Fiscal '03	1,665,183	9,416,932	17.68%	31.34%
Fiscal '04	1,448,802	8,779,006	16.50%	29.43%
Fiscal '05	1,778,475	8,483,467	20.96%	28.28%
Fiscal '06	1,697,382	8,525,152	19.91%	27.03%
Fiscal '07	2,272,800	9,039,729	25.14%	34.65%

2D. Used Textbook Ratio Trend

YEAR	TOTAL SALES	SQUARE FEET	SALES PER SQUARE FOOT	INDUSTRY AVERAGE
Fiscal '03	11,031,544	14,783	746	718
Fiscal '04	10,208,628	14,783	691	1,009
Fiscal '05	10,037,720	14,783	679	1,101
Fiscal '06	9,802,540	14,783	664	914
Fiscal '07	10,271,443	14,783	695	1,017

2E. Sales Per Square Foot Selling Space Trend

4. Used Textbook Sales figures were obtained from the "University of Houston - #510 Sales & Other Income Report" for the past five years and the "University of Houston - Law Center #168 Sales & Other Income Report" for the past two years (January - December time period).

Used Textbook Ratio Trend:

1. The Bookstore's Used Textbook Ratio figures (used textbook sales expressed as a percentage of total textbook sales) have been below the Industry Average for the past five years.
2. CBC estimates that the Bookstore should be able to achieve and maintain a Used Textbook Ratio in the 30%-40% range or above.

Sales Per Square Foot Selling Space Trend:

1. Industry Average data represents Sales Per Square Foot for selling space. The Bookstore's square foot figure is for selling space for the Main Bookstore only (i.e., the sales figures and the selling space figures do not include the Law Center).
2. The Bookstore's Sales Per Square Foot figures have been significantly below the Industry Average for three of the past four years.
3. The Bookstore's square footage breakdown (for the Main Bookstore) including retail, storage, and office space is as follows:
 - Selling Space 14,783 square feet
 - Office Space 1,163 square feet
 - Storage Space 8,624 square feet
 - Other Space 355 square feet
 - Total Space 24,925 square feet

YEAR	TOTAL SQUARE FEET	TOTAL FTE STUDENTS	SQ. FT. PER FTE STUDENT	INDUSTRY AVERAGE
Fiscal '03	24,925	26,974	0.9	1.4
Fiscal '04	24,925	27,483	0.9	1.2
Fiscal '05	24,925	27,662	0.9	1.2
Fiscal '06*	14,783	27,906	0.5	1.1
Fiscal '07*	14,783	27,421	0.5	1.0

2F. Square Feet Per FTE Student Trend

YEAR	TOTAL SALES	TOTAL FTE STUDENTS	SALES PER FTE STUDENT	INDUSTRY AVERAGE
Fiscal '03	11,031,544	26,974	409	651
Fiscal '04	10,208,628	27,483	371	762
Fiscal '05	10,037,720	27,662	363	692
Fiscal '06	*10,248,213	27,906	367	863
Fiscal '07	*10,829,434	27,421	395	994

2G. Sales Per Per FTE Student Trend

Square Feet Per FTE Student Trend:

- * It should be noted that Industry Average data for Fiscal '03 - Fiscal '05 represents Square Feet Per FTE Student for total space, and for Fiscal '06 it represents Square Feet Per FTE Student for selling space. The Bookstore's square foot figure for Fiscal '06 and Fiscal '07 is for selling space. (Note: Square footage figures are for the Main Bookstore only.)
- The Bookstore's "Square Feet Per FTE Student Trend" figures have been below the Industry Average for the past five years, indicating that the current amount of space is not adequate to support future sales growth. NACS recommends 1.5-2 Square Feet Per FTE Student for universities with enrollments over 10,000.

Sales Per Per FTE Student Trend:

- The Bookstore's "Sales Per FTE Student Trend" figures have been significantly below the Industry Average for the past five years. In other words, Sales Per FTE Student at the UH Bookstore were lower during those years than at other university bookstores with a similar sales volume.
- * Fiscal '06 and Fiscal '07 Total Sales include sales at the Main Bookstore and sales at the Law Center.
- Total Sales figures were obtained from the "University of Houston - #510 Sales & Other Income Report" for the past five years (January - December time period) and from the "University of Houston - Law Center #168 Sales & Other Income Report" for the past two years (January-December time period).

YEAR	TOTAL TEXTBOOK SALES (New, Used & Coursepacks)	TOTAL FTE STUDENTS	TEXTBOOK SALES PER FTE STUDENT	INDUSTRY AVERAGE
Fiscal '03	9,416,932	26,974	349	N/A
Fiscal '04	8,779,006	27,483	319	N/A
Fiscal '05	8,484,540	27,662	307	N/A
Fiscal '06	*8,525,152	27,906	305	440
Fiscal '07	*9,039,729	27,421	330	470

2H. Textbook Sales Per FTE Student Trend

Textbook Sales Per FTE Student Trend:

1. The Bookstore's Textbook Sales Per FTE Student figure for Fiscal '07 was \$330, which is considerably below the Industry Average. The Bookstore's "Textbook Sales Per FTE Student Trend" figures have averaged \$322 for the past five years, which is lower than many other university bookstores with a similar sales volume.
2. *Fiscal '06 and Fiscal '07 Total Textbook Sales include sales at the Main Bookstore and sales at the Law Center.
3. Total Textbook Sales figures were obtained from the "University of Houston - #510 Sales & Other Income Report" for the past five years (January - December time period) and from the "University of Houston - Law Center #168 Sales & Other Income Report" for the past two years (January-December time period).
4. Industry Average information for Textbook Sales Per FTE Student was not available prior to Fiscal '06.



UC Pot Wash Area



University Center Back of House



UC Satellite Food Court



Wendy's at the UC

Food Service Assessment

The consulting team toured and observed the existing retail dining operations that are operated and managed by ARAMARK. The University Center's Dining Services back of house areas have a considerable amount of deferred maintenance and standards for safety and sanitation are not a level they should be or they are not being enforced. Examples of this include an electrical outlet a few inches above the floor in the pot wash area, mildew around the walk-in coolers and freezers, missing and damaged ceiling tiles, and unkempt floors.

The front of the house has seen facelifts in recent years; however, the allocation of space for the retail dining areas area is less than ideal and creates unnecessary congestion, poor traffic and circulation patterns, and ultimately dissatisfied customers. Examples of this include Wendy's, which is located on main corridor / circulation pattern, and the UC Food Court, which does not have enough queuing space in front of the food concepts resulting in undistinguishable lines. This situation precludes the customer from viewing menu options that are being offered for that meal. The customer also has to stand in long lines at least twice - once to order their food and another time to pay for their meal.

The UC Satellite has been renovated and in some respects is more attractive than the UC. It has a better distribution of the dining venues within the building; however, the overall ambiance tends to be dark, partly due to its underground configuration. The building creates challenges for the Dining Services team in that there is inadequate storage; and the back of house kitchen and some of the venues in the Food Court do not have enough production space. Due to its underground location, this venue can be difficult to find, especially to guests visiting the campus.

PEER INSTITUTION BENCHMARKING

Space Allocation Benchmarking

B&D compared the UC and UC Satellite facilities' space allocation to the average program of student unions in a database of 80 such facilities. The corresponding table shows comparisons by total assignable square feet (ASF), by the percentage of total ASF each program category's ASF represents, and the average ASF of each group per student based on an average enrollment of 18,159. Existing Union areas varying significantly from the "per square foot per student" ASF averages are highlighted in red text.

Although the program database includes some unions at the six institutions studied as part of the "peer institution benchmarking analysis," a total of 10 institutions with enrollments ranging from 28,000 to 45,000 (36,528 average) were included in a "select unions" comparison. The table below compares UH UC facilities' functional space to the selected unions' average ASF, percentage of total ASF each program category represents and the average ASF of each group per student based on average enrollment. Again, any significant variance is shown in red text.

The UH food service square footage varies significantly with both the "All Unions" and "Select" groups as a result of the UC Satellite's program being predominantly dining and due to the large amount of "back-of-house" space in the UC kitchen areas. The inclusion of the UC Satellite in the space program benchmarking is unique, since few of the institutions in the database file include two separate facilities. It should be noted that if the University of Houston facilities' data were not combined, then the variance in comparison to the "Select" groups would be much greater.

Functional Areas	All Unions (n=80) Ave Enrollment = 18,139			UH UC & UC Satellite-Ext. Enrollment = 32,649			All Unions to Existing UC/UCS - Variance	
	ASF	Average	ASF/Stdnt	ASF	Average	ASF/Stdnt	Grp ASF	ASF/Stdnt
Group 1: Food Service	26,844	23.3%	1.5	46,022	23.8%	2.5	19,178	1.1
Group 2: Ballroom Facilities	10,476	9.1%	0.6	14,845	7.7%	0.8	4,369	0.2
Group 3: Conference/Meeting Rooms	10,669	9.3%	0.6	21,442	11.1%	1.2	10,773	0.6
Group 4: Bookstore	12,787	11.1%	0.7	24,925	12.9%	1.4	12,138	0.7
Group 5: Additional Retail Services	5,555	4.8%	0.3	11,221	5.8%	0.6	5,666	0.3
Group 6: Theater/Auditorium	5,308	4.6%	0.3	0	0.0%	0.0	(5,308)	(0.3)
Group 7: Recreation/Entertainment	6,608	5.7%	0.4	17,295	8.9%	1.0	10,687	0.6
Group 8: Lounge Space	7,071	6.1%	0.4	17,488	9.0%	1.0	10,417	0.6
Group 9: Academic Related	1,995	1.7%	0.1	0	0.0%	0.0	(1,995)	(0.1)
Group 10: Student Organizations	9,132	7.9%	0.5	13,841	7.2%	0.8	4,709	0.3
Group 11: Administrative Offices	10,616	9.2%	0.6	24,509	12.7%	1.4	13,893	0.8
Group 12: Multicultural Centers	1,957	1.7%	0.1	0	0.0%	0.0	(1,957)	(0.1)
Group 13: Special/Misc. Components	6,181	5.4%	0.3	1,796	0.9%	0.1	(4,385)	(0.2)
Total Assignable Sq. Footage	115,338			193,384			78,046	
Total Gross Sq. Footage	180,043			283,141			103,098	
Gross/Net Ratio (Grossing Factor)	1.54			1.46			(0.07)	
Efficiency Factor (% ASF/GSF)	65%			68%			4%	

UH UC & USC Program Compared to B&D Unions Programs Database

Functional Areas	Select Unions (n=10) Ave Enrollment = 36,528			UH UC & UC Satellite-Ext. Enrollment = 32,649			Select Unions to Existing UC/UCS - Variance	
	ASF	Average	ASF/Stdnt	ASF	Average	ASF/Stdnt	Grp ASF	ASF/Stdnt
Group 1: Food Service	32,387	17.5%	1.8	46,022	23.8%	2.5	13,635	0.8
Group 2: Ballroom Facilities	18,140	9.8%	1.0	14,845	7.7%	0.8	(3,295)	(0.2)
Group 3: Conference/Meeting Rooms	17,682	9.6%	1.0	21,442	11.1%	1.2	3,760	0
Group 4: Bookstore	14,636	7.9%	0.8	24,925	12.9%	1.4	10,289	0.6
Group 5: Additional Retail Services	7,570	4.1%	0.4	11,221	5.8%	0.6	3,651	0.2
Group 6: Theater/Auditorium	10,894	5.9%	0.6	0	0.0%	0.0	(10,894)	(0.6)
Group 7: Recreation/Entertainment	12,551	6.8%	0.7	17,295	8.9%	1.0	4,744	0.3
Group 8: Lounge Space	11,558	6.3%	0.6	17,488	9.0%	1.0	5,930	0
Group 9: Academic Related	3,683	2.0%	0.2	0	0.0%	0.0	(3,683)	(0.2)
Group 10: Student Organizations	12,458	6.7%	0.7	13,841	7.2%	0.8	1,384	0.1
Group 11: Administrative Offices	16,464	8.9%	0.9	24,509	12.7%	1.4	8,045	0.4
Group 12: Multicultural Centers	2,931	1.6%	0.2	0	0.0%	0.0	(2,931)	(0.2)
Group 13: Special/Misc. Components	23,775	12.9%	1.3	1,796	0.9%	0.1	(21,979)	(1.2)
Total Assignable Sq. Footage	185,565			193,384			7,819	
Total Gross Sq. Footage	290,419			283,141			(7,278)	
Gross/Net Ratio (Grossing Factor)	1.60			1.46			(0.14)	
Efficiency Factor (% ASF/GSF)	63%			68%			5%	

* "Select" data from 8 institutions in B&D / WTW database with comparable mission / enrollment

UH UC & USC Program Compared to Unions at Comparative Institutions*

Other functional areas where the UC Facilities exceed the norms of the benchmark groups include Bookstore, Recreation, Lounge, and Administrative Office space. These areas are challenged similarly to the food service area in that much of the assignable square footage is not public space or is not readily visible or accessible to the typical user.

Ballroom / large event space in the University Center is somewhat under-sized relative to both comparative groups. The lack of a theater, any academically-oriented space or any multicultural centers accounts for most of the variance in comparison of UH UC Facilities to either of the comparative data sets. "Special features" - such as an art gallery or guestrooms - make up a substantial difference between the UH facilities and those in the "Select" comparative group. However, if the UC's Arbor were calculated as a "special feature," rather than exterior and/or circulation space, then the variance would be virtually eliminated.

Peer Institution Benchmarking Analysis

Brailsford & Dunlavey undertook an analysis of peer and competitor institutions for the University of Houston. An analysis of these peer institutions was conducted to profile student unions and student centers for each of the surveyed schools. It is B&D's intent to evaluate the UH's competitive position against other institutions and to identify opportunities for improvements or additions to UH's existing University Center. The information collected yielded a thorough understanding of UH's current positions in the higher education market. Ultimately, this information will help UH improve its market position for the recruitment and retention of its current and future students.

Methodology

With the assistance of UH staff, six institutions were selected for comparison based on criteria such as the quality of student center facilities, geographic / climatic similarity, metropolitan setting, enrollment, student fee support, amenities, and recent renovations.

Data is based on fall 2007 figures and was collected primarily using the institutions' websites and through discussions with staff / administrators. Secondary research relied on printed documentation readily accessible and typically used by students

Peer Institution Benchmarking

University	Total Enrollment	Undergraduate	Gender		Enrollment Status		%Students Out of State*	%Students Commute*	%Freshman Retained
			%Male	%Female	%Full-time	%Part-time			
University of Houston	34,663	27,572	49%	51%	70%	30%	2%	92%	77%
Peer Institutions									
California State University - Northridge	35,446	29,484	41%	59%	68%	32%	1%	92%	78%
Louisiana State University	28,015	23,393	48%	52%	90%	10%	14%	77%	85%
University of Arizona	35,800	28,950	47%	53%	87%	17%	34%	80%	80%
University of California - San Diego	27,682	22,048	48%	52%	97%	3%	5%	66%	96%
University of South Florida	38,735	29,193	45%	60%	74%	35%	4%	50%	80%
University of Texas - San Antonio	22,093	19,574	50%	50%	98%	2%	7%	85%	66%
Average (without UH)	31,295	25,440	47%	54%	86%	16%	11%	75%	81%
NOTES: University statistics are approximate as presented by the universities' 2007 - 2008 Common Data Set, The Princeton Review, and the university's own website. *"%students out of state" & "%students commute" excludes graduate level students									

University	Enrollment Headcount	Gross Sq. Ft.	Fee Allocation	Student Fee per Term	Student Fee per Year	Last Renovation or Construction
University of Houston	34,663	288,941	Per Credit Hour / Term	\$35	\$70	2002
Peer Institutions						
California State University - Northridge	35,446	270,925	Flat Rate / Term	\$145.00	\$290	2006
Louisiana State University	28,015	203,333	FT (15 hrs) / Term	\$189.00	\$378	Under Construction
University of Arizona	35,800	405,000	Flat Rate / Term	\$0.00	\$0	2002
University of California - San Diego	27,682	466,000	Flat Rate / Term	\$39.00	\$117	Under Construction
University of South Florida	38,735	231,475	Flat Rate / Term	\$42.50	\$85	Under Construction
University of Texas - San Antonio	22,093	198,000	Flat Rate / Term	\$96.00	\$192	Under Construction
Average (without UH)	31,295	295,789		\$85	\$177	
Notes (1) - Data provided by university's websites, telephone interviews with university administration and B&D's Student Union Database. (2) - Gross Square Feet represents an approximate value and includes renovation / construction projects that are to be completed by fall 2009. (3) - Student fee amounts per term based on a 30 credit academic year where appropriate. (4) - University of Arizona Student Union receives a portion of the Student Activity Fee per the Building Renewal Allocation Schedule. (5) - University of California - San Diego University Center Expansion includes renovations to both the Price Center and the Student Center. *LSU \$5 per hour and \$6 per hour for renovation and \$24 maintenance fund						
Average (without UH)		\$15,139	\$5,127	\$8,157		
NOTES: [1] 2007 - 08 Tuition & Fees per year, based on undergraduate status [2] 2007 - 08 Room & Board rates based on standard double occupancy. If more than one rate exists, rates are averaged. University statistics are approximate as presented by the universities' 2007 - 08 Common Data Set, The Princeton Review, and the universities' own world wide web sites. *University of Texas - San Antonio and California State University - Northridge "Tuition & Fees" section based off of 15 credit hour semester.						

researching the schools. In order to remain consistent with information available to the student market, B&D used these publicly available sources even when minor inaccuracies in the data were evident. Secondary sources included the Princeton Review Online (2008).

Summary of Findings

General Characteristics

The selected universities represent very similar environments, as the schools are located in urban cities from California to Louisiana. Three institutions are located in the western region of the country, while the other institutions are located in the south. All institutions selected in this analysis are public schools. The following is a list of the six institutions:

California State University-Northridge
Louisiana State University
University of Arizona
University of California-San Diego
University of South Florida
University of Texas-San Antonio

Overall, at \$12,326 per academic year, UH's tuition and fees are the second lowest among the institutions in this analysis. California State University-Northridge was the only institution with a lower tuition at \$10,746 per academic year. The University of California at San Diego has the highest tuition and fees in this analysis with \$19,620 per academic year.

The average cost for in-state tuition and fees in this comparative analysis is \$5,127. UH ranks the third highest in relation with in-state tuition and fees with \$6,450. The University of California-San Diego is recognized in this analysis as having the highest in-state tuition. The University of Texas-San Antonio ranked

University	Total Enrollment	Undergraduate	Gender		Enrollment Status		%Students Out of State*	%Students Commute*	%Freshman Retained
			%Male	%Female	%Full-time	%Part-time			
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University of South Florida	38,735	29,193	45%	60%	74%	35%	4%	50%	80%
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Average (without UH)	31,295	25,440	47%	54%	86%	16%	11%	75%	81%

NOTES:
 University statistics are approximate as presented by the universities' 2007 - 2008 Common Data Set, The Princeton Review, and the university's own website.
 *"%students out of state" & "%students commute" excludes graduate level students

University	Enrollment Headcount	Gross Sq. Ft.	Fee Allocation	Student Fee per Term	Student Fee per Year	Last Renovation or Construction
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Peer Institutions						
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Louisiana State University	28,015	203,333	FT (15 hrs) / Term	\$189.00	\$378	Under Construction
University of Arizona	35,800	405,000	Flat Rate / Term	\$0.00	\$0	2002
University of California - San Diego	27,682	466,000	Flat Rate / Term	\$39.00	\$117	Under Construction
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University of Texas - San Antonio	22,093	198,000	Flat Rate / Term	\$96.00	\$192	Under Construction
Average (without UH)	31,295	295,789		\$85	\$177	

Notes
 (1) - Data provided by university's websites, telephone interviews with university administration and B&D's Student Union Database.
 (2) - Gross Square Feet represents an approximate value and includes renovation / construction projects that are to be completed by fall 2009.
 (3) - Student fee amounts per term based on a 30 credit academic year where appropriate.
 (4) - University of Arizona Student Union receives a portion of the Student Activity Fee per the Building Renewal Allocation Schedule.
 (5) - University of California - San Diego University Center Expansion includes renovations to both the Price Center and the Student Center.
 *LSU \$5 per hour and \$6 per hour for renovation and \$24 maintenance fund

second in in-state tuition and fees at \$6,848. California State University-Northridge again was noted with the lowest in-state tuition and fees at \$3,350.

Demographics

With 34,663 students, UH has the fourth highest enrollment among the institutions. The University of South Florida has the largest enrollment of institutions identified in this analysis with 38,735 students. The University of Arizona (35,800 students) and California State University-Northridge (35,446 students) were the only institutions with more students than UH. The only in-state competitive institution identified in this analysis, the University of Texas-San Antonio had the lowest student population at 22,093. It should be noted that UH plans to increase its enrollment over the next 5 to 10 years according the Student Affairs administrative staff.

Student Union Fees

The UH ranks fifth in gross square footage among the institutions identified in this analysis with 288,925 sq. ft. Only the University of Arizona with 405,000 sq. ft. and the University of California-San Diego with 466,000 sq. ft. have more overall square footage. UH students rank second among their peer institutions in student union fees paying \$70 per year. The University of Arizona students are not assessed a student union fee. Louisiana State University students pay the most with \$378 per year, followed by California State University-Northridge at \$290 per year.

Amenities and Services

Of the 21 amenity options noted in this peer analysis, UH's University Center has 13 available to the campus community. UH ranks lowest among the peer institutions evaluated. Four institutions provide at least eighteen of the twenty-one amenities noted in the

University	Lounges	Food Court	Food Services	Small Stations	Movie Theater	Entertainment Venue	Box Office	Student Meeting Room	Conference / Meeting Room	Hotel	Quiet Study Area	Ballroom	Student Organization Offices	Computer Lab	Info Booth/Visitor Center	Catering	Multicultural Center	Student Life/Activities Office	Parquet Room	Theater/Auditorium	Art Gallery
University of Houston	X	X	X	X	X	X	X	X	X	-	-	X	X	-	X	X	-	X	X	X	-
Peer Institutions																					
California State University - Northridge	X	X	X	X	X	X	X	X	X	-	X	X	X	X	X	X	-	X	X	X	-
Louisiana State University	-	X	X	X	-	X	X	X	X	-	-	X	X	X	X	X	-	X	X	X	X
University of Arizona	X	X	X	-	X	X	X	X	X	-	X	X	X	X	X	X	-	X	X	X	X
University of California - San Diego	X	X	X	-	X	X	X	X	X	-	X	X	X	X	X	X	X	X	X	X	X
University of South Florida	X	X	X	-	X	X	X	-	X	-	X	X	X	X	X	X	X	X	X	X	X
University of Texas - San Antonio	X	X	X	X	X	-	X	X	X	-	-	X	X	-	X	X	-	X	X	X	-
Total (Excluding UH)	5	6	6	3	5	5	6	5	6	0	4	6	6	5	6	6	2	5	6	6	4

Notes:
University statistics are approximate as presented by the universities' world wide web sites, and interviews with university staff.

analysis shown in the following chart. Those institutions are California State University-Northridge, University of Arizona, University of California-San Diego, and the University of South Florida. None of the peer institutions evaluated had hotels inside the student center. Louisiana State University and the University of South Florida were the only two institutions that offered multicultural centers as amenities.

Of the eighteen retail options noted in this analysis, UH offers nine options to their students. This ranks third among the institutions in this study. Two of the peer institutions offer as little as only four retail options their students. Only the University of Arizona with ten and the University of California-San Diego with eleven, offer more retail options than UH.

University	ATM	Bank	Credit Union	Graphics / Copy Center	Convenience Store	Newsstand	Computer Store	Apparel Store	Dry Cleaners	Video Store	CD / Record Store	Post Office	Travel Agency	Game Room	Bookstore	Bowling	Hair Salon	Florist	
University of Houston	X	X	-	X	X	-	X	-	-	-	-	-	X	X	X	X	X	X	-
Peer Institutions																			
California State University - Northridge	X	X	-	X	X	-	-	X	-	-	-	-	X	X	-	-	-	-	-
Louisiana State University	X	-	X	X	-	-	-	X	-	-	-	X	X	-	X	-	-	-	-
University of Arizona	X	X	-	X	X	-	-	X	-	-	-	X	X	X	X	-	-	X	-
University of California - San Diego	X	X	X	X	X	-	-	X	-	-	-	X	X	X	X	-	-	-	X
University of South Florida	X	-	X	-	-	-	-	-	-	-	-	-	X	X	-	-	-	-	-
University of Texas - San Antonio	-	-	-	X	-	-	X	X	-	-	-	-	-	-	X	-	-	-	-
Total (Excluding UH)	5	3	3	5	3	0	1	5	0	0	0	3	5	4	4	0	1	1	

Notes:
University statistics are approximate as presented by the universities' world wide web sites, and interviews with university staff.



California State University - Northridge

University Student Union

- Renovation/ Expansion completed Fall 2006
- \$16 million Total Project Budget
- New Convenience Store, Clothing store and Digital 1-Hr Photo Shop
- Coffee Shop and lounge, Subway and renovated Pub Sports Grille
- Clubs and organizations spaces
- New Computer Lab with 70 Workstations
- More Meeting / Conference Rooms
- Lounges and Study Spaces
- Outdoor Performance Venue
- Increased Programming Budget



Louisiana State University

LSU Union

- Renovation of 150,000 sq. ft. and 50,000 sq. ft. of new construction
- \$83.7 million Total Project Budget
- Upgrade existing Meeting and Ballroom facilities
- Develop New Student Organization Center
- Expand Lounge Spaces and 24-hour Computer Commons
- Upgrade / Add Food Svc. Venues
- New Retail Areas, including Renovated Post Office
- Upgrade Union Infrastructure
- Renovate the Union Theater





University of Arizona (2 Facilities)

Student Union Memorial Center

- New 405,000 sq. ft. Facility Built in Phases on Existing Site
- Opened in 2002
- \$70 Million Total Project Budget
- 23 Meeting Rooms and 16,000 sq. ft. Ballroom
- 8 Food Court outlets, 2 restaurants and convenience store
- 62,000 sq. ft. Bookstore with a Starbuck's Coffeeshop



Park Student Union

- Renovation / Expansion on Existing Site Opened in 2004
- \$6.1 million Total Project Budget
- Expanded Indoor Food Court Seating
- Student Media (Daily Wildcat Newspaper, KAMP Radio and TV),
- Retail Lease Spaces
- Outdoor Dining and Program Space
- Residence Life Office



University of California at San Diego (2 Facilities)

Price University Center

- Phased Expansion / Renovation Completed May 2008
- \$76.6 million Total Project Budget
- Nightclub / Performance Space / Restaurant
- 10,000 square feet of Lounge Space
- Eight new Restaurants
- Two-story Ballroom with Stage
- Atrium with 350-seat Indoor Food Court
- 24-hour Lounge Equipped with Computers
- New Bookstore



Student Center

- Phased Expansion / Renovation to be Completed Fall 2008
- \$8.8 million Total Project Budget
- 15,000 square feet of new space Including new Women's Center, LGBT Resource Center, Computer Lounge and Restaurant



University of South Florida

Marshall Student Center

- 230,000 square foot project opening Fall 2008
- \$64 million Total Project Budget
- 1,200-Seat Ballroom
- 400-Seat Multipurpose Room
- 700-Seat Auditorium
- 100-Workstation Computer Lab
- Expanded Food court, Sports Grille and Restaurant
- More Student Organization Space
- A Variety of Lounges
- Study Spaces
- Programming Areas
- Large Atrium and Gathering Space
- Several Outdoor Courtyards and Eating Areas
- Outdoor Programming Spaces
- More Retail Stores





University of Texas-San Antonio

University Center

- 60,000 sq. ft. UC Expansion / Renovation
- Completed in August 2008
- \$33 million Total Project Budget
- 10,000 sq. ft. Ballroom
- Additional Meeting Rooms
- Significantly Expanded Student Organization Office/Workspace
- Expanded Food Court
- Expanded Games Room



University	# of Branded Dining Venues
California State University - Northridge	4
University of Arizona	4
University of Texas - San Antonio	4
University of California - San Diego	7
University of South Florida	7
Louisiana State University	9
University of Houston	12

Table 5: Number of Campus Dining Venues Comparison

University	# of Enrolled Students per Dining Venue
University of California - San Diego	772
University of Arizona	1,150
Louisiana State University	1,663
University of Houston	1,717
California State University - Northridge	1,866
University of Texas - San Antonio	3,153
University of South Florida	3,357

Table 6: Number of Enrolled Students per Dining Venue

Food Service

A benchmarking assessment was conducted on six peer schools:

- California State University-Northridge
- Louisiana State University
- University of Arizona
- University of California-San Diego
- University of South Florida
- University of Texas-San Antonio

The dining program features that were analyzed included:

- Enrollment
- Number of dining operations
- Number of national and regional brand dining venues
- Meal plan options and annual costs
- Hours of operation

In comparison to the other schools, the University of Houston ranked fifth in total number of units, and fourth when comparing the number of enrolled students to the number of campus dining units, as illustrated in Tables 5 and 6.

The number of brands on campus was calculated by analyzing the total number available. For example if a University had two Starbucks coffee venues on campus, this was counted as two venues rather than one brand. In comparison to the peer schools, the University of Houston has the most brands as depicted in Table 7 that follows. It should be noted that when survey participants were asked how important a national or regional brand influenced where they pur-

University	# of Branded Dining Venues
California State University - Northridge	4
University of Arizona	4
University of Texas - San Antonio	4
University of California - San Diego	7
University of South Florida	7
Louisiana State University	9
University of Houston	12

Table 7: Number of National and Regional Brands

University	Annual Cost of Meal Plan
University of Texas - San Antonio	\$2,112
University of Houston	\$2,270
University of Arizona	\$2,400
California State University - Northridge	\$2,750
University of California - San Diego	\$2,750
Louisiana State University	\$2,908
University of South Florida	\$3,296

Table 8 Annual Cost for the equivalent of a 15 Meals per Week Meal Plan

chased a meal, the mean response was 5.41, on a scale of 1 to 10 for the Total Respondents, which is a "neutral" score. Students ranked it slightly higher at 5.50, while it was less important to Faculty and Staff at 4.98. The neutral ranking suggests that the University of Houston may not need as many brand venues and should evaluate this further when replacing concepts in the future.

A comparison of the annual meal plan cost to a student for a plan that is the equivalent of 15 meals per week indicates that the University of Houston has the second lowest meal plan rate as illustrated in Table 8 below. This low ranking might allow the University to explore increasing the cost of its meal plan so that it can improve the quality of the food and services that it provides to the campus community.

A comparison of the operating hours at the peer schools' Student Unions suggests that many of the Universities have more venues that are open longer hours during the week and on the weekends. Details for the operating hours may be found in the Appendix to this report. Please note, all hours are for the academic year, unless otherwise noted.

DEMAND-BASED PROGRAM ANALYSIS

Objective Methodology

The Demand-Based Programming (“DBP”) process utilizes a proprietary model to translate survey-measured demand for a variety of typical student union facilities into recommended space accommodations. The model’s space recommendations are based on certain assumptions of space allocated per user and average activity duration, and on survey-defined measures of prioritization.

The output of the model is not intended to be the final facility program, but rather another tool to be used to develop the final program, along with the rest of the market analysis and the input and judgment of the consulting team, students and other user groups, and University decision makers.

The input for the DBP process is obtained from Questions 115-136 in the “Possible Improvements” section of the student and faculty/staff survey. This question asked respondents to indicate how frequently and at what time of day they would typically use a variety of spaces that are or could be provided in UH’s University Center. Demand prioritization was examined separately for students and faculty/staff; the results for each stakeholder group are provided in the Appendix of this report. However, due to the lack of variance between the populations and the primacy of student demand as a factor in determining the programmatic priorities for any improvement project, only the student results are used in the analysis section of this report.

Spaces tested included computer lab, coffee house / entertainment venue, convenience store, copy / print center, 24-hour study lounge, dance / nightclub enter-

tainment venue, outdoors spaces, games / informal recreation space, informal / social gathering areas, sports bar / lounge, and small group study rooms. The response options for frequency of use for each space included “5 or more times per week,” “2 to 4 times per week,” “once per week,” “less than once per week,” and “never.” Time of day response options included “6 am - 8 am,” “8 am - 11 am,” “11 am - 1 pm,” “1 pm - 3 pm,” “3 pm - 6 pm,” “6 pm - 9 pm,” “9 pm - 12 am,” “12 am - 6 am” and “never.”

The various activity spaces tested with this analysis are those spaces that are programmed based on the number of potential users and the distribution of usage over the course of a typical day. Certain spaces cannot be analyzed using this type of information because their usage/patronage is not based on being open and available for campus-wide use but is instead based on scheduled usage by defined user groups.

The DBP model includes assumptions related to each space being tested, including assumptions for the amount of space allocated per user and the average amount of time each user will spend within the space during each use. These assumptions are summarized below for each of the activities tested:

Activity Table				
Number	Display Name	Space Type	Duration	Sq. Allocated Per User
1	24 Hour Study Lounge	Sq. Ft.	1.00	25.000
2	Coffee House / Performance Venue	Sq. Ft.	1.00	25.000
3	Computer Lab	Sq. Ft.	0.75	20.000
4	Convenience Store	Sq. Ft.	0.10	30.000
5	Copy / Print Center	Sq. Ft.	0.75	20.000
6	Dance / Night Club	Sq. Ft.	1.00	30.000
7	Games / Informal Recreation Space	Sq. Ft.	1.00	40.000
8	Informal Lounges / Social Gathering Areas	Sq. Ft.	0.50	25.000
9	Informal Outdoor Spaces	Sq. Ft.	0.50	25.000
10	Small Group Study Rooms	Sq. Ft.	1.00	30.000
11	Sports Bar / Lounge	Sq. Ft.	1.00	25.000

In addition to these space utilization assumptions, another global assumption incorporated in the DBP model is a demand discount factor applied to all survey responses to account for the overstatement of usage inherent in a survey process. This discount factor is based on B&D’s more than ten years’ experience with using this model and comparisons of projected versus actual facility utilization in built projects. For student union facilities, B&D has found that

space usage data should be discounted to 75% of the levels indicated on the survey. This discount factor is applied to the survey data from all sample populations prior to all calculations of space demand.

The DBP model uses survey data and the above assumptions to determine the amount of space required to meet the usage demand by the campus population during each of the tested time periods. To do this, the model calculates the number of people projected to be using the space at any given time during each of the different combinations of frequency and time-of-day options. This calculation is based on numerical factors called "activity frequency," "turnover factor," and "intensity factor."

The turnover factor is based on the average activity duration related to the space and the length of time for each of the tested time periods. The calculation is the reciprocal of the number of times the space can be "turned over" during the given time period, or the activity duration in hours, divided by the length of the tested time period in hours.

The intensity factor is the product of the activity frequency and turnover factor. For each combination of tested frequency and time, the model determines the total number of projected users by applying the actual percentage of survey response for that particular combination to the campus population. The total number of people who would be in that space at any given point in time during the tested time period, is determined for each of the different combinations of tested frequency and time by multiplying the total number of users by the intensity factor.

The "demand projection" for each combination of frequency and time is totaled by the model for each time period to determine the usage pattern of the space over the course of a typical day based on a projection of the number of people likely to be using the space at any given point in time during each time period. By applying the space allocation for each of the tested areas, the amount of space required to accommodate the number of people projected to be using the space during each time period can be determined.

The table below is taken directly from the DBP model and illustrates the calculation of usage projections and space allocations for one of the tested activity spaces among the off-campus student population.

Demand-Based Program Analysis

ACTIVITY: 1	24 HOUR STUDY LOUNGE		Activity Duration: 1 Hours			
Frequency	Period	Activity Frequency	Turnover Factor	Intensity Factor	Number of Users	Demand Projection
Daily	6 am - 8 am	0.71	0.50	0.36	346	123
Daily	8 am - 11 am	0.71	0.33	0.24	439	104
Daily	11 am - 1 pm	0.71	0.50	0.36	495	176
Daily	1 pm - 4 pm	0.71	0.33	0.24	907	215
Daily	4 pm - 6 pm	0.71	0.50	0.36	701	249
Daily	6 pm - 9 pm	0.71	0.33	0.24	748	177
Daily	9 pm - 12 am	0.71	0.33	0.24	1,374	325
Daily	12 am - 6 am	0.71	0.17	0.12	1,234	146
Daily	Never	0.71	0.00	0.00	0	0
2-4 Times/Week	6 am - 8 am	0.43	0.50	0.22	299	64
2-4 Times/Week	8 am - 11 am	0.43	0.33	0.14	505	72
2-4 Times/Week	11 am - 1 pm	0.43	0.50	0.22	720	155
2-4 Times/Week	1 pm - 4 pm	0.43	0.33	0.14	1,271	182
2-4 Times/Week	4 pm - 6 pm	0.43	0.50	0.22	766	165
2-4 Times/Week	6 pm - 9 pm	0.43	0.33	0.14	935	134
2-4 Times/Week	9 pm - 12 am	0.43	0.33	0.14	1,430	205
2-4 Times/Week	12 am - 6 am	0.43	0.17	0.07	626	45
2-4 Times/Week	Never	0.43	0.00	0.00	0	0
Once/Week	6 am - 8 am	0.14	0.50	0.07	75	5
Once/Week	8 am - 11 am	0.14	0.33	0.05	206	10
Once/Week	11 am - 1 pm	0.14	0.50	0.07	271	19
Once/Week	1 pm - 4 pm	0.14	0.33	0.05	701	33
Once/Week	4 pm - 6 pm	0.14	0.50	0.07	383	27
Once/Week	6 pm - 9 pm	0.14	0.33	0.05	514	24
Once/Week	9 pm - 12 am	0.14	0.33	0.05	664	31
Once/Week	12 am - 6 am	0.14	0.17	0.02	299	7
Once/Week	Never	0.14	0.00	0.00	0	0
Less than once a week	6 am - 8 am	0.03	0.50	0.02	224	3
Less than once a week	8 am - 11 am	0.03	0.33	0.01	336	3
Less than once a week	11 am - 1 pm	0.03	0.50	0.02	654	10
Less than once a week	1 pm - 4 pm	0.03	0.33	0.01	991	10
Less than once a week	4 pm - 6 pm	0.03	0.50	0.02	841	13
Less than once a week	6 pm - 9 pm	0.03	0.33	0.01	1,075	11
Less than once a week	9 pm - 12 am	0.03	0.33	0.01	1,112	11
Less than once a week	12 am - 6 am	0.03	0.17	0.01	477	2
Less than once a week	Never	0.03	0.00	0.00	0	0
Never	6 am - 8 am	0	0.50	0.00	0	0
Never	8 am - 11 am	0	0.33	0.00	0	0
Never	11 am - 1 pm	0	0.50	0.00	0	0
Never	1 pm - 4 pm	0	0.33	0.00	0	0
Never	4 pm - 6 pm	0	0.50	0.00	0	0
Never	6 pm - 9 pm	0	0.33	0.00	0	0
Never	9 pm - 12 am	0	0.33	0.00	0	0
Never	12 am - 6 am	0	0.17	0.00	0	0
Never	Never	0	0.00	0.00	0	0

TOTAL NUMBER OF USERS PROJECTED PER PERIOD*:

6 am - 8 am	8 am - 11 am	11 am - 1 pm	1 pm - 4 pm	4 pm - 6 pm	6 pm - 9 pm	9 pm - 12 am	12 am - 6 am
147	142	270	330	340	259	429	150

SPACE DEMAND NUMBER OF SQ. FT. **

6 am - 8 am	8 am - 11 am	11 am - 1 pm	1 pm - 4 pm	4 pm - 6 pm	6 pm - 9 pm	9 pm - 12 am	12 am - 6 am
3,669	3,549	6,739	8,239	8,495	6,481	10,730	3,755

The final space recommendations of the Demand-Based Programming model are not simply a summation of the space demand as determined by the above calculations but are also dependent on a prioritization of the spaces based on the usage patterns indicated by the survey responses for the frequency of use of each space. Spaces that are used more frequently and/or by larger numbers of people are given a higher priority than less frequently used and less popular spaces. Higher priority spaces are accommodated at higher percentages of their peak space demand in the model's final recommendation.

The prioritization of space demand is based on two related demand calculations: "depth" and "breadth" of demand. The depth of demand for each tested space is determined by the percentage of respondents who indicated that they would use the space at least twice per week. Spaces with a high depth of demand are very important to potential users and the facility must accommodate as much space for these activities as possible. Activities with lower depth of demand are accommodated at lower levels in the final program recommendation. The breadth of demand for each space is based on the percentage of survey respondents who indicated that they would use the space at any frequency. The breadth of demand therefore gives equal weight to infrequent usage. Activities with a particularly high breadth of demand may require a higher prioritization than indicated by their depth of demand to account for a high number of infrequent users.

The Demand-Based Programming model assigns a priority (in this case, "first" through "third") to each activity space based on its depth and breadth of demand. The maximum amount of space required to satisfy the highest level of daily demand for each space is then

adjusted according to its priority level to form the final recommendation of the best combination of spaces to satisfy the market demand. First priority spaces are accommodated at 75% to 85% of peak demand, second priority spaces at 55% to 65% of peak demand, and third priority spaces at 40% to 50% of peak demand.

Summary of Findings

The charts below illustrate the depth and breadth of demand for spaces tested on the survey.

Student Responses			
Activity		Depth	Breadth
1	Computer Lab	39.2%	62.6%
2	24 Hour Study Lounge	39.2%	66.2%
3	Coffee House / Performance Venue	23.0%	56.8%
4	Informal Outdoor Spaces	20.9%	59.9%
5	Small Group Study Rooms	20.1%	57.7%
6	Informal Lounges / Social Gathering Areas	18.5%	58.6%
7	Copy / Print Center	18.4%	56.5%
8	Convenience Store	17.4%	55.8%
9	Sports Bar / Lounge	17.4%	50.0%
10	Games / Informal Recreation Space	13.8%	53.1%
11	Dance / Night Club	9.1%	34.7%

The following were the square footage results from student demand for the determined spaces:

Activity	Priority Category	Peak Accommodation	Space Type	Peak Demand	Space Allocation Based on Prioritization of Demand
1 Computer Lab	first	75% to 85%	Sq. Ft.	8,549	6,400 to 7,300
2 24 Hour Study Lounge	first	75% to 85%	Sq. Ft.	10,730	8,000 to 9,100
3 Coffee House / Performance Venue	second	55% to 65%	Sq. Ft.	6,246	3,400 to 4,100
4 Informal Outdoor Spaces	second	55% to 65%	Sq. Ft.	4,752	2,600 to 3,100
5 Small Group Study Rooms	second	55% to 65%	Sq. Ft.	10,592	5,800 to 6,900
6 Informal Lounges / Social Gathering Areas	third	40% to 50%	Sq. Ft.	4,112	1,600 to 2,100
7 Copy / Print Center	third	40% to 50%	Sq. Ft.	4,273	1,700 to 2,100
8 Convenience Store	fourth	25% to 35%	Sq. Ft.	860	215 to 301
9 Sports Bar / Lounge	fourth	25% to 35%	Sq. Ft.	7,838	2,000 to 2,700
10 Games / Informal Recreation Space	fourth	25% to 35%	Sq. Ft.	8,718	2,200 to 3,100
11 Dance / Night Club	fourth	25% to 35%	Sq. Ft.	6,151	1,500 to 2,200

These quantities of spaces would accommodate total campus demand within the user-defined priorities for each space. However, the final program recommendations will take into account such factors as the cost of accommodating certain activity spaces, opportunities to share space through scheduling, providing multi-use space, qualitative, focus group, and interview data, and the consulting team's professional judgment. These factors may result in space program adjustments relative to the demand-based quantities in order to insure that the concept will fully realize the facility's mission as well as respond to campus demand.

Some space allocation concepts that can be drawn from the DBP results include:

- While the renovation of the Anderson Library has created popular study space, there is a clear need to provide a less formal venue with longer hours and access to a widely array of food / beverage.
- Dedicated venues for social activities - "sport bar" or "dance club" type spaces-are less desired than multi - functional spaces (not generic or "multipurpose") that can be daytime social / gathering / dining space and then "morph" into evening "hang-out / entertainment-style space with a range of food / beverage options.
- Outdoor space should be developed as intentional, rather than incidental, gathering / social programming space, and like the indoor lounge / gathering spaces, it should provide a variety of venues and configurations.

Bookstore Programming

The following is a summary of CBC's preliminary recommendations for product lines to be carried in a new or renovated Bookstore facility. This list is based on input from the campus community along with CBC's industry knowledge. Column 1 represents the product lines/category; column 2 represents items currently carried in the existing Bookstore; and column 3 represents items to be carried in the new or renovated Bookstore facility. The Bookstore should experience sales growth in a variety of areas due to a new or renovated Bookstore facility. Product categories and potential growth categories are illustrated below:

Product Lines / Category	Existing Bookstore Facility	New Bookstore Facility
Backpacks	<p>Yes</p> <p>The Bookstore utilizes self-standing spinner fixtures to display backpacks during non-Rush periods.</p>	<p>Yes</p> <p>Space allocation should be increased during Rush periods. The majority of backpack sales will take place during this time period. There could also be an opportunity to expand this category to include items that might be offered throughout the year, such as the Vera Bradley fashion tote line or lap-top bags.</p>
Computer Hardware	<p>No</p>	<p>Yes</p> <p>Assuming that establishing educational resale accounts (e.g., Apple, Dell, etc.) does not compete with a University computer sales program, computer hardware should be included in a "Technology Center" department. The current amount of space devoted to computer related supplies and electronics should be increased substantially in order to create a "Technology Center."</p>
Computer Peripherals and Supplies	<p>Yes</p> <p>There is currently a limited selection of computer supplies and electronics. The items are located in the supplies department and featured on column slat wall.</p>	<p>Yes</p> <p>A "Technology Center" should be developed to meet the growing student demand for personal technology products (i.e., computer supplies and peripherals).</p>

Product Lines / Category	Existing Bookstore Facility	New Bookstore Facility
Computer Software	<p>Yes There is a limited selection of computer software. The selection features basic Microsoft products, Adobe, etc. The software display is not in close proximity to the other related computer supplies available in the Bookstore.</p>	<p>Yes A computer software department should be developed to determine the sales potential of popular software programs within the educational discount sales program. This should be part of the "Technology Center."</p>
Convenience Products (beverages, health and beauty aids, snacks, candy, etc.)	<p>No The Bookstore does not currently offer snacks or beverages.</p>	<p>Yes Space should be allocated for a Convenience Department within the Bookstore. Dedicating space for a Convenience Department should increase customer traffic and create additional sales for the Bookstore. The additional sales will be incremental to the University and will not impact the existing sales of the on-campus Convenience Stores.</p>
Custom Publishing	<p>Yes This consists primarily of faculty notes that are sold at the Bookstore. The production and copyright permission (when necessary) of custom publications is provided by a Barnes & Noble approved vendor.</p>	<p>Yes Custom published course materials and faculty notes will remain in the textbook department; however, they do not have any special space requirements.</p>
Digital Photo Processing	<p>No</p>	<p>Yes There is an opportunity to introduce digital photo processing both via in-store sales and possibly Web site sales.</p>
Dorm Supplies	<p>Yes The Bookstore maintains a limited selection (8 linear feet) of basic dorm supplies.</p>	<p>Yes Dorm supplies should be offered on a seasonal basis, with a particular emphasis during the Fall back-to-school period. Dorm supplies should include basic functional supplies as well as an emphasis on dorm décor. Demand for dorm supplies should increase with the opening of additional dorms located near the University Center.</p>
DVD's	<p>Yes The Bookstore offers a limited selection of DVD's in the general book department.</p>	<p>Yes There is an opportunity to expand DVD's.</p>

Product Lines / Category	Existing Bookstore Facility	New Bookstore Facility
Electronics	<p>Yes</p> <p>There is a basic selection of electronics (i.e., everyday low-price calculators, course related scientific calculators, batteries, etc.).</p>	<p>Yes</p> <p>The electronics category should be expanded and included as part of the Bookstore's Technology Department. Additional product lines could include digital cameras, iPods, iPod accessories, etc.</p>
Emblematic Clothing	<p>Yes</p> <p>Imprint sales for calendar year '07 were \$526,604, which represents 5.1% of total sales. This includes imprinted and non-imprinted clothing. There is approximately 2,450 square feet allocated to the "Cougar Shop." The clothing categories (i.e., adult, women's, and children's) are clearly defined and the department was sufficiently stocked during CBC's site visits.</p>	<p>Yes</p> <p>The emblematic clothing department should be expanded in an expanded Bookstore facility. This will assist with increasing sales and assist with marketing and branding the University of Houston.</p>
Emblematic Gifts	<p>Yes</p> <p>There is currently an appropriate selection of emblematic gift items featured in the Bookstore. Gifts are effectively displayed and cross-merchandised in the "Cougar Shop."</p>	<p>Yes</p> <p>The emblematic gift department should be expanded in an expanded Bookstore facility. This will assist with increasing sales and assist with marketing and branding the University of Houston.</p>
Greeting Cards	<p>Yes</p> <p>Greeting card sales for calendar year '07 were \$10,602, which represents 0.1% of total sales. The Bookstore offers Recycled greeting cards as its primary line and a limited selection of the Hallmark and Sunrise lines. 32 linear feet and 4 spinner racks are allocated to greeting cards. Many of the Recycled greeting cards appear to be aged (inventory control tag dates of March - June 2007) and slow selling.</p>	<p>Yes</p> <p>The new Bookstore facility should carry greeting cards.</p>

Product Lines / Category	Existing Bookstore Facility	New Bookstore Facility
Health and Beauty Aids	<p>Yes The Bookstore currently offers a very limited selection of health and beauty aid products.</p>	<p>Yes There is an opportunity to maintain a selection of personal care products including the Burt's Bees line. Health and beauty aids should be included as part of the Convenience Department.</p>
Magazines	<p>Yes The Bookstore maintains 12 linear feet of an appropriate selection of magazines. In addition, there are point-of-purchase magazine units (approximately 15 titles) located at the main checkout.</p>	<p>Yes The Bookstore should continue with a magazine category. An appropriate magazine assortment generates customer traffic.</p>
Music (CD's, iTunes cards, etc.)	<p>Yes The Bookstore offers a limited assortment of new release and bestseller CD Music in the general book department.</p>	<p>Yes Music should continue to be carried in the Bookstore.</p>
School Supplies	<p>Yes Calendar year '07 supplies sales were \$361,421, which represents 3.5% of total sales. The current plan-o-gram of supplies is approximately 110 linear feet (approximately 336 square feet). In addition, the Bookstore utilizes "flex" space to merchandise bulk quantities of high demand products (e.g., binders, filler paper, notebooks, etc.) during the major Rush periods.</p>	<p>Yes The current amount of space allocated to school supplies is adequate to support future sales growth. Updated fixtures combined with an effective school supply merchandise plan-o-gram in the new Bookstore facility would improve department layout.</p>
Technology Department		<p>Yes The new Bookstore facility should include a comprehensive Technology Department that includes computer hardware, computer software, computer supplies, computer peripherals, electronics, etc.</p>

Product Lines / Category	Existing Bookstore Facility	New Bookstore Facility
Textbooks / Course Materials	<p>Yes</p> <p>The Calendar year '07 textbook sales figure was \$8,606,152 (at the Main Bookstore) and represents 84% of total Bookstore sales. For the Fall '07 semester, the Bookstore stocked approximately 3,000 course required and optional titles. The current space allocated to the textbook department is approximately 5,375 square feet. A large amount of textbook overstock is currently maintained in non-selling areas at the beginning of each major semester.</p>	<p>Yes</p> <p>Textbooks and course materials will remain the core business of the Bookstore. The space allocated to the textbook department should be expanded so that the need to have overstock staged in non-selling areas is eliminated. The space allocated to the textbook department will need to accommodate the growing needs of the textbook / course materials department including continuing to offer a textbook reservation and online textbook ordering program, offering digital textbooks, etc.</p>
Trade / Reference / General Books	<p>Yes</p> <p>Calendar year '07 trade book sales were \$165,788, which represents 1.6% of total sales. The allocated space for trade and reference books is approximately 1,665 square feet. The Bookstore currently maintains an appropriate assortment of academic trade categories (e.g., Literature, Ethnic Studies, Religion, World History, etc.). However, the space allocated to reference books and materials is approximately 22 linear feet. This space also includes a customer service/work station that is approximately 100 square feet and a seating area of approximately 120 square feet.</p>	<p>Yes</p> <p>The space allocated to the general book department should be expanded in the new Bookstore facility.</p>

Comments:

1. The current challenges in the university bookstore industry, combined with the retail climate and the intense local competition surrounding the University will require Bookstore Management to develop a Bookstore program in the new Bookstore facility that offers innovative products and services that appeal to the UH campus community (i.e. students, staff, faculty, alumni, prospective students, visitors, etc.). The Bookstore has an opportunity to create its niche through marketing to its campus customer base and, potentially, to the local community who may be attending events on campus and visiting the University Welcome Center. Students, staff, faculty, alumni, prospective students, parents, visitors, etc., will continue to be the primary target market for the Bookstore.
2. In summary, based on discussions with the Bookstore Staff, interviews with the campus community, and CBC's review of historical sales data by department, there are opportunities to increase sales through a concentrated focus on the expansion of key product lines. Key merchandise categories and product lines include the following:
 - Technology Center. The creation of a Technology Department that will feature computer supplies, peripherals, and, possibly, computer hardware will provide additional sales opportunities for the Bookstore.
 - Convenience Department. There will be an opportunity to provide convenience products that will be incremental sales for the University.
 - Dorm Products and Room Décor. This category could be expanded to include not only basic products but also additional room décor items.
 - Emblematic Clothing and Gifts. Sales growth in clothing and gifts will be due to additional space along with effective merchandising and marketing.
 - General Books/Reference Books. There will be an opportunity to expand the selection of general and course supplementary reference books.

(Note: Textbooks and course materials will remain the core business of the UH Bookstore.)

In addition to the products and services listed in this Section, there is an opportunity to generate incremental revenue in the following areas:

- Web Site Sales. The development of a strong Web based sales program would generate additional sales in the emblematic categories (clothing, gifts, etc.). Target groups could include parents, faculty, alumni, fans, and visitors.
- The Houston, Texas Community. There may be opportunities for the Bookstore to lend support to community events, and invite the local community to visit the Bookstore. In addition, supporting campus events and supporting the Welcome Center will provide additional sales opportunities for the Bookstore.

Bookstore Design Issues

CBC has reviewed the University of Houston Bookstore's existing space and has outlined a variety of issues that should be evaluated and discussed prior to developing the design for a new Bookstore facility. A summary of the issues is as follows:

Issues	Comments
<p>1. Location of the Bookstore in the University Center</p>	<p>Existing Space:</p> <ul style="list-style-type: none"> • The Bookstore's retail space is currently located on the upper level of the University Center, in close proximity to major dining areas. • The Bookstore's office space is located along the perimeter of the sales floor level and on the lower receiving/shipping and storage level. Offices on the sales floor level include the Bookstore Manager's office and a Textbook Manager's office area that includes Textbook Staff offices/workstations. The lower level includes a cash/accounting office, an employee break room, and a large area for shipping/receiving and storage. • Multiple storage room locations (main shipping and receiving area and a perimeter stockroom behind the textbook and school supplies department). The Bookstore's current space offers an excessive amount of space for the storage of excess quantities of general (non-textbook) merchandise. • The Bookstore's loading dock access is from the sales floor located on the upper level. Large freight shipments are transported to the lower level for processing via a freight elevator or moved to the textbook sales floor for processing. Note: The width of the single doorway leading to the sales floor from the loading dock does not allow for pallets to be taken to the sales floor. Cartons are removed from the pallets and taken to the sales floor by hand trucks. • The Bookstore is responsible for providing space for a Post Office, which is located in space contiguous to the Bookstore's retail sales floor. This space is approximately 50 square feet. The operating hours of the Post Office are as follows: Monday - Friday - 8:00 a.m. - 11:00 a.m., 11:30 a.m. - 2:00 p.m., and 2:30 p.m. - 4:00 p.m. <p>New Space:</p> <ul style="list-style-type: none"> • The location of the Bookstore should be in close proximity to other primary services in the University Center and the University Welcome Center. There are two options available for the location of the Bookstore: <ul style="list-style-type: none"> - The existing location in the University Center - A separate stand-alone facility in close proximity to the University Center • If the Bookstore remains in its existing location, it will be necessary to expand and reconfigure the current space. • If the Bookstore is relocated as a separate stand-alone facility in close proximity to the University Center, it will be necessary to ensure that some retail food destinations are in close proximity to the Bookstore.

Issues	Comments
	<ul style="list-style-type: none"> • The Bookstore should have significant exterior visibility, which should include signage and exterior display windows. • The Bookstore should include a Convenience Department. • The optimal Bookstore design would provide for the retail space to occupy the prime space of the Bookstore facility, with offices and the necessary workstations positioned in secondary space. Designing the Bookstore facility so that all retail space is cohesive with effective departmental adjacencies would allow customers to shop in a professional retail environment. In addition, the allocation of retail to office and storage space would need to be increased to include more emphasis on retail space. • The ideal design for the shipping/receiving space would be to have the shipping/receiving and storage spaces adjacent and fully accessible to the textbook retail space.

2. Square Footage

Existing Space:

- The existing space is a total of 24,925 square feet, consisting of the following:
Retail Space - 14,783 sq. ft. (includes the Post Office)
Office Space - 1,163 sq. ft.
Shipping/Receiving/Storage - 8,624 sq. ft.
Other Space - 355 square feet
- Retail space represents 59% of total space.
- The existing Bookstore space does not adequately serve the textbook and course materials needs of the University of Houston Students. The inadequate space allocation (approximately 5,375 square feet) includes the Textbook Manager's office and the Textbook Staff offices/workstations (approximately 256 square feet). The practice of maintaining textbook overstock in non-selling storage areas increases handling costs.

New Space:

- The amount of total space devoted to the new Bookstore facility should be in the 37,000 - 43,000 square feet range, which should be sufficient to serve the long-term needs of the University. The allocation of retail to office and storage space should be significantly modified. Retail space in the existing facility represents approximately 59% of total space. The new facility should be designed so that retail space represents more than 78% of total space. The total recommended square footage (37,000 - 43,000 square feet) includes retail space, office space, storage space, shipping/receiving space, etc. See "Recommended Square Footage," which follows, for the detailed breakout of space.

Issues	Comments
<p>3. Bookstore Traffic Flow During Rush and Non-Rush Periods</p>	<p>Existing Space:</p> <ul style="list-style-type: none"> The customer service counter runs along the left side of the Bookstore's entrance, and is approximately 24 feet long. Five POS terminals at the customer service counter are in place during non-Rush periods. For the major Rush periods, an additional 18 temporary POS terminals extend across the entranceway of the Bookstore. During the major Rush periods, fixtures and merchandise displays utilized in the Cougar Shop are eliminated or relocated to accommodate the checkout lines leading to the 23 POS terminals in use. During non-Rush periods, checkout areas are currently designed so that flex space is available for seasonal and promotional merchandise. <p>New Space:</p> <ul style="list-style-type: none"> During Rush periods, checkout areas may need to be expanded and designed to accommodate heavy traffic flow into and out of the Bookstore without interfering with customer browsing and the effective presentation of merchandise and visual display. This includes the back-to-school periods as well as major events such as home sporting events, alumni weekends, parent's weekends, etc. Additional POS terminals/checkouts (beyond the 23 that are currently used) may be needed during Rush to minimize checkout lines, minimize congestion, improve customer service, and to accommodate enrollment growth.
<p>4. Loading Dock Location</p>	<p>Existing Space:</p> <ul style="list-style-type: none"> The Bookstore's loading dock access is from the main sales floor level with a single door leading to the sales floor. A freight elevator that is accessible directly from the loading dock is used to transport shipments to the lower level shipping/receiving storage area for processing. <p>New Space:</p> <ul style="list-style-type: none"> If the Bookstore remains in the current location, the current loading dock access to and from the sales floor and the shipping/receiving area will continue to be challenging. If the Bookstore is relocated to a separate stand-alone facility, the ideal loading dock would include a secure loading dock area that is adjacent to the Bookstore's shipping/receiving space, which in turn would be in close proximity to the textbook department. The Bookstore's loading dock and driveway space should be designed to accommodate all common carriers (i.e., UPS, common carriers, FedEx, etc.) that deliver freight to the Bookstore.

Issues	Comments
5. Miscellaneous Space Requirements	<p>Existing Space:</p> <ul style="list-style-type: none">Textbook Reservations. The Bookstore processed approximately 2,800 Web site textbook reservations during the Fall '07 semester. Although the current space has accommodated the textbook reservation program, there are some issues with respect to the efficiency of the order distribution. Prepaid textbook reservations are staged on shelves in the perimeter stockroom area immediately adjacent to the Web desk/pickup area (approximately 140 square feet). Although the proximity of the perimeter stockroom to the customer pickup counter is efficient, the available perimeter stockroom space is not adequate to support a significant increase of textbook reservations (i.e., if the program expands to 4,000 - 5,000 orders). <p>New Space:</p> <ul style="list-style-type: none">A new Bookstore facility (whether in the existing location or in a new location) should allow for the allocation of expanded and flexible staging space for textbook reservation distribution at the beginning of each major semester. Flex space should be included in the design of the new Bookstore.
6. Shipping / Receiving Space	<p>Existing Space:</p> <ul style="list-style-type: none">The Bookstore's main shipping/receiving area is comprised of a large stockroom. In addition, a separate clothing stockroom, cash accounting room, and employee break room are adjacent and accessible from the shipping/receiving and main storage area. The current space is excessive and includes functional processing space and workspace necessary to maintain the computerized receiving system, pricing, segregation of shipments, etc. During the major Rush periods, this space is also utilized for the processing of refunds during peak refund days. In addition, it is also utilized for the end-of-semester buyback periods. The relocation of buyback and refunds to a segregated area on or near the main sales floor would provide for buyback and refund customers to conveniently shop the Bookstore. <p>New Space:</p> <ul style="list-style-type: none">The shipping/receiving space in the Bookstore's new or modified location should continue to be consolidated space so that all shipping and receiving space is in one location, ideally in close proximity to the textbook department and the loading dock area.The shipping/receiving space should also include functional processing space and workspace necessary to maintain the computerized receiving system, pricing, segregation of shipments, etc. The shipping/receiving space should be designed to avoid the use of the sales floor for processing shipments.

Issues	Comments
7. Storage Space Requirements	<p>Existing Space:</p> <ul style="list-style-type: none">• The shipping/receiving area includes a large storage area and is primarily utilized for the storage of emblematic clothing, gifts, bulk school supplies, and graduation regalia (caps & gowns). Based on the storage needs of the Bookstore, this space is excessive. In addition, there is a perimeter stockroom area that adjoins the retail sales floor. <p>New Space:</p> <ul style="list-style-type: none">• The ideal design for storage space would be to have the shipping/receiving and all storage space in one location, adjacent to the textbook retail space. However, it is feasible (although not preferable) to have the storage space remain on the lower level.• The new Bookstore facility design will not require an increase in storage space. Additional retail space would result in a reduction to the amount of retail overstock kept in the stockroom.
8. Office Space Requirements	<p>Existing Space:</p> <ul style="list-style-type: none">• The Bookstore's current amount of office space is adequate.• The Bookstore's office space is located primarily along the perimeter of the Bookstore's retail sales floor level and on the lower receiving/shipping and storage level. Offices on the retail sales floor level include the Bookstore Manager's office (approximately 120 square feet) and a Textbook Manager's office area that includes Textbook Staff offices/workstations (approximately 256 square feet). The Textbook Staff and Management offices are located on the back perimeter of the Bookstore, central to the textbook department. The lower level includes a cash/accounting office, an employee break room, and a large area for shipping/receiving and storage. <p>New Space:</p> <ul style="list-style-type: none">• Proposed total square footage for office and workstation/kiosk space should be in the 5% range (or less) of total space.• Offices should be as follows:<ul style="list-style-type: none">- Manager's Office- Accounting Office- Cash Office- Textbook Office- Break Room• Additional floor workstations/kiosks are listed in #9, next page.

Issues	Comments
<p>9. Sales Floor Office / Other Space Requirements</p>	<p>Existing Space:</p> <ul style="list-style-type: none"> The Bookstore has a textbook customer service counter (which is part of the textbook staff office space) located at the far end of the Bookstore through the textbook department. There is no overhead signage identifying this area as a textbook customer service. There is a Web office/workstation located near the Cougar Shop and a general book department customer service/workstation. <p>New Space:</p> <ul style="list-style-type: none"> The new Bookstore facility should include the following floor workstations/kiosks: <ul style="list-style-type: none"> Textbook information counter General book/merchandise (i.e., clothing, gifts, supplies, trade/reference books, etc.) workstation/kiosk Customer service/main checkout counter in the front of the Bookstore. These spaces should be designed so that they do not impede the retail flow of the textbook or general merchandise departments. These spaces should be designed so that workstations can be easily maintained and are visually appealing.
<p>10. Customer Service Functions</p>	<p>Existing Space:</p> <ul style="list-style-type: none"> Refunds. The Bookstore processes refunds during the major Rush periods on the lower level in the stockroom area. Customers enter and exit through a lower level exterior entrance. Non-Rush refunds occur at the Customer Service counter located in the front of the Bookstore. Buyback. The Bookstore conducts the major end-of-semester buyback on the lower level in the stockroom area. Non-Rush daily buyback occurs at the Customer Service counter located in the front of the Bookstore. In addition, the Bookstore conducts end-of-semester buyback at five remote locations. Textbook reservation pickups. Prepaid textbook reservation pick-ups occur at the sales floor Web office/workstation. <p>New Space:</p> <ul style="list-style-type: none"> The main checkout counter in the new Bookstore facility should include customer service functions such as customer questions, inquiries, refunds/exchanges, daily buyback, etc. The customer service area in the new Bookstore should include enough flex space so that line queuing at the beginning of each semester is more efficient, reducing the need to relocate or eliminate general merchandise displays. The Bookstore should be designed so that the end-of-semester buyback is conducted in a convenient area that does not impede customer entry/exit. This could be located at the textbook information desk, provided adequate security is in place. The buyback space should continue to accommodate multiple buyback computer terminals to reduce the customer wait time during peak buyback periods.

Bookstore Recommended Square Footage

There are several factors that should be considered when determining the appropriate amount of square footage for a university bookstore, including the following:

1. Industry Square Footage Data and Recommendations:

- Industry square footage actual data includes the following:
 - The Fiscal '07 Industry Average selling space square feet per FTE student figure was 1.0 for bookstores with sales volumes between \$10-\$14 million.
 - The Fiscal '07 Industry Average selling space square feet per FTE student figure was 1.0 for bookstores serving colleges/universities with enrollments between 10,000 - 20,000.
- Industry standard square footage recommended requirements are as follows:
 - NACS recommends 1.5-2 square feet per FTE student for universities with enrollments over 10,000.

2. Existing Conditions Regarding Square Footage:

- The Bookstore's selling space square feet per FTE student for Fiscal '07 was 0.5. The "Square Feet Per FTE Student Trend" has been below the Industry Average for the past five years, indicating that the current amount of space is inadequate to support future sales growth.

3. Enrollment Growth: The University's FTE enrollment has increased 1.7% since Fiscal '03. FTE Enrollment for Fiscal '07 was 27,421. The design of the new Bookstore should take into account any future enrollment levels that will be significantly higher than the current level. Enrollments are targeted to reach 36,794 by 2010 and 42,692 by 2020.

4. Campus Input: Based on input received from the campus community and the Bookstore Staff along with CBC's industry knowledge, key requirements that should be included in the Bookstore Program and design for a new facility are as follows:

- The UH Bookstore should be highly visible and should assist with branding and marketing the University of Houston.
- The preferred location of the Bookstore is in a high-traffic location in or within close proximity to the University Center. This would either be in the existing location, with the requirement of expanding and reconfiguring this space, or as a separate stand-alone facility that provides convenient access from the University Center.
- The location and design of the Bookstore should be in close proximity and complimentary to other services in the University Center, creating synergy and excitement within the building.
- The Bookstore should include a Convenience Department that would offer snacks, candy, beverages, and health and beauty aids.
- Although it would be ideal to have all space (retail, office, shipping/receiving/storage) located on one level, it is feasible to locate storage space on the level below the Bookstore.
- The Bookstore should have exterior visibility, which should include signage and display windows.
- The retail space should be designed to allow for improved traffic flow and clearly defined departments.
- Checkout configurations are needed for Rush and non-Rush periods; therefore, flex space will be important in the checkout area of the Bookstore during the time period when Rush checkouts are not needed.
- The design should encourage traffic flow into each distinct area of the Bookstore (i.e. general books, emblematic clothing and gifts, school supplies, etc.).
- The textbook department should be configured to facilitate an efficient and convenient shopping environment for textbooks and course materials that does not occupy excessive or primary retail space. This includes designing the textbook department so that the need to have textbook overstock in non-selling areas during Rush is eliminated.
- Retail space should be increased and the ratio of retail space to total space should also be increased. This would allow for the expansion of the textbook department, the emblematic clothing department, and the emblematic gift department. Additional space would also allow for the development of a technology department, a convenience department, and a dorm supplies department.
- The Bookstore should continue to feature a general book department that encourages browsing. This might include an expanded

- reference/study aids department and a seating area that would result in greater interest in the general book department, while enhancing the academic image of the Bookstore.
- The current retail climate in the university bookstore market will require Bookstore Management to develop a Bookstore Program in the new facility that offers innovative products and services that appeal to the UH campus community (i.e. students, staff, faculty, alumni, prospective students, visitors, etc.). In addition, there could be an opportunity to appeal to the local community (i.e. visitors attending campus events and visiting the Welcome Center). However, students, staff, faculty, alumni, prospective students, parents, visitors, etc., will continue to be the primary target market for the Bookstore.
5. Taking the above requirements into account, it is CBC's opinion that the University should allocate between 37,000-43,000 square feet of total space for the Bookstore. This would allow the Bookstore to properly serve the campus community. This recommendation is based on the following assumptions:
- Other student services (i.e., dining, coffee shop, etc.) offered in the University Center will be located in close proximity to the Bookstore, which will assist with creating retail excitement.
 - The expansion of key merchandise product lines that will be offered in the new Bookstore facility/program. Specific recommendations regarding departmental square footage will need to be determined based upon final programming decisions.
 - The Bookstore will compete vigorously to increase its textbook/course materials market share and will continue to be the primary distribution channel for textbooks and course materials. (i.e., The Bookstore will be the primary distribution channel for course materials, whether a faculty member is using a traditional textbook or a technology-based learning tool.)
 - Distribution space will be needed on a temporary basis (two 3-week periods per year) as part of the Bookstore facility to accommodate growth in the textbook reservation program.
 - The Bookstore space will be designed to support the University's enrollment projections.

EXISTING SPACE	SQUARE FOOTAGE	PROPOSED SPACE	LOW RANGE SQUARE FOOTAGE	HIGH RANGE SQUARE FOOTAGE
Retail	14,783	Retail (including customer service, checkouts, and floor offices / kiosks)	29,000	34,000
Office	1,163	Office	1,200	1,400
Receiving / Storage	8,624	Receiving / Storage	6,400	7,000
Other	355		400	600
Total Space	24,925	Total Space	37,000	43,000

6. The preliminary square footage recommendations for the new Bookstore facility are as follows:

Allocating 37,000-43,000 square feet to the Bookstore will support future enrollment growth and be sufficient to provide the desired products and services to the University of Houston campus community.

Food Service

The market research, demand analysis and program assessment indicate that there are opportunities to improve the dining program at the University of Houston.

Market Research

Themes that emerged during the Focus Group sessions included requests for the following:

- More / different food options
 - Healthier food options
 - More ethnic foods, including Mediterranean
 - Less fried / fast food
- More dining options during the non-academic year
- Better customer service
- Cleaner dining facilities
- More convenient operating hours especially for
 - Weekends
 - Late night
 - During Finals week

Survey results indicated there are several attributes that are important influencers when members of the campus community consider purchasing a meal or food on campus. Based on a scale of 1 to 10, where 10 always influence their decision to make a purchase, the top five influencers are:

- Freshly prepared quality food
- Pricing that is fair / provides a good value
- Service systems that allows the customer to order, receive and pay for food quickly
- Convenient operating hours
- A location that is within walking distance at meal time

There are slight variations between students and faculty / staff members as illustrated in the charts that follow.

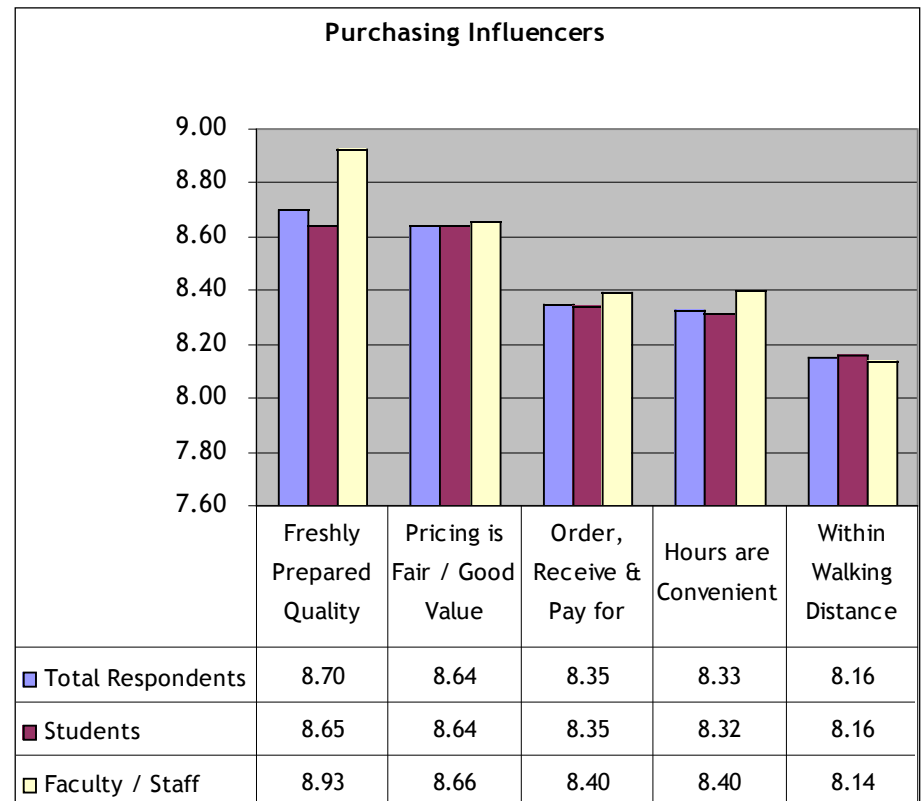


Chart 1: Top Five Influencers for Purchasing Food on Campus

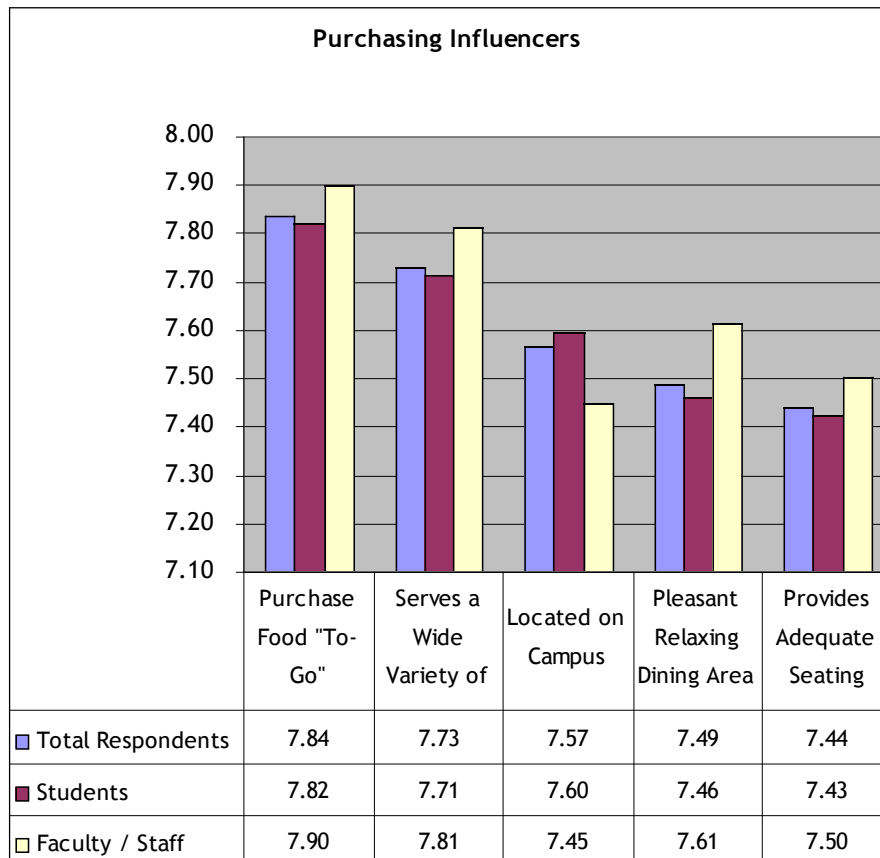


Chart 2: Next Five Influencers For Purchasing Food On Campus

When survey participants were asked what type of venue they would frequent the most in a University Center, the top five responses were as follows:

STUDENTS

1. Food Court
2. Quick Service Restaurant
3. Pub
4. Café / Bistro
5. Coffeehouse

FACULTY / STAFF

1. Food Court
2. Café / Bistro
3. Quick Service Rest.
4. Coffeehouse
5. Pub

Capture Rate

59.6% of the Survey Respondents indicated that they Brown Bag for a meal, of which 73.5% typically do this activity for their lunch meal. 53.6% indicated they purchase a meal off campus, of which 43.3% typically do this for lunch. An analysis of the peak day transaction for the ARAMARK venues suggests that they served 6,412 customers between the hours of 11:00am and 2:00pm on a peak day, during the Fall Semester 2007 as depicted in Table 1 below. It was also noted that the busiest day for the University Center is typically a Wednesday, and a Thursday for the UC Satellite.

The UC Satellite is capturing 39.3% of ARAMARK's lunch customers, while the University Center is serving 36.4% of the customers. This suggests that the UC Satellite is serving 7.9% more customers than the University Center during lunch. This is interesting in that when one analyzes the survey results, it indicates that the majority of the respondents tend to be closer to the UC Satellite right before lunch, as illustrated in the map below. Thus, one might expect that the capture rate would be higher at the UC Satellite.

Peak Day Count	Lunch	Percent
UC Satellite Food Court	1,747	27.2%
UC Satellite Other	776	12.1%
Univ. Center Food Court	1,022	15.9%
Univ. Center - Other ARAMARK	1,313	20.5%
Other Retail	772	12.0%
Residential	782	12.2%
Total ARAMARK Venues	6,412	100.0%

Table 1: Peak Day Lunch Counts During the 2007 Fall Semester at ARAMARK Dining Venues

Additional analysis indicates that during the Fall Semester the number of students scheduled for class around the lunch hour is approximately as follows:

- Between 11:00am and 12 Noon on Monday (6,118) and Wednesday (5,952)
- Between 12 Noon and 1:00pm on Monday (4,269) and Wednesday (4,031)
- Between 10:00am and 11:30am on Tuesday (10,919) and Thursday (10,947)
- Between 11:30am and 1:00pm on Tuesday (10,295) on Thursday (9,427)

If one assumes that 1,373 faculty and 3,436 staff members are also on campus, the total minimum potential market on campus is 10,771 on a Wednesday and 15,756 on a Thursday. This is a conservative estimate if one assumes that the 4,124 campus residents are scheduled for class and that the second hour of classes contains the same individuals. If none of the residential students has classes during this period and all of the students in class during the second time slot are different from the first scheduled class, then the market increases to potentially 18,926 on a Wednesday and 29,307 on a Thursday. Thus, it is not clear if ARAMARK's market capture rate is as low as 21.9% or as high as 59.5%. The market capture rate for the University as a whole also needs to take into consideration the tenant operations in the Welcome Center / Parking Garage. Unfortunately, customer counts for these locations were not available.

It is also interesting to note that only 782 customers elect to eat in one of the two residential units for lunch, which represents 31% of the meal plan participants. At dinner, 877 customers elect to dine in one of the residential dining units, which is 34.8% of the

meal plan participants. This participation rate is extremely low, and is probably indicative that the residential dining program is not meeting the needs and expectations of the residential population. A more in-depth analysis of the University's capture rate is scheduled to occur during the 2008 Fall Semester.

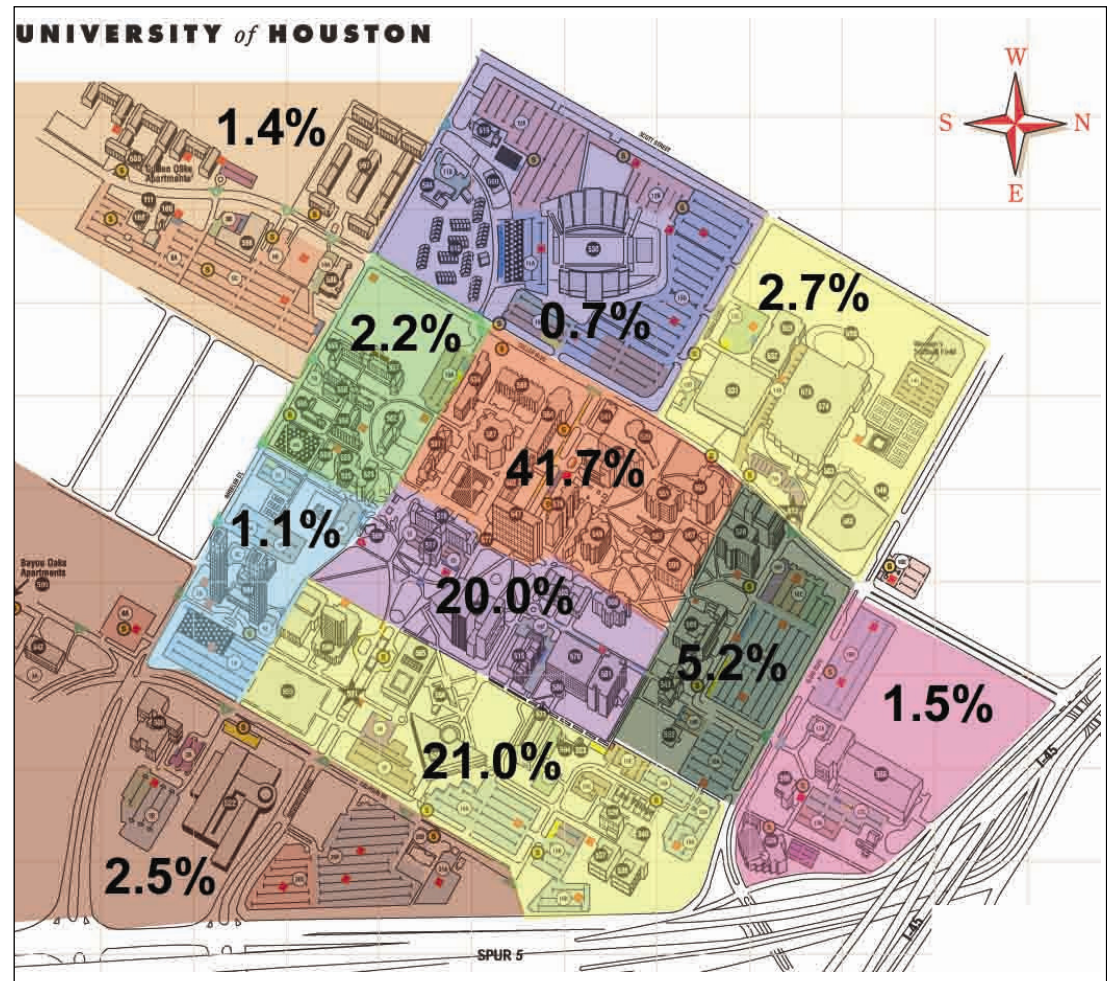
Demand Analysis

A demand analysis was conducted on the existing customer patterns, as well as one for future needs based on the current operating model and incorporating a few tenants into the mix. The first step of the demand analysis was to assess the current space allocation, which indicated that the University Center Dining operations have excess space but unfortunately, the space is not allocated for efficient service. As depicted in Table 2 that follows, the analysis indicates that in the University Center:

- The serving areas for the retail dining venues are too small;
- Catering does not have enough storage capacity;
- Wendy's does not have enough seating;
- The production kitchen is too large;
- ARAMARK no longer needs a dedicated space for a Bakery; and
- Chili's and the Food Court have too much dining space.

On an observational note, one might not think that the Food Court had too much dining space, which suggests that students are currently using the dining areas for lounge space between their classes and activities.

A demand analysis of the existing UC Satellite dining operations suggests that this operation does not have enough space to provide the program efficiently



Map 1: Where Survey Respondents are Right Before Lunch

Demand-Based Program Analysis

University of Houston		Retail Dining Demand Analysis							
SPACE REQUIREMENTS:	UC - C-Store	UC - Java City	UC - Wendy's	UC - Food Court	UC - Chili's Too	Total UC Retail	Catering	Bakery	Total Including Catering & Bakery
<i>Number of Seats Required</i>	0	25	120	235	100	480			
Dining	-	500	1,924	3,760	2,000	8,184			8,184
Serving	950	150	450	2,396	750	4,696			4,696
Dishwash / Pot Wash		50	150	470	250	920	842		1,762
Kitchen				799	500	1,299	673		1,972
Storage	425	80	534	799	300	2,138	3,198		5,336
Support	80		120	3,845	566	4,611	1,872		6,482
Total Space Requirements	1,455	780	3,178	12,068	4,366	21,848	6,584	0	28,432
EXISTING SPACE:	UC - C-Store	UC - Java City	UC - Wendy's	UC - Food Court	UC - Chili's Too	Total UC Retail	Catering	Bakery	Total Including Catering & Bakery
<i>Number of Seats Available</i>	0	16	24	444	236	720			
Dining		187	525	8,019	5,000	13,731			13,731
Serving	464	331	276	1,912	672	3,655			3,655
Dishwash			220	1,058	150	1,428			1,428
Kitchen				3,408	906	4,314		1,060	5,374
Storage	253		283	1,650	506	2,692	664		3,356
Support			49	1,778	202	2,029	1,469		3,498
Total Existing Space	717	518	1,353	17,825	7,436	27,849	2,133	1,060	31,042
DIFFERENCE:	UC - C-Store	UC - Java City	UC - Wendy's	UC - Food Court	UC - Chili's Too	Total UC Retail	Catering	Bakery	Total Including Catering & Bakery
<i>Number of Seats</i>	0	(9)	(96)	209	136	240			
Dining	0	(313)	(1,399)	4,259	3,000	5,547	0	0	5,547
Serving	(486)	181	(174)	(484)	(78)	(1,041)	0	0	(1,041)
Dishwash	0	(50)	70	588	(100)	508	(842)	0	(334)
Kitchen	0	0	0	2,609	406	3,015	(673)	1,060	3,402
Storage	(172)	(80)	(251)	851	206	554	(2,534)	0	(1,980)
Support	(80)	0	(71)	(2,067)	(364)	(2,582)	(403)	0	(2,984)
Total Space Excess (Deficit)	(738)	(262)	(1,825)	5,757	3,070	6,001	(4,451)	1,060	2,610

Table 2: Space Allocation Required for Existing Dining Venues in the University Center

either. Table 3 that follows indicates that in an ideal situation there is not enough space allocated for seating, storage and support functions at the UC Satellite.

Based on the consulting team's planning experience for university centers at other campuses and our understanding of the University of Houston's objectives and concerns for the existing dining program, a future demand analysis for the University Center was conducted that incorporated the following planning assumptions:

Demand Analysis Planning Assumptions

1. Little or no change will occur in the UC Satellite operations; therefore the program analysis needs to focus on the dining venues that will be located in the University Center.
2. Customers will occupy or reserve a seat during lunch for 30 minutes at the University Center food venues, except Chili's Too, which is estimated to be 60 minutes.
3. The seating efficiency will be 80% at each dining venue, for example, a table for four with three guests at the table would generate a 75% seating efficiency, except at Chili's Too, which will have a 75% seating efficiency.
4. The take-out factors will be as follows:
 - a) 100.0% at the Convenience Store
 - b) 85.0% at Java City or some future coffee concept
 - c) 35% at Wendy's
 - d) 20.0% at the Food Court venues and at a future tenant venue
5. A Food Court concept will exist in the future and will be operated by one vendor; additional venues outside of the Food Court area may be leased to individual tenants.
6. Menu items will be served on disposables, except at the Food Court or Chili's Too, where menu items will be offered on durable ware.
7. Venues are stand-alone entities and do not share any support services with the other dining venues, with the exception of employee lockers rooms, janitor closet, cart wash, recycling and trash.
8. Office requirements are per the Proposed Building Program.
9. After the renovations, 20% more customers will patronize the coffee concept.
10. A new concept will be available that serves 467 customers at lunch, which represents a 20.0% increase over the existing number of customers served at all of the University Center during lunch

Demand-Based Program Analysis

University of Houston	Retail Dining Demand Analysis											
SPACE REQUIREMENTS:	UCS C-Store	UCS - Smoothie King	UCS - Starbucks	UCS - Kimson	UCS - Pizza Hut	UCS - Grille Works	UCS - Cranberry Farms	UCS - Chick-fil-a	UCS - Montague Deli	UCS - Taco Bell	Subtotal UCS Food Court	Total UCS Retail
Dining		174	282	1,328	992	576	624	1,536	768	800	6,624	7,080
Serving	1,100	150	400	300	400	300	150	300	200	450	2,100	3,750
Dishwash / Pot Wash		50	50								200	300
Kitchen				279	212	114	135	353	171	180	1,444	1,444
Storage	500	100	154	279	212	114	135	353	171	180	1,444	2,198
Support											2,070	2,070
Total Space Requirements	1,600	474	886	2,187	1,816	1,105	1,044	2,541	1,309	1,610	13,882	16,841
EXISTING SPACE:	UCS C-Store	UCS - Smoothie King	UCS - Starbucks	UCS - Kimson	UCS - Pizza Hut	UCS - Grille Works	UCS - Cranberry Farms	UCS - Chick-fil-a	UCS - Montague Deli	UCS - Taco Bell	Subtotal UCS Food Court	Total UCS Retail
Dining			276								6,217	6,493
Serving	624	394	294	299	359	146	146	272	360	493	2,240	3,552
Dishwash											-	-
Kitchen										360	1,432	1,432
Storage	249										584	833
Support											403	403
Total Existing Space	873	394	570	299	359	146	146	272	360	853	10,876	12,713
DIFFERENCE:	UCS C-Store	UCS - Smoothie King	UCS - Starbucks	UCS - Kimson	UCS - Pizza Hut	UCS - Grille Works	UCS - Cranberry Farms	UCS - Chick-fil-a	UCS - Montague Deli	UCS - Taco Bell	Subtotal UCS Food Court	Total UCS Retail
Dining	0	(174)	(6)	(1,328)	(992)	(576)	(624)	(1,536)	(768)	(800)	(407)	(587)
Serving	(476)	244	(106)	(1)	(41)	(154)	(4)	(28)	160	43	140	(198)
Dishwash	0	(50)	(50)	0	0	0	0	0	0	0	(200)	(300)
Kitchen	0	0	0	(279)	(212)	(114)	(135)	(353)	(171)	180	(12)	(12)
Storage	(251)	(100)	(154)	(279)	(212)	(114)	(135)	(353)	(171)	(180)	(860)	(1,365)
Support	0	0	0	0	0	0	0	0	0	0	(1,667)	(1,667)
Total Space Excess (Deficit)	(727)	(80)	(316)	(1,888)	(1,457)	(959)	(898)	(2,269)	(949)	(757)	(3,006)	(4,128)

Table 3: Space Allocation Required for Existing Dining Venues in the UC Satellite

11. The University Center will feature a 1,000 seat ballroom in the future
12. A Bakery does not exist in the future
13. The University's Framework plan calls for mixed use facilities that will incorporate other dining and retail operations

Although the University Center does not have any existing Food Service tenants, incorporating some food service tenants into the mix is a practice the consulting team sees occurring at other universities. This typically creates "healthy" competition in that one vendor does not become complacent. Rather the vendors will proactively develop an understanding of what the needs and expectations are of their customers and then market to them accordingly to capture their share of the revenue dollars.

It should also be noted that the 20% increase in customers is not expected to accommodate future enrollment. The 20% growth referred to in the planning assumptions above is a result of the anticipated growth for the existing enrollment after the dining operations in the University Center are renovated. The footprint of the building does not allow future enrollment growth to be accommodated at this time.

The space program that is depicted in Table 4 that follows provides an opportunity for the University Center to have up to four tenants. Specific recommendations regarding the dining venues that should be offered in the University Center will be identified during the 2008 Fall Semester, when a survey regarding specific features of the dining program is conducted.

Table 4 indicates that approximately 3,600 additional net square feet will be required for the University Center Dining Venues. This additional space along with the renovation / reallocation of the existing spaces provides an opportunity for the following to occur in the future:

- The serving area for the Food Court will have approximately 25% more space than the existing one.
- Additional space is provided for a Coffee venue so that it can provide a coffeehouse atmosphere.
- Additional seating is provided for Wendy's along with storage and support spaces. This venue could become a tenant in the future.
- The amount of space for Chili's Too decreases - sizing it for the anticipated demand.
- An additional concept, potentially a tenant, with 100 dining seats is available.
- The Convenience Store is provided more retail space.
- The space allocation for Catering should accommodate a future 1,000 seat ballroom.
- Kitchen area is reduced.

Program Analysis

The University does not have a clear articulated vision and mission for its campus-dining program. This became evident when the University's Framework plan was shared the University Center planning committee and no one could identify how many dining venues would be included in the future "mixed use" facilities as residential beds are added, or what the implications might be for the existing dining operations on campus. As dining venues are added, operating expenses will increase. If new customers do not patronize the venues to generate incremental revenues or if existing customers just migrate to these other venues, then profit margins are likely to diminish to a point where the Food Service Contractor will not be able to support some of the existing programs and services expected by the University. In addition, the Food Service Contractor may not be able to operate the dining program on a profit and loss basis, which is not desirable.

It is not clear if a market analysis was conducted when the University leased out the tenant spaces in the Welcome Center / Parking Garage. On most University campuses, and especially in University Centers, all potential retail spaces are considered "prime real estate." Thus, maximizing the sales per square foot will not only result in customer satisfaction, but typically results in improved compensation to the University. An example of a space that appears to have insufficient sales for its allocated space is the Java City concept in the University Center.

At some point, the University needs to assess each operation for revenue potential, how well the venue is meeting customers' expectations, what the existing capture rate percentage is, and determine if there is any

Demand-Based Program Analysis

University of Houston		Retail Dining Demand Analysis								
SPACE REQUIREMENTS:	UC - C-Store	UC - Java City	UC - Wendy's	UC - Food Court	UCS - Chili's Too	Future Concept #1	Total UC Retail	Catering	Bakery	Total UC w/ Catering & Bakery
<i>Number of Seats</i>	0	25	120	235	100	100	580			
Dining	-	500	1,924	3,760	2,000	1,600	9,784			9,784
Serving	950	150	450	2,397	750	450	5,147			5,147
Dishwash / Pot Wash		50	150	470	250	150	1,070	1,500		2,570
Kitchen				799	500	300	1,599	1,200		2,799
Storage	425	80	534	799	300	300	2,438	4,800		7,238
Support	120	120	120	3,845	566	140	4,911	2,230		7,141
Total Space Requirements	1,495	900	3,178	12,070	4,366	2,940	24,950	9,730	0	34,680
EXISTING SPACE:	UC - C-Store	UC - Java City	UC - Wendy's	UC - Food Court	UCS - Chili's Too	Future Concept #1	Total UC Retail	Catering	Bakery	Total UC w/ Catering & Bakery
<i>Number of Seats Available</i>	0	16	24	444	236	0	720			
Dining	-	187	525	8,019	5,000	-	13,731	-	-	13,731
Serving	464	331	276	1,912	672	-	3,655	-	-	3,655
Dishwash	-	-	220	1,058	150	-	1,428	-	-	1,428
Kitchen	-	-	-	3,408	906	-	4,314	-	1,060	5,374
Storage	253	-	283	1,650	506	-	2,692	664	-	3,356
Support	-	-	49	1,778	202	-	2,029	1,469	-	3,498
Total Existing Space	717	518	1,353	17,825	7,436	-	27,849	2,133	1,060	31,042
DIFFERENCE:	UC - C-Store	UC - Java City	UC - Wendy's	UC - Food Court	UCS - Chili's Too	Future Concept #1	Total UC Retail	Catering	Bakery	Total UC w/ Catering & Bakery
<i>Number of Seats</i>	0	(9)	(96)	209	136	(100)	140			
Dining	0	(313)	(1,399)	4,259	3,000	(1,600)	3,947	0	0	3,947
Serving	(486)	181	(174)	(485)	(78)	(450)	(1,492)	0	0	(1,492)
Dishwash	0	(50)	70	588	(100)	(150)	358	(1,500)	0	(1,142)
Kitchen	0	0	0	2,609	406	(300)	2,715	(1,200)	1,060	2,575
Storage	(172)	(80)	(251)	851	206	(300)	254	(4,136)	0	(3,882)
Support	(120)	(120)	(71)	(2,067)	(364)	(140)	(2,882)	(761)	0	(3,643)
Total Space Excess (Deficit)	(778)	(382)	(1,825)	5,755	3,070	(2,940)	2,899	(7,597)	1,060	(3,638)

Table 4: Space Allocation Required for Future Dining Venues in the University Center

capacity for future dining venues. This will be particularly important as the University constructs additional beds on campus, and communicates a vision of where these students will purchase their meals. Currently, the data analysis suggests that residential students are dining more frequently at the campus convenience stores, University Center, and UC Satellite operations than in the residential dining venues. If this trend continues, it is anticipated that the convenience stores, University Center and UC Satellite operations will not be able to accommodate future demand.

It is also important that ARAMARK have one person that they can be accountable to and can help them prioritize their resources. This person needs to be in position that can fairly evaluate the needs of the University, the retail dining program, as well as those for the Residential Life program, especially since the existing meal plans are portable between the University Centers, other campus retail dining units and the residential dining venues. Not surprising, each of these services may have different needs or requirements. It is also critical that the campus dining venues complement each other, support the mission of the overall campus life experience, and meet the expectations of all members of the campus community. When one part of the program is not performing to expectations, i.e. the residential dining program, then this can create undo demand or challenges on the retail dining operations.

That said, there are opportunities to improve the campus dining program. Some of the steps recommended to accomplish this include:

1. Evaluate all campus retail dining operations for profitability.
2. Assess the existing dining venues in the University Centers for revenue per square foot, in addition to profitability.
3. Identify potential areas for replacing concepts and evaluate the pros and cons of leasing to a tenant versus having the campus food service provider operating the venue.
4. Renovate the dining venues so that they meet the needs and expectations of the customer better, and can be configured to be more efficient for the food service operator.
5. Conduct quantitative market research when replacing concepts or brands on campus to understand frequency of use and spending patterns.
6. Implement changes to the residential dining program so that meal plan participation increases to greater than 50% at a minimum.
7. Develop an understanding for future housing, including the type of housing and the implications for dining.
8. Hold the Food Service Contractor accountable for services and expectations outlined in the Contract.
9. Develop and implement a campus-wide Dining Services Master Plan.

BUILDING PROGRAM

Development of the building program was based on the utilization of existing space, current services and program offerings and activities, demand as based on focus group and interview findings, and peer comparisons, as well as anticipated growth for each department. The Building Program represents future needs as enrollment headcount reaches 45,000 students. The program denotes student life space needs for the University Center Complex. While the full magnitude of the program is presented below, and a detailed program provided in the Appendix, the proposed conceptual options illustrated later are intended to best meet the space needs given the constraints of the budget and existing conditions of the UC. The building program thus described is an ideal if funding is not a factor for consideration.

As developed, the following space program proposes:

Proposed:	215,604 nsf	311,823 gsf
Existing:	171,329 nsf	247,624 gsf
Increase:	64,199 nsf	26%

Included within the net square feet are:

Lounge Areas

In the Building Program, 13,518 nsf has been allocated for lounge spaces. Based on demand, there was a desire for a variety of spaces where students could socialize, be loud, study, gather to work on projects, or just relax. A primary component is the series of ten active lounges, which are high traffic areas located throughout the building. To provide students with greater choice in environment, these lounges will be of varied size and character; though all will encourage social activities. For students wishing to engage in



more passive activities, the UC will also offer a study lounge/quiet area and eight meditation/study rooms. Such spaces are intended to be quiet zones, located in more secluded areas of the building.

In addition to accommodating public circulation needs, the lobby areas of the UC allows visitors to find information, purchase tickets, learn about upcoming events, and check email. Properly configured, lobby areas also function as display space.

Commuter Services

Although not intended as an isolated area, a commuter-friendly lounge is provided that would include many of the features important to those who commute, including an office for the Coordinator of Commuter Services.

Proposed:13,518 nsf
Existing:11,057 nsf
Increase:2,461 nsf / 22%

Proposed:1,620 nsf
Existing:1,620 nsf
Increase:0 nsf / 0%

Recreation and Entertainment

Since the existing Games Room remains a popular destination at the UC, there is a strong desire to main the space and the types of activities provided, including bowling. For programming purposes, office sizes and support spaces have been standardized, and as result the area allocated for Recreation and Entertainment has decreased slightly to 14,138 nsf. It is envisioned that the new Games Room could in addition to games accommodate dancing and music late into the evening and on weekends.

Proposed:14,138 nsf
Existing:14,487 nsf
Increase:-349 nsf / -2%

Ballroom/Large Event Space

A new, second ballroom is proposed that can seat 1,000 lecture style or 500 for a banquet. The room is divisible for smaller events and simultaneous functions. This future large event space would be in addition to the 600-seat Houston Room, both of which have projection capabilities, and the renovated 200-seat Cougar Den. They would share a large, flexible pre-function space and have storage facilities for chairs, tables, and equipment. This area accounts for 27,558 nsf.

Proposed:27,558 nsf
Existing:14,8457 nsf
Increase:12,713 nsf / 86%

Conference / Meeting Rooms

The 26,378 nsf programmed includes a carefully considered distribution of meeting and conference room capacities to achieve better utilization. All of the existing meeting rooms would remain, in terms of there being one 100-person meeting room; seven large conference rooms (35-55 person capacity); ten medium conference rooms (25-30 person capacity); and seven small rooms for 15-20 people each; two of which are new to the UC. In addition, the program proposes a new 350-seat Cinema/Auditorium. All of these rooms are supported with storage facilities for furniture and equipment.

Proposed:26,378 nsf
Existing:19,294 nsf
Increase:7,084 nsf / 37%

Bookstore

A key component of this project is the expansion of the existing Bookstore. The 37,000 nsf allocated represents close to fifty percent of growth. This total would include areas for retail operations, administrative offices and storage. The distribution of space among these areas has been reallocated from the existing to provide considerably more square footage for retail and less for shipping, receiving, and storage.

Proposed:37,000 nsf
Existing:24,925 nsf
Increase:12,075 nsf / 48%

Dining Services

Space needs for food service include dining areas with associated serving, kitchen, office, support and storage areas required to operate several food concepts, identified for the purpose of this study as a Food Court, Wendy's, Chili's Too, Java City, and a proposed Future Concept. The 31,545 nsf provided includes space for the C-Store and Catering as well.

Proposed:31,545 nsf
Existing:29,300 nsf
Increase:2,245 nsf / 8%

UH Dining Services Offices

The program includes 3,112 nsf for the offices of UH Dining Services, including a reception, storage and office areas for Central Dining Services, for Catering and for Accounting.

Proposed:3,112 nsf
Existing:1,742 nsf
Increase:1,370 nsf / 79%

Additional Retail Services

Proposed stand alone retail establishments of different sizes will complement the Bookstore providing service amenities and other non-bookstore merchandise in the UC. The program of 12,431 nsf maintains the existing commercial businesses: Cougar Byte Computer Store, Jonorr's Beauty Salon, Shasta's Cones & More, Woodforest National Bank, ATMs, UC Creation Station, and the Cougar One Card Office in addition to new retail spaces.

Proposed:12,431 nsf
Existing:11,221 nsf
Increase:1,210 nsf / 11%

Student Organizations

This component of the program, totaling 19,842 nsf, serves the Student Government Association, Greek Life, Metropolitan Volunteer Program, Student Program Board, Council of Ethnic Organizations, Frontier Fiesta Association / Homecoming Board, Student Video Network, Forensics, Dance Marathon, and Student Organizations. These departments would each have workstations and storage in addition to shared central support facilities including two conference rooms, a break-room/kitchenette and a workroom/copy area. The Student Organization Suite would also have a centralized lounge area where students can gather, an open workspace/graphics area, mail boxes, cubicles, five offices, and a range of lockers for storage of materials. The Student Government Association would include offices and a Senate commons area, as well as storage and support and Student Video Network would include requisite production and editing spaces.

Proposed:19,842 nsf
Existing:13,841 nsf
Increase:6,001 nsf / 43%

Student Publications

Workspaces and production rooms for Student Publications would house business administrative offices, the Yearbook, The Daily Cougar, and offices for advertising and production.

Proposed:4,134 nsf
Existing:4,000 nsf
Increase:134 nsf / 3%

University Center Administration

Totalling 8,878 nsf inclusive of storage and support functions, administrative spaces for the University Center include the UC Administrative Services & Operations Office, UC Business Office, UC Conference & Reservation Services, UC Technology Support Services, and UC Marketing. These departments will shared support facilities such as a central reception/waiting area, a ten-person conference room, and workroom. The decrease in space is a result of standardization of office sizes for professional positions.

Proposed:8,878 nsf
Existing:9,169 nsf
Increase:-291 nsf / -3%

Administration

Inclusive of office, meeting, storage, and support functions, this 6,589 nsf area serves all of the departments and organizations associated with student services including the Dean of Students Office; Campus Activities; Veterans' Services Office; Student Legal Services; and Wellness Center.

Proposed:6,589 nsf
Existing:4,599 nsf
Increase:1,990 nsf / 43%

Building Support

The 7,661 nsf allocated includes offices for Building Service, a series of maintenance shops, custodial closets, and building storage facilities. It represents a reduction in overall space needs by virtue of gaining efficiency throughout the UC Complex.

Proposed:7,661 nsf
Existing:8,834 nsf
Increase:-2,173 nsf / -22%

Building Loading

Four truck docks are provided at 1,200 nsf to service the Dining and Bookstore functions. Associated with this would be yet to be defined space for catering and facilities vehicular parking, and trash and recycling functions.

CONCEPT DEVELOPMENT

Project Opportunities

The development of conceptual design options focused on the University Center Complex, rather than improvements to the Satellite as well. Early studies deemed that facilities needs at the UC Complex were far greater than those at the Satellite as a result of Satellite's complete 2001 renovation due to damage associated with Tropical Storm Allison.

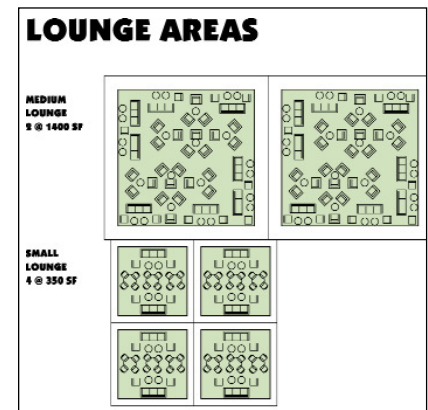
Recommended options were based on the desire to provide more space for programs and activities, to maximize the potential reuse of the existing building, to enable designated spaces to remain open for extended hours, to improve service and loading, to create more vibrant and contemporary environments for social engagement, and to build upon the University's 2006 Campus Framework Plan by considering outdoor space as integral components of student life.

Over the course of the study, many options we explored, from renovations and/or additions to the UC Complex and Satellite, to new potential new satellites. Through discussion the focus of the study intensified on the UC Complex in light of its comprehensive and immediate deficiencies. Ultimately three options were further developed and selected and refined as a viable, future direction for the University. The following three conceptual design options are based on the desire to enhance the physical condition of the existing UC Complex. They range in their magnitude of improvements, from renovation alone, to renovation and reorganization, to renovation, reorganization and expansion.



The development of the various options is a means of analyzing the following:

- the extent to which the proposed building program, based on significant projected enrollment growth, can be accommodated within the existing building;
- the appropriate adjacencies between program spaces, both how they are arranged on each floor, and how they stack vertically between floors;
- potential areas for expansion;
- potential development of outdoor program space;
- design issues as they relate to larger building issues, such as code compliance, building systems, structural criteria, etc.;
- opportunities and limitations for construction phasing; and
- compatibility with the goals and objectives of the Campus Framework Plan.



The options address, to vary levels, the following overriding goals:

- Improvements to building circulation, accessibility and organization;
- Enhancement to the aesthetic qualities of the interior environment;
- Greater prominence and visibility for student life activities;
- Increased opportunities for interactions among all members of the UH community, through new communal gathering spaces;
- Major functional and aesthetic enhancements to the food services (retail, catering, convenience store), including service, support, and dining areas;
- Ease of access and improved space for retail services including the Bookstore;
- Potential for 24-hour zones;
- Upgrades and/or replacements of building infrastructure and systems;
- Enhancement of outdoor program spaces;
- Creation of a destination for students, faculty, staff and visitors alike through enhanced program amenities;
- Creation of a facility that can attract prospective students as well as aid in retention of existing students.

As the concepts achieved greater refinement throughout the planning process, several priorities were established to help guide the physical recommendations. These are listed below:

- UC Games Room to remain in current location
- Houston Room and perimeter rooms to remain in current location
- Chili's Too to remain in current location
- Basic kitchen space (first floor) to remain in current location
- Improve flow of dining services (number of retail spaces, community feeling, recapturing some of the current kitchen space, easy separation from seating area)
- Increase and enhance lounge space
- Create a central retail corridor
- Enhance student organization space (including windows)
- Provide 24-hour lounge/study space
- Provide small group study areas/meditation rooms
- Enhance outdoor spaces (seating/shading/community)
- Enclose the UC Arbor
- Zone the building (ability to close off sections in addition to the 24-hour space)
- Keep total project cost below \$100,000,000 in student fees

Conceptual Option #1

Renovation of the University Center Complex

SCALE 1"=80'

Opportunities

Option 1 primarily focuses on the renovation of the entire UC Complex. On the exterior, the existing building is re-clad with generous amount of glazing to afford for the first time views into and out of the building. The new exterior skin also gives the building a fresh, contemporary appearance.

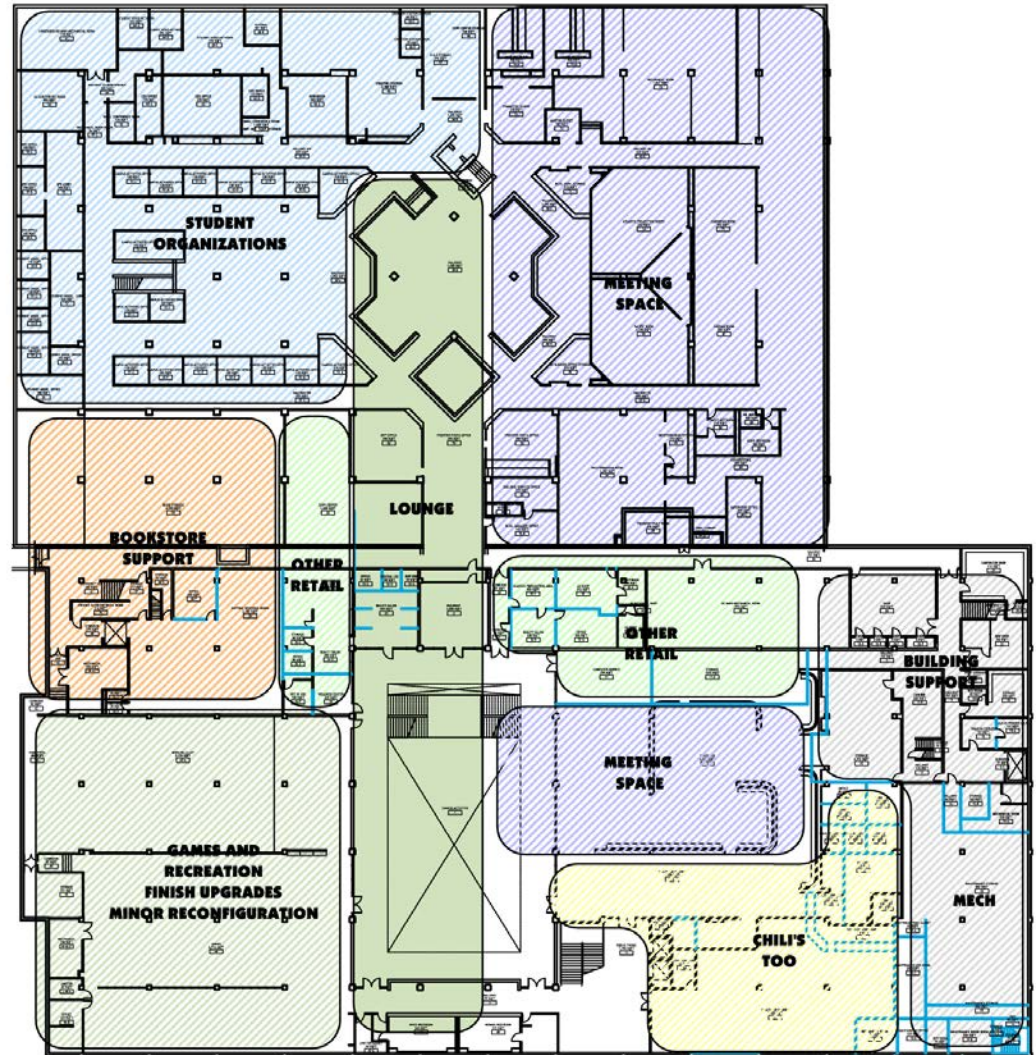
On the interior, the UC and Underground are renovated with new finishes that reflect the spirit and culture of UH and with new furniture that provides greater comfort for the buildings users. Together they present a more inviting décor. Throughout the complex all building systems - mechanical, electrical and plumbing - are upgraded for improved performance and comfort. The building is also brought within compliance of current ADA and life safety codes.

One of the more substantial modifications is the transformation of the Arbor into an enclosed atrium lounge space, creating a pleasant gathering area year-round.

Modifications at the UC Satellite include a new front entry and elevator to improve ADA access.

Limitations

Though the building is fully renovated, all the program spaces which currently exist will remain in their present location with the same configuration. As a result, the student organization spaces stay in their current location in the Underground. Since the layout of

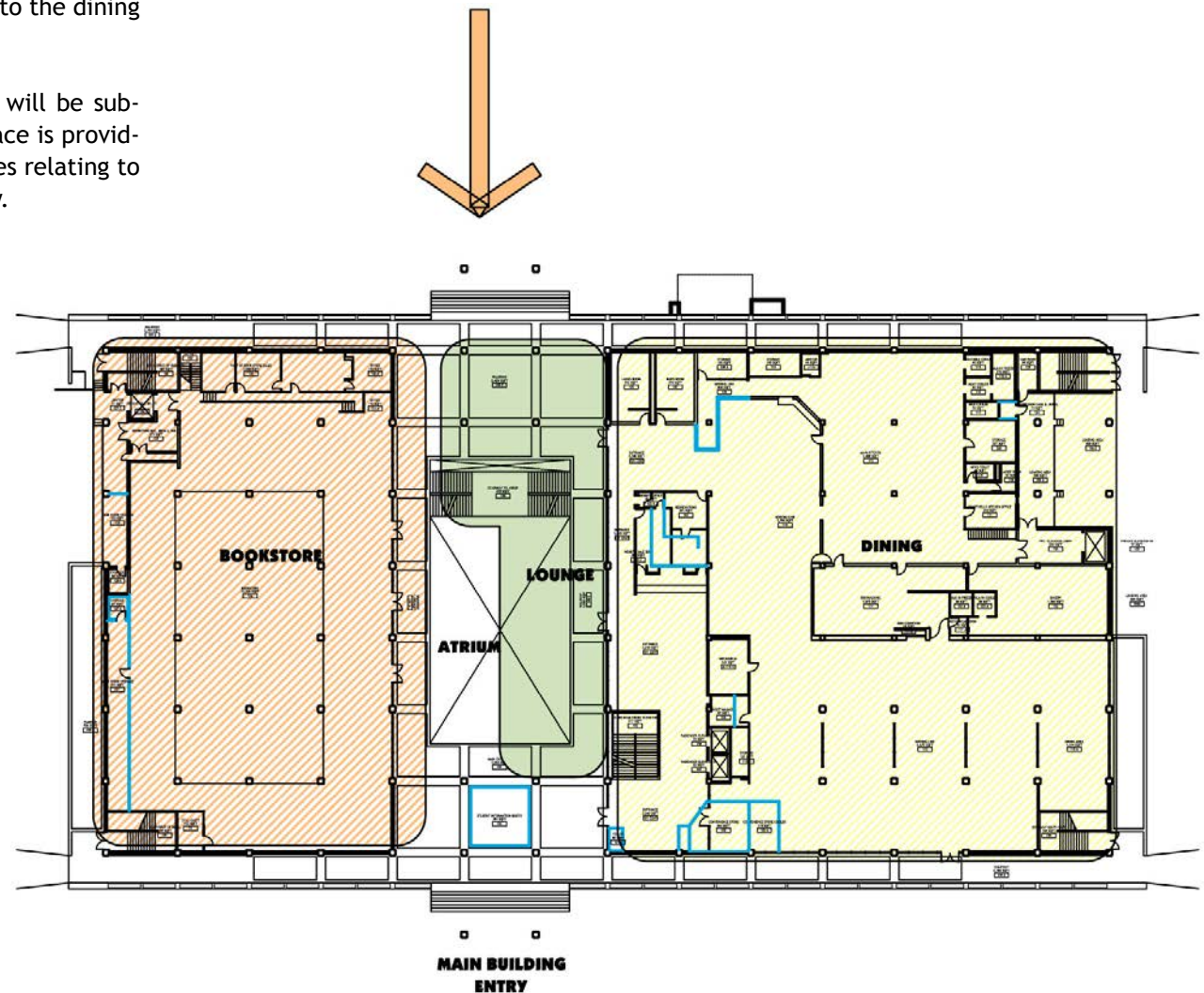


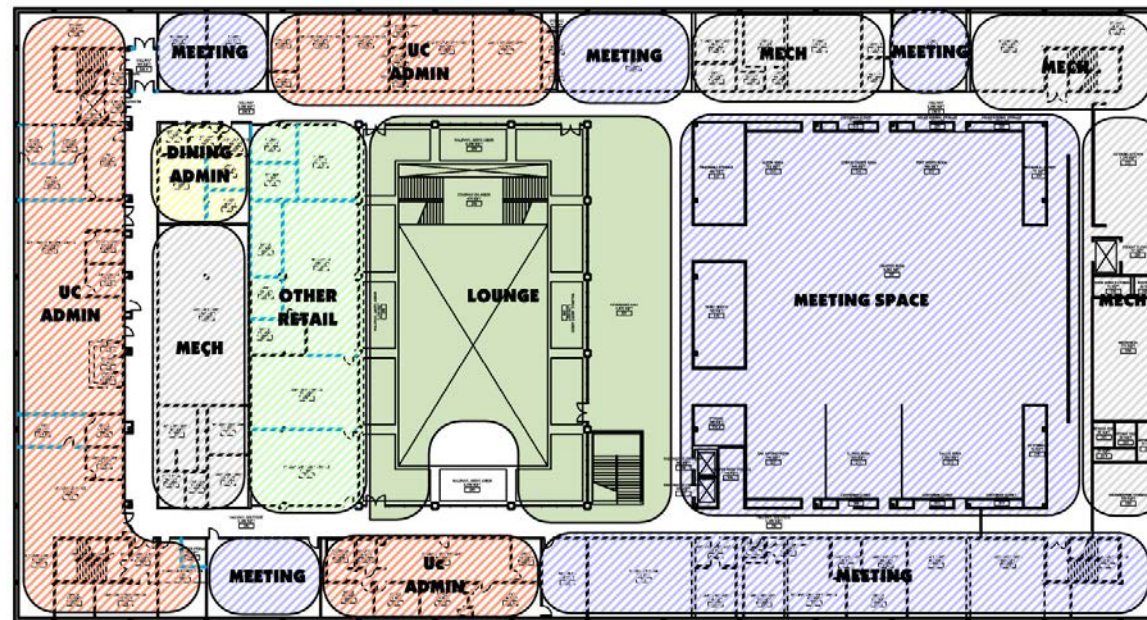
Concept Development

departmental office and activity spaces will not change as part of the renovation, there is correspondingly no allowance for growth within individual departments. There is also no expansion to the dining or food service areas.

Aesthetically and physically the building will be substantially improved, but no additional space is provided and improvements do not address issues relating to the building's organization or special flow.

SCALE 1"=100'





Conceptual Option #2

Renovation and Reconfiguration of the University Center Complex

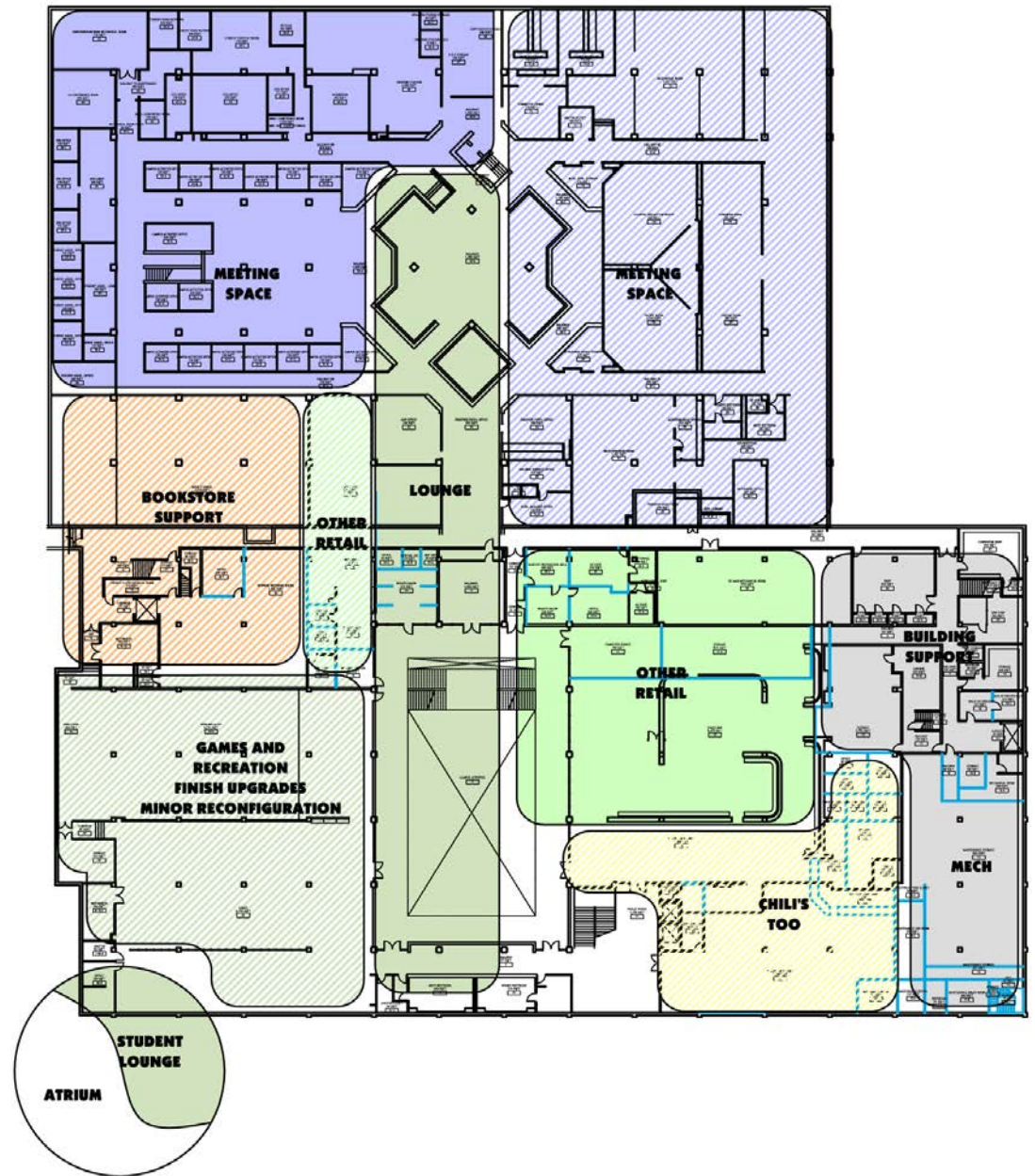
Opportunities

Option 2 includes all of the advantages associated with Option 1, including a completely new exterior skin and new furnishings and finishes throughout the UC Complex. What distinguishes Option 2 is its new interior configuration. More than fifty percent of the existing Complex is gutted. This allows programmatic spaces within the building to be relocated, reconfigured and expanded as desired to meet current and future needs. Inter-department office suites can be redesigned to achieve the recommended space program.

New additions are also included in the form a new gathering pavilions at the east and west corners of the UC Complex. These light-filled multistory spaces provide glimpses from outside of the life and activities within the UC. At night the glazed pavilions generate a warm, welcoming glow. These pavilions further provide additional entries to the UC, making access easier from the Anderson Library and academic core just west, and from the Recreation and Wellness Center to the east.

The student organization spaces are relocated from the UC Underground to the Level 2 above the current Bookstore, giving them a penthouse position and view out to campus. Now with the Arbor enclosed, the student organizations are visible and accessible from this central hang-out space.

SCALE 1"=80'



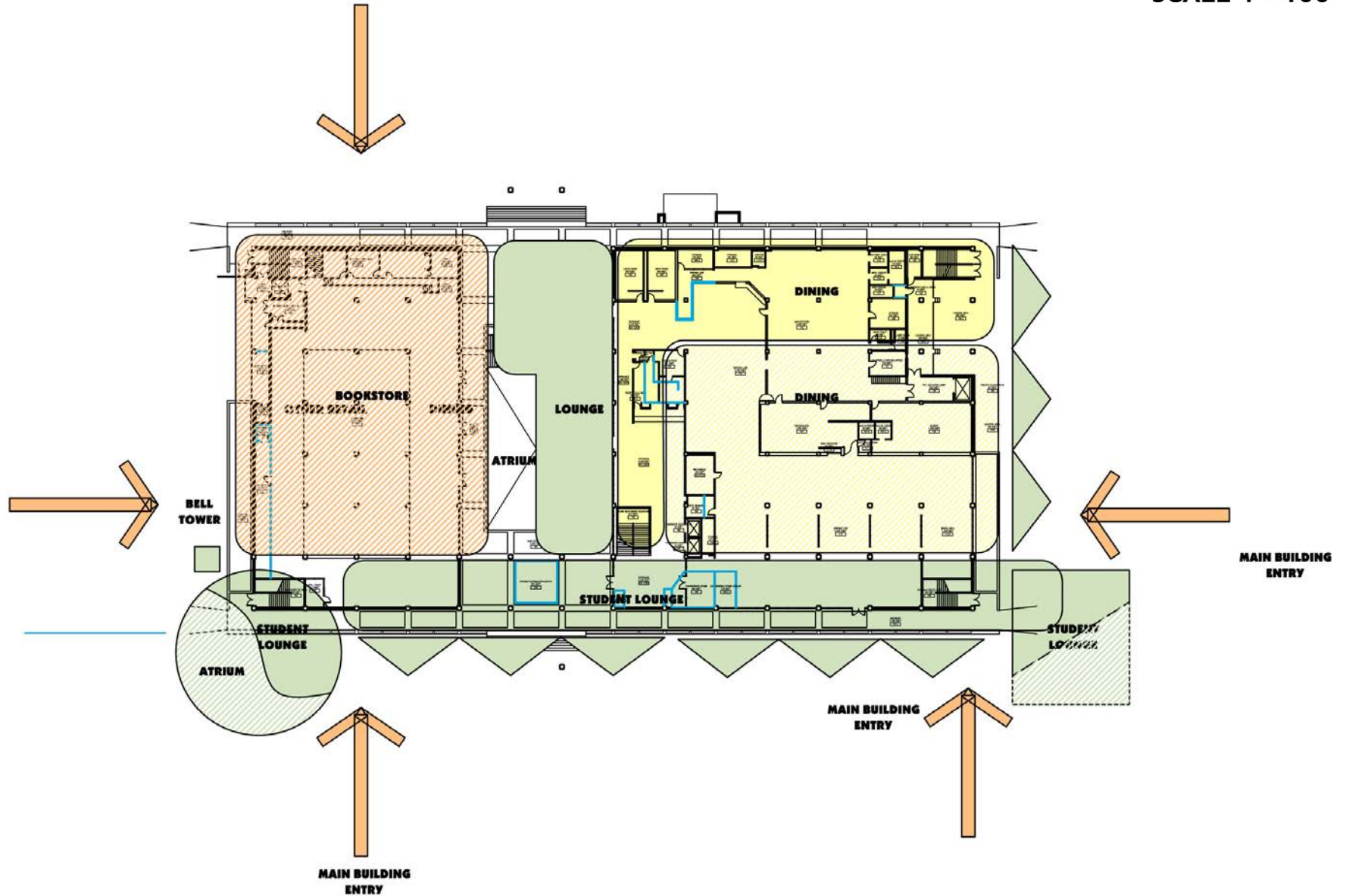
At Level 1, the kitchen area is fully renovated and reconfigured for better efficiency and use of space. Dining spills out to the Arbor lounge; this now extends to new student lounge spaces along the south sides of the building on both levels 1 and 2. New cladding of the façade introduces natural light to the interior. The abundance of lounge space allows for variation in type of environment, from quiet study spaces, to small meeting areas and large, active places where students come to see and be seen.

In the Underground, the World Affairs lounge is renovated and linked to the Arbor lounge. The area formerly occupied by student organization offices in the Underground is transformed into a new complex of meeting rooms and a new Cougar Den, which together with those currently located in the Underground form an impressive conference center.

One of the most dramatic enhancements is the new entry to the Underground. A one-story structure provides access to the underground while offering places to relax, have a cup of coffee, and gather inside and outside. Unlike the existing entry, transparency in the new building's exterior activates the areas around the UC, piquing the interests of passersby. A new exterior plaza nestled among the trees links the entry with the UC Level 1. Informal seating areas offer a tranquil, year-round oasis.

Limitations

While Option 2 realizes significant and comprehensive improvements which allow for growth and better organizational efficiency, it does not accommodate the full program identified to meet the spectrum of needs for a student body of 45,000. Most notably, there is no expansion or relocation of the Bookstore, and no additional ballroom or cinema space provided.





Conceptual Option #3

Renovation and Expansion of the University Center Complex

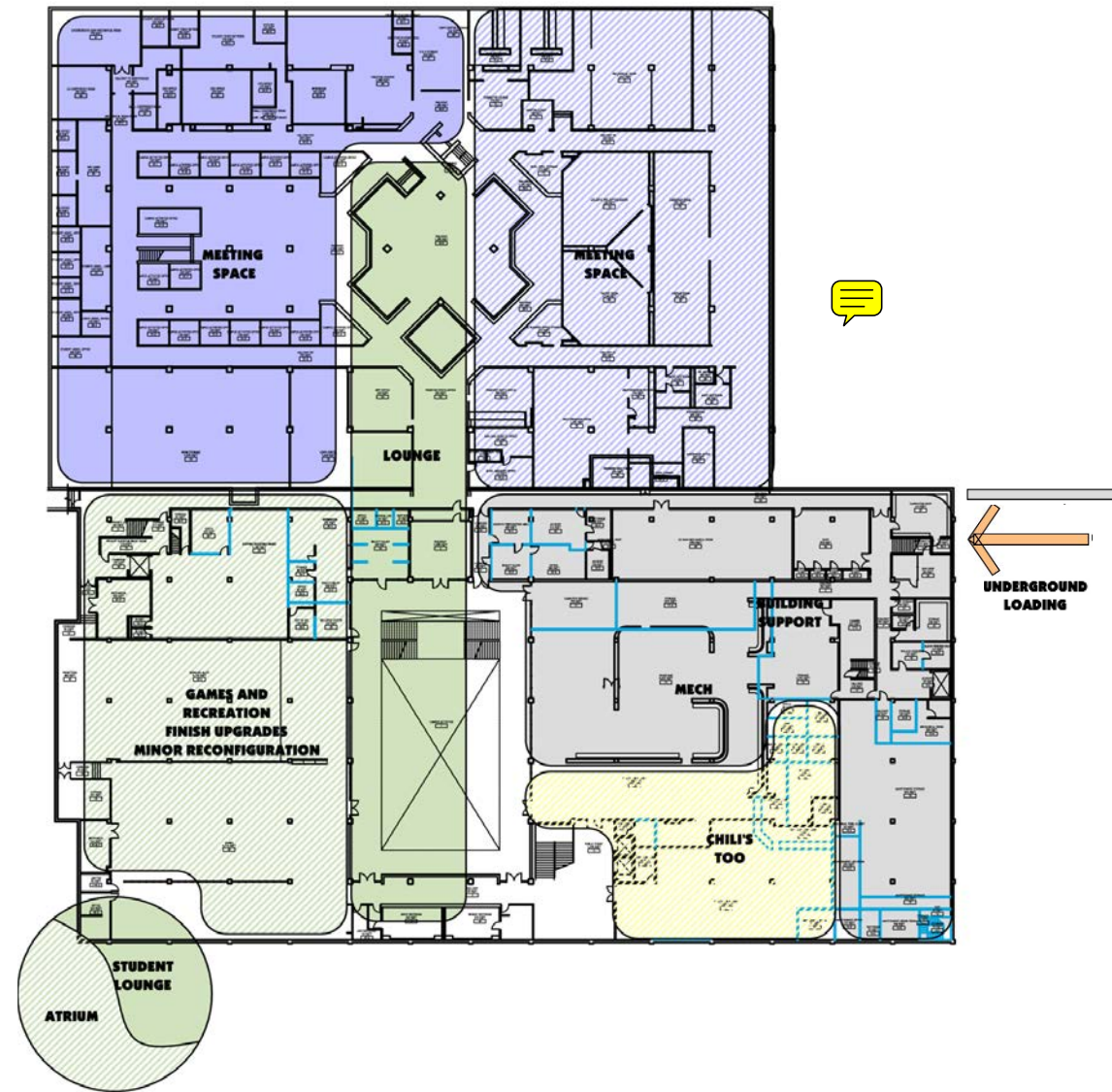
SCALE 1"=80'

Opportunities

Option 3 is the most far reaching of all the options in that the entire UC complex is renovated, reconfigured and expanded to accommodate the largest number of program spaces described herein. All the improvements of Option 1 and 2 are implemented.

In addition, the Bookstore is greatly expanded, with a dedicated entrance at the southeast corner of the UC, across from the Welcome Center and Parking Garage. This location is one of the most highly visible as visitors enter campus. The Bookstore is on Level 1, with underground loading available. In this option, all that remains Underground are the new meeting rooms and World Affairs and Arbor lounge spaces that have a direct link to the new entry structure and plaza above; Student Publications, which provide the Daily Cougar with immediate access to the students; and the Games and Recreation Room which remains in its current location but is renovated. The games area is now adjacent to the enclosed Arbor lounge and the new student lounge located in the western pavilion.

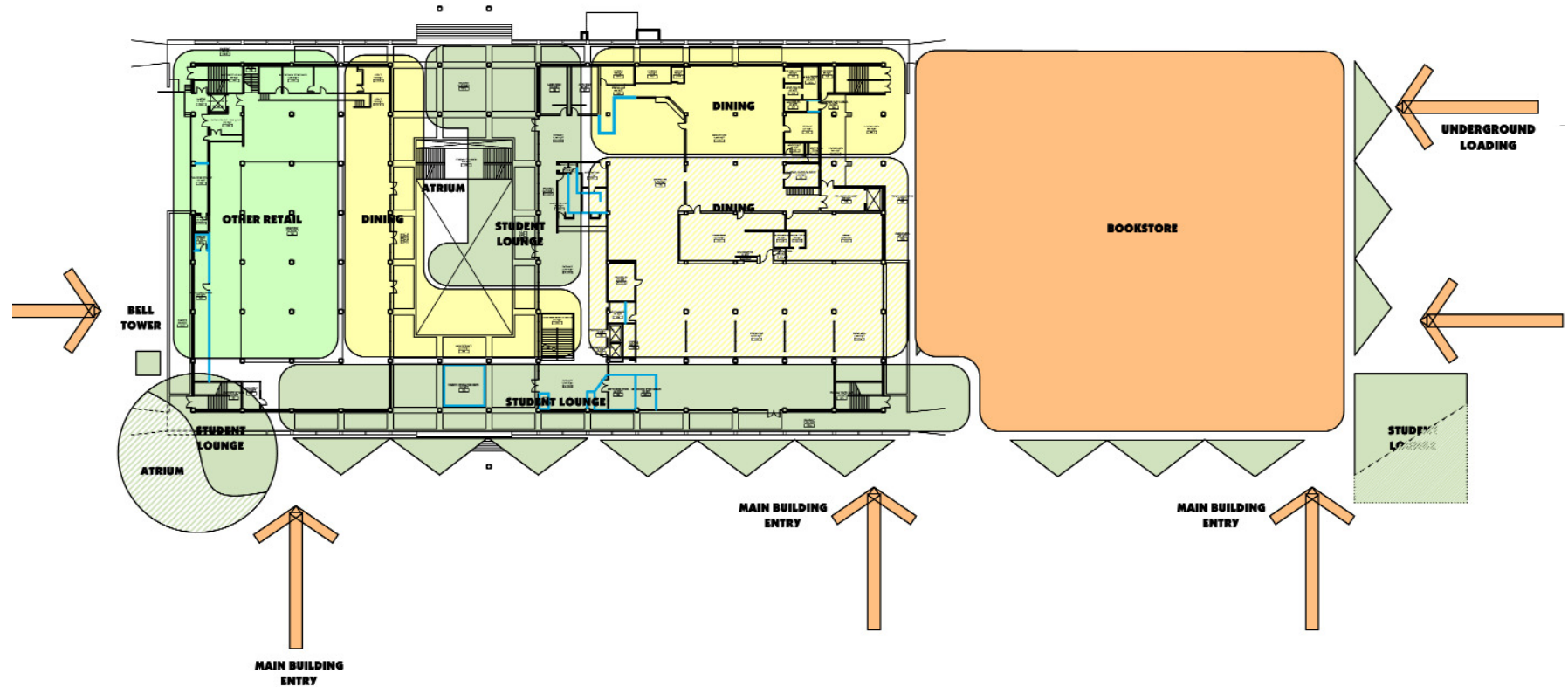
Along with the Bookstore, Level 1 includes retail spaces in the area formerly belonging to the bookstore and new dining areas that surround the Arbor lounge. The south side of the building, like in Option 2 is new student lounge space levels 1 and 2. Level 2 is the same as in Option 2 except for the new multiuse space and cinema which sit atop the Bookstore. By situating the multiuse space on the top floor of the addition, guests are treated to views of campus.



Limitations

SCALE 1"=100'

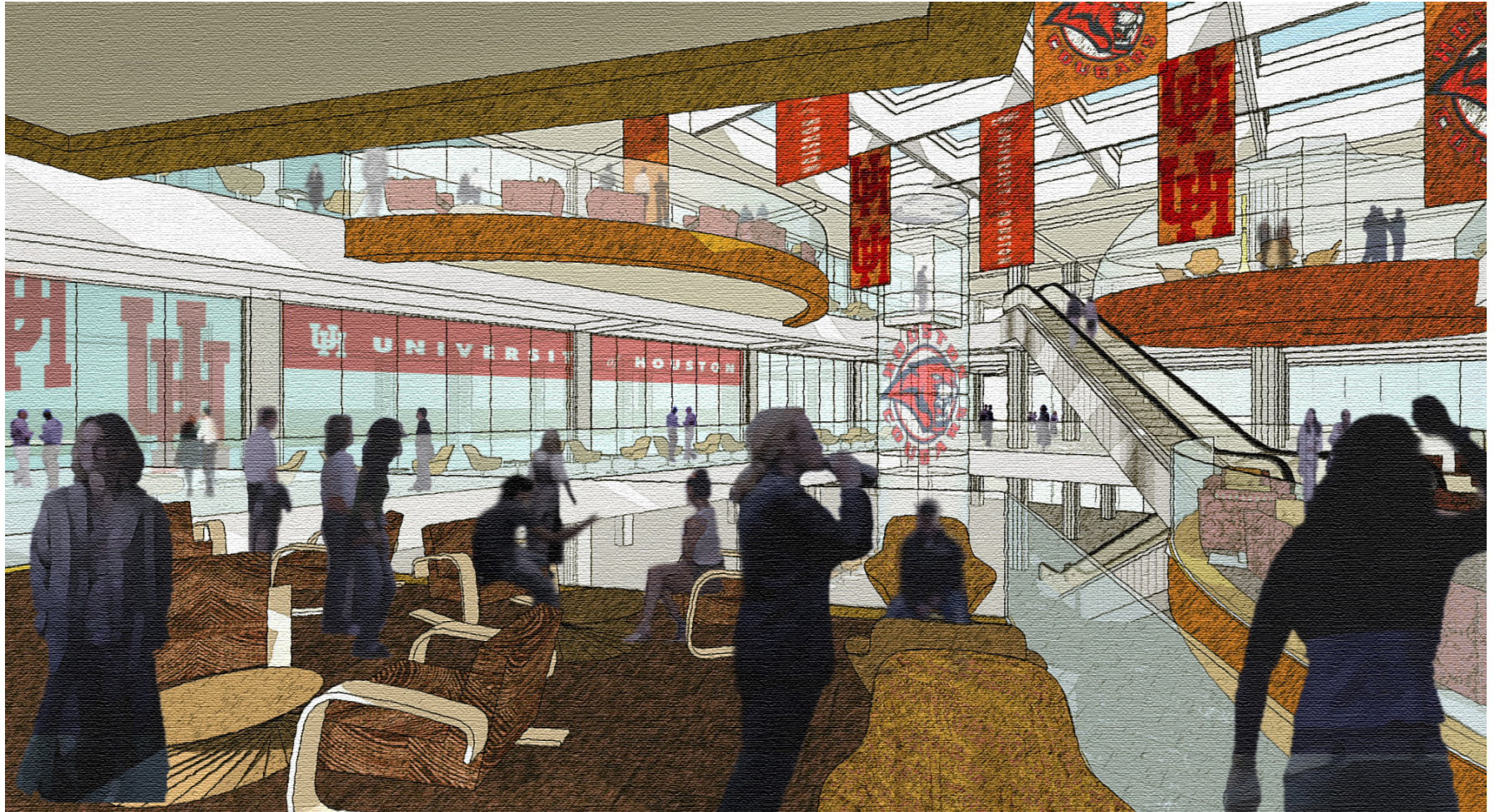
The complete renovation and expansion of the UC complex still occurs within the existing structure, which provides some limitations on the design, as well as translates to several phases of work. With the addition, the building becomes dimensionally longer, which is not a limitation necessarily, but a condition of now working with an entirely clean slate. In Option 3, parking and service areas will also have to be relocated.







At night the exterior is aglow with student life.



The enclosed Arbor and new student lounge spaces bring activity to the heart of the building. From varying vantage points are opportunities to see and be seen.



A new entry to the Underground forms a welcomed open-air gathering place for people-watching, dining and outdoor activities. Food and beverages are offered at this modest structure nestled among the trees.

IMPLEMENTATION

Preliminary Project Cost Model

For each of the three conceptual scenarios outlined in the previous chapter, "Opinions of Probable Cost" for the proposed capital improvements were developed. The "Opinion of Probable Cost" represents the total cost of the capital improvements required. The project costs are divided into two categories to achieve a Total Project Cost for each scenario as follows.

Category 1: Total Construction Cost. This category includes all costs associated with the construction improvements of the scenario. These costs include demolition, site work, utility upgrades, and all construction items included in Division 1-16 of the CSI Specification index for construction. General construction costs include contractor's overhead and profit; escalation to the midpoint of construction; phasing costs, which include temporary measures while the phased work occurs; and lastly bonds, insurance etc. The cost model does not include the provision for Owner imposed liquidated damages. If the University institutes liquidated damages against the contractor for any delays to this project, additional costs on the contractor's behalf may be incurred and result in an increase to the overall construction cost.

Category 2: Other Project Costs. These costs reflect the "soft" costs associated with the actual construction work. These costs include furniture fixtures and equipment; portable kitchen equipment; professional design fees; hazardous materials abatement; Owner administrative costs; and Owner's contingency.

The "Opinion of Probable Cost" models were developed based on the indication that the overall building would remain in operation during the work and the work would be phased. The cost data included in the models was developed from various sources of industry data; comparable cost data from other similar types of union renovation projects located across the United States; and from national standards including Engineering News-Record Cost Indexes for Building and Material. Finally individual cost factors that are unique to the University to construct the project were included. To be responsive to current local market conditions of Houston, Texas, ENR regional multipliers were used to provide the appropriate adjustment to the unit costs.

Construction market conditions in the past several years have reflected an industry of instability with highly variable ranges in prices and inflation of materials. Inflation has previously been attributed to material increases in areas that include steel, copper, concrete and other key building materials. More recently cost increases have been attributed to labor increases within the industry. While no cost model can fully predict future inflationary trends in the construction marketplace, these cost models have taken both historical changes into account and utilize current industry projections to the upcoming years. Due to current economic conditions, pricing in the Houston marketplace and the high cost of oil, the construction escalation for this project ranges from 12% to 15% per annum until the start of construction.

Escalation increases for the project are accounted for in two places in the cost model. The first accounting of escalation is identified as a total cost increase to the project from Fall 2008 to the start of the construction in 2011. This cost model assumes construction beginning 2011 on the initial phase. Should that timeline not be achieved, the cost model also includes a monthly escalation factor for the project should a delay occur. The impact of the delay can be calculated as the number of months construction begins after Fall 2008 multiplied by the escalation cost factor located at the bottom of the page.

Fundraising

Fundraising is often an important step towards the realization of a university center project. It is not uncommon to have a gap between what can be built with student fees and what the full vision of the building project maybe. At the University of Houston, both the multiuse space and cinema have been identified as programmatic elements that would enhance the UC but could only realistically be implemented from private giving.

Oklahoma State University current has a renovation and expansion project underway at the Student Union in Stillwater. While the student government voted to increase student fees, fundraising efforts are looking to secure another \$20 million in contributions to add to the project. The

Implementation of Preferred Option

Begin Construction Dec 2011

	OPTION 1			OPTION 2			OPTION 3		
	Unit	Unit Cost	Subtotal	Unit	Unit Cost	Subtotal	Unit	Unit Cost	Subtotal
CONSTRUCTION COSTS									
Site Improvements & Demolition									
A. Site Preparation		\$ 4.50	\$ -	20,000	\$ 4.50	\$ 90,000	35,000	\$ 4.50	\$ 157,500
B. Hazardous Materials			Inc Below			Inc Below			Inc Below
C. Select Demolition	244,150	\$ 2	\$ 488,300	109,868	\$ 5.25	\$ 576,804	170,905	\$ 5.25	\$ 897,251
D. Demolition of UC Building and UG HVAC	244,150	\$ 2.50	\$ 610,375	244,150	\$ 2.50	\$ 610,375	244,150	\$ 2.50	\$ 610,375
Subtotal			\$ 1,098,675			\$ 1,277,179			\$ 1,665,126
Building Construction in 2008 Dollars									
A. Renovation of UC	188,804	\$ 45.00	\$ 8,496,180	84,962	\$ 234.75	\$ 19,944,783	84,962	\$ 234.75	\$ 19,944,783
B. Renovation UC Underground (below grade)	55,300	\$ 45.00	\$ 2,488,500	24,885	\$ 169.75	\$ 4,224,229	24,885	\$ 169.75	\$ 4,224,229
C. UC Satellite Upgrades access	40,837	\$ 25.00	\$ 1,020,925	40,837	\$ 25.00	\$ 1,020,925	40,837	\$ 25.00	\$ 1,020,925
D. Mechanical & Finish Upgrades	244,104	\$ 78.50	\$ 19,162,164	134,303	\$ 130.00	\$ 17,459,416	134,303	\$ 130.00	\$ 17,459,416
F. New Construction	3,500	\$ 442.00	\$ 1,547,000	-	\$ 285.75	\$ -	25,844	\$ 345.00	\$ 8,916,281
Subtotal	244,104		\$ 32,714,769	244,150		\$ 42,649,352	269,994		\$ 51,565,633
Site work									
A. Landscape and Hardscape	30,000	\$25.00	\$ 750,000	30,000	\$15.00	\$ 450,000	30,000	\$15.00	\$ 450,000
B. Lighting and Site Signage		LS			LS			LS	
C. Utilities and Infrastructure			Inc			Inc			Inc
D. Site Mechanical / Electrical			Inc			Inc			Inc
Subtotal			\$ 750,000			\$ 450,000			\$ 450,000
Subtotal Construction			\$ 34,563,444	244,150	\$ 181.76	\$ 44,376,532	269,994	\$ 198.82	\$ 53,680,759
A. General Conditions, Overhead and Profit		13.2%	\$ 4,562,375		13.2%	\$ 5,857,702		13.2%	\$ 7,085,860
B. Escalation to Start FY 09	1.0	15.0%	\$ 5,868,873	1.0	15.0%	\$ 7,535,135	1.0	15.0%	\$ 9,114,993
C. Escalation to Start FY 10	1.0	12.0%	\$ 5,399,363	1.0	12.0%	\$ 6,932,324	1.0	12.0%	\$ 8,385,794
D. Escalation to Start FY 11	1.0	12.0%	\$ 6,047,287	1.0	12.0%	\$ 7,764,203	1.0	12.0%	\$ 9,392,089
E. Phasing Premium		0.0%	\$ -			\$ -			\$ -
F. Phase 1 - 14 months (2011 - 2012)			\$ 125,000			\$ 225,000			\$ 300,000
G. Phase 2 - 14 months (2012-2013)			\$ 125,000			\$ 225,000			\$ 225,000
H. Phase 3 - 12 months (2014-2015)			\$ 100,000			\$ 200,000			\$ 200,000
I. Liquidated Damage Penalty Fee			Not Included			Not Included			Not Included
J. Program and Architecture Contingency		5%	\$ 1,956,291		5%	\$ 2,511,712		5%	\$ 3,038,331
K. Builder & Owner's Reserve Const. @ 5% Each		10%	\$ 3,912,582		10%	\$ 5,023,423		10%	\$ 6,076,662
Total Construction Cost	244,104	\$ 257	\$ 62,660,214	244,150	\$ 330	\$ 80,651,031	269,994	\$ 361	\$ 97,499,488

Implementation of Preferred Option

Begin Construction Dec 2011

	OPTION 1			OPTION 2			OPTION 3		
	Unit	Unit Cost	Subtotal	Unit	Unit Cost	Subtotal	Unit	Unit Cost	Subtotal
OTHER PROJECT COSTS									
FF & E in FY 08 Dollars									
A. Furniture - (NSF) New and Existing	188,996	\$ 21	\$ 3,968,916	170,905	\$ 21	\$ 3,589,005	188,996	\$ 21	\$ 3,968,916
B. Fixtures and Equipment	188,996	\$ 5.00	\$ 944,980	170,905	\$ 5.00	\$ 854,525	188,996	\$ 5.00	\$ 944,980
C. Retail Fixtures	-	\$ 20.00	\$ -	-	\$ 20.00	\$ -	-	\$ 20.00	\$ -
D. Moveable Equipment Food Svc			\$ 250,000			\$ 250,000			\$ 250,000
E. FFE Design, Bid & Oversight		10%	\$ 491,390		10%	\$ 444,353		10%	\$ 491,390
F. Escalation (FFE) - 4 years to Bid		24%	\$ 1,357,269		24%	\$ 1,233,092		24%	\$ 1,357,269
Subtotal			\$ 7,012,554			\$ 6,370,975			\$ 7,012,554
Professional Fees Subtotal			7,719,915			9,210,962			11,047,444
Misc. Costs									
A. A. % for the Arts		1.00%	\$ 626,602		1.00%	\$ 806,510		1.00%	\$ 974,995
B. U of H Project Management Fee		3%	\$ 1,879,806		3%	\$ 2,419,531		3%	\$ 2,924,985
C. Printing Photo Costs		0.25%	\$ 156,651		0.25%	\$ 201,628		0.25%	\$ 243,749
D. D. Maintenance Endowment			TBD			TBD			TBD
E. Building Activation									
F. Data & Cabling Costs									
G. G. Security Equipment									
H. EOHA (Environmental + Health Safety)									
I. Moving Expenses			\$ 125,000			\$ 125,000			\$ 125,000
J. Review Fees			\$ 30,000			\$ 30,000			\$ 30,000
K. Permit Fees			\$ -			\$ -			\$ -
L. Fire Marshall Fees			\$ -			\$ -			\$ -
M. Surveys and Testing			\$ 35,000			\$ 35,000			\$ 35,000
N. Houston Sewer and Storm Water Tap Fees			Not Included			Not Included			Not Included
O. Road Utility Permit Fees			Not Included			Not Included			Not Included
P. Haz Mat Abatement (Per Quote esc fy 2011)			\$ 146,576			\$ 146,576			\$ 146,576
Subtotal Misc. Costs			\$ 2,999,635			\$ 3,764,244			\$ 4,480,304
Subtotal Other Project Costs (Soft)			\$ 17,732,104			\$ 19,346,182			\$ 22,540,302
Subtotal Funds Required for Project			\$ 80,392,317			\$ 99,997,213			\$ 120,039,790
TOTAL PROJECT COST IN 2011 Dollars		\$ 329.34	\$ 80,392,317		\$ 409.57	\$ 99,997,213		\$ 444.60	\$ 120,039,790
Exclusions:									
Escalation / Month after 2011 Start @ .67% per Mo.			\$ 334,971			\$ 416,658			\$ 500,170

University of Wisconsin-Madison has begun the design process for Union South, in addition to student fees and revenue generated by the union, the project is being funded in part with private donations.

Financial Analysis

To understand the financial implications of implementing a transformation of the University Center, Brailsford & Dunlavey developed an integrated financial model to analyze the project's feasibility and to determine a required student fee to support the total project cost estimate. While the model included is based on a \$100 million project concept that emerged as the most viable from the study, several scenarios testing a variety of institutional assumptions, market conditions and development options were analyzed to identify the range of risks inherent in the proposed project. As the University refines the project parameters, the model should be updated so that decisions can be made using the most comprehensive information available.

The use of conservative assumptions throughout the analysis is intended to allow the University to proceed with the knowledge that detailed implementation and operating decisions can be made within the established financial parameters without compromising the project scope or quality. Due to unforeseeable circumstances beyond the project team's control, actual performance may vary significantly from projections. Therefore, B&D cannot ensure that the results highlighted in this report will portray the actual performance of the proposed project.

Methodology

To determine the projected financial performance of the University Center facilities, B&D relied heavily on financial records provided by UC staff, interviews with various University personnel, market analysis information gathered during other phases of the feasibility study, and prior experience planning similar projects. B&D's financial analysis uses the existing operating budget and income and expense projects as primary inputs for the model. Holzman Moss provided the project development budget, escalation projections, phasing plan and the estimated build-out cost for the Bookstore space which defined the contractor and / or Business Services contribution required to upgrade that space. Using assumptions for these variables, the model details projected revenues, expenses, project costs,

and debt capacity. Any change in assumptions within one of these components automatically forces a corresponding adjustment elsewhere to maintain the models internal consistency.

All revenue and expense assumptions were developed in 2008 dollars then escalated for inflation. All University Center improvements outlined in the financial model are phased with the initial phase assumed to open for operation in 2012 and the two succeeding phases to be completed in one year each, opening in 2013 and 2014 respectively.

Any change in the opening years will result in changes to total project costs, therefore impacting the overall feasibility of the project within the revenue and expense assumptions herein. The assumptions underpinning the model are described below and the model in spreadsheet form is provided later in this chapter.

Financial Assumptions

Development Costs

The project tested through the financial modeling process is the product of the detailed market analysis and programming effort overseen by the UC Project Steering Committee. B&D's survey and demand-based programming served as baselines in determining the types and size of spaces for both the University Center and the UC Satellite. Costs of infrastructure improvements necessary in both facilities significantly impacted the scale of the renovations - and completely eliminated consideration of new construction - from the conceptual project budget developed by Holzman Moss Architecture used in the financial analysis.

The total project cost for renovation of 55% of the University Center (approximately 110,000 sq. ft.), finish / mechanical systems upgrades to the UC and minor access upgrades for the UC Satellite was estimated at \$100 Million. The total project cost includes estimate for hard and soft costs and for escalation as well as for a three-phase implementation schedule with construction starting in 2010.

A major component of the program and the project budget is re-location, expansion and/or upgrade of the UH Bookstore. HMA estimated this element to cost \$6.4 million to build out and that amount has been included as a "contribution to equity" from the Bookstore contract / University Auxiliary Services in the financial model.

The program that was used to develop the total project costs and required student fees included the following:

- Much larger and more visible student organization office space, including more workstations, resource, storage, and meeting space on the ground, rather than underground-level;
- A variety of social lounge spaces, including large social lounges, recreation / games activity areas and quiet study lounges with the possibility of late-night / 24-hour access;
- Significantly enhanced food service operations, including more appropriately scaled production space, more accessible serving areas and increased seating;
- Intentionally-developed outdoor programming / seating "rooms" linked to UC interior spaces through a more transparent building envelope;
- More meeting / function rooms, and some smaller meeting rooms that can also serve as small group study / project rooms;
- Re-configured administrative office and facility support spaces to improve client service and efficiency;
- Improved retail core with enhanced visibility and more efficient configurations;
- Re-location of Student Publication offices to the UC from the Communication building; and,
- An enhanced Bookstore with an additional 12,000 square feet of sales and storage space.

Semester Implemented (fee paid Fall & Spring semesters)	% of Total Fee Increase	Incremental Increase	Total New Fee (per student / semester)	Total UC Fees (per student / semester)
Fall 2010	25%	\$34	\$34	\$69
Fall 2011	50%	\$36	\$70	\$105
Fall 2012	75%	\$32	\$102	\$137
Fall 2013	100%	\$34	\$136	\$171
Fall 2014	0%	\$0	\$136	\$171

Table 1

Student Fees

The financial model assumes an additional UC student fee would be established to fund both the capital requirements and on-going operating costs of the renovated UC facilities. This fee increase would be added to the existing UC fee of \$35 per semester that has been collected for many years. The financial model uses a phased implementation of the fee, as shown in Table 1, to increase the UC fee to a total of \$171 per student each fall and spring semester by the year the UC project is completed in 2014. This approach also assumes an additional summer session UC fee of 50% of the regular semester incremental increase would be implemented over the same schedule.

This phased fee implementation strategy creates an "early collection equity fund" that along with the Bookstore "build-out contribution" described above is utilized to reduce the amount of indebtedness from approximately \$100 million to approximately \$88 million. Based on current UH practice, the model does not include any interest earnings from the pre-opening fees accrued.

Currently, nearly \$1.3 million from the Student Services Fee is allocated to the UC operating budget annually to support staff costs and program initiatives. The funding also offsets operating costs for the 6,300 square feet of Student Affairs office space in the UC. The financial model assumes this allocation will continue as it serves to offset the lack of any inflationary adjustments to the existing \$35 UC fees for many years.

It is assumed that student fees will be calculated on a headcount basis and apply to all students enrolled on campus. Gradual enrollment growth to a total semester headcount of 40,000 was included in the model using official UH projections provided by the UC Administrative Office. The model also includes an annual inflationary adjustment to the new UC fee of 1% each year, starting in the 2015-16 academic year. Although this approach has not been applied to the existing UC fee, it will be necessary for the new fee to ensure that the debt coverage ratio of 1.15 is maintained throughout the assumed 30-year term of the bond obligation. A range of fee implementation strategies can be explored, once a fee tolerance threshold has been established by the University.

Revenues

In the 2007 fiscal, used as a base for projection in the financial model, student fees accounted for 73% of the total UC budget. The remaining 27% was generated through long-term leases, daily rentals and a percentage of profits generated within the facility. Although the financial model includes projected increases in all categories of revenue, the renovation project cost will require a substantial change in the ratio of fee revenue to speculative revenue. Approximately 12%-13% of the total University Center Facilities' budget will be derived from generated income once debt servicing begins as the project is completed.

In addition to student fees, revenue to support an enhanced University Center will be generated from the retail and other user charges. The user charges include retail tenant lease income, UC self-operated retail functions, meeting / event space rentals, food service commissions, recreation area user charges and miscellaneous other revenues.

B&D established a baseline revenue level by analyzing two years of actual data along with budgeted projections for Fiscal Year 2008. Survey demand data was factored with B&D's professional experience to develop an estimate of additional income of approximately 15% based on higher traffic volume and increased customer capture resulting from contemporary facilities that will be "right-sized" to ensure revenue per square foot grows. This 15% factor was applied to both lease-based as well as sales-based income, which results in a relatively conservative overall approach.

The models accounts for the impact of the phased construction project through the application of a "ramp up" factor to all speculative revenues over a five-year period. This strategy calculates 80% of potential income in 2010 due to "business disruption," 90% in 2011, 95% in 2012 and 100% in 2013, based on the assumption that the retail areas will be most impacted in the earlier phases of the project but can be fully operational during the Phase III / final year of renovations.

Expenses

Expenses required for the ongoing operation of the University Center and UC Satellite facilities have been summarized in the model as Personnel and Facility Operating expenses. Analysis of base year expenses showed that total operating cost for the existing 284,987 square feet of space averages to approximately \$15.50 per square foot. Staff salaries and benefits account for 57% of total expenses, while non-personnel expenses, including utilities, service contracts, cost of sales, supplies, etc., make up the other 43%.

Personnel expenses included all salaries and benefits for full-time, part-time, student and work-study employees. The assumptions were developed based on the existing staffing plan and salary / wage schedule provided by University personnel. No additional staff positions were projected to support the renovated University Center since new systems, finishes and configurations are anticipated to increase efficiency significantly, but an increase of 4% annually in total personnel costs are assumed.

The total budget is sufficient to maintain the building and deliver University Center programs at a high level. However, some detailed adjustments will occur during the business planning phase and beyond. It is important that the University treat these numbers as a budget rather than as a projection of operating costs.

Pro Forma

B&D's financial analysis created a operating pro forma that reflects the year-to-year operations of the proposed University Center project through construction and opening for a ten-year period. Based on the revenues, expenses, and student fees described above, this financial model reflects a self-sustaining operation without deficits.

Also included within the pro forma are assumptions on an annual debt payment with a 1.15 debt coverage ratio. A facility and equipment reserve fund will begin to accumulate as the UC fee increase is implemented, providing a \$100,000 annual contribution to the fund. This reserve fund will allow the University Center to plan for future capital

projects and / or replacements to prevent deferred maintenance issues from reoccurring. This reserve account is important but the funding schedule is conceptual and could be adjusted if modifications to the model are necessary.

Debt Capacity

The financial model assumes that the proposed total project cost will be financed with debt to be repaid using student fee revenue and other income generated within the facilities. Because operating expenses are covered by student fee revenues, the model balances facility size and components, required operating expenses, and financing assumptions with projected revenues to determine the debt capacity of the project. Debt capacity is defined as the maximum amount of debt that can be supported by the net operating income of the development given the financing terms and debt coverage ratio. The debt coverage ratio is the minimum factor by which the annual net operating income must exceed the actual debt service payment to provide a buffer for financial risk.

The financial model scenario (following page) summarizes the model's assumptions and conclusions, highlighting the project's 1:15 debt coverage ratio, a tax-exempt interest rate of 5.25 and a 30-year debt service term that stabilizes in the second year of full operation, which is also year of the project's final phase. As a result of the phase fee increase approach, an interest-only debt service payment is necessary in the project's initial year to maintain the 1:15 debt coverage ratio.

UH bonding options and the overall state of the construction market may dictate that these assumptions be adjusted and the B&D financial modeling methodology can generate new scenarios as the realities of the project become more concrete.

Scenario Summary

DEBT ASSUMPTIONS

Amount of Issued Debt = \$88 Million
 Annual Debt Service Payment = \$5.88 Million
 Debt Capacity Based on Stabilized 2nd Year
 Debt Coverage Ratio = 1.38 (1.15 Over Term)
 Interest Rate = 5.25%
 Term = 30 Years (Yr 1 - Interest Only)

REVENUE ASSUMPTIONS

Existing UC Student Fee = \$ 35.00 per Student per Term
 Total Existing UC Student Fee per Year = \$ 87.50 per Student
 New UC Student Fee = \$ 136.00 per Student per Term after Phasing
 Total New UC Fee per Year = \$ 340.00 per Student per year after Phasing
 Total UC Student Fee Per Year @ Opening=\$ 428
 New Fee inc. 1% Annual Inflation Increase After Phase 3 Opens in FY 2014

FACILITY ASSUMPTIONS

Total Gross Sq. Ft. = 284987 G.S.F.
 Renovaton Gross Sq. Ft. = 284987 G.S.F.
 Total Sq. Ft. Under UC Mgmt = 284987 G.S.F.
 Operating Costs Per SF = 18.40 Per G.S.F.

EQUITY ASSUMPTIONS

UC Reserves for Capital Contribution	\$0
Early Fee Collection	\$5,761,118
Bookstore Contribution*	\$6,420,500
Fundraising Contribution	\$0
Total Equity	\$12,181,600

Year 2 Debt Capacity	= \$105,452,000
Project Equity	= \$12,181,600
Total Funding Capacity	= \$117,633,600
Total Estimated Project Cost	= \$99,997,200
Yr 2 Project Balance (if -, then Add'l Funding Req'd)	= \$17,636,000

*Bookstore Contribution to pay for upfit beyond basic building systems / life safety upgrades funded by project.

Implementation of Preferred Option

Source	Base Year	First Year	2008	2009	2010	2011	Opening P1	Opening P2	Opening P3
	2007	Factor					2012	2013	2014
INCOME									
Existing Student Fee Income	\$3,687,000	100%	\$3,998,300	\$4,025,000	\$4,055,600	\$4,086,200	\$4,116,900	\$4,147,500	\$4,178,100
New Student Fee Income *	\$0	100%	\$0	\$0	\$1,891,900	\$3,869,200	\$5,803,100	\$7,822,500	\$7,907,500
Other Revenue	\$1,356,000	100%	\$1,383,213	\$1,407,113	\$1,150,400	\$1,222,500	\$1,530,200	\$1,625,900	\$1,665,600
INCOME SUBTOTAL	\$5,043,000		\$5,381,513	\$5,432,113	\$7,097,900	\$9,177,900	\$11,450,200	\$13,595,900	\$13,751,200
TOTAL INCOME	\$5,043,000		\$5,381,513	\$5,432,113	\$7,097,900	\$9,177,900	\$11,450,200	\$13,595,900	\$13,751,200
EXPENSES									
Personnel Expenses	\$2,480,400	100%	\$2,579,600	\$2,682,800	\$2,790,100	\$2,901,700	\$3,017,800	\$3,138,500	\$3,264,000
Non-Personnel Expenses	\$1,927,000	100%	\$1,984,800	\$2,044,300	\$2,105,600	\$2,168,800	\$2,236,463	\$2,303,600	\$2,372,700
EXPENSES SUBTOTAL	\$4,407,400		\$4,564,400	\$4,727,100	\$4,895,700	\$5,070,500	\$5,254,263	\$5,442,100	\$5,636,700
TOTAL EXPENSES	\$4,407,400		\$4,564,400	\$4,727,100	\$4,895,700	\$5,070,500	\$5,254,263	\$5,442,100	\$5,636,700
NET OPERATING INCOME	\$636,000		\$817,000	\$705,000	\$2,202,000	\$4,107,000	\$6,196,000	\$8,154,000	\$8,115,000
New Debt Service		100%					\$4,610,320 ¹	\$5,876,352	\$5,876,352
TOTAL DEBT SERVICE			\$0	\$0	\$0	\$0	\$4,610,320	\$5,876,352	\$5,876,352
Debt Coverage Ratio							1.34	1.39	1.38
CASH FLOW AFTER DEBT SERVICE			\$817,000	\$705,000	\$2,202,000	\$4,107,000	\$1,586,000	\$2,278,000	\$2,239,000
CUMULATIVE CASH FLOW AFTER DEBT SERVICE							\$1,586,000	\$3,864,000	\$6,103,000
Non-Mandatory Cash Transfers:									
Facility Reserve			\$0	\$0	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000
Equipment Reserve			\$0	\$0	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000
Total Reserves			\$0	\$0	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000
CUMULATIVE REPLACEMENT RESERVE			\$0	\$0	\$100,000	\$100,000	\$100,000	\$200,000	\$300,000
CASH FLOW AFTER EXPENDITURES			\$817,000	\$705,000	\$2,102,000	\$4,007,000	\$1,486,000	\$2,178,000	\$2,139,000
CUMULATIVE CASH FLOW AFTER EXPENDITURES							\$1,486,000	\$3,664,000	\$5,803,000

1. Year 1 debt service assumed as "Interest-only" to achieve 1.15 or better DCR with UC Fee phasing; see Amortization Schedule for detail.

Basic Operating Pro Forma

Implementation of Preferred Option

Source	Base Year 2007	First Year Factor	2015	2016	2017	2018	2019	2020	2021
INCOME									
Existing Student Fee Income	\$3,687,000	100%	\$4,208,700	\$4,239,400	\$4,270,000	\$4,300,600	\$4,331,200	\$4,361,900	\$4,392,500
New Student Fee Income *	\$0	100%	\$8,072,400	\$8,239,800	\$8,409,800	\$8,582,400	\$8,757,500	\$8,935,300	\$9,115,800
Other Revenue	\$1,356,000	100%	\$1,706,300	\$1,748,300	\$1,791,700	\$1,836,200	\$1,882,000	\$1,929,400	\$1,978,100
INCOME SUBTOTAL	\$5,043,000		\$13,987,400	\$14,227,500	\$14,471,500	\$14,719,200	\$14,970,700	\$15,226,600	\$15,486,400
TOTAL INCOME	\$5,043,000		\$13,987,400	\$14,227,500	\$14,471,500	\$14,719,200	\$14,970,700	\$15,226,600	\$15,486,400
EXPENSES									
Personnel Expenses	\$2,480,400	100%	\$3,394,600	\$3,530,400	\$3,671,600	\$3,818,500	\$3,971,200	\$4,130,000	\$4,295,200
Non-Personnel Expenses	\$1,927,000	100%	\$2,443,900	\$2,517,200	\$2,592,700	\$2,670,500	\$2,750,600	\$2,833,100	\$2,918,100
EXPENSES SUBTOTAL	\$4,407,400		\$5,838,500	\$6,047,600	\$6,264,300	\$6,489,000	\$6,721,800	\$6,963,100	\$7,213,300
TOTAL EXPENSES	\$4,407,400		\$5,838,500	\$6,047,600	\$6,264,300	\$6,489,000	\$6,721,800	\$6,963,100	\$7,213,300
NET OPERATING INCOME	\$636,000		\$8,149,000	\$8,180,000	\$8,207,000	\$8,230,000	\$8,249,000	\$8,264,000	\$8,273,000
New Debt Service		100%	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352
TOTAL DEBT SERVICE			\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352
Debt Coverage Ratio			1.39	1.39	1.40	1.40	1.40	1.41	1.41
CASH FLOW AFTER DEBT SERVICE			\$2,273,000	\$2,304,000	\$2,331,000	\$2,354,000	\$2,373,000	\$2,388,000	\$2,397,000
CUMULATIVE CASH FLOW AFTER DEBT SERVICE			\$8,376,000	\$10,680,000	\$13,011,000	\$15,365,000	\$17,738,000	\$20,126,000	\$22,523,000
Non-Mandatory Cash Transfers:									
Facility Reserve			\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000
Equipment Reserve			\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000
Total Reserves			\$100,000	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000
CUMULATIVE REPLACEMENT RESERVE			\$400,000	\$500,000	\$600,000	\$700,000	\$800,000	\$900,000	\$1,000,000
CASH FLOW AFTER EXPENDITURES			\$2,173,000	\$2,204,000	\$2,231,000	\$2,254,000	\$2,273,000	\$2,288,000	\$2,297,000
CUMULATIVE CASH FLOW AFTER EXPENDITURES			\$7,976,000	\$10,180,000	\$12,411,000	\$14,665,000	\$16,938,000	\$19,226,000	\$21,523,000
1. Year 1 debt service assumed as "Interest-only" to achieve 1.15 or better DCR									

Basic Operating Pro Forma

Implementation of Preferred Option

	Base					Opening P1	Opening P2	Opening P3
Student Fee Revenue:	2007	2008	2009	2010	2011	2012	2013	2014
Existing UC Student Fee Income	\$2,417,900	\$2,722,100	\$2,748,800	\$2,779,400	\$2,810,000	\$2,840,700	\$2,871,300	\$2,901,900
New UC Student Fee Income	\$0	\$0	\$0	\$1,891,873	\$3,869,245	\$5,803,118	\$7,822,491	\$7,907,491
Subtotal of UC Student Fee Income ¹	\$2,417,900	\$2,722,100	\$2,748,800	\$4,671,273	\$6,679,245	\$8,643,818	\$10,693,791	\$10,809,391
Student Service Fee Subsidy (SFAC)	\$1,268,955	\$1,276,195	\$1,276,195	\$1,276,195	\$1,276,195	\$1,276,195	\$1,276,195	\$1,276,195
Revenue Ramp Up Period				80%	90%	95%	100%	100%
Recreation / Games Area ²	2007	2008	2009	2010	2011	2012	2013	2014
Recreation Revenue	\$347,568	\$358,000	\$368,700	\$379,800	\$391,200	\$402,900	\$415,000	\$427,500
Subtotal Including Revenue Ramp Up Period	\$347,568	\$358,000	\$368,700	\$303,840	\$352,080	\$382,755	\$415,000	\$427,500
Bookstore ²	2007	2008	2009	2010	2011	2012	2013	2014
Bookstore - Common Area Management Agreement	\$76,695	\$79,000	\$81,400	\$83,800	\$86,300	\$90,800	\$93,500	\$96,300
Subtotal Including Revenue Ramp Up Period	\$76,695	\$79,000	\$81,400	\$67,040	\$77,670	\$86,260	\$93,500	\$96,300
Food Service ²	2007	2008	2009	2011	2011	2012	2013	2014
Food Service Rent / Commissions	\$326,515	\$336,300	\$346,400	\$356,800	\$367,500	\$375,000	\$386,300	\$397,900
Subtotal	\$326,515	\$336,300	\$346,400	\$285,440	\$330,750	\$356,250	\$386,300	\$397,900
University Space Lease ²	2007	2008	2009	2011	2011	2012	2013	2014
University Office Rental	\$22,800	\$23,500	\$24,200	\$24,900	\$25,600	\$26,400	\$27,200	\$28,000
Subtotal	\$22,800	\$23,500	\$24,200	\$24,900	\$25,600	\$26,400	\$27,200	\$28,000
Commercial Rentals ²	2007	2008	2009	2011	2011	2012	2013	2014
5 lease stalls @ \$14.66/sq ft average	\$78,726	\$78,726	\$78,726	\$78,726	\$78,700	\$99,560	\$102,500	\$105,600
Subtotal Including Revenue Ramp Up Period	\$74,790	\$78,726	\$78,726	\$62,981	\$70,830	\$94,582	\$102,500	\$105,600
Other Income ²	2007	2008	2010	2011	2011	2012	2013	2014
Meeting / Conference User Charges	\$248,415	\$248,415	\$248,415	\$198,732	\$178,859	\$285,670	\$294,240	\$303,067
UC Retail Operations	\$259,271	\$259,271	\$259,271	\$207,417	\$186,675	\$298,250	\$307,200	\$307,200
Subtotal Including Revenue Ramp Up Period	\$507,687	\$507,687	\$507,687	\$406,149	\$365,534	\$583,920	\$601,440	\$610,267
EXISTING STUDENT FEE INCOME (inc. SFAC)	\$3,686,855	\$3,998,295	\$4,024,995	\$4,055,595	\$4,086,195	\$4,116,895	\$4,147,495	\$4,178,095
NEW STUDENT FEE INCOME	\$0	\$0	\$0	\$1,891,873	\$3,869,245	\$5,803,118	\$7,822,491	\$7,907,491
TOTAL STUDENT FEE INCOME	\$3,686,855	\$3,998,295	\$4,024,995	\$5,947,468	\$7,955,440	\$9,920,013	\$11,969,986	\$12,085,586
NON-STUDENT FEE INCOME	1,356,054	1,383,213	1,407,113	1,150,400	1,222,500	1,530,200	1,625,900	1,665,600
TOTAL INCOME	\$5,042,900	\$5,381,500	\$5,432,100	\$7,097,900	\$9,177,900	\$11,450,200	\$13,595,900	\$13,751,200
PERCENT OF BUDGET NOT SUPPORTED BY STUDENT FEE	27%	26%	26%	16%	13%	13%	12%	12%

Income from University Center Fees and Operations (Phased by Construction Schedule)

Notes: 1. Annual student fee increases shown based on enrollment growth projection and inflationary adjustment of 1% per year.
1. Increase in other revenues shown based on annual adjustment of 3%.

Implementation of Preferred Option

Student Fee Revenue:	2015	2016	2017	2018	2019	2020	2021
Existing UC Student Fee Income	\$2,932,500	\$2,963,200	\$2,993,800	\$3,024,400	\$3,055,000	\$3,085,700	\$3,116,300
New UC Student Fee Income	\$8,072,416	\$8,239,848	\$8,409,822	\$8,582,372	\$8,757,531	\$8,935,336	\$9,115,821
Subtotal of UC Student Fee Income ¹	\$11,004,916	\$11,203,048	\$11,403,622	\$11,606,772	\$11,812,531	\$12,021,036	\$12,232,121
Student Service Fee Subsidy (SFAC)	\$1,276,195	\$1,276,195	\$1,276,195	\$1,276,195	\$1,276,195	\$1,276,195	\$1,276,195
Revenue Ramp Up Period	100%	100%	100%	100%	100%	100%	100%
Recreation / Games Area ²	2015	2016	2017	2018	2019	2020	2021
Recreation Revenue	\$440,300	\$453,500	\$467,100	\$481,100	\$495,500	\$510,400	\$525,700
Subtotal Including Revenue Ramp Up Period	\$440,300	\$453,500	\$467,100	\$481,100	\$495,500	\$510,400	\$525,700
Bookstore ²	2015	2016	2017	2018	2019	2020	2021
Bookstore - Common Area Management Agreement	\$99,200	\$102,200	\$105,300	\$108,500	\$111,800	\$115,200	\$118,700
Subtotal Including Revenue Ramp Up Period	\$99,200	\$102,200	\$105,300	\$108,500	\$111,800	\$115,200	\$118,700
Food Service ²	2015	2016	2017	2018	2019	2020	2021
Food Service Rent / Commissions	\$409,800	\$422,100	\$434,800	\$447,800	\$461,200	\$475,000	\$489,300
Subtotal	\$409,800	\$422,100	\$434,800	\$447,800	\$461,200	\$475,000	\$489,300
University Space Lease ²	2015	2016	2017	2018	2019	2020	2021
University Office Rental	\$28,800	\$29,700	\$30,600	\$31,500	\$32,400	\$33,400	\$34,400
Subtotal	\$28,800	\$29,700	\$30,600	\$31,500	\$32,400	\$33,400	\$34,400
Commercial Rentals ²	2015	2016	2017	2018	2019	2020	2021
5 lease stalls @ \$14.66/sq ft average	\$108,800	\$112,100	\$115,500	\$119,000	\$122,600	\$126,300	\$130,100
Subtotal Including Revenue Ramp Up Period	\$108,800	\$112,100	\$115,500	\$119,000	\$122,600	\$126,300	\$130,100
Other Income ²	2015	2016	2017	2018	2019	2020	2021
Meeting / Conference User Charges	\$312,159	\$321,524	\$331,170	\$341,105	\$351,338	\$361,878	\$372,735
UC Retail Operations	\$307,200	\$307,200	\$307,200	\$307,200	\$307,200	\$307,200	\$307,200
Subtotal Including Revenue Ramp Up Period	\$619,359	\$628,724	\$638,370	\$648,305	\$658,538	\$669,078	\$679,935
EXISTING STUDENT FEE INCOME (inc. SFAC)	\$4,208,695	\$4,239,395	\$4,269,995	\$4,300,595	\$4,331,195	\$4,361,895	\$4,392,495
NEW STUDENT FEE INCOME	\$8,072,416	\$8,239,848	\$8,409,822	\$8,582,372	\$8,757,531	\$8,935,336	\$9,115,821
TOTAL STUDENT FEE INCOME	\$12,281,111	\$12,479,243	\$12,679,817	\$12,882,967	\$13,088,726	\$13,297,231	\$13,508,316
NON-STUDENT FEE INCOME	1,706,300	1,748,300	1,791,700	1,836,200	1,882,000	1,929,400	1,978,100
TOTAL INCOME	\$13,987,400	\$14,227,500	\$14,471,500	\$14,719,200	\$14,970,700	\$15,226,600	\$15,486,400
PERCENT OF BUDGET NOT SUPPORTED BY STUDENT FEE	12%	12%	12%	12%	13%	13%	13%

Income from University Center Fees and Operations (Phased by Construction Schedule)

Notes: 1. Annual student fee increases shown based on enrollment growth projection and inflationary adjustment of 1% per year.
1. Increase in other revenues shown based on annual adjustment of 3%.

Implementation of Preferred Option

<i>Enrollment-based Fee Projections</i>				BASE					Opening P1	Opening P2	Opening P3
				FY 07-08							
Enrollment Assumptions -		Variables	2007	2008	2009	2010	2011	2012	2013	2014	
Student Enrollment - Headcount per Year (2 terms) ^{1, 2}	65,385		58,595	67,287	68,037	68,787	69,537	70,287	71,037	71,787	
Student Enrollment - Headcount per Summer (1 terms) ^{1, 2}	18,760		20,750	20,976	21,000	21,250	21,500	21,750	22,000	22,250	
Est. Headcount Enrollment - Fall - Spring applied to New UC Fee ^{1, 2}	68,000										
Est. Headcount Enrollment - Summer applied to New UC Fee ^{1, 2}	21,000										
Additional Full-time Students Per Year		750									
Additional Part-time Students Per Summer		250									
Percent Fee Increase Per Year		3.00%									
Existing UC Fee			2007	2008	2009	2010	2011	2012	2013	2014	
UC Fee per Student in Fall-Spring	\$35.00		\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	
UC Summer Fee per Student	\$17.50		\$17.50	\$17.50	\$17.50	\$17.50	\$17.50	\$17.50	\$17.50	\$17.50	
Capture Rates ³		100.0%									
New Student Fee for UC Project			2007	2008	2009	2010	2011	2012	2013	2014	
Fee Increase Strategy	% / Year		0%	0%	0%	25%	50%	75%	100%	100%	
New UC Fee per Student in Fall-Spring	\$136.00		\$0.00	\$0.00	\$0.00	\$34	\$70	\$102	\$136.00	\$136.00	
New UC Summer Fee per Student	\$68.00		\$0.00	\$0.00	\$0.00	\$17.00	\$34.00	\$51.00	\$68.00	\$68.00	
Annual Fee Income			2007	2008	2009	2010	2011	2012	2013	2014	
UC Student Fee / Year			\$2,417,910	\$2,722,117	\$2,748,782	\$2,779,407	\$2,810,032	\$2,840,657	\$2,871,282	\$2,901,907	
New UC Student Fee per Year			\$0	\$0	\$0	\$1,891,873	\$3,869,245	\$5,803,118	\$7,822,491	\$7,907,491	
Total Student Fee			2007	2008	2009	2010	2011	2012	2013	2014	
Total Fee Income			\$2,417,910	\$2,722,117	\$2,748,782	\$4,671,280	\$6,679,277	\$8,643,775	\$10,693,773	\$10,809,398	

NOTES:

- FY07-08 Headcount Enrollment Data provided by UH University Center.
- Headcount Growth Assumed based on enrollment growth plan to 40,000 provided by UH University Center.
- Capture Rate assumes 100% of all students

<u>Student Fee Scenarios (Per Student)</u>	
Existing Fee per Term	35.00
Existing Fee per Summer Term	17.50
Total Existing Fee Per Year	87.50
New Fee Per Term	136.00
New Fee per Summer Term	68.00
Total New Fee Per Year	340.00
Total Fee per Year	<u>\$428</u>

Enrollment-based Fee Projections

Implementation of Preferred Option

<i>Enrollment-based Fee Projections</i>									
Enrollment Assumptions -		Variables	2015	2016	2017	2018	2019	2020	2021
Student Enrollment - Headcount per Year (2 terms) ^{1, 2}	65,385		72,537	73,287	74,037	74,787	75,537	76,287	77,037
Student Enrollment - Headcount per Summer (1 terms) ^{1, 2}	18,760		22,500	22,750	23,000	23,250	23,500	23,750	24,000
Est. Headcount Enrollment - Fall - Spring applied to New UC Fee ^{1, 2}	68,000								
Est. Headcount Enrollment - Summer applied to New UC Fee ^{1, 2}	21,000								
Additional Full-time Students Per Year		750							
Additional Part-time Students Per Summer		250							
Percent Fee Increase Per Year		3.00%							
Existing UC Fee			2015	2016	2017	2018	2019	2020	2021
UC Fee per Student in Fall-Spring	\$35.00		\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00
UC Summer Fee per Student	\$17.50		\$17.50	\$17.50	\$17.50	\$17.50	\$17.50	\$17.50	\$17.50
Capture Rates ³		100.0%							
New Student Fee for UC Project			2015	2016	2017	2018	2019	2020	2021
Fee Increase Strategy		% / Year	100%	100%	100%	100%	100%	100%	100%
New UC Fee per Student in Fall-Spring	\$136.00		\$137.36	\$138.73	\$140.12	\$141.52	\$142.94	\$144.37	\$145.81
New UC Summer Fee per Student	\$68.00		\$68.68	\$69.37	\$70.06	\$70.76	\$71.47	\$72.18	\$72.91
Annual Fee Income			2015	2016	2017	2018	2019	2020	2021
UC Student Fee / Year			\$2,932,532	\$2,963,157	\$2,993,782	\$3,024,407	\$3,055,032	\$3,085,657	\$3,116,282
New UC Student Fee per Year			\$8,072,416	\$8,239,848	\$8,409,822	\$8,582,372	\$8,757,531	\$8,935,336	\$9,115,821
Total Student Fee			2015	2016	2017	2018	2019	2020	2021
Total Fee Income			\$11,004,948	\$11,203,005	\$11,403,604	\$11,606,779	\$11,812,563	\$12,020,993	\$12,232,103
NOTES:									
1 FY07-08 Headcount Enrollment Data provided by UH University Center.									
2 Headcount Growth Assumed based on enrollment growth plan to 40,000 provided by UH University Center.									
3 Capture Rate assumes 100% of all students									
Student Fee Scenarios (Per Student)									
Existing Fee per Term 35.00									
Existing Fee per Summer Term 17.50									
Total Existing Fee Per Year 87.50									
New Fee Per Term 136.00									
New Fee per Summer Term 68.00									
Total New Fee Per Year 340.00									
Total Fee per Year \$428									

Enrollment-based Fee Projections

Implementation of Preferred Option

Other Income - Existing Sources			
Recreation/Games Area ¹		Food Services ^{1,2}	
Total Existing Recreation Revenue (07-08)	\$ 347,568	Food Service Commissions/Rent (07-08)	\$326,515
Bowling	192,205	Total Estimated Increase in Food Service Sales from Improvements	15%
Pool - Table Tennis	\$104,998	New Food Service Commissions/Rent (2012)	\$375,000
Video - Arcade Games	\$50,365		
Recreation Revenue (2012)	\$ 379,800		
UC Retail Sales ¹		Bookstore ^{1,2}	
Total UC Retail Revenue (07-08)	\$259,271	Existing Common Area Management Agreement (07-08)	\$76,695
Shasta's Cones & More	\$80,049	Total Estimated Increase in Bookstore Sales from Improvements	15%
Creation Station	\$32,708	New Bookstore Contribution over Base Year (2012)	\$88,200
Miscellaneous Sales & Income (Business Office)	\$146,514		
Estimated % Increase in UC Retail Sales from Improvements	15%		
New UC Retail Revenue (2012)	\$298,250		
Meeting & Conference Services ¹		University Space Revenue ^{1,2,3}	
Total Conference / Mtg Services Revenue (07-08)	\$248,415	Common Area Management Agreement (07-08)	\$0
Reservations Room Rental Revenue	\$182,000	University Office Rentals (FY 07 Rental Rate = \$0/sf.)	\$22,800
AV - Equipment Rental	\$66,000	CougarOne Card (1531 sf)	\$22,800
Estimated % Increase in Conference/Mtg Sales from Improvements	15%	Commuter Services (University Copies Space)	\$0
Total New Meeting & Conference Services Revenue (2012)	\$285,670	Dean of Students/Veterans Affairs/Std Legal/WRC (Total-4540 sf)	\$0
		University Wellness Services (225 sf)	\$0
		Student Publications (4134 sf)	\$0
		Common Area Management Agreement (FY2012)	\$0
		University Office Rentals (2012)	\$24,900
Commercial Rentals ¹		SFAC Fee Contribution ¹	
Existing Commercial Rental Revenue (07-08 @ \$14.17 ave/sq ft)	\$78,726	Student Services Fee Contribution - Current (07-08)	\$1,276,195
Woodforest Bank & 2 ATMs (Ext Rent=\$13.07-New Rent=\$15/sf)	\$38,429	Student Services Fee Contribution after Improvements (2012)	\$1,276,195
Jonorr's Salon (Ext Rent=\$9.53/sf - New Space Rate = \$11/sf)	\$9,531		
Cougar Bytes (Ext Rent=\$16.80/sf - New Space Rate = \$18/sf)	\$30,766		
New Retail Option #1 (@ \$15/sf)	\$3,000		
New Retail Option #2 (@ \$15/sf)	\$4,500		
Total New Commercial Rental Revenue (2012)	\$99,560		
5 lease spaces @ \$14.66/sq.ft.			
		Revenue Ramp Up Period ⁴	
		Percent of Revenues in Year 1	80%
		Percent of Revenues in Year 2	90%
		Percent of Revenues in Year 3	95%
		Percent of Revenues in Year 4	100%
NOTES:			
1	Current revenue provided by UH UC Administrative Office.		
2	Projected revenue for all areas based on model either a 15% sales volume increase; an inflationary rate of 3% annually or adjusted rates based on current and future sales, contracts / service agreements, if provided.		
3	SFAC Contribution is provided in lieu of direct rental charges to DOS and other Student Affairs Units		
4	Revenue Ramp Up assumes full operation of all revenue-generating operations may not possible as during construction or even after building opens, and that some operations may take 1+ years to establish stable traffic patterns.		

Other Income Assumptions

STUDENT UNION EQUITY FROM OPERATIONS & FEE COLLECTION ¹			
Total Reserved From Existing UC Operations For Capital Plan			\$0
Total Reserves from Operating Account			\$0
Phased Fee Collection Available Prior to Opening			\$5,761,118
With Interest (assume 2 years @ 0%)			\$5,761,118
<u>Reserve Accounts as of July 2007</u>			<u>Available for Project</u>
Facility & Equipment Reserve	\$0	100%	\$0
Total Reserve Accounts	\$0		\$0
Notes:			
1	All expense data provided by UH UC Administrative Office.		

Reserves

Implementation of Preferred Option

Total Building Envelope (GSF)		284,987				
Expense Category ¹	Notes	Current Costs	Current Costs	Cost/SF @	Total	Percent of Total
		Per SF	Total	Opening	Costs @ Opening	
Facility Personnel	2	\$8.70	\$1,965,000	\$8.40	\$2,390,700	
Staff Benefits	2	\$1.80	\$515,396	\$2.20	\$627,000	
Total Personnel Expenses		\$10.50	\$2,480,400	\$10.60	\$3,017,700	57%
Non-personnel Expenses		\$6.06	\$1,727,867	\$7.00	\$2,003,000	
UC-paid Overhead (Administrative Charges)		\$0.70	\$199,600	\$0.80	\$233,463	
Total Facility Expenses	3	\$6.76	\$1,927,467	\$7.00	\$2,236,463	43%
Grand Total			\$4,407,867		\$5,254,163	
Grand Total Per SF			\$15.47		\$18.40	

Notes

1 All expense data provided by UH UC Administrative Office.

2 Facility Personnel consists of full-time, part-time, student staff and graduate assistants.

3 All costs "@Opening" (FY12) are based on the FY08 budget X 0.03 increases for FY 09, FY10 and FY11.

Expense Assumptions

Expense Assumptions	
Facility Personnel	
Full Time Staff	\$1,637,974
Grad Asst. & Part Time Staff	\$19,752
Student Staff	\$307,716
Staff Benefits	\$515,396
Total Staffing Expenses	\$2,480,800
Expenses Inflated Until Building Opening	\$495,000
Percent of FT Staff Salaries Incurred Yr 1	100.0%
Percent of Student Wages Incurred Yr 1	100.0%
Facility Expenses	
UC-paid Overhead (Administrative Charges)	\$199,600
Facility Personnel Costs	\$2,480,800
Facility Operating Costs	\$1,727,867
Total Facility Costs	\$4,408,300
Total UC Operating Expenses Per GSF	
	\$15.47
Note:	
1. All expense data provided by UH UC Administrative Office.	
2. One percent (1%) of student staff funding was allocated as student work study.	

Expense Assumptions

Implementation of Preferred Option

Debt Service Assumptions			
	<u>Sq. Ft.</u>		
Existing UC/UCG & UCS Square Feet (GSF)	284,987		
Renovation of UC	84,962	\$235	
Renovation of UC Underground	24,885	\$170	
Access Upgrades - UC Satellite	40,837	\$25	
Mechanical & Finish Upgrades	134,303	\$130	
Total Project Square Footage (GSF)	284,987		
Total Building Envelope (GSF)	284,987		
Project Cost Information ¹			
Project Square Footage	284,987		
Ave. Cost Per Square Foot	\$156		
Total Construction Cost	\$44,376,532	Escalation/Inflation Rate Per Year	13.5%
Inflation / Phasing Allowance	\$28,739,364	Years to Midpoint of Construction	4
Other Project Costs (including FF&E)*	\$19,346,182	Soft Costs (% of Construction Cost)	35%
Project Contingency	\$7,535,135	Project Contingency	5%
* Other Project costs include A/E fees, PM fees, FF&E, Permitting, etc.			
LEED Certification / "Green Building" Upcharge	inc. in OPC		
Total Project Cost	\$99,997,213		
Bond / Debt Service Terms ³			
Tax-exempt Interest Rate	5.25%		
Term Tax-Exempt (Years)	30		
Debt Coverage Ratio	1.15		
Total Project Cost	\$99,997,213		
Less: Fundraising	\$0		
Less: Current Equity ⁴	-\$5,761,118		
Bookstore Contribution	-\$6,420,500		
Total Issued Debt	\$87,815,595		
Operating Assumptions			
Business Disruption Factor	75%		
Revenue Inflation Rate	103%		
Student Fee Inflation Rate	101%		
Expense Inflation Rate	103%		
Staff & Benefits Expense Inflation Rate	104%		
Years till Opening	5		
Revenue Inflation Factor	116%		
Expense Inflation Factor	116%		

NOTES:

- 1 Estimated Project Cost information provided by Holzman Moss via email dated 6/10/08.
- 2 Escalation based on Houston market estimated averages by Facilities Planning & Construction.
- 3 Bond / Debt Service Terms drawn from prior work on UH Student Affairs / Auxiliary facilities.
- 4 See Reserves / Equity section for additional information

Debt Service Assumptions

Implementation of Preferred Option

Amortization Schedule											
Total Project Costs	\$99,997,213										
Project Equity	\$12,181,600										
Financed Project Cost	\$87,815,613										
Interest Rate	5.25%										
Term	30										
Annual Payment	\$5,876,352										
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Remaining Balance		\$87,815,613	\$87,815,613	\$86,549,581	\$85,217,083	\$83,814,628	\$82,338,544	\$80,784,966	\$79,149,826	\$77,428,840	\$75,617,502
Interest		\$4,610,320	\$4,610,320	\$4,543,853	\$4,473,897	\$4,400,268	\$4,322,774	\$4,241,211	\$4,155,366	\$4,065,014	\$3,969,919
Principal		\$0	\$1,266,032	\$1,332,499	\$1,402,455	\$1,476,084	\$1,553,578	\$1,635,141	\$1,720,986	\$1,811,337	\$1,906,433
		\$87,815,613	\$86,549,581	\$85,217,083	\$83,814,628	\$82,338,544	\$80,784,966	\$79,149,826	\$77,428,840	\$75,617,502	\$73,711,070
Debt Service		\$4,610,320	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352
		Year 11	Year 12	Year 13	Year 14	Year 15	Year 16	Year 17	Year 18	Year 19	Year 20
Remaining Balance		\$73,711,070	\$71,704,549	\$69,592,687	\$67,369,951	\$65,030,522	\$62,568,273	\$59,976,756	\$57,249,184	\$54,378,415	\$51,356,930
Interest		\$3,869,831	\$3,764,489	\$3,653,616	\$3,536,922	\$3,414,102	\$3,284,834	\$3,148,780	\$3,005,582	\$2,854,867	\$2,696,239
Principal		\$2,006,520	\$2,111,863	\$2,222,735	\$2,339,429	\$2,462,249	\$2,591,517	\$2,727,572	\$2,870,769	\$3,021,485	\$3,180,113
		\$71,704,549	\$69,592,687	\$67,369,951	\$65,030,522	\$62,568,273	\$59,976,756	\$57,249,184	\$54,378,415	\$51,356,930	\$48,176,817
Debt Service		\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352
		Year 21	Year 22	Year 23	Year 24	Year 25	Year 26	Year 27	Year 28	Year 29	Year 30
Remaining Balance		\$48,176,817	\$44,829,748	\$41,306,959	\$37,599,222	\$33,696,830	\$29,589,562	\$25,266,663	\$20,716,811	\$15,928,092	\$10,887,965
Interest		\$2,529,283	\$2,353,562	\$2,168,615	\$1,973,959	\$1,769,084	\$1,553,452	\$1,326,500	\$1,087,633	\$836,225	\$571,618
Principal		\$3,347,069	\$3,522,790	\$3,707,736	\$3,902,392	\$4,107,268	\$4,322,900	\$4,549,852	\$4,788,719	\$5,040,127	\$5,304,733
		\$44,829,748	\$41,306,959	\$37,599,222	\$33,696,830	\$29,589,562	\$25,266,663	\$20,716,811	\$15,928,092	\$10,887,965	\$5,583,232
Debt Service		\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352	\$5,876,352
Interest Only for how many years?		1									

Amortization Schedule

Bookstore

There is significant upside sales and market share potential for the University of Houston Bookstore if it is located in a larger facility that is part of (or connected to) a vibrant, exciting University Center. Reasons for the significant sales and market share potential include the following:

1. The Bookstore's Key Financial Indicators are low when compared to the Industry Averages for Sales Per FTE Student and Textbook Sales Per FTE Student.
 - The Bookstore's Fiscal '07 Sales Per FTE Student figure was \$395 vs. the Industry Average figure of \$994. (Note: The Industry Average figure is difficult to compare with since many large university bookstores sell computer hardware, which drives up the Sales Per FTE Student figure. The UH Bookstore does not sell computer hardware.)
 - The Bookstore's Fiscal '07 Textbook Sales Per FTE Student figure was \$330 vs. the Industry Average figure of \$470.
2. The local competitor and online booksellers are taking a significant share of the market. The 2008 Student Survey administered as part of Holzman Moss Architecture's overall study yielded the following results pertaining to the Bookstore:
 - In response to Survey Question #36, 29.76% of the survey respondents (948 students of the 3,185 respondents) indicated that they bought "None" of their Spring 2008 semester textbooks from the Bookstore.
 - In response to Survey Question #37, 20.03% of the survey respondents (594 students of the 2,966 respondents) indicated that they bought "All" or "Most" of their Spring 2008 semester textbooks from the local competitor (Rother's/The College Store).

- In response to Survey Question #38, 37.84% of the survey respondents (1,127 students of the 2,978 respondents) indicated that they bought "All" or "Most" of their Spring 2008 semester textbooks online.
3. CBC examined the financial potential of the UH Bookstore based on three estimates of the Bookstore's sales potential.
 - Estimate #1: Sales Per FTE Student= \$445
 - Estimate #2: Sales Per FTE Student= \$470
 - Estimate #3: Sales Per FTE Student= \$495

It should be noted that a number of variables including management, future bookstore contract negotiations, enrollment, competition (local and online bookselling), industry trends, textbook trends, impact of technology on bookselling, facility, and the economy will impact the Bookstore's actual performance.

Implementation of Preferred Option

YEAR	ESTIMATED FTE ENROLLMENT	ESTIMATED SALES	SALES INCREASE VS. FISCAL '07	INCREASED COMMISSION TO UH
2010	29,340	13,056,300	2,226,866	\$244,955
2015	32,394	14,415,330	3,585,896	\$394,449
2020	34,043	15,149,135	4,319,701	\$475,167

Estimate #1: Sales Per FTE Student= \$445

YEAR	ESTIMATED FTE ENROLLMENT	ESTIMATED SALES	SALES INCREASE VS. FISCAL '07	INCREASED COMMISSION TO UH
2010	29,340	13,789,800	2,960,366	\$325,640
2015	32,394	15,225,180	4,395,746	\$483,532
2020	34,043	16,000,210	5,170,776	\$568,785

Estimate #2: Sales Per FTE Student= \$470

Estimate #1:

1. Actual Fiscal '07 sales figure was \$10,829,434.
2. Actual Fiscal '07 Sales Per FTE Student figure was \$395.
3. The increased commission to the University of Houston is the estimated commissions that would be paid to the University above and beyond the actual commissions paid during Fiscal '07. This is based on the following assumptions for Estimate #1:
 - The Bookstore will achieve a Sales Per FTE Student figure of \$445.
 - The University will reach its enrollment projections (see #4 below).
 - A conservative commission rate of 11% of sales is applied to sales above and beyond the Fiscal '07 level.
4. Estimated enrollment figures were provided to CBC by Mr. Keith T. Kowalka, Director of the University Center and Associated Facilities. (Note: Estimated FTE enrollment was computed by applying the actual ratio of Fall '07 FTE enrollment to Headcount enrollment to the estimated Headcount enrollment for 2010, 2015, and 2020.)

Estimate #2:

1. Actual Fiscal '07 sales figure was \$10,829,434.
2. Actual Fiscal '07 Sales Per FTE Student figure was \$395.
3. The increased commission to the University of Houston is the estimated commissions that would be paid to the University above and beyond the actual commissions paid during Fiscal '07. This is based on the following assumptions for Estimate #2:
 - The Bookstore will achieve a Sales Per FTE Student figure of \$470.
 - The University will reach its enrollment projections (see #4 below).
 - A conservative commission rate of 11% of sales is applied to sales above and beyond the Fiscal '07 level.
4. Estimated enrollment figures were provided to CBC by Mr. Keith T. Kowalka, Director of the University Center and Associated Facilities. (Note: Estimated FTE enrollment was computed by applying the actual ratio of Fall '07 FTE enrollment to Headcount enrollment to the estimated Headcount enrollment for 2010, 2015, and 2020.)

Implementation of Preferred Option

YEAR	ESTIMATED FTE ENROLL- MENT	ESTIMATED SALES	SALES INCREASE VS. FISCAL '07	INCREASED COMMISSION TO UH
2010	29,340	14,523,300	3,693,866	\$406,325
2015	32,394	16,035,030	5,205,596	\$572,616
2020	34,043	16,851,285	6,021,851	\$662,404

Estimate #3: Sales Per FTE Student= \$495

Estimate #3:

1. Actual Fiscal '07 sales figure was \$10,829,434.
2. Actual Fiscal '07 Sales Per FTE Student figure was \$395.
3. The increased commission to the University of Houston is the estimated commissions that would be paid to the University above and beyond the actual commissions paid during Fiscal '07. This is based on the following assumptions for Estimate #3:
 - The Bookstore will achieve a Sales Per FTE Student figure of \$495.
 - The University will reach its enrollment projections (see #4 below).
 - A conservative commission rate of 11% of sales is applied to sales above and beyond the Fiscal '07 level.
4. Estimated enrollment figures were provided to CBC by Mr. Keith T. Kowalka, Director of the University Center and Associated Facilities. (Note: Estimated FTE enrollment was computed by applying the actual ratio of Fall '07 FTE enrollment to Headcount enrollment to the estimated Headcount enrollment for 2010, 2015, and 2020.)

The University Administration should review the operational issues that impact facility and space requirements identified in this Report and finalize the Bookstore Program. The next step of the planning stage should then be to agree upon the space allocation by department (i.e., approximate square footage for textbooks, clothing, supplies, etc.). (Note: Preliminary square footage allocations have been included in "UH Bookstore Square Footage- Existing vs. Proposed," Attachment 1.)

In summary, it is CBC's opinion that a new Bookstore facility located in the University Center, along with the continued development of a Bookstore Program that supports the UH campus community would result in significant improvements to the level of customer service and support to the University of Houston community. The new facility would also provide a foundation to increase sales and improve the Bookstore's financial contribution to the University of Houston.

Food Service

An analysis of the ARAMARK financial statements resulted in several, unanswered questions. One thing that is clear is that the ARAMARK administrative expenses for the campus are charged off entirely to the University Center accounts, even though the low participation rate in the residential units results in higher profit margins at Moody's and Oberholtzer than at the retail operations. On most campuses, the administrative costs are prorated to each of the dining venues, or the costs are tracked separately. This would allow the University to develop a better understanding of the true costs associated with the campus dining program.

The consulting team recommends that the University insist on receiving detailed financial statements for each dining venue from ARAMARK. Currently ARAMARK does not provide a separate profit and loss statements for each venue that they operate on campus. Consequently the University is not able to distinguish which venues are profitable and worthy of "prime real estate" and which ones are losing money and are being provided as a "service" to the campus community. In addition, the revenues through June 2008 indicate that the UC Satellite sales have decreased 4%, while sales at the University Center increased only 1%. Total campus sales were virtually flat and no explanation was provided to the University regarding this poor performance.

An analysis of ARAMARK's July 2007 year to date financial statements suggests that on the University of Houston's main campus, ARAMARK generated \$10,373,640 in revenues but reported a \$313,987 loss. Closer examination indicates that they assessed \$518,691 in Administrative Fees, which resulted in a \$204,694 profit prior to any manufacturer rebates. It was also noted that any commissions received from ARAMARK are used to cover operational costs, and as a result, the University does not have a "reserve" fund to invest in food service equipment replacement or future dining program enhancements. One approach to rectifying this situation is to assess an "override" on the meal plan program. With an "override", ARAMARK would not receive the full amount charged to the students. Instead, the University would receive a certain percentage off the top, and the difference would then be allocated to cover ARAMARK's daily rate.

Phasing and Construction Sequencing

During the exploration of the different scenarios, various phased construction sequencing options were investigated. The building's location in the center of campus poses several challenges due to the tight site constraints and proximity to existing structures. There is a limited staging area available to the contractors for use. The staging area would most likely be located in the parking area directly east of the building, however this will need to be investigated in future studies.

The study looked at a range of approaches to implement improvements, from a single work effort, to ones of multiple phases. To accomplish the work in one effort where improvements would be undertaken concurrently, would require the relocation all building tenants, functions and operations to another off-site location on the campus. This approach would minimize project costs and the inconvenience of construction to the building users and occupants. However, the limitation of other facilities of similar size that are empty and available on the campus may preclude this as a viable approach. Therefore a single phase of construction is deemed impractical unless space should become available in the future.

The second approach, a room by room, space by space, phased strategy was discussed but not explored in detail due to high costs associated with this type of sequencing and the high cost of temporary building systems that are required.

The preferred approach is a zoned, wing by wing approach. While the depth and breath of this study did not resolve all operational and technical hurdles of a wing by wing, zoned approach, the diagrams which follow illustrate the overall strategy. This was used to determine a construction timeline and to more accurately anticipate construction costs associated with the work.

Several factors were considered in the phased zoning of the building including the revenue and operational requirements for certain spaces within the UC. It was determined by the committee that dining and the bookstore operations could not be fully closed or relocated off-site and would need to remain operational during all phases of work. After further discussion it was concluded that limited dining options in the University Center was possible. A similar approach occurred on the campus when the UC Satellite was upgraded following hurricane Allison. During that time, the University Center was the primary provider of food service on the campus. If a majority of the UC Dining services were reduced, it is anticipated

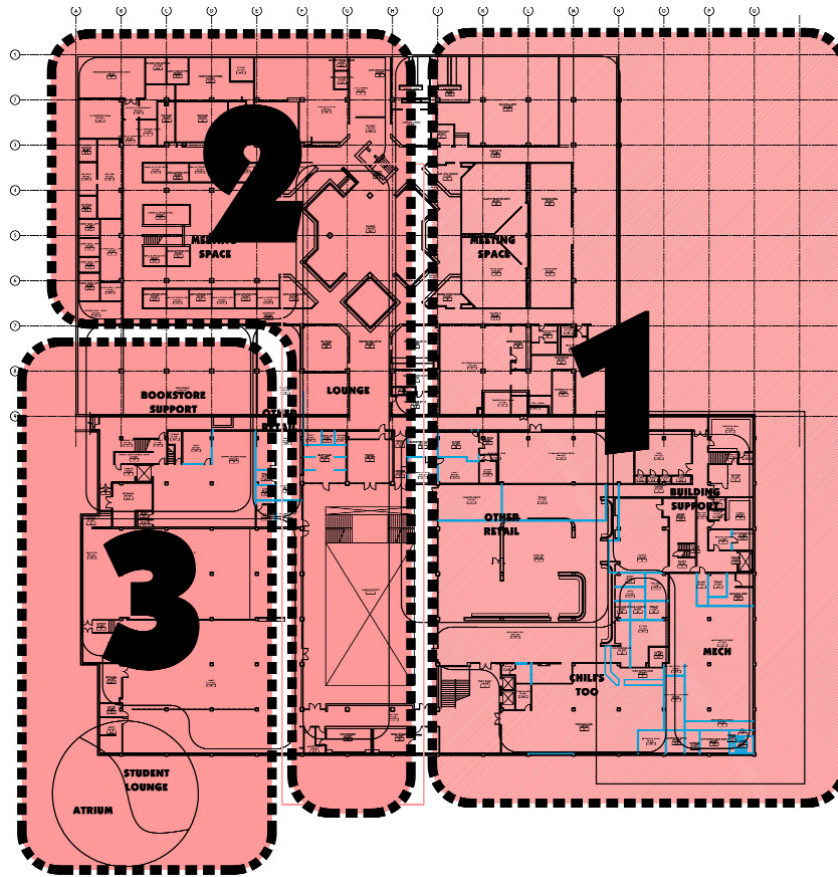
that the UC Satellite would function as an alternative to students, faculty and staff. Phasing strategies for the building were developed to work within existing conditions that included consideration of major mechanical, electrical, and plumbing systems that are still in operation. Since there would be additional costs to provide temporary building systems, this phasing strategy attempts to capitalize on the current limits and zones of the building systems which act as a natural delineation line between the new work described.

The phasing strategies for all three scenarios are similar, based on the requirements described above. For simplicity of this report the phasing described below illustrates Scenario 2, however, the delineations indicating phase transitions are applicable to all scenarios.

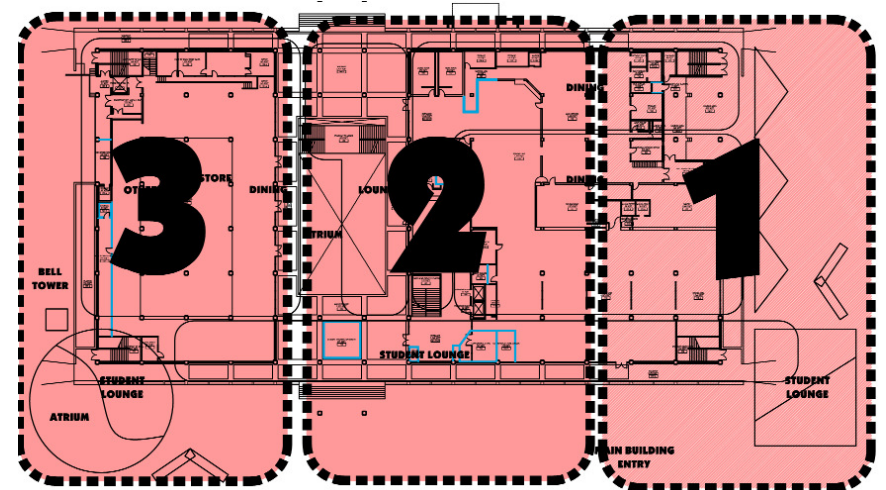
Phase 1 - This first phase of work is anticipated to last approximately 14-20 months and would require the interior demolition and reconfiguration of the east portion of the building which houses the dining, loading, Houston Room and meeting spaces. These large spaces like the Houston Room, once completed will function as swing spaces for displaced activities of future phases of construction. During this phase of work, there would be no ballroom large function in the building. This initial phase would also include the development of a service area and loading dock and a central building mechanical room which would service these areas of the building. During this phase of construction all kitchen deliveries would be minimized at the loading dock. Once this phase is completed the kitchen and back of house food service operations would be reopened to allow for the next phase of construction.

Phase 2 - This phase would include the renovation of all levels in the area indicated and include renovation and enclosing of the arbor, foodservice areas not completed in phase 1, retail and administrative offices and student areas on the upper and lower floors. The meeting rooms and the student organization areas located in the underground would require temporary relocation into the Houston Room. The construction duration is anticipated at 14 months.

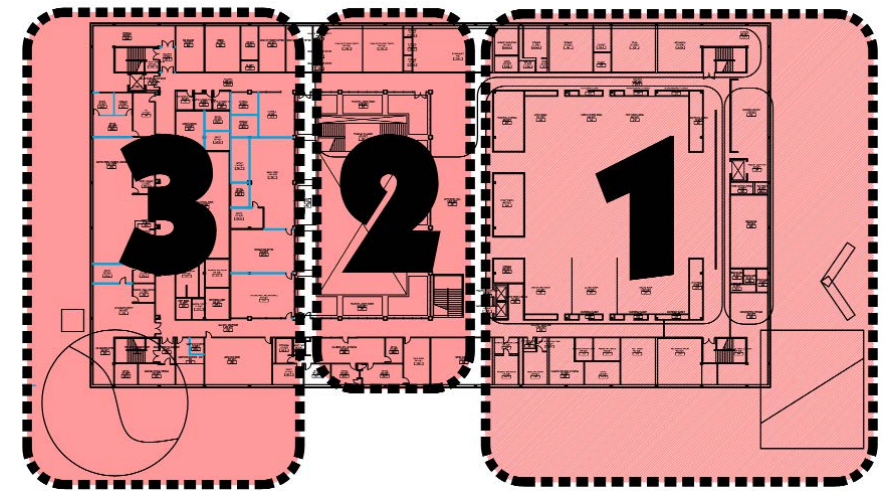
Phase 3 - This phase of work includes the Bookstore, the remainder of the retail office and meeting areas not included in phase 2. The games and recreation area would also be included. This phase will include the addition of a new student lounge and entry on the south west side of the building near the current Bookstore location. The construction duration is anticipated at 14 months.



Phasing - Floor 0



Phasing - Floor 1



Phasing - Floor 2

Proposed Project Schedule

Once adequate funding is secured by the University the design of the project will be able to commence following the hiring of a professional design team. While the sequencing of the project will ultimately dictate the overall schedule, a preliminary timeline has been provided to estimate the total project duration.

Part 1 - Design Phase

Program Confirmation and Phasing Review, and
 Concept Design4 months

Schematic Design3 months

Design Development4 months

Construction Documents6 months

* The schedule is based on owner review of the documents at the completion of each phase and at 60% construction documents. The owner review period is estimated at 14 days.

Part 2 - Bidding

Bid, Bid Review and Award2 months

Part 3 - Construction (Phased)

Phase 114 - 20 months
 (depending if new construction and or renovation in phase 1) *

Phase 214 months *

Phase 312 months *

Phase 49 months *

* Duration assumes User's move occurs following Substantial Completion of each phase. The schedule does not account for the removal of hazardous materials from the building. If hazardous materials beyond those indicated by UH Facilities Planning and Construction are present the schedule would be adjusted accordingly.

Project Closeout & Final Building Commissioning90 days

PARTICIPANTS

The information and findings presented in this report were made possible by a highly focused Executive Committee. We take this opportunity to thank all those who participated in this effort by offering their time and contributing suggestions over the course of our investigation.

University of Houston

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Project Executive Committee

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- Ms. Diane Murphy, Associate Vice President, Student Affairs Administration
- Dr. William Munsen, Associate Vice Chancellor/Associate Vice President for Student Development and Dean of Students
- Mr. Dave Irvin - Associate Vice Chancellor for Plant Operations UH System / Associate Vice President for Plant Operations UH
- Ms. Luiza Maal, AIA, Senior Project Manager
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- Joe Routhier

MEETING DATES

Meeting Dates

Trip

Trip #1

Date

February 19, 2008

February 20, 2008

Trip #2

March 10, 2008

March 11, 2007

Trip #3 (Campus Tours)

April 14, 2008

April 15, 2008

April 16, 2008

Trip #4

April 24, 2008

Trip #5

May 6, 2008

Trip #6

June 13, 2008

Trip #7

July 11, 2008

Representatives

In addition to the Project Executive Committee and open sessions with faculty/staff and project stakeholders, meetings were held with representatives from:

Activities Funding Board
 Campus Activities
 Catering
 Cougar Byte Computer Store
 Cougar One Card Office
 Council of Ethnic Organizations
 Dean of Students Office
 Department of Public Safety
 Freshman Year Residential Experience
 Frontier Fiesta
 Greek Life
 Homecoming Board
 Houston Collegiate Pan-Hellenic Association
 InterFraternity Council
 Jonorr's Beauty Salon
 Metropolitan Volunteer Program
 Multicultural Greek Council
 National Pan-Hellenic Association
 Physical Plant Operations
 Residence Halls Association
 Resident Advisors
 Shasta's Cones & More
 Student Alumni Connection
 Student Employees
 Student Fees Advisory Committee
 Student Government Association
 Student Information and Assistance Center
 Student Legal Services
 Student Program Board
 Student Video Network

The Daily Cougar
 UC Administrative Services & Operations
 UC Business Office
 UC Conference & Reservation Services
 UC Creation Station
 UC Games Room
 UC Marketing
 UC Technology Support Services
 UH Business Services
 UH Dining Services
 UH Wellness
 University Bookstore
 University Center and Associated Facilities
 University Center Policy Board
 Veterans' Services Office
 Women's Resource Center
 Woodforest National Bank

DEMAND-BASED PROGRAMMING

The input for the Demand-Based Programming process is obtained from Questions 115-136 in the "Possible Improvements" section of the student and faculty/staff survey. This question asked respondents to indicate how frequently and at what time of day they would typically use a variety of spaces that are or could be provided in UH's University Center. Demand prioritization was examined separately for students and faculty/staff; the results for each stakeholder group are provided as follows.

Faculty/Staff Results

Activity	Priority Category	Peak Accommodation			Space Type	Peak Demand	Space Allocation Based on Prioritization of Demand			Combinations
1 Coffee House / Performance Venue	first	75%	to	85%	Sq. Ft.	1,052	800	to	900	2
2 Convenience Store	first	75%	to	85%	Sq. Ft.	283	212	to	241	1
3 Computer Lab	second	55%	to	65%	Sq. Ft.	463	255	to	301	2
4 Informal Outdoor Spaces	second	55%	to	65%	Sq. Ft.	743	409	to	483	2
5 Informal Lounges / Social Gathering Areas	second	55%	to	65%	Sq. Ft.	830	457	to	540	2
6 24 Hour Study Lounge	third	40%	to	50%	Sq. Ft.	579	232	to	290	2
7 Sports Bar / Lounge	third	40%	to	50%	Sq. Ft.	1,162	500	to	600	2
8 Copy / Print Center	fourth	25%	to	35%	Sq. Ft.	448	112	to	157	1
9 Games / Informal Recreation Space	fourth	25%	to	35%	Sq. Ft.	1,101	300	to	400	2
10 Small Group Study Rooms	fourth	25%	to	35%	Sq. Ft.	999	250	to	350	2
11 Dance / Night Club	fourth	25%	to	35%	Sq. Ft.	586	147	to	205	2
1 COMBINED 1: Retail services						731	324	to	398	
2 COMBINED 2: Social, activity & recreational areas						5,474	1,434	to	3,128	
Approximate Population =		9,342								

Priority Order of Activities/Program Reconciliation For Faculty / Staff Population

Faculty / Staff Responses			
	Activity	Number	Percent
1	Coffee House / Performance Venue	94	11.2%
2	Convenience Store	86	10.3%
3	Computer Lab	66	7.9%
4	Informal Outdoor Spaces	62	7.4%
5	Informal Lounges / Social Gathering Areas	61	7.3%
6	24 Hour Study Lounge	58	6.9%
7	Sports Bar / Lounge	58	6.9%
8	Copy / Print Center	48	5.7%
9	Games / Informal Recreation Space	40	4.8%
10	Small Group Study Rooms	39	4.7%
11	Dance / Night Club	21	2.5%

Activity Priority Analysis - By Depth of Demand

Depth of Demand is measured by the number of respondents indicating they would engage in a specific service or activity at least two times per week. The measure is significant in that it indicates the extent to which activities are integral to students' regular routine.

Faculty / Staff Responses			
	Activity	Number	Percent
1	Coffee House / Performance Venue	387	46.2%
2	Convenience Store	386	46.1%
3	Informal Lounges / Social Gathering Areas	266	31.8%
4	Sports Bar / Lounge	262	31.3%
5	Copy / Print Center	254	30.3%
6	Informal Outdoor Spaces	209	25.0%
7	Games / Informal Recreation Space	181	21.6%
8	Computer Lab	156	18.6%
9	24 Hour Study Lounge	151	18.0%
10	Small Group Study Rooms	141	16.8%
11	Dance / Night Club	120	14.3%

Activity Priority Analysis - By Breadth of Demand

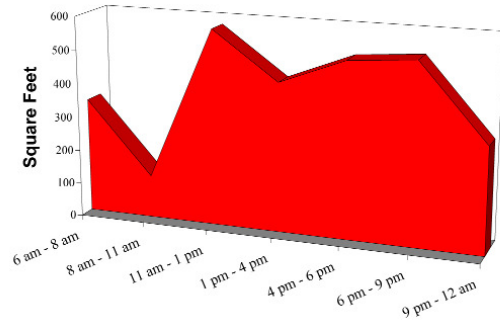
Breadth of Demand is measured by the number of respondents indicating they would engage in a specific service or activity, even if only occasionally. The measure is significant in that it indicates the extent to which activities have some amount of appeal to students.

Faculty / Staff Responses				
	Activity	Depth	Breadth	Priority
1	Coffee House / Performance Venue	11.2%	46.2%	first
2	Convenience Store	10.3%	46.1%	first
3	Computer Lab	7.9%	18.6%	second
4	Informal Outdoor Spaces	7.4%	25.0%	second
5	Informal Lounges / Social Gathering Areas	7.3%	31.8%	second
6	24 Hour Study Lounge	6.9%	18.0%	third
7	Sports Bar / Lounge	6.9%	31.3%	third
8	Copy / Print Center	5.7%	30.3%	fourth
9	Games / Informal Recreation Space	4.8%	21.6%	fourth
10	Small Group Study Rooms	4.7%	16.8%	fourth
11	Dance / Night Club	2.5%	14.3%	fourth

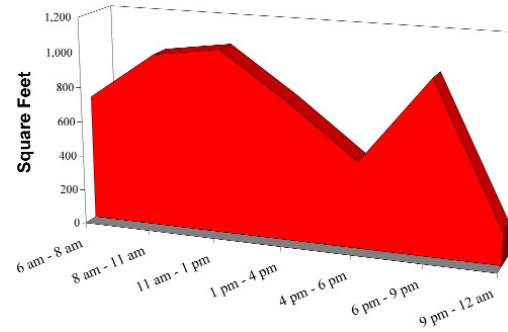
Activity Priority Analysis - By Depth and Breadth of Demand

A balanced approach to activity prioritization considers the implications of both depth and breadth of demand. In this analysis, breadth of demand can be used to reorder services and activities within their priority categories based on depth.

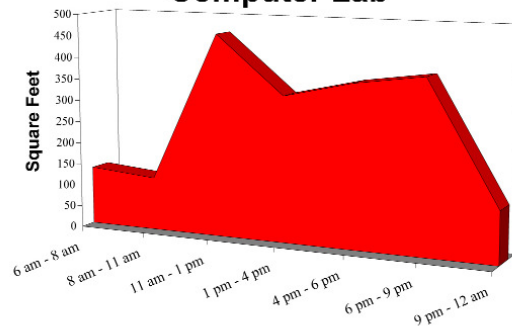
24-Hour Study Lounge



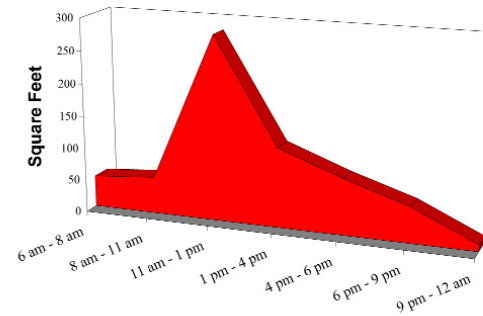
Coffee House / Performance Venue



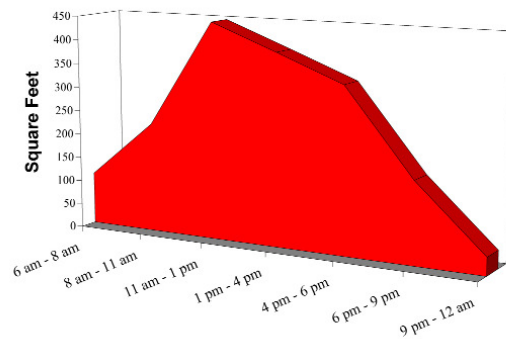
Computer Lab



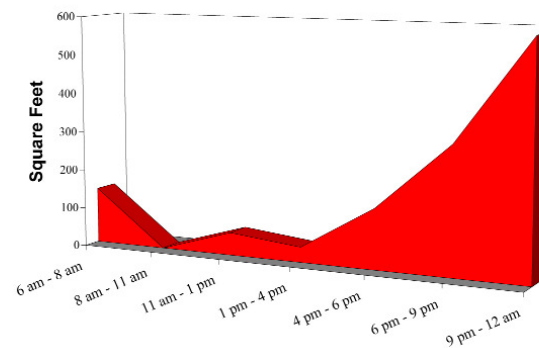
Copy / Print Center



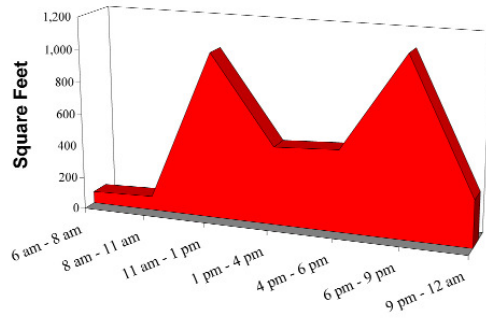
Convenience Store



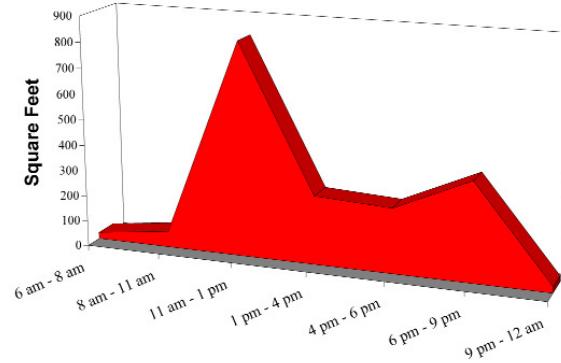
Dance / Night Club



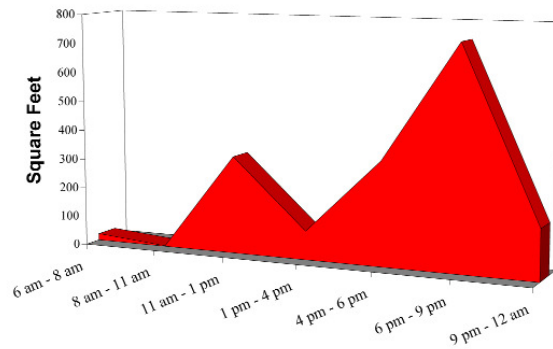
Games / Informal Recreation Space



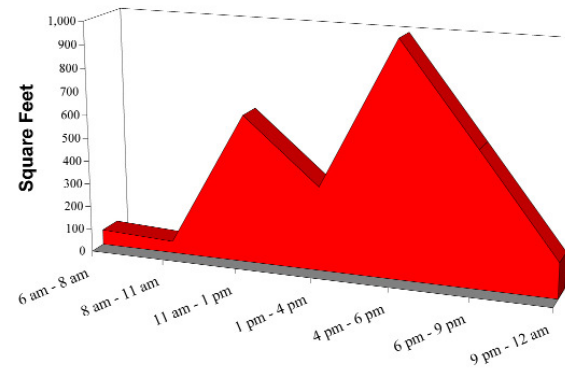
Informal Lounges / Social Gathering Areas



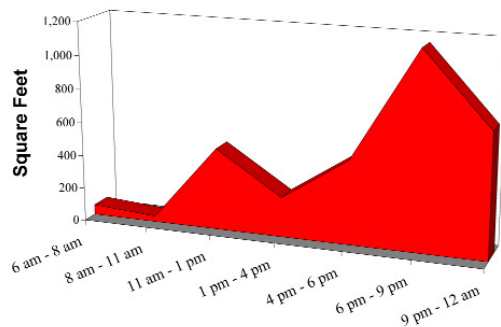
Informal Outdoor Spaces



Small Group Study Rooms



Sports Bar / Lounge



Student Results

Activity	Priority Category	Peak Accommodation			Space Type	Peak Demand	Space Allocation Based on Prioritization of Demand		
1 Computer Lab	first	75%	to	85%	Sq. Ft.	8,549	6,400	to	7,300
2 24 Hour Study Lounge	first	75%	to	85%	Sq. Ft.	10,730	8,000	to	9,100
3 Coffee House / Performance Venue	second	55%	to	65%	Sq. Ft.	6,246	3,400	to	4,100
4 Informal Outdoor Spaces	second	55%	to	65%	Sq. Ft.	4,752	2,600	to	3,100
5 Small Group Study Rooms	second	55%	to	65%	Sq. Ft.	10,592	5,800	to	6,900
6 Informal Lounges / Social Gathering Areas	third	40%	to	50%	Sq. Ft.	4,112	1,600	to	2,100
7 Copy / Print Center	third	40%	to	50%	Sq. Ft.	4,273	1,700	to	2,100
8 Convenience Store	fourth	25%	to	35%	Sq. Ft.	860	215	to	301
9 Sports Bar / Lounge	fourth	25%	to	35%	Sq. Ft.	7,838	2,000	to	2,700
10 Games / Informal Recreation Space	fourth	25%	to	35%	Sq. Ft.	8,718	2,200	to	3,100
11 Dance / Night Club	fourth	25%	to	35%	Sq. Ft.	6,151	1,500	to	2,200
1 COMBINED 1: Academically-related space & services						29,871	20,200	to	23,300
2 COMBINED 2: Social, activity & recreational areas						37,817	9,115	to	17,300
Approximate Population =		32,658							

Priority Order of Activities/Program Reconciliation for Student Population

Student Responses			
	Activity	Number	Percent
1	Computer Lab	1371	39.2%
2	24 Hour Study Lounge	1369	39.2%
3	Coffee House / Performance Venue	804	23.0%
4	Informal Outdoor Spaces	729	20.9%
5	Small Group Study Rooms	704	20.1%
6	Informal Lounges / Social Gathering Areas	645	18.5%
7	Copy / Print Center	644	18.4%
8	Convenience Store	609	17.4%
9	Sports Bar / Lounge	607	17.4%
10	Games / Informal Recreation Space	482	13.8%
11	Dance / Night Club	319	9.1%

Activity Priority Analysis - By Depth of Demand

Depth of Demand is measured by the number of respondents indicating they would engage in a specific service or activity at least two times per week. The measure is significant in that it indicates the extent to which activities are integral to students' regular routine.

Student Responses			
	Activity	Number	Percent
1	24 Hour Study Lounge	2,313	66.2%
2	Computer Lab	2,186	62.6%
3	Informal Outdoor Spaces	2,094	59.9%
4	Informal Lounges / Social Gathering Areas	2,048	58.6%
5	Small Group Study Rooms	2,015	57.7%
6	Coffee House / Performance Venue	1,986	56.8%
7	Copy / Print Center	1,974	56.5%
8	Convenience Store	1,949	55.8%
9	Games / Informal Recreation Space	1,855	53.1%
10	Sports Bar / Lounge	1,747	50.0%
11	Dance / Night Club	1,213	34.7%

Activity Priority Analysis - By Breadth of Demand

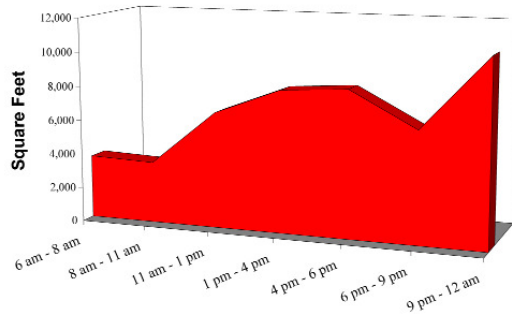
Breadth of Demand is measured by the number of respondents indicating they would engage in a specific service or activity, even if only occasionally. The measure is significant in that it indicates the extent to which activities have some amount of appeal to students.

Student Responses				
	Activity	Depth	Breadth	Priority
1	Computer Lab	39.2%	62.6%	first
2	24 Hour Study Lounge	39.2%	66.2%	first
3	Coffee House / Performance Venue	23.0%	56.8%	second
4	Informal Outdoor Spaces	20.9%	59.9%	second
5	Small Group Study Rooms	20.1%	57.7%	second
6	Informal Lounges / Social Gathering Areas	18.5%	58.6%	third
7	Copy / Print Center	18.4%	56.5%	third
8	Convenience Store	17.4%	55.8%	fourth
9	Sports Bar / Lounge	17.4%	50.0%	fourth
10	Games / Informal Recreation Space	13.8%	53.1%	fourth
11	Dance / Night Club	9.1%	34.7%	fourth

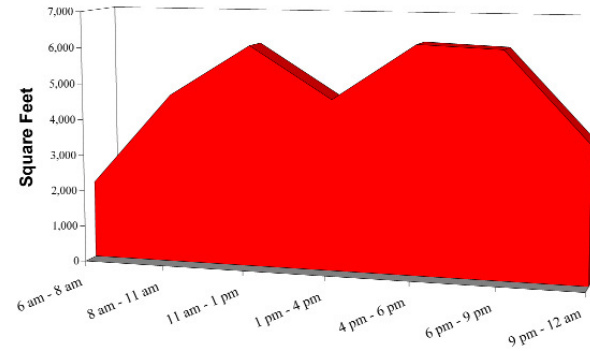
Activity Priority Analysis - By Depth and Breadth of Demand

A balanced approach to activity prioritization considers the implications of both depth and breadth of demand. In this analysis, breadth of demand can be used to reorder services and activities within their priority categories based on depth.

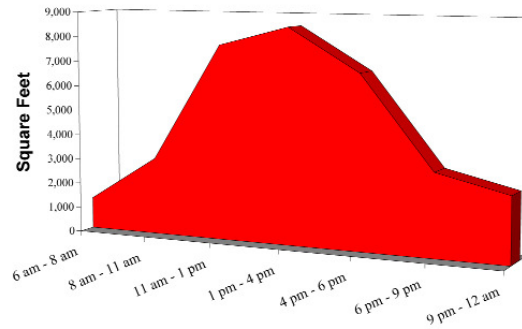
24-Hour Study Lounge



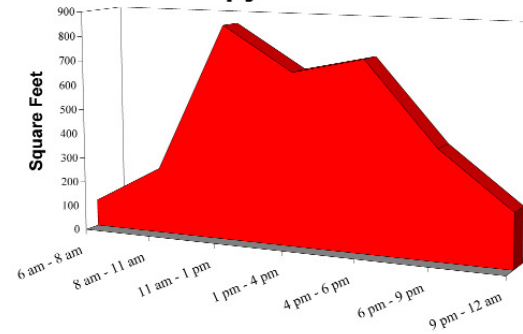
Coffee House / Performance Venue



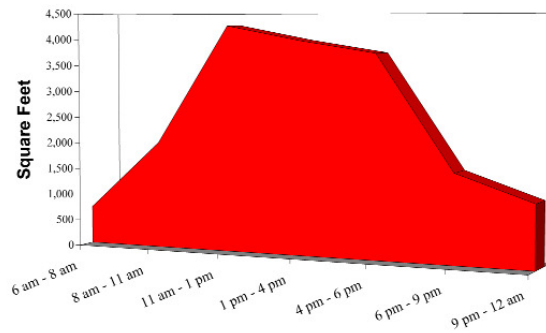
Computer Lab



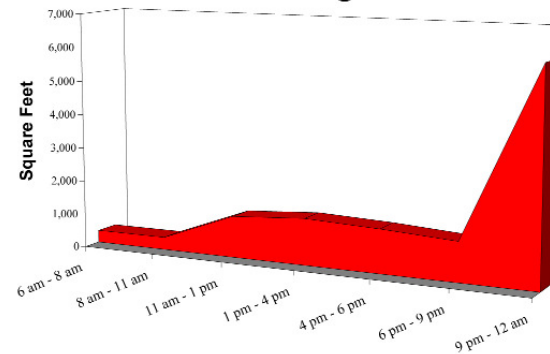
Copy / Print Center



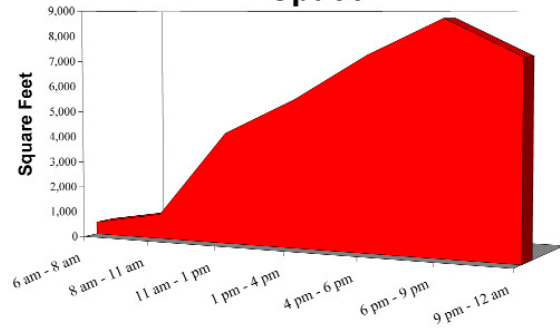
Convenience Store



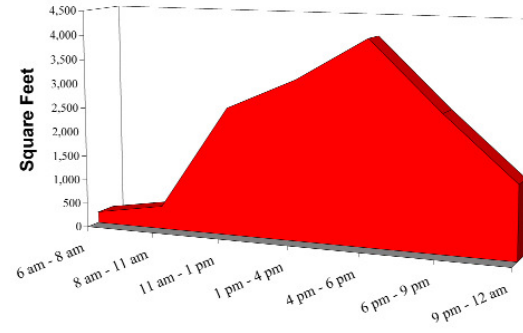
Dance / Night Club



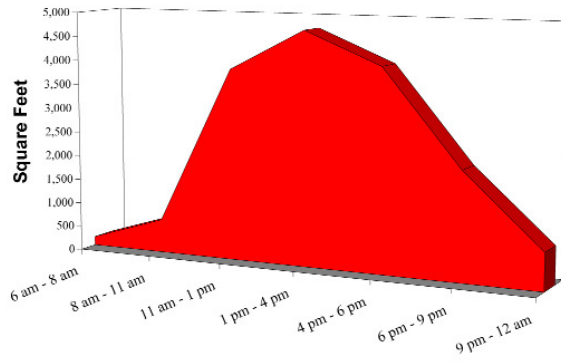
Games / Informal Recreation Space



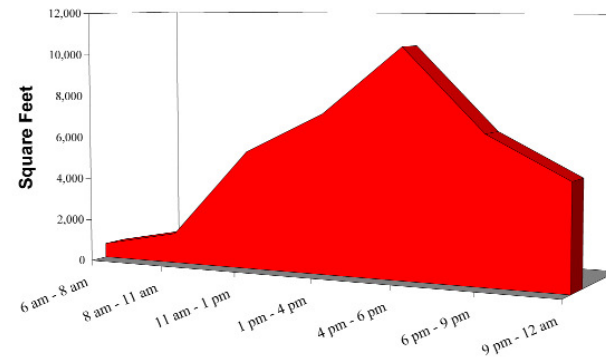
Informal Lounges / Social Gathering Areas



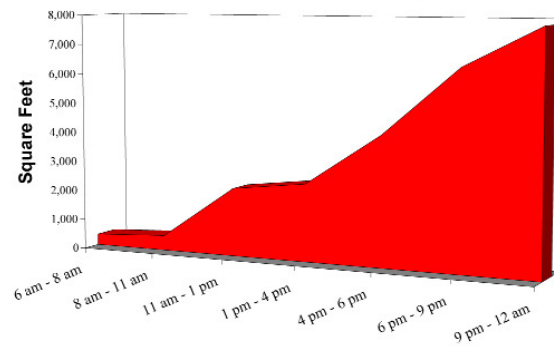
Informal Outdoor Spaces



Small Group Study Rooms



Sports Bar / Lounge



BUILDING PROGRAM

Development of the building program was based on the utilization of existing space, current services and program offerings and activities, demand as based on focus group and interview findings, and peer comparisons, as well as anticipated growth for each department. The Building Program represents future needs as enrollment headcount reaches 45,000 students. The program denotes student life space needs for the University Center Complex.

As developed, the following space program proposes:

Proposed:	215,604 nsf	311,823 gsf
Existing:	171,329 nsf	247,624 gsf
Increase:	64,199 nsf	26%

Included within the net square feet are:

- Lounge Areas
- Commuter Services
- Recreation and Entertainment
- Ballroom/Large Event Space
- Conference / Meeting Room
- Bookstore
- Dining Services
- UH Dining Services Offices
- Additional Retail Services
- Student Organizations
- Student Publications
- University Center Administration
- Administration
- Building Support
- Building Loading

PROPOSED PROGRAM SPACES					Existing Total NSF	Delta		Remarks
University Center								
# Ocps	Qty	Area NSF	Total NSF					
Lounge Areas				13,518	11,057	2,461	22%	
Information								
		4	10	40				
		4	1	400	400			
		1	12	24	288			
		15	10	150				
Active Lounges (Loud, High Traffic Areas)								
		2	2,700	5,400				
		2	1,400	2,800				
		4	350	1,400				
		2	500	1,000				
Passive Spaces (Quiet, Secluded Areas)								
		8	80	640				TTU Model
		1	1,400	1,400				
Commuter Services				1,620	1,620	0	0%	
		1	120	120				
		1	1,500	1,500				
Recreation & Entertainment				14,138	14,487	-349	-2%	
Games Room								
		1	800	800				
		1	3,000	3,000				
		1	7,000	7,000				
		3	1	64	192			
		10	1	15	150			
		1	1	200	200			
		1	1	300	300			
				1,979				
		<i>Subtotal</i>		12,821				
Recreation Office								
		1	1	120	120			
		1	1	120	120			
		1	1	80	80			
		1	2	36	72			
			1	55	55			
		1	1	80	80			
				90				
		1	1	700	700			
		<i>Subtotal</i>		1,317		0		

PROPOSED PROGRAM SPACES					Existing Total NSF	Delta		Remarks
University Center								
# Ocps	Qty	Area NSF	Total NSF					
Small Conference Rooms								
	20	1	440	440				Configured in Rows
	15	1	350	350				Configured in Rows
	15	1	350	350	350			
	15	1	350	350	350			
	15	1	375	375	375			
	20	1	462	462	462			
	20	1	462	462	462			
	<i>Subtotal</i>			2,789	1,999	790		
Cinema/Auditorium								
	350	1	10	3,500				
		1	350	350				
		1	700	700				
	350	1	6	2,100				
		1	900	900				
	<i>Subtotal</i>			7,550	0	7,550		
Support Spaces								
		1	500	500				
		1	300	300				
		1	200	200				
	<i>Subtotal</i>			1,000	2,256	-1,256		
				37,000	24,925	12,075	48%	
Retail - Sales Floor								
	Textbooks							
	Emblematic							
	School Supplies							
	Technology Center							
	General Books							
	Misc. Retail							
	Flex Retail Space							
	Checkouts							
	Customer Service							
	<i>Subtotal</i>			29,000	14,783	14,217		

	PROPOSED PROGRAM SPACES				Existing Total NSF	Delta		Remarks
	University Center							
	# Ocps	Qty	Area NSF	Total NSF				
Small Conference Rooms								
Future Conference Rooms	20	1	440	440				Configured in Rows
Future Conference Rooms	15	1	350	350				Configured in Rows
San Jancinto Room	15	1	350	350	350			
Palo Duro	15	1	350	350	350			
Rio Grande Room	15	1	375	375	375			
Salt Grass	20	1	462	462	462			
Rodeo Room	20	1	462	462	462			
	<i>Subtotal</i>			2,789	1,999	790		
Cinema/Auditorium								
Auditorium	350	1	10	3,500				
Projection Room		1	350	350				
Lecture Platform		1	700	700				
Lobby	350	1	6	2,100				
Backstage Support		1	900	900				
	<i>Subtotal</i>			7,550	0	7,550		
Support Spaces								
Table and Chair Storage		1	500	500				
A/V Equipment Storage		1	300	300				
Projection Booth		1	200	200				
	<i>Subtotal</i>			1,000	2,256	-1,256		
Bookstore			37,000	37,000	24,925	12,075	48%	
Retail - Sales Floor								
Textbooks								
Emblematic								
School Supplies								
Technology Center								
General Books								
Misc. Retail								
Flex Retail Space								
Checkouts								
Customer Service								
	<i>Subtotal</i>			29,000	14,783	14,217		

	PROPOSED PROGRAM SPACES				Existing Total NSF	Delta	Remarks
	University Center						
	# Ocps	Qty	Area NSF	Total NSF			
Dish Wash / Pot Wash							
Catering		1	1,500	1,500			Supports Ballroom
Food Court		1	470	470			
Java City		1	50	50			
Wendy's		1	150	150			
Chili's Too		1	250	250			
Future Concept		1	150	150			
		<i>Subtotal</i>		2,570	1,428	1,142	
Kitchen							
Catering		1	1,200	1,200			Supports Ballroom/Catering
Food Court		1	799	799			
Chili's Too		1	500	500			
Future Concept		1	300	300			
		<i>Subtotal</i>		2,799	5,374	-2,575	
Storage							
Catering		1	4,800	4,800			Supports Ballroom
C-Store		1	425	425			
Food Court		1	799	799			
Java City		1	80	80			
Wendy's		1	534	534			
Chili's Too		1	300	300			
Future Concept		1	300	300			
		<i>Subtotal</i>		7,238	3,356	3,882	
Support							
Catering Pantries		1	1,200	1,200			Supports Ballroom
C-Store Office		1	120	120			
Food Court		1	1,200	1,200			
Java City Office		1	120	120			
Wendy's Office		1	120	120			
Chili's Too - Breakroom & Uniforms		1	250	250			
Future Concept		1	120	120			
		<i>Subtotal</i>		3,130	1,554	1,576	
UC Food Court /Chili's Too Offices							
Director's Office		1	1	120	120		
Professional Workstations		1	4	80	320		
Venue Manager Shared Office							
Chili's Too Private Office		1	1	120	120		
Chili's Too Shared Office		2	1	150	150		
Supply/Storage/Copy Area		1	1	40	40		
Internal Circulation (17%)					128		
		<i>Subtotal</i>		878	202	676	

PROPOSED PROGRAM SPACES					Existing Total NSF	Delta		Remarks
University Center								
# Ocps	Qty	Area NSF	Total NSF					
UH Dining Services Offices			3,112	1,742	1,370	79%		
Central UH Dining Services								
	Reception/Waiting	4	1	30	120			
	Director's Office	1	2	175	350			
	Private Office	1	2	120	240			
	Professional Workstations	1	2	80	160			
	Receptionist Workstations	1	1	80	80			
	Supply/Storage/Copy Area	1	1	80	80			
	Internal Circulation (17%)				175			
<i>Subtotal</i>				<i>1,205</i>	<i>593</i>	<i>612</i>		
Catering Offices								
	Reception/Waiting	4	1	30	120			
	Director's Office	1	1	150	150			
	Shared Office	2	1	150	150			
	Catering Coordinator Workstations	1	1	80	80			
	Conference Room	12-15	1	300	300			
	Supply/Storage/Copy Area	1	1	80	80			
	Internal Circulation (17%)				150			
<i>Subtotal</i>				<i>1,030</i>	<i>90</i>	<i>940</i>		
Accounting Offices								
	Controller's Office	1	1	150	150			
	Accounting Clerk Workstations	1	4	80	320			
	Cash Room Clerk Workstations	1	1	80	80			
	Accounting Storage		1	200	200			
	Internal Circulation (17%)				128			
<i>Subtotal</i>				<i>878</i>	<i>1,059</i>	<i>-182</i>		
Additional Retail Services			12,431	11,221	1,210	11%		
	Cougar Byte Computer Store	1		1,850	1,850	1,831	19	
	Shasta's Cones & More	1		1,700	1,700	1,671	29	
	Jonorr's Beauty Salon	1		1,000	1,000	788	212	
	ATMS	6		64	384	80	304	
	Woodforest National Bank	1		2,800	2,800	2,859	-59	
	UC Creation Station	1		2,400	2,400	2,454	-54	
	Retail - Medium	1		300	300			
	Retail - Small	1		200	200			
Cougar 1 Card					1,538			
	Private Offices	1	1	120	120			
	Professional Workstations	1	5	80	400			
	Transaction Station and Counter	3	1	64	192			
	Transaction Queing Area	25	1	15	375			
	Supply/Storage/Copy Room	1	1	150	150			
	Internal Circulation (17%)				210			
	Remote Storage		1	350	350			

	PROPOSED PROGRAM SPACES				Existing Total NSF	Delta		Remarks
	University Center							
	# Ocps	Qty	Area NSF	Total NSF				
Student Organizations				19,842	13,841	6,001	43%	
Central - Shared Support								
Reception/Waiting	10	1	30	300				
Receptionist Workstations	1	2	80	160				
Large Conference Room	25-30	1	600	600				
Medium Conference Room	10-12	1	250	250				
Open Work Areas - Fee Funded Groups	10	3	200	600				
Workroom/Supply/Copy Area	1	1	500	500				
Breakroom/Kitchenette		1	150	150				
Remote Storage		1	1,200	1,200				
<i>Subtotal</i>				3,300	1,104	2,196		
Student Organization Suite								
Shared Student Organization Offices		5	200	1,000				
Student Organization Cubicles	55	1	36	1,980				36sf per/person
Open Work Space / Graphics		1	1,000	1,000				
Open Lounge Space		1	600	600				
Storage (large lockers)		15	15	225				
Storage (small lockers)		30	3	90				
Mailboxes		1	150	150				
Internal Circulation (17%)				858				
<i>Subtotal</i>				5,903	3,750	2,153		
Greek Life								
GA Workstations	1	1	64	64				
Council Workstations	1	4	64	256				
Storage Closet	1	1	80	80				
Internal Circulation (17%)				68				
<i>Subtotal</i>				468	266	202		
Metropolitan Volunteer Program								
Student Leader Workstations	1	3	64	192				
Student Coordinator Workstations	1	2	36	72				
Storage Closet	1	1	100	100				
Internal Circulation (17%)				62				
<i>Subtotal</i>				426	421	5		
Student Program Board								
Student Leader Workstations	1	4	64	256				
Student Chair Workstations	1	6	36	216				
Remote Storage	1	1	150	150				
Internal Circulation (17%)				106				
<i>Subtotal</i>				728	1,153	-425		

	PROPOSED PROGRAM SPACES				Existing Total NSF	Delta	Remarks
	University Center						
	# Ocps	Qty	Area NSF	Total NSF			
Council of Ethnic Organizations							
Student Workstations	1	6	36	216			
Computer Area	1	3	25	75			
Storage Closet	1	1	120	120			
Internal Circulation (17%)				70			
<i>Subtotal</i>				481	387	94	
Frontier Fiesta Association / Homecoming Board Office							
Homecoming Board Workstations	1	7	36	252			
Frontier Fiesta Association Workstations	1	4	36	144			
Open Work Table		1	200	200			
Storage Closet	1	1	80	80			
Internal Circulation (17%)				115			
<i>Subtotal</i>				791	990	-199	
Student Government Association							
Receptionist Workstations	1	1	80	80			
President	1	1	120	120			
Executive Offices	1	5	100	500			
Student Workstations	1	1	36	36			
Senate Commons Area		1	300	300			
Storage Closet	1	1	80	80			
Internal Circulation (17%)				190			
<i>Subtotal</i>				1,306	1,033	273	
Student Video Network							
Reception/Waiting	3	1	30	90			
Private Office	1	1	120	120			
Student Leader Workstations	1	1	64	64			
Student Workstations	1	3	36	108			
Production Studio		1	700	700			
Audio/Video Editing Room	3	1	150	150			
Control Room	3	1	250	250			
AV Equipment Storage and Check Out	1	1	100	100			
Supply/Storage/Copy Area	1	1	80	80			
Internal Circulation (17%)				283			
<i>Subtotal</i>				1,945	1,370	575	
Other							
Dance Marathon	1	1	170	170	168	2	
Forensics Office	1	1	1,500	1,500	1,519	-19	
				1,670			

	PROPOSED PROGRAM SPACES				Existing Total NSF	Delta	Remarks
	University Center						
	# Ocps	Qty	Area NSF	Total NSF			
Council of Ethnic Organizations							
Student Workstations	1	6	36	216			
Computer Area	1	3	25	75			
Storage Closet	1	1	120	120			
Internal Circulation (17%)				70			
<i>Subtotal</i>				481	387	94	
Frontier Fiesta Association / Homecoming Board Office							
Homecoming Board Workstations	1	7	36	252			
Frontier Fiesta Association Workstations	1	4	36	144			
Open Work Table		1	200	200			
Storage Closet	1	1	80	80			
Internal Circulation (17%)				115			
<i>Subtotal</i>				791	990	-199	
Student Government Association							
Receptionist Workstations	1	1	80	80			
President	1	1	120	120			
Executive Offices	1	5	100	500			
Student Workstations	1	1	36	36			
Senate Commons Area		1	300	300			
Storage Closet	1	1	80	80			
Internal Circulation (17%)				190			
<i>Subtotal</i>				1,306	1,033	273	
Student Video Network							
Reception/Waiting	3	1	30	90			
Private Office	1	1	120	120			
Student Leader Workstations	1	1	64	64			
Student Workstations	1	3	36	108			
Production Studio		1	700	700			
Audio/Video Editing Room	3	1	150	150			
Control Room	3	1	250	250			
AV Equipment Storage and Check Out	1	1	100	100			
Supply/Storage/Copy Area	1	1	80	80			
Internal Circulation (17%)				283			
<i>Subtotal</i>				1,945	1,370	575	
Other							
Dance Marathon	1	1	170	170	168	2	
Forensics Office	1	1	1,500	1,500	1,519	-19	
				1,670			

	PROPOSED PROGRAM SPACES				Existing Total NSF	Delta		Remarks
	University Center							
	# Ocps	Qty	Area NSF	Total NSF				
University Center Administration				8,878	9,169	-291	-3%	
Central - Shared Support								
Reception/Waiting	8	1	30	240				
Conference Room	10	1	200	200				
Workroom / Supply / Storage / Copy Room		1	500	500				
Kitchenette	1	1	80	80				
Internal Circulation (17%)				173				
<i>Subtotal</i>				1,193				
UC Administrative Services & Operations Office								
Director's Office	1	1	250	250				Includes Conference Table
Associate Director's Office	1	1	150	150				
Private Offices	1	3	120	360				
Professional Workstations	1	2	80	160				
Receptionist Workstations	1	1	80	80				
Customer Relations Workstations	1	2	80	160				InfoDesk
GA Workstations	1	2	64	128				
Student Workstations	1	2	36	72				
Internal Circulation (17%)				231				
Remote File Storage Area	1	1	900	900				
<i>Subtotal</i>				2,491	2,632	-141		
UC Conference & Reservation Services								
Assistant Director's Office	1	1	150	150				
Private Offices	1	1	120	120				
Reservationist Workstations	1	2	80	160				
Set-Up Shared Office	4	1	140	140				
AV Workstations	1	1	80	80				
A/V Shop		1	300	300				
Internal Circulation (17%)				162				
<i>Subtotal</i>				1,112	1,433	-322		
UC Technology Support Services								
Assistant Director's Office	1	1	150	150				
Professional Workstations	1	1	80	80				
Student Workstations	1	4	36	144				
Server Room		1	150	150				
Computer/Parts Storage		1	200	200				
Open Work Table		1	200	200				
Internal Circulation (17%)				157				
Remote File Storage Area	1	1	450	450				
<i>Subtotal</i>				1,531	1,534	-3		

	PROPOSED PROGRAM SPACES				Existing Total NSF	Delta		Remarks
	University Center							
	# Ocps	Qty	Area NSF	Total NSF				
UC Business Office								
Administrator's Office	1	1	150	150				
Assistant Admin	1	1	120	120				
Private Offices	1	2	120	240				
Professional Workstations	1	2	80	160				
Student Workstations	1	4	36	144				
Service Counter	2	1	64	128				
Transaction Queing Area	4	1	15	60				
Vault		1	55	55				
Internal Circulation (17%)				180				
Remote File Storage Area	1	1	700	700				
<i>Subtotal</i>				1,937	1,883	54		
UC Marketing								
Assistant Director's Office	1	1	175	175				
Activities Advisor's Office	1	1	150	150				
GA Workstations	1	2	64	128				
Student Workstations	1	2	36	72				
Internal Circulation (17%)				89				
<i>Subtotal</i>				614	164	450		
Administration				6,589	4,599	1,990	43%	
Dean of Students Office								
Reception/Waiting	6	1	30	180				
Dean's Office	1	1	250	250				Includes Conference Table
Associate DOS Office	1	1	150	150				
Private Offices	1	8	120	960				
Professional Workstations	1	5	80	400				
Receptionist Workstations	1	2	80	160				
Student Workstations	1	6	40	240				
Service Unit/Coffee		1	20	20				
Conference Room	8	1	200	200				
Supply/Storage/Copy Area	1	1	150	150				
Internal Circulation (17%)				461				
Remote Storage Area	1	1	400	400				
<i>Subtotal</i>				3,571	2,520	1,051		
Campus Activities								
Director's Office	1	1	175	175				
Assistant Director's Office	1	2	150	300				
Private Offices	1	13	120	1,560				
Activities Funding Board GA Workstations	1	1	64	64				
GA Workstations	1	2	64	128				
Student Workstations	1	3	36	108				
Storage Closet	1	1	80	80				
Internal Circulation (17%)				411				

	PROPOSED PROGRAM SPACES				Existing Total NSF	Delta	Remarks
	University Center						
	# Ocps	Qty	Area NSF	Total NSF			
Veterans' Services Office							
Reception/Waiting	3	1	30	90			
Program Manager's Office	1	1	150	150			
Private Office	1	1	120	120			
Professional Workstations	1	3	80	240			
GA Workstations	1	1	64	64			
Student Workstations	1	4	36	144			
Student Study Area	12	1	250	250			
Computer Area	12	1	400	400			
Supply/Storage/Copy Area	1	1	80	80			
Internal Circulation (17%)				261			
<i>Subtotal</i>				1,799	969	830	* Potential for Reduction
Student Legal Services							
Reception/Waiting	3	1	30	90			
Program Manager's Office	1	1	150	150			Includes Conference Table
Private Offices	1	1	120	120			Includes Conference Table
Professional Workstations	1	1	80	80			
Student Workstations	1	1	36	36			
Supply/Storage/Copy Area	1	1	80	80			
Internal Circulation (17%)				95			
<i>Subtotal</i>				651	309	342	
Wellness Center							
Private Offices	1	1	120	120			
Student Workstations	1	1	36	36			
Common Area	1	1	250	250			
Supply/Storage/Copy Area	1	1	80	80			
Internal Circulation (17%)				83			
<i>Subtotal</i>				569	225	344	
Building Support				7,661	9,834	-2,173	-22%
Offices							
Reception/Waiting	3	1	30	90			
Assistant Director's Office	1	1	150	150			
Private Offices	1	1	120	120			
Receptionist Workstations	1	1	80	80			
Building Services Library	1	1	200	200			
Custodial Lockers and Breakroom	1	1	1,100	1,100			
Internal Circulation (17%)				296			
<i>Subtotal</i>				2,036	3,389	-1,353	

PROPOSED PROGRAM SPACES					Existing Total NSF	Delta		Remarks
University Center								
# Ocps	Qty	Area NSF	Total NSF					
Maintenance								
	Repair Shop	1	1,000	1,000				
	Bowling Tech Repair Shop	1	450	450				
	Electrical Tool Closet	1	75	75				
	Paint Shop & Carpentry Shop	1	850	850				
	<i>Subtotal</i>			2,375	3,715	-1,340		
Housekeeping / Janitorial / Storage								
	Custodial Closets	8	50	400				
	Housekeeping Storage	1	1000	1,000				
	Modular Furniture Storage	1	500	500				
	Overstock Finishes Storage	1	350	350				
	Building Operations Storage	1	1000	1,000				
	<i>Subtotal</i>			3,250	2,730	520		
	Building Loading			1,200	1,395	-195	-14%	
Loading								
	Building Loading Dock/Holding Area	4	300	1,200				
	Parking for Catering Vehicles							
	Parking for Facilities Vehicles							
	Trash Holding Area							
	Recycling Holding Area							
	Trash Compactor Area							
	<i>Total NSF</i>			215,604	171,329	44,275		
	<i>net to gross ratio</i>	0.45			76,295	19,924		
	<i>Total GSF</i>			311,823	247,624	64,199		

SURVEY RESULTS

Student Survey Frequencies - In Key

No DBP or Bookstore / Food Svc. Results

Q1. What is your UH status? (SELECT ONE)

Count	Percent	
2615	.74.84%	.Undergraduate
879	.25.16%	.Graduate / Professional / Doctorate
3494 Respondents		

Q3. Do you live on campus or off campus? (SELECT ONE)

Count	Respondent %	Response %
431	.12.42%	.12.42% .On campus
3040	.87.63%	.87.58% .Off campus
3469 Respondents3471 Responses		

Q4. In which residence hall do you currently live?

Count	Percent	
25	.5.90%	.Bates Hall
40	.9.43%	.Bayou Oaks
35	.8.25%	.Cambridge Oaks
52	.12.26%	.Cougar Place
64	.15.09%	.Cullen Oaks
3	.0.71%	.Oberholtzer Hall
22	.5.19%	.Law Hall
122	.28.77%	.Moody Towers
17	.4.01%	.Settegast Hall
44	.10.38%	.Taub Hall
424 Respondents		

Q5. How far do you currently live from campus? (SELECT ONE)

Count	Percent	
55	.1.81%	.1/2 - 1 mile
105	.3.46%	.1 - 2 miles
388	.12.78%	.3 - 5 miles
535	.17.63%	.6 - 10 miles
1952	.64.32%	.miles
3035 Respondents		

Q6. How much time per day do you currently spend on-campus while not in class?

Count	Percent	
490	.14.50%	.1/2 hour or less
328	.9.70%	.hour
374	.11.07%	.hours
354	.10.47%	.hours
320	.9.47%	.hours
1514	.44.79%	.more
3380 Respondents		

Q7. What are the best places to interact informally with other students?

Count	Respondent %	Response %
1262	.37.63%	.10.62% At a club or organization event
822	.24.51%	.6.92% .At an off-campus apartment / house
442	.13.18%	.3.72% .At an off-campus / community event
988	.29.46%	.8.31% .At an off-campus restaurant / club
1204	.35.90%	.10.13% .Campus Recreation and Wellness Center
1411	.42.07%	.11.87% .In an academic building
422	.12.58%	.3.55% .In an on-campus residence hall
1401	.41.77%	.11.79% .M.D. Anderson Memorial Library
1878	.55.99%	.15.80% .University Center
1690	.50.39%	.14.22% .University Center Satellite
139	.4.14%	.1.17% .Welcome Center & Parking Garage
228	.6.80%	.1.92% .Other (please specify)
3354 Respondents		

Q8. Where do you go to study? (SELECT A MAXIMUM OF THREE LOCATIONS)

Count	Respondent %	Response %
1322	.39.32%	.18.95% .A classroom / academic building
586	.17.43%	.8.40% .campus
133	.3.96%	.1.91% .In a residence hall study lounge
1972	.58.66%	.28.26% .M.D. Anderson Memorial Library
1964	.58.42%	.28.15% .My room or apartment
221	.6.57%	.3.17% .University Center
319	.9.49%	.4.57% .UC Satellite
460	.13.68%	.6.59% .Other (please specify)
3362 Respondents6977 Responses		

Q9. How satisfied are you with the following amenities and spaces on campus?

Count	Percent	
1074	.31.96%	.Very satisfied
1988	.59.17%	.Satisfied
252	.7.50%	.Unsatisfied
46	.1.37%	.Very unsatisfied
3360 Respondents		

Q10. How satisfied are you with the following amenities and spaces on campus?
Bookstore selections (i.e., apparel, textbooks, merchandise, etc.)

Count	Percent	
693	.20.71%	.Very satisfied
1998	.59.70%	.Satisfied
541	.16.16%	.Unsatisfied
115	.3.44%	.Very unsatisfied
3347 Respondents		

Survey Results

Q11. How satisfied are you with the following amenities and spaces on campus?

Food service locations

<u>Count</u>	<u>Percent</u>	
693	.20.75%	.Very satisfied
1939	.58.07%	.Satisfied
572	.17.13%	.Unsatisfied
135	.4.04%	.Very unsatisfied
3339		Respondents

Q12. How satisfied are you with the following amenities and spaces on campus?
Food service options selections (i.e., Subway, Chick - Fil- A, Wendy's, Taco Bell, etc.)

<u>Count</u>	<u>Percent</u>	
595	.17.84 %	.Very satisfied
1438	.43.12%	.Satisfied
921	.27.62%	.Unsatisfied
381	.11.42%	.Very unsatisfied
3335		Respondents

Q13. How satisfied are you with the following amenities and spaces on campus?
Formal meeting spaces that can be reserved

<u>Count</u>	<u>Percent</u>	
456	.13.81 %	.Very satisfied
2244	.67.96%	.Satisfied
512	.15.51%	.Unsatisfied
90	.2.73%	.Very unsatisfied
3302		Respondents

Q14. How satisfied are you with the following amenities and spaces on campus?
Games room (i.e., bowling alley, billiards, video games)

<u>Count</u>	<u>Percent</u>	
659	.19.95 %	.Very satisfied
2165	.65.55%	.Satisfied
395	.11.96%	.Unsatisfied
84	.2.54%	.Very unsatisfied
3303		Respondents

Q15. How satisfied are you with the following amenities and spaces on campus?
Group study space for students

<u>Count</u>	<u>Percent</u>	
567	.17.00 %	.Very satisfied
1778	.53.31 %	.Satisfied
802	.24.05%	.Unsatisfied
188	.5.64%	.Very unsatisfied
3335		Respondents

Q16. How satisfied are you with the following amenities and spaces on campus?

Indoor seating

<u>Count</u>	<u>Percent</u>	
531	.15.90 %	.Very satisfied
1936	.57.96%	.Satisfied
708	.21.20%	.Unsatisfied
165	.4.94%	.Very unsatisfied
3340		Respondents

Q17. How satisfied are you with the following amenities and spaces on campus?
Large multipurpose event room

<u>Count</u>	<u>Percent</u>	
612	.18.55%	
2374	.71.94%	
281	.8.52%	
33	.1.00 %	
3300		Respondents

Q18. How satisfied are you with the following amenities and spaces on campus?

Lounge space for quiet study and conversation

<u>Count</u>	<u>Percent</u>	
575	.17.29%	
1714	.51.55%	
851	.25.59%	
185	.5.56%	
3325		Respondents

Q19. How satisfied are you with the following amenities and spaces on campus?

Lounge space for socializing and programming

<u>Count</u>	<u>Percent</u>	
571	.17.24%	.Very satisfied
2057	.62.11 %	.Satisfied
585	.17.66%	.Unsatisfied
99	.2.99%	.Very unsatisfied
3312		Respondents

Q20. How satisfied are you with the following amenities and spaces on campus?

Outdoor seating

<u>Count</u>	<u>Percent</u>	
521	.15.63%	.Very satisfied
1730	.51.89%	.Satisfied
931	.27.92%	.Unsatisfied
152	.4.56%	.Very unsatisfied
3334		Respondents

Survey Results

Q21. How satisfied are you with the following amenities and spaces on campus?

Outdoor social and performance spaces	
<u>Count</u>	<u>Percent</u>
478	.14.49%
1961	.59.46%
737	.22.35%
122	.3.70%
3298	Respondents

Q22. How satisfied are you with the following amenities and spaces on campus?

TV lounges	
<u>Count</u>	<u>Percent</u>
451	.13.65%
2010	.60.84%
733	.22.19%
110	.3.33%
3304	Respondents

Q23. How satisfied are you with the following amenities and spaces on campus?

Retail space	
<u>Count</u>	<u>Percent</u>
359	.10.91%
2043	.62.08%
726	.22.06%
163	.4.95%
3291	Respondents

Q24. How satisfied are you with the following amenities and spaces on campus?

Student organization location	
<u>Count</u>	<u>Percent</u>
412	.12.56%
2290	.69.80%
458	.13.96%
121	.3.69%
3281	Respondents

Q25. How satisfied are you with the following amenities and spaces on campus?

Student organization space	
<u>Count</u>	<u>Percent</u>
403	.12.29%
2210	.67.42%
537	.16.38%
128	.3.90%
3278	Respondents

Q26. How often do you typically visit the University Center? (SELECT ONE)

<u>Count</u>	<u>Percent</u>	
437	.0.44%	per week
1276	.30.48%	week
688	.16.43%	Once per week
1626	.38.83%	Occasionally
160	.3.82%	Never
4187		Respondents

Q27. At what time of the day do you typically visit the UC? (SELECT ALL THAT APPLY)

<u>Count</u>	<u>Respondent %</u>	<u>Response %</u>	
285	.7.20%	.3.99%	.7 am - 9 am
624	.15.75%	.8.73%	.9 am - 11 am
1982	.50.04%	.27.74%	.11 am - 1 pm
1776	.44.84%	.24.85%	.1 pm - 3 pm
1077	.27.19%	.15.07%	.3 pm - 5 pm
817	.20.63%	.11.43%	.5 pm - 7 pm
413	.10.43%	.5.78%	.7 pm - 9 pm
132	.3.33%	.1.85%	.9 pm - 12am
40	.1.01%	.0.56%	.12am - 2am
3961			Respondents
			.7146 Responses

Q28. How long do you typically use the UC when you visit? (SELECT ONE)

<u>Count</u>	<u>Percent</u>	
209	.5.27%	minutes
1771	.44.63%	.5 to 30 minutes
1124	.28.33%	hour
463	.11.67%	About 1 hour
290	.7.31%	.1 to 2 hours
111	.2.80%	hours
3968		Respondents

Q29. What are the main reasons you visit the UC? (SELECT A MAXIMUM OF THREE REASONS)

<u>Count</u>	<u>Respondent %</u>	<u>Response %</u>	
79	.1.99%	.1.01%	Employment / I work there
3442	.86.74%	.44.10%	To get something to eat
647	.16.31%	.8.29%	To attend a meeting
666	.16.78%	.8.53%	To attend an event
23	.0.58%	.0.29%	To meet a professor
1077	.27.14%	.13.80%	To meet friends
854	.21.52%	.10.94%	To relax and hang out
342	.8.62%	.4.38%	To study
675	.17.01%	.8.65%	Other (please specify)
3968			Respondents

Survey Results

Q30. Please indicate the reasons you do not visit the UC more often. (SELECT ALL THAT APPLY)

Count	Respondent %	Response %	Response
478	.13.61%	.4.64%	.Appearance
590	.16.80%	.5.72%	.Atmosphere of building
125	.3.56%	.1.21%	.Building is often empty
818	.23.29%	.7.93%	.Building is too crowded
62	.1.77%	.0.60%	.Building is unsafe
652	.18.56%	.6.32%	.Cost of services and activities are too expensive
637	.18.14%	.6.18%	.Friends do not visit the UC
617	.17.57%	.5.98%	.Hours of operation are too limited
1054	.30.01%	.10.22%	.Lack of comfortable places to relax
1288	.36.67%	.12.49%	.Lack of convenient parking
184	.5.24%	.1.78%	.Lack of convenient public transportation
314	.8.94%	.3.05%	.Lack of variety and quality of activities (e.g. programs, student activities)
720	.20.50%	.6.98%	.Lack of variety and quality of services (e.g., food service, bank, copy center)
1076	.30.64%	.10.44%	.Location is not convenient
411	.11.70%	.3.99%	.None of the University Center features / services appeal to me
826	.23.52%	.8.01%	.Not aware of programs and activities offered
49	.1.40%	.0.48%	.Restrictive rules
409	.11.65%	.3.97%	.Other (please specify)
3512 Respondents			

Q31. How often do you typically visit the UC Satellite? (SELECT ONE)

Count	Percent	Response
271	.6.56%	.per week
1056	.25.56%	.week
464	.11.23%	.Once per week
1506	.36.46%	.Occasionally
834	.20.19%	.Never
4131 Respondents		

Q32. At what time of the day do you typically visit the UC Satellite? (SELECT ALL THAT APPLY)

Count	Respondent %	Response %	Response
191	.5.88%	.3.72%	.7 am - 9 am
558	.17.19%	.10.88%	.9 am - 11 am
1942	.59.83%	.37.86%	.11 am - 1 pm
1472	.45.35%	.28.70%	.1 pm - 3 pm
706	.21.75%	.13.76%	.3 pm - 5 pm
260	.8.01%	.5.07%	.5 pm - 8 pm
5129 Responses 3246 Respondents			

Q33. For how long do you typically visit the UC Sat

Count	Percent	Response
219	.6.72%	.Less than 5 minutes
1415	.43.40%	.5 to 30 minutes
977	.29.97%	.30 minutes to 1 hour
327	.10.03%	.1 hour
272	.8.34%	.1 to 2 hours
50	.1.53%	.More than 2 hours
3260 Respondents		

Q34. What are the main reasons you visit the UC Satellite? (SELECT A MAXIMUM OF THREE REASONS)

Count	Respondent %	Response %	Response
26	.0.80%	.0.45%	.Employment / I work there
2999	.91.71%	.52.25%	.To get something to eat
130	.3.98%	.2.26%	.To attend a meeting
116	.3.55%	.2.02%	.To attend an event
37	.1.13%	.0.64%	.To meet a professor
1041	.31.83%	.18.14%	.To meet friends
853	.26.09%	.14.86%	.To relax and hang out
411	.12.57%	.7.16%	.To study
127	.3.88%	.2.21%	.Other (please specify)
3270 Respondents			

Q35. Please indicate the reasons you do not visit the UC Satellite more often. (SELECT ALL THAT APPLY)

Count	Respondent %	Response %	Response
96	.2.71%	.1.23%	.Appearance
178	.5.02%	.2.27%	.Atmosphere of building
46	.1.30%	.0.59%	.Building is often empty
1053	.29.72%	.13.45%	.Building is too crowded
30	.0.85%	.0.38%	.Building is unsafe
605	.17.08%	.7.73%	.Cost of services and activities are too expensive
393	.11.09%	.5.02%	.Friends do not visit the UC Satellite
955	.26.95%	.12.20%	.Hours of operation are too limited
506	.14.28%	.6.46%	.Lack of comfortable places to relax
475	.13.41%	.6.07%	.Lack of convenient parking
119	.3.36%	.1.52%	.Lack of convenient public transportation
598	.16.88%	.7.64%	.Lack of variety and quality of services (e.g., food service, bank, post office)
217	.6.12%	.2.77%	.Lack of variety and quality of activities (e.g. programs, student activities)
1083	.30.57%	.13.84%	.Location is not convenient
278	.7.85%	.3.55%	.None of the UC Satellite features / services appeal to me

Survey Results

670 . . .18.91 %8.56% . .Not aware of programs and activities offered
 220.62%0.28% . .Restrictive rules
 503 . . .14.20%6.43% . .Other (please specify)
 3543 Respondents

Q137. What types of programs and services would you like to see in the University Center / UC Satellite? (SELECT ALL THAT APPLY)

<u>Count</u>	<u>Respondent %</u>	<u>Response %</u>	
1174	.33.00%4.10%	.Academic support offices (e.g., academic tutoring and writing center)
899	. .25.27%3.14%	.Administrative support offices (e.g., registrar, cashier's office, financial aid)
613	. .17.23%2.14%	.Barber shop
1760	. .49.47%6.14%	.Bookstore
1491	. .41.91 %5.20%	.Commuter student lounge (lockers, microwave, etc)
1689	. .47.47%5.89%	.Computer-equipped lounge areas
1407	. .39.54%4.91 %	.Email stations
1408	39.57%	4.91 %	Games / informal recreation space (e.g. bowling / billiards, table games, videogames, etc.)
1433	. .40.28%5.00%	.Informal lounge / social gathering areas
1093	. .30.72%3.81%	.Information center
1144	. .32.15%3.99%	.Meeting / event rooms
765	. .21.50%2.67%	.Multicultural centers
1291	. .36.28%4.50%	.Music store
521	. .14.64%1.82%	.Nail / tanning salon
1076	. .30.24%3.75%	.Newsstand
1517	. .42.64%5.29%	.Outdoor green space / informal gathering areas
1016	. .28.56%3.55%	.Outdoor performance venue
1811	. .50.90%6.32%	.Post office or mailing center
1815	. .51.01%6.33%	.Shaded patios and outdoor seating areas
855	. .24.03%2.98%	.Space for arts / crafts (pottery, wood-working, dark-room etc)
884	. .24.85%3.08%	.Student org. offices and resource center
1544	. .43.40%5.39%	.Ticket office (including Ticketmaster and University Events)
1244	. .34.96%4.34%	.Video / DVD store
208	. .5.85%0.73%	.Other programs and services (please specify)

3558 Respondents

Q138. Please select the three most important types of space to be included in the University Center / UC Satellite project. (SELECT THREE)

<u>Count</u>	<u>Respondent %</u>	<u>Response %</u>	
1300	. .36.33%12.89%	.Coffeehouse / entertainment venue
2346	. .65.57%23.25%	.Food court

763	. .21.32%7.56%	.Group study rooms for students
301	. .8.41 %2.98%	.Large multipurpose event room
1148	. .32.08%11.38%	.Lounge space for quiet study and conversation
621	. .17.36%6.16%	.Lounge space for socializing and programming (i.e., TV lounge)
389	. .10.87%3.86%	.Meeting rooms
1008	. .28.17%9.99%	.Movie theater / performance space
579	. .16.1 8%5.74%	.Outdoor social space / amphitheater
792	. .22.14%7.85%	.Recreation space (e.g., bowling, video and arcade games, billiards)
151	. .4.22%1.50%	.Practice space for student performance groups
691	. .19.31%6.85%	.Retail spaces

3578 Respondents

Q139. If a new University Center/ UC Satellite is built that better meet your needs, how often would you use it? (SELECT ONE)

<u>Count</u>	<u>Percent</u>	
1365	. .37.49 %5 or more times per week
1629	. .44.74%2-4 times per week
341	. .9.37%Once per week
262	. .7.20 %Occasionally (less than once per week)
44	. .1.21 %Never

3641 Respondents

Q140. If a new University Center/ UC Satellite is built that better meet your needs, how long would you use it? (SELECT ONE)

<u>Count</u>	<u>Percent</u>	
42	. .1.17%Less than 5 minutes
304	. .8.47%5 to 30 minutes
757	. .21.09%30 minutes to 1 hour
722	. .20.11 %About 1 hour
1040	. .28.97 %1 to 2 hours
725	. .20.19%More than 2 hours

3590 Respondents

Q141. How high a priority should UH place on expanding and / or improving the University Center / UC Satellite? (SELECT ONE)

<u>Count</u>	<u>Percent</u>	
699	. .19.20%Very high priority
1053	. .28.93%High priority
1434	. .39.40%Moderate priority
343	. .9.42 %Low priority
111	. .3.05 %Very low priority

3640 Respondents

Survey Results

Q142. Which one of the following statements comes closest to your reason for indicating that it is unimportant for UH to expand and / or improve the University Center / UC Satellite? (SELECT ONE)

Count	Percent	Response
170	37.53%	A University Center / UC Satellite expansion / renovation are necessary, but UH has more pressing priorities right now.
21	4.64%	If students want better facilities, they can explore off-campus opportunities.
191	42.16%	The current facilities are satisfactory to meet current and near-term needs.
71	15.67%	Other (please specify)

453 Respondents

Q143. If the University was to significantly expand and improve the UC and/or UC Satellite so that any expanded / improved facilities include many of the spaces you selected previously, how likely would you be to support a UC Fee increase (added to current fee) of \$75 to \$125 per semester?

Count	Percent	Response
330	11.10%	Very likely
854	28.73%	Likely
565	19.01%	Unlikely
863	29.04%	Very unlikely
360	12.11%	Unsure - need more information

2972 Respondents

Q144. How likely would you be to support an extra \$10 per semester increase in UC Fees to integrate sustainable design elements and attain LEED Certification for the improved and / or expanded University Center / UC Satellite?

Count	Percent	Response
944	31.77%	Very likely
991	33.36%	Likely
344	11.58%	Unlikely
463	15.58%	Very unlikely
229	7.71%	Unsure - need more information

2971 Respondents

Q145. What is your age? (SELECT ONE)

Count	Percent	Response
8	0.27%	Under 18
456	15.29%	18 - 19
1464	49.08%	20 - 24
576	19.31%	25 - 29
327	10.96%	30 - 39

101	3.39%	40 - 49
44	1.48%	50 - 59
7	0.23%	60 and over

2983 Respondents

Q146. What is your enrollment status? (SELECT ONE)

Count	Percent	Response
2414	81.64%	Full time
543	18.36%	Part time

2957 Respondents

Q147. What is your enrollment level? (SELECT ONE)

Count	Percent	Response
381	12.81%	Freshman
421	14.16%	Sophomore
695	23.37%	Junior
694	23.34%	Senior
722	24.28%	Graduate / Doctorate
61	2.05%	Other (please specify)

2974 Respondents

Q148. In which school or college are you enrolled in? (SELECT ONE)

Count	Percent	Response
62	2.08%	Architecture
540	18.11%	Business
289	9.69%	Education
300	10.06%	Engineering
69	2.31%	Hotel and Restaurant Management
100	3.35%	Law
611	20.50%	Liberal Arts and Social Sciences
389	13.05%	Natural Sciences and Mathematics
33	1.11%	Optometry
146	4.90%	Pharmacy
40	1.34%	Social Work
155	5.20%	Technology
86	2.88%	Undeclared
109	3.66%	University Studies
52	1.74%	Other (please specify)

2981 Respondents

Q149. What is your race / ethnic background? (SELECT ONE) (OPTIONAL)

Count	Percent	Response
284	9.79%	African American
775	26.71%	Asian / Pacific Islander
558	19.23%	Hispanic
80	2.76%	International

Survey Results

110.38%Native American
 1136 . .39.15%White / Other
 582.00%Unknown
 2902 Respondents

Q150. What is your gender? (SELECT ONE)

Count	Percent	Response %
1396	.47.35%Male
1552	.52.65%Female

2948 Respondents

Q151. What is your family status? (SELECT ONE)

Count	Percent	Response %
2253	.75.91%Single without children
322	.10.85%Married / partnered without children
100	.3.37%Single with children
293	.9.87%Married / partnered with children

2968 Respondents

Q152. How do you typically travel to campus from where you live? (SELECT ALL THAT APPLY)

Count	Respondent %	Response %
34	.1.30%1.23% . .Bike
2453	.93.91%88.94% .Drive
177	.6.78%6.42% . .Public transportation
52	.1.99%1.89% . .Walk
42	.1.61%1.52% .Other (please specify)

2612 Respondents2758 Responses

Q153. Typically how long is your commute to campus during the academic year? (SELECT ONE)

Count	Percent	Response %
45	.1.72%5 minutes or less
205	.7.82%6 - 10 minutes
340	.12.97%11 - 15 minutes
341	.13.01%16 - 20 minutes
578	.22.04%21 - 30 minutes
1113	.42.45%more

2622 Respondents

Q154. How are your tuition and fees funded? (SELECT ALL THAT APPLY)

Count	Respondent %	Response %
752	.25.35%12.39% .Academic scholarship
16	.0.54%0.26% . .Athletic scholarship
166	.5.60%2.74% . .Employer program
1150	.38.77%18.96% .Family support

871	.29.37%14.36% .Grant
574	.19.35%9.46% . .Personal savings
1149	.38.74%18.94% .Personal income
1288	.43.43%21.23% .Student loans
101	.3.41%1.66% . .Other (please specify)

2966 Respondents

Q155. How are your living expenses funded? (SELECT ALL THAT APPLY)

Count	Respondent %	Response %
202	.6.85%4.33% .Academic scholarship
10	.0.34%0.21% . .Athletic scholarship
67	.2.27%1.44% . .Employer program
1399	.47.44%29.98% .Family support
220	.7.46%4.71% . .Grant
535	.18.14%11.47% .Personal savings
1582	.53.65%33.90% .Personal income
516	.17.50%11.06% .Student loans
135	.4.58%2.89% . .Other (please specify)

2949 Respondents

Q156. Please feel free to provide any additional comments or suggestions regarding this project:
 1097 Respondents

Q157. If you would like to stay informed or further contribute to the Student Union Feasibility Study, please provide your email contact information.
 662 Respondents

Student Survey Comments

Supportive

1. A lot of the amenities that make the UC attractive are already there, the problem with the UC is that the space/ program / building are not architecturally attractive. There is no connection to the outside. When I enter the UC, I feel like I'm entering a box. There no natural lighting inside the building, which is very unattractive and kills the ambiance of a great social gathering space. The locations of the amenities are also the problem, they are all remote and hard to get to. I would like to walk in the UC and have everything in front of me, without having the hassle of going through countless stairs and feeling like I'm in a dungeon, but there is nothing the university can do about that because that's how the building is built. The inside feels very crowded and dark even though it may not be crowded or dark. I suggest remodeling the UC or tear it down and make a new one. Add more transparency to all sides of the building and

- incorporate the outside/ nature/ landscaping to the program of the building, that way it feels much more open and large when in reality it has the same square footage as before. Also don't fragment all the services like it is right now, try to incorporate them all in on easy to follow space, and add higher ceilings, which will also give a more spacious effect.
2. A new and improved university center would be invaluable to future Cougars. I'm sure sponsors would step up and help out with endowments and donations.
 3. A new building would be beneficial to the school as long as it was affordable for the college student and the construction didn't take a long time thus interrupting the flow of college life.
 4. A New UC would be great....but so would developing all this near the new Stadium District in the master plan!
 5. A new University Center or some sort of renovation sounds good.
 6. As long as we know where it's going, I don't mind the fees.
 7. Awesome!
 8. Better UC/Satellite facilities and events are needed to increase student involvement, school spirit, and university life
 9. Both the UC and Satellite UC are old and outdated. They need significant upgrading to attract and retain more students on campus. The UC should be a lot larger. Too bad a new one was not included along with the Wellness Center.
 10. Collect as much information as possible from students, staff and faculty, thanks.
 11. Currently I see UH as a major commuter school. I think that if there were more places like the UC with better parking, more students would stay on campus longer during the day.
 12. Definitely needs to be improved.
 13. Do something to improve the look of the UC. The building looks old and tired, as if it were ready to die and pass on to the after life.
 14. Expand what we have. It's nice to see improvements on existing points, plus I like the walk.
 15. Expanding the UC would be a great idea that would have benefits in the long run that attract incoming students in the Houston area to stay at home instead of going off to school.
 16. Expanding the University of Houston is a wonderful idea. Both the UC and satellite could use some remodeling. UH is a great school with many bright minds; however, I feel that our school is often overlooked in our status. I believe the first priority is to support our athletes even more and definitely elevate our school spirit. Second, safety is a major concern for me as well as many of the students who study late on campus; CAMPUS SECURITY is obviously an area to work on. Lastly, I believe money would be well spend by supporting student organizations with a more suitable study space/information/support center, particularly our engineering students would really appreciate having such a study area since we do spend most of our day and night at school studying; Believe me, freezing at night while working on a project or preparing for an exam is not the best feeling. lol. thank you.
 17. From what I have seen and heard about the immediate future of UH, I will be proud to say where I went to school. Some of the new construction is marvelous. The recreation center was a godsend and now with McAllister's that area is continuing to boom.
 18. Glad to see something is happening with the Master Plan, let's see some more building happening on campus too!
 19. Go ahead
 20. Good
 21. good job
 22. good luck
 23. good luck!
 24. good project
 25. good questions
 26. Good survey
 27. great addition to the campus of UH
 28. Great effort to improve the quality of student life on campus, I appreciate it!
 29. Great Ideas!!!
 30. Great job- UC is wonderful.
 31. great survey
 32. I am a theatre major, so of course, I am most excited to hear of possible performance spaces across campus. This would be an amazing addition for theatre students because it would mean less limitation to the spaces we have now and more opportunity to see other performances. I would support a fee increase if there was promise of additional performance venues.
 33. I am glad that I heard this news.
 34. I am glad to see that UH is looking into expanding the UC and its services. This is far past due. Perhaps updating this facility will help make this institution feel more like a college campus instead of a place where students take class and go home.
 35. I am happy to see that UH is considering making changes/updates to the UC/Satellite. I completed my undergrad at UH in 2001 and the campus has changed significantly since then. UH should be not only the premier university in the Houston area, but I would like to see us challenge UT for high-quality students. That said, UH should not lose sight of the fact that we cater to a demographic that I believe UT does not.
 36. I attended the University of Maryland and have seen the Stamp Student Union. It really is a great place, and I think that something of that nature would help UH as it becomes a more impressive university. Daniel Skates I believe that this project will keep more of the commuting students on campus.
 37. I believe this survey process will be successful and lead to the UC shine again!

39. I CAN'T WAIT TILL WILL BE OPEN... HOPEFULLY WHEN I WILL STILL BE IN SCHOOL.
40. I feel like our UC is a building out of the Cold War era. Squat, blocky design that looks somewhat like a bomb shelter. At looking at the services and the design provided to other universities I say it is past time to improve the face of the social interactive space the university provides for its students. A university is a center of education and socialization for students, both equally important; and both must be equally well funded.
41. I feel that this a very good idea.
42. I feel that this would be a great idea. I can't wait to see the improvements.
43. I first want to congratulate the University of Houston for really wanting to improve the facilities, I believe that these changes, starting with the surveys, and when they become reality, they will make the University of Houston a more attractive place for future prospect students. But personally I am tired of people seeing it as the school that you go to because is the one that's there not because "heyyyy I want to go to U of H, it's my dream school." Which is not a bad things it actually leaves a lot of room for improvement, creativity and innovation. Which is already starting, the future projects will make our school be seen with a total different eye. But as we all know, the change starts within not from outside. And actually having students involved in this process it makes us students feel part of the change and in the future say, hey I helped to make this happen. :) Thank you!
44. I fully support any improvements to this university. Glad to see the efforts are happening. Keep it up please!
45. I hope the projects will be pushed through
46. I hope the University Center gets a whole new design.
47. I hope they improve it; the UC sets the tone for the campus. Right now it says "we don't really care all that much, a passing grade is good enough".
48. I hope this project succeeds because I am tired of feeling as if my UH education is not as good as a UT education
49. I like it, and I really encourage expanding places like the UC and the satellite, because after all at the end of the day, we all need entertaining, socializing and comforting places like these.
50. I like it, but I think that other issues should be addressed instead of the renovation of some facilities.
51. I like the idea of renovating the UC or UC Satellite; I think it would generate a lot of business. The core business would come from distressed students looking for a lounge or a place to grab a quick bite. I would like to see the final results of the survey and any market research completed on the project. I think this is a great opportunity. If there are any retail pad sites available please let know, I might be interested. Thank you.
52. I like the survey and recommend using the suggestions listed. Just make sure to have a good run through before acting.
53. I love the University of Houston and I hope various improvement are made in both the UC and the Satellite. We need to make this school better in other to reach tier 1 status. GO COOGS!!!!
54. I love UH
55. I love UH
56. I love UH and would enjoy watching the evolution of the university. UH is a top notch school and to be a top notch school we must show the commitment of looking like one as well.
57. I really hope all of this will come together and possible. It will be a great addition to the University.
58. I really hope that these improvements that I and others suggest in this survey get done soon (within the next 5 years) because that would help EVERYONE on campus. It would ease life for those that live on campus, as well as keep everyone that commutes on campus longer. Go Coogs!
59. I think improvement of UH is very vital in restoring our campus's school spirit - I would like to see more students live on campus, and take a more active role in UH
60. I think it would be a good idea to improve UH's student center. Having visited over a dozen major campuses in my life (places like UW in Seattle, University of MI in Ann Arbor, MI, and Ole Miss in Oxford, MS), I would have to say that UH's facilities aren't nearly as appealing as some I have seen. I think that UH is a world-class academic institution, and it would be nice if its student union were up to par.
61. I think it would be a great idea to expand the UC and help to involve more students in the university experience.
62. I think it's a great idea to upgrade the UC.
63. I think it's great that you guys are doing this.
64. I think it's very good
65. I think it's very important for the university to remodel the UC and make it not only more functional, but also iconic.
66. I think it's very important to build venues that will allow the university to host more public events and inspire students to spend more time on campus socializing with other students, such as a performance venue.
67. I think that expanding the UC Satellite is a great idea. Right now we need more space, and more cell phone reception!
68. I think that if the UC is to be renovated the UC should appeal to the commuter students. I believe that the a student union is a place that students can gather to do homework and socialize before going home after a long day of classes.
69. I think that it is great that we are taking steps on making UH a more prominent school in our society and that it is very important that the students enjoy the campus they are attending.
70. I think that it is great that you are getting students input to decide what should be improved.
71. I think that modifications to these facilities are needed in order to make the campus look and feel more up to date. I also feel that the UC and UCS are not the only buildings that need to be renovated. Most or all of the buildings where classes are held should be remodeled in order for the campus to look more 2000s instead of mid 1900s.

72. I think that the UC/UC Satellite is HIGH priority. Let's get our gathering spaces up to par with other great colleges!
73. I think the UC and UC Satellite are great places on campus, and a few improvements suggested from this survey would make them even better, which would cause students to use them more.
74. I think the UC is outdated and needs a facelift.
75. I think the University is doing a great job keeping up with additions to the campus.
76. I think there is always room for improvement. However, I think the two are already great places for student to be able to meet.
77. I think this is a fantastic idea, although U of H is already an amazing campus there is room for expansion and improvement.
78. I think this is a good idea and a good way to judge how the student body feels about the campus.
79. I think UH has made some good improvements lately. I look forward to seeing more. I would recommend placing little snack bars more conveniently around campus with healthy options.
80. I will be happy with whatever the University decides to do. It has accommodated all my needs by far.
81. I would highly encourage this project; I feel there is a lot of room for improvement at the UC and the satellite, to make the on campus experience more enjoyable.
82. I would like to see the UC more appealing. It looks like it needs to be remodeled.
83. I would love to have more reasons to stay on campus longer.
84. I would love to see the UC expand and become a much better place to hang out, eat and study.
85. I would prefer a modern building for a UC than renovating the old one as it will put more constraints on the new design.
86. I would surely welcome your idea of improving the facilities in the UC and in the UC Satellite. I think if improvements are made and maybe a new building, can bring about a new atmosphere and new enthusiasm. We'd definitely love it. All the Best.
87. If the UC Satellite and the UC were more like the Campus Rec and Wellness Center...that would be pretty much amazing!
88. Improving the University Center should be a big priority - the current facilities are among the worst I have seen at a major university and are not in keeping with the positive image UH wants to project.
89. It is a great project. My brother went to U of H about 10 years ago and paid fees for the REC which I enjoy now. We are the future.
90. It is a nice idea to build up both of these buildings, adding nice services and amenities, but a complete drastic change is not needed. I'm pretty satisfied with the way it is, but adding onto them and making them better is a good idea.
91. It is a very good idea to re-new the UC building. It is very old and a new look will make UH look like a up to date campus.
92. it is going to make UH a heaven
93. It is nice to see UH striving to improve it through the thoughts of the students.
94. it looks to be a good project hope I see it in action soon
95. It sounds good.
96.It sounds interesting.
97. It will be a great idea but some people will complain in paying more for it
98. It's a great idea to build a new UC, and I look forward to this change.
99.its all fine
100. It's quite essential!
101. just do what you do
102. Make all the necessary changes mentioned in this survey as soon as possible.
103. Modernizing the student center is a great idea. Our student center has been below the curve for some time.
104. My overall opinion about this project is that their good reasons for it
105. please make this a very high priority
106. please upgrade the facilities.. the UC and the UC Satellite. I would like to see more options in other buildings .. like Einstein Bagels is in the Agnes Arnold area. Why not include other options?
107. sounds very interesting. when would this be finished? because it would not be cool if it was finished after I graduated, when I helped fund it :)
108. The UC is a great place and a great location on campus. It just needs a few changes to make it even better, a little bit of an update to make it feel new and fresh.
109. the project is a great idea...the UC and the UC Satellite offer most of the things listed, just not the same in both places...The UC satellite is more convenient to where my classes are, therefore I use it more. The hours of operation should also be expanded for early morning people...maybe having something open at 6am instead of 7am.
110. The UC should be something that all University students should be proud of. Right now, it is a shame how the "University Center" is missing letters, the paint is peeling and how "empty" it feels. The dining space is set up very awkwardly and the food can be prepared better and with more openness. The one good thing about the UC is the underground where the meeting rooms are. More emphasis on this area should be done as most people do not even go there. Computer labs would be an asset but the MD Anderson and the UScholars has enough. Overall, the UC needs more work to make it a highlight at our school.
111. The University Center is the most visible and used building on campus. Unfortunately it also is one of the most dated and inefficient buildings as well. I think that the University Center should be razed and completely redone. I'm not trying to be harsh, but after visits and attendance at other universities, U of H's University Center is sorely lacking. If I had to pick one area to focus on it would be the bookstore. It already seems undersized and cramped. At a minimum I would double the size of the

bookstore and take cues from other universities on how to modernize it. The bookstore should also be designed to service a large number of students during peak times (beginning/end of semesters) by having the ability to triple the amount of cashier stations. Furthermore, design the new University Center with many more casual seating areas besides those in the cafeteria. One thing that I particularly enjoyed during my time at Montana State University was the more formal lounge in their Strand Union building. This area I think is called the Leigh lounge, but I'm not sure. It was more formal than most of the social areas and had a warm and cozy feeling to it with nicely appointed decor, carpeting, oversized chairs, couches, and even a piano. The atmosphere that this room created was calming and quiet. Students could kick back and relax, perhaps even take a cat nap between classes. Beyond these reasons, it was also somewhat of a showpiece for the university, although I couldn't find any pics of the interior. Lastly, if UH does decide to start from ground up with this new facility, the building should appear more significant than it does now. Of particular importance, it should be designed with a timeless quality that could be expanded over time as needed. I recommend that you guys should see how Montana State University's Strand Union Building (SUB) looks and feels to begin to gather some ideas. Particularly their bookstore and their more formal lounge. Thanks.

112. The University of Houston is working its way up. Since it is a commuter school, one of the things that would get students to stay on campus would be to expand the Satellite and the UC. Students will have more reason to stay on campus, and this will allow them more opportunity to get involved, indirectly helping them gain a sense of pride for the school.
113. this is a great idea and improving the uc/sat is a great recruiting tool for incoming freshmen
114. this is a great idea, but hopefully it is like and how students want it.
115. This project is awesome and would like to see changes when necessary.
116. This university has great potential. A great educational background and a great sports logo to work their marketing department. The focus should be to inform people of the great opportunities that are here on campus with marketing sports apparel at retail stores off-campus and designing effective advertising to show the educational benefits of this University.
117. UC Satellite doesn't really need to be renovated, the University Center itself needs to be ESPECIALLY renovated
118. UH means a lot to me. I truly hope that a project like this can improve the overall atmosphere on campus. Good Luck
119. very interesting
120. very interesting! I am looking forward to see it.
121. Was an efficient survey. We should expand the university center so people feel it's more informal. Right now it is mainly used for the food. We should add more food choices for variety.
122. when uc will have been expanded, it will provide job opportunities. and I think it's important because many student are seeking employment on campus and that'd be great to work in a renovated building.

123. You are all doing a wonderful job
124. You are doing a good job with services so far
125. you guys are doing a good jog on improving the look of the university

Non-Supportive

126. uh as it is now already cater to the students and they succeed in allowing us students to use the resources for academics
127. uh has far more pressing things to worry about before expanding their already decadent UC and satellite facilities
128. UH main campus is already too far away from a quiet, academic environment. Stop wasting money to further mess it up.
129. Very satisfied with current UC and UC Satellite
130. very thing is good don't need to improve
131. We do not need more services that cost more. We need our University to be maintained and for smart fixes that provide more space for students to study.
132. There is nothing wrong with the UC...leave it alone!!! Ya'll need to fix the on-campus housing such as the Towers!!!! Stop building that stupid grad loft crap!!! Lower the parking garage fee and allow that pass to be used all over campus and not just the garage!!!
133. The University Center is adequate for our needs now, and I do not think many students will support a significant increase for UC services. I do not use the UC Satellite, so I do not know what it needs. New investments should be offset with lowered tuitions.
134. The school and neighborhood lack a single suitable bar or pub. Rice has two nice places on campus. There are a lot of people spending a lot of time on campus, and it would be great if there were a place to socialize in the evenings.
135. The U.C. is in great shape. I think all the food, activities, and the book store are just fine.
136. The UC and UC Satellite is satisfactory to students needs. Most students are worried about the increasing tuition each year rather than a better place to eat or hangout.
137. The UC is fine. other areas need improvement first. I can't believe this school is wasting their time on this! Then you want to talk about increasing tuition/fees?!?!?
138. Sounds like another gigantic money drain; UH is a commuter campus so more convenient close-in parking is where most money should be spent. Most students need to get from class to work or vice versa very quickly; the fees for parking have gone up but as the university expands all the close in lots became faculty parking and so we are paying more for less. The new fitness/recreation center is great but everyone I know never uses it since the parking is ridiculously inconvenient compared to a similar service off campus. UH needs to serve its primary customers (commuters) better.

139. Right now, it is not necessary for UH to work on improving UC center/satellite. If UH is willing to spend money, spend it on the science lab where there is always a shortage of chemicals and as a result, labs takes forever to be done. Renovate the old science building and the Fleming building. I believe that the UC satellite/center don't need any major attention for at least another 5 years to come.
140. Please do not expand the UC. Due to the current economic situation(gas price inflation, overall tuition increases), we would be hard-pressed to find the funds required to support an expansion of the new UC. Please do not expand/change/modify the UC, doing so would be a mistake as awful as the "WELCOME CENTER". The "WELCOME CENTER" is a tragedy of university fund allocation, serving no new purpose aside from housing an overpriced parking garage.
141. our university center and satellite are very nice, especially our satellite. our UC is nice when you walk in but I do not think we should use any funds (at the moment) to liven the place up. if you are planning to do this because you believe that by transforming the campus into a more beautiful environment will bring more students during enrollment or possibly transform our commute into a live-on campus than I believe necessary research must be conducted before UofH commits to spending any money. research that tries to find how high school (to-be) graduates or parents with future college student kids will feel sending their kids here to live on campus or to enroll rather than research on how current students will react.
142. if none of the facilities will be complete while I'm here then I don't want it. I'm not going to pay extra money so they can build for the four years I'm here and the year I graduate they open up a new uc.
143. I try to use the facilities for academic purposes, not socializing.
144. I think the project is a waste of money. There are tons of things that the money could be used for that will better the level of education. I would be more willing to up professors pay before this. If you want the best professors, you have to pay the best. Raising tuition and raising the standards for acceptance would also be a better option to me than building some complex to hangout and eat.
145. I think that presently the school is providing sufficient facilities to satisfy my needs. I think if your going to milk me for more money it should be to provide better ie. closer parking for students.
146. I think that the current UC is adequate enough for the average UH student. The only purpose the renovations would serve would be for on campus students. The average UH student commutes from all over the city of Houston, and its suburbs. I, for one, do not hang around campus any longer than I need to for my classes/library usage/study groups. I think that upgrading some of the existing classrooms, or adding more parking structure (corner of Cullen and wheeler would be a great spot) would be a better use of funds. I would gladly contribute to a parking or classroom renovation fund, but for recreation, I just don't feel that is necessary.
147. I really feel there are more important things UH should focus money on.
148. I really do not see a need to improve the UC at all. Maybe increase the hours, but it really is satisfactory. The university should SAVE OUR MONEY and increase our parking instead!
149. I think that the UC is fine. I do not see any need to totally revamp the whole thing. Rather we should focus on getting more student involvement in educational activities. Or to find ways to incorporate that into the UC.
150. I think that improvements to the UC or any other part of this campus is not needed right now. I certainly do not want to pay extra in fees for something that I am not likely to use. What needs to be worked on is providing more financial aid to those who truly need it but whose parent's income won't reflect that. My mother has two kids in college at once and she cannot pay for us so my sister and I have to take out loans every semester. I am climbing more and more into debt trying to pay for school while you all are trying to make additions to the university center that is already just fine, are you kidding me? The only improvements that needs to be made is the roads, they are terrible. There is an increase in tuition every year but the roads are still horrible, what is my money going to?
151. I think it is a waste of money for students.
152. I think a new UC would be nice, but it is not really necessary in my opinion. Yeah, the building is older, but old is nice sometimes. It carries a personality and familiarity with it. I am a grad student now, but I also attend UH as an undergrad, and it's nice to see familiar places still. When I returned to school, there were some new buildings I had to get reacquainted with, i.e. welcome center. I like the older buildings. They have memories, and they fulfill needs of students. The UC has food, it has games, it has the bookstore, it has areas to study. We don't need to raise fees to support the construction of a new building. The current one is just fine. However, adding a coffee shop would be cool.
153. I think that the university does not need to waste money on unnecessary issues, when they need to look into lowering the cost of living on campus and building more dorms.
154. I like the UC/Sat just the way they are. That is not to say that they cannot be improved, but I am very satisfied with them.
155. I feel like the centers we have are adequate at this time.
156. I feel like the centers we have are adequate at this time.
157. I don't believe the UC and satellite should be updated that much with all of these features but it could be remodeled.
158. I don't feel there is a need to rebuilt a UC
159. I believe that a renovation of the current UC or the construction of a new UC is completely unnecessary.
160. I am not in favor of any improvements on campus that will significantly raise university prices. Prices are already hard for some students to pay, their education should not be more difficult to fund because we have a game room on campus.

- 161. I am opposed to any improvements that would increase my tuition as a GRAD student. I already think it's unfair to bill me for computer lab, library, and health center use because I never use those services. I only am on campus for the duration of my classes. I already can't afford my out of pocket tuition.
- 162. Hard to support more construction with so much going on currently.
- 163. Don't need this project. WE NEED MORE PARKING INSTEAD
- 164. don't see the need of a new UC right now. I like the old place
- 165. As an engineering student, I don't see the need to build a new UC. Most students I know don't have time to lounge around or relax, but a change in food services would be nice. I think parking is more of an issue than places to eat since UH is a commuter school.
- 166. A new satellite or UC are not necessary for the UH campus. It will only bring more fees for students at UH.
- 167. As important as campus improvements is maintenance of existing campus facilities. Some buildings and areas of campus are clean, bright and well maintained, others are not. The university's highest priority should be to maximize the appearance of the existing infrastructure.

Food & Retail

- 168. I'm currently a pharmacy student at UH but went to UT-Austin for undergrad and the difference b/t campus life here and UT are vastly different. The difference b/t UT and UH is the fact that UH is a commuter school and it's going to be very hard to build a campus life here at UH, but at the same time, it's not impossible; and thinking of ideas such as improving the UC Satellite and UC are a great start in accomplishing that. One of my main wishes for this school is that UH provide more late night eateries around campus. Things such as opening up dorm cafeterias to the public from 10-12 (at UT, we called that "late night," and it was very busy and successful). My schedule is literally from 9am-5pm, go home from 5-7pm, back on campus to study from 7-midnight. When I come back to campus, I obviously have to eat but my only options are Chili's (which I'm really getting tired of, and the service is declining on a daily basis), drive off campus to somewhere else and we all know the UH area is not the most safest of areas (i.e. Scott St.), or go home early and eat at my apartment which I hate doing since I can't study at home. Another thing, could we possibly get some breakfast eateries at UH? I know about Einstein's but that get's old, I really wish the Satellite would open up earlier and serve breakfast. every school I've been has a breakfast eatery, for some reason UH doesn't. I REALLY wish UH had a late night coffee stand or cafe, the Starbucks at the Satellite closes too early and the one in the business building closes at 8:30pm. As mentioned before, I study on campus to midnight and I need my coffee to stay up and around 9:30-10:30pm I can't go anywhere to get a GOOD cup of joe (let's be honest, the service of Starbucks at the Satellite is THE worst service I've had from a coffee place, they're rude, take a long time making drinks and they make my drink wrong ALL THE TIME and I don't have time to wait for them to make another one, I have to get to class). The Starbucks in the business building is really good, good people and good service but they're just a bit too far from my classes. Einstein's is ok, but they're service is not really that great, the workers all give you attitudes, which is something you don't want early in the morning when you're getting ready for class. An outdoor studying and/or eating area would be great as well b/c being cooped up in a building for 8 hours a day just makes you want to go outside and take a breath of fresh air (well, we are in Houston so that might not be such a good idea, hahaha). It's going to be heard for UH to establish a campus life but it's not impossible just be creative; don't think about the costs, think about the students first. Thanks.
- 169. I think the UC Satellite needs a vending machine if a student just wants to buy a soft drink and not wait in line.
- 170. University Center is nothing but a group of retail stores, so is university satellite. The retail shops do not offer healthy food choices to students. Never are there any quiet recreational times, the place is always crowded. 1.) I would like to be able to print from other places, not just the library and the central technology commons. 2.) I would like to have better choices for a healthy meal. Though Chick-fil-a, Wendy's, Sushi, and the deli at the satellite are great choices, but I could use more. 3.) I would like to see a television or large computer screen at certain strategic places which display the weather and most importantly the traffic status. I would like to know when I can leave school. 4.) also, I would like to participate more on campus, a good way to stay on top of what is going on would be to have LARGE billboards.
- 171. A dedicated Irish style pub would be an A+ in my books
- 172. A lot of what is offered on campus isn't too healthy a choice to eat. I really think if you want to improve student opinions of the campus food a better and healthier alternative would be a good place to start.
- 173. A mini grocery with basic essentials like bread, hen eggs etc will be good for times when my grocery gets over in middle of week and I don't want to go off-campus and spend work time on it. We already get milk get's over I can quickly buy this without having to go off campus.
- 174. A pub or bar would be the best thing to add. Something like Valhalla at Rice.
- 175. about library: it is like flee market. some young student make noisy conversation which is not related to group study in quiet study area. cell phone problem. I hope that cell blocker would be installed in library UC: I hate Wendy's burger (worse ever) store. they are not kind, and never issue receipt. I hope university can change another retail store such as Jack in the box, burger king or Macdonald...etc. I may think there is some lobby between school and the store.

176. Adding some better food/lunch facilities to the M.D Anderson Library building would be the most useful and it would be frequented by many students.
177. Aesthetic, comfortable and utilitarian student service spaces can only enhance the value of the university's experience. Healthier menu options on campus would be a welcome change.
178. All food services on campus, including McAlister's, Sonic, etc should allow/accept cougar cash as forms of payment without being forced into some contract with Aramark.
179. Although an expanded University Center would be nice, another food option or at least more meals in a machine at the law center are desperately needed for the evening students! The Subway shuts at 7:30 and for those of us who work full-time and have to fight traffic to make it to school by 6, that means we have 10 minutes between classes (7:20 - 7:30) to try to get a sandwich and what we encounter is the Subway ladies closing early or telling us that they stop getting paid at 7:30 so they're already cleaned up and have everything put away when we come in. More pre-made meals in the vending machines or a cart-based vendor with hot food on campus from 5-7:30 would be an extremely helpful addition for the large number of part-time students who cannot easily stop and park at University Center or get into the other graduate school buildings with food options.
180. As Asian student population is growing year on year enrolled for the graduate courses, I would advice you to kindly have a few more asian (particularly Indian) restaurants on campus
181. Being an Indian and a vegetarian, I find very less options in campus for dine. secondly every now and then the vending machines are out of stock
182. better food selection and Kim son needed to give you more food for the money you pay.
183. Can we have a small variety of kosher foods?
184. Change the policy on the Meal Plan. Make it so that students do not have to purchase a meal plan if they don't want to. The food sucks and kids are forced to pay \$1000 or more on something they don't want, and it is more expensive to have meal plan than to not have one. for example: if a student has the RFoC5, it is around \$7.25 a meal. If the student used them on breakfast or lunch, they would be paying more, because a breakfast is about \$5.25 and a lunch is about \$6.25.... Shouldn't it be cheaper?
185. change the whole staff because they are very rude
186. Cheap, but healthy food selection would be great to have on this campus. With such a great Wellness Center, it only makes sense that we have food choices that also reflect the promotion of good & healthy living. Also, it would help the campus if we have food venues open at later hours and on the weekends especially for those who study and live on campus. Even having a coffee shop where students can study and relax would be a great benefit and would just bring more life to this campus. Especially since so many students commute, it would make coming to school more enjoyable and make them want to stay longer.
187. Evaluate your food service employees. Every student I know agrees that the level of customer service we receive is unacceptably sub-par. They are rude and the quality of their work is poor. They also usually work in an unprofessional manner.
188. Fast food joints are not the answer, find a quality product at a competitive price, it doesn't need to be a starbucks but don't give me a product that leaves me wanting better.
189. Fire Aramark. The offer poor service and quality.
190. Focus on the law center. Subway is TERRIBLE, and it's all we have.
191. Food choices on campus must be convenient, diverse and healthy. I hate walking to the UC from S&R 1 to get food because the food there is awful. McAlister's Deli, the only slightly healthy choice is too far and I only eat there once in a while. The UC Satellite is more convenient now, but it's all fast food or just disgusting food. If Aramark is going to continue this level of food service, I will continue to eat off campus. I have eaten at Oberholtzer Hall as well and my biggest issue with the "Cafeteria Style" food there and at the UC and UC Satellite is that the food is worse than my high school cafeteria food! I often eat at Luby's off campus just to get freshly prepared entrees and fresh vegetables rather than fatty fast food or the disgusting frozen and canned food offered at UH. Mandola's Deli, Jason's Deli, Loma Linda's Mexican Restaurant, Skeeter's Grill and Boudreaux's Cajun Restaurant are all favorites of my classmates and colleagues on campus. We often eat away from UH (3 lunches per week at least) because of the lack of good fresh food.
192. Food in campus is too expensive comparing to the outside restaurants. we, students, feel like the University is ripping off us although we already pay the UC fee. Service in UC and Satellite needs to improve.
193. Food is very expensive in the food court. Example - Chili's at UH is the most expensive Chili's in Houston. And this is built for students!
194. have better food Having been one of the students who had to pay higher fees at Texas Tech for the SUB additions (ironically itself formerly called the "U.C."), I can tell you that the additional fees were worth it and the additions were (and presumably still are) frequented by the students -- free movies nights were always a blast. The UC at Tech is also in a high traffic area, though. Face facts -- most students, unless they are business students or RIHM students, probably only walk by the University Center at UH on the way to their cars. The Library only has one entrance (in and of itself very annoying) which puts me off of going to the UC, as I am fat, lazy and have no desire to walk that far out of my way for a lackluster experience. I personally have no need of the place except for two reason: 1.) I desperately need some supply, thus I will grudgingly let B&N price gouge me for it --which is the reason I don't buy my books there, thank you; or 2.) I want to have a beer with lunch at the most dreary Chili's in the world...no music, no natural light, no atmosphere and the poorest menu possible. The worst thing is that the building itself is dreary and outdated as are most of the buildings at UH (excluding the School of

- Music). I would say the most apt word to describe it would be "soulless". Of course, after going to Texas Tech, I'd apply that term to all of the University of Houston. Aim for something with something with soul, something with character, but don't just give us a new coat of paint and a cookie cutter building with more space for generic retail garbage like Chili's or Starbucks. If I really, absolutely MUST have that stuff, then I'll get it when I leave the campus for the day. Set the example -- enhance the STUDENT experience, not the RETAIL PARTNER experience and build a UNIVERSITY Center, not a shopping mall. --M. Shawn Fox Rogers I welcome comments or responses at Fox.Rogers@gmail.com
195. How about a cafeteria that offers different food types throughout the week. Even though there may be several food chains in a place, after several years of eating the same food gets boring!!!!
196. How about not trying to kill us with food that is disgusting and cost too much. also the book store is way over priced...how can you expect people with a limited budget to stay in school when we can barely afford books?
197. I am considering going to UH for grad school so it would be nice to see these changes implemented. More vegetarian options would be more popular than I think schools realize. It would also be nice if the less expensive foods were healthier.
198. I am in favor of improving the UC and the UC Satellite. I use them all the time to get food and to use their game rooms to spend some time with friends. I would like to see the UC Satellite improved a little because it is too crowded as of now for me to be able to see it although it is very close to all of my classes. Instead I go to the UC even though it is farther away and I still get my food faster than if I had gone to the UC Satellite.
199. I am unlikely to pay for the additional fees because I am a senior and the expansion of the food courts will not benefit me while I am still here. The hours of operation for both food courts are poorly planned out. At the UC, only Wendy's is open for breakfast, lunch, and dinner. At the UC Sat., only Starbucks is open for breakfast, lunch, and dinner. And only Taco Bell, Pizza Hut, and that sandwich deli are open after 1 pm. Would you be satisfied if you only had those 4-5 options every day if you had a short break in between classes?
200. I do not shop at the University Bookstore because online shopping for the same exact books has made it much more affordable and they allow for returns and exchanges. I believe the bookstore is price gauging and taking advantage of students that a required to use it because of financial aid.
201. I don't believe the buildings need to be physically expanded but rather the existing buildings could be better utilized. The most important aspect of this to me would be to substitute expensive restaurants with more affordable ones and keeping short wait times to get food. None of the other stuff interests me and I wouldn't support subsidizing it with additional fees.
202. I don't know if it is so much about improving the UC is as it is offering higher-quality, low cost restaurants, like Barron's, that keep people on campus, and providing higher quality housing that doesn't force you to buy a food plan from a cafeteria that serves awful food that no one wants to eat.
203. I feel like the Bookstore is way too far from parking areas... most people park by Robertson or by the Fine Arts building and after trying to lug my heavy books from the UC to my car the first semester, I've been ordering off Amazon ever since. I also would hang out later on campus if I was more aware of events/services and if I felt SAFER
204. I feel that UH should adopt a better food service provider.
205. I feel there doesn't need to a complete revamping of the UC/Satellite areas; I just feel that there are some things what need to be updated. There isn't really a choice to eat for breakfast, also there needs to be more student interaction the game room and library is probably where I see the most student interaction.
206. I feel there should be more eating choices on campus. There should be some sort of trolley system on campus, since it is so big. it takes students about 15 minutes to get to their destination, of course that is depending where they are and where they need to be.
207. I hope the food is taste better, and the Library is quite.
208. I just wish the subway in the UC had the budget subway options that a real subway would.
209. I love that our student opinions are really taken into consideration when trying to improve/change the facilities. thank you for that. I also would LOVE to see a better, HEALTHIER food selection on campus! One of the major reasons why I don't eat on campus as often is because the only restaurants offered are fast food. And as a student who spends most of my time on campus studying, I want to eat something that will sustain me throughout the day and not cause me to worry about gaining weight! I find it funny that we have such an excellent fitness center and yet such poor food choices.
210. I love the clothing in the bookstore but I feel that it is far too expensive. I think most students would agree with me when I say that you would see a lot more people wearing UH merchandise if it were affordable. Also, if the choice of restaurants opened on the campus didn't jack up their prices, like Chili's, that would be great.
211. I often stay late and take dinner home to my spouse. The only options (if they are still open) at the Satellite are Taco Bell and Chinese food. I'd like to have more options.
212. I really feel like the food offered on campus is unacceptable. I am a music student and do not have time to go to the UC every day, so I eat at the Satellite. The only thing of quality there is Grille Works. I would eat at the sandwich place but I really do not like the ingredients they use to make their sandwiches. I feel that they are not up to the standards that they should be.
213. I really think a small grocery store with several healthy options would entice more people to live one campus

214. I suggest more health food selections such as places like McAlister's, Panera Bread, and Vietnamese food besides "fast food" choices like Wendy's and Chick-fil-a.
215. I think a bar/pub would be an excellent addition to the UC.
216. I think a buffet style food court would be a great addition to the University Center. If the price is fair, more students could appreciate this because it could be cost effective on our budgets and students definitely like all you can eat. Including myself. I would like to be informed of when these projects could be done because I am only going to be a student here for 1 more year. An email with possible completion dates would be great. SeanMike03@yahoo.com
217. I think a larger variety of foods and entertainment options would be well worth the increase in fees each semester. If this improvement will bring more students together, then why not! I also would love to see a wider variety of UH Logo apparel in the Bookstore. I LOVE clothing that has the school name on it and I buy it up because I am proud of my school so please look into adding a wider selection of items and maybe a little lower prices. Thanks!
218. I think hiring more friendly employees for the UC and satellite eateries should be a higher priority than building any new restaurants. The service is typically abysmal.
219. I think more low-fat, vegan, and vegetarian options should be added. There are very few options besides sandwiches that are healthy. I hate eating on campus because the quality of food is painful. The things the food offered here does to your body is not good.
220. I think more students would use the UC and Satellite if it better met their needs. I think with such a large percentage of students that commute, it would make more money if prices were slightly lower, it is so expensive for a student to simply eat lunch on campus. Most times they would rather go off campus to eat or bring their lunch which is such a hassle to do.
221. I think one thing that needs to be addressed are the hours for food availability. When I lived on campus I didn't have a car to take me to get something to eat. The only thing that I knew was open and close to me was Wendy's. All the other "eateries" were closed. Even this past semester when going to a late night event, the satellite was closest to where I was at and was going. The only thing that was open at 7 at night was the convenience store and starbucks. I felt annoyed that there were no places to eat dinner at 7 at night; I don't understand why we have these places to eat that close so early.
222. I think that a program with some of the colleges, specifically the Hilton, would be useful if the foodservice was to be improved. The University could develop Eric's, Barron's and the coffee shop that will soon be placed in the Hilton college instead of building a competing establishment.
223. I THINK THAT IT IS VERY IMPORTANT TO PROVIDE MORE RESTAURANTS AND PLACES TO EAT ON CAMPUS THAT ARE MORE SPREAD OUT TO BE MORE CONVENIENT. ALSO I THINK THAT IT WOULD BE VERY BENEFICIAL THAT THESE PLACES BE OPEN LATE.
224. I think that the UC could definitely use some improvement. A main concern to me is to be able to buy decent priced food that I know is health conscious and prepared in a clean environment. Often times the UC seems so unclean and dirty that I don't feel comfortable purchasing food there.
225. I think the best idea I read about in this survey is the idea of a mini-grocery type store on campus. That's the only thing that is really lacking.
226. I think the food choices on campus are a bit limited. I would enjoy more "ethnic" food establishments as well. taquerias, middle eastern, jewish deli, Vietnamese food, etc.
227. I think the UC shuttle service should drop people off and on to the other side of campus like the UC satellite area, or PGH. A place that serves organic foods and healthier foods would be nice. A personal locker to use the whole semester would be awesome!
228. I think, especially international students need a grocery store on campus.
229. I took this entire survey simply to say that I really wish there were some place that I could get a decent salad in the Satellite or UC Center. The salads available are horrible - iceberg lettuce sprinkled with a few pieces of carrots, etc.
230. I traveled from the Woodlands to the on-campus bookstore three times to get a book I needed for class (I take online classes). Every time I went, the book was sold out. I ended up having to drop the course because I was told that the book would be in, but it never was when I went. By that time, it would have been too late to get one online and it was also not available at other bookstores located in the Woodlands or near campus. I would like to see books available so I would not have to drop courses.
231. I typically only visit the UC center when I'm at school on tue/thurs b/w 1 pm and 3:30pm. I don't really like the food selections anywhere on campus. Too much fast food and nothing really substantial. I've really stopped eating there for that reason so I wait till I get back to North Houston to eat, usually somewhere like Chipotle, or Freebirds. Somewhere that I get a lot for the price and is not too fast foodish but not exactly a four star restaurant either. I want an Asian food in dining areas.
233. I want to have some more Asian Foods in UC Satellite, and UC. Because, in UH, many Asian students are enrolled, also many Americans like to try and eat Asian foods.
234. I wish we have better service in the food courts because the staff is rude and they do not have to be
235. I work full time & taking doctoral classes evenings & Saturdays. Commute is over an hour each way. Typically I want to get there, get my work done & get home to my family. Walking from Farish to the UC to get something to eat, then in opposite direction back to my car is just not appealing. Would LOVE to see more kiosk-type eating places throughout the campus rather than clustered at the UC. Typical break in a 3-hour class is 10 or 15 minutes. Can't get from Farish to UC & back in hat amount of time!

236. I would be more than happy to see a "new" university center. I think more food options should be available. The only thing that bothers me is the lines for food. 20 minute break and a 15 minute line don't really work out that well.
237. I would be satisfied just to have UC Satellite food court open later. Most of the food places close after lunch. There are many part-time evening students.
238. I would like to say that I think the University is laid out very well. The only problem I have is getting to the bookstore. I have to walk all the way across campus. I think we should think about putting a bookstore in the Satellite Lounge area. It would help everyone that has to park on that side of campus.
239. I would like to see a variety of different food chains. For example, why should we have three Subways on campus.
240. I would like to see cheaper and healthier options for dining as well as more family friendly facilities. We need a less expensive option for child care available on campus.
241. I would like to see food options closer to the Farrish Hall side of campus. There is nothing available in the evening as far as I know and see know reason to go to the UC when I never/rarely see their services advertised for evening students. Also I am leery of walking around campus at night since much of the space between the UC and FH is not utilized. I wonder how a kiosk or rolling cart would work closer to Cullen Blvd.
242. I would like to see more ethnic foods offered, such as, Ethiopian, Arabic, etc.
243. I would like to see more places that resemble restaurants in our food courts
244. I would like to see some improvements to the UC and the food choices (more healthy choices). But I don't think that 125 per semester in student fees for a commuter school like UH is good.
245. I would love more variety of food. The choices are very small and it is hard to eat healthy.
246. I would love to see more ethnic choices that are healthy. I do not eat as frequently as I would because the choices are typically unhealthy comfort food-even the veggies are soaked in butter. Something like Souper Salad would be great. Also, a print and copy center at PGH or UC Satellite would be great.
247. I would love to see that if we're going to keep RoCC Meal Plans mandatory, we should at least have more areas to dine with a little bit more variety. If not, I think the Meal Plans should be optional. Also, since I do live on campus, I'd love for more 24-hour study areas. That's MY main interest.
248. I would really appreciate more fresh, non-greasy food on campus. More vegetarian food would also be nice. There have been some gestures with the subs and the hummus; but the pre-packaged subs don't offer much variety, Subway's line is always very long, and your hummus is terrible. Maybe giving students a way to provide specific feedback on each pre-packaged item would be helpful. Also, as much as I appreciate the effort to improve on-campus amenities, fixing the terrible parking situation far is more important.
249. I would really like a Ticketmaster on campus. There should be non-dairy ice cream the Shasta ice cream place.
250. I would really like to see the UC Satellite provide a cheaper variety of food. Spending close to 6 dollars on one sandwich is ridiculous. I have even gone into the convenience store, buying three small items for lunch, totaling 12 dollars. That is far too much, and that is honestly the main reason I do not go there more often. I would always like to see much healthier choices for meals! FRESH Fruits and vegetables would be great!!! Is there a way to improve the lines at the satellite also?
251. I would support these developments if they included more healthy foods and more vegetarian options
252. I would very prefer if more of the on-campus restaurants accepted meal plans, since the food at RFOC (primarily at dinner and M-F breakfast) is sub par at best. The chicken wraps served at lunch and weekend breakfasts are the only meals I feel willing to pay the equivalent price of a meal plan (~\$6?) to eat. I don't know how feasible this is with chains like Chick-Fil-A or Starbucks, but a central food court that accepts meal plans and has a nice selection of restaurants would be appreciated.
253. If there were a place that served fresh, preferably organic, food I would definitely wait to eat there for lunch and/or dinner. Fast food and almost all of the restaurants on campus do not interest me at all. We also could use a jamba juice (or something that serves fresh fruit smoothies/wheat-grass shots/fresh carrot and orange juice). If there were fresh, healthy and aesthetically pleasing choices I would be more likely to arrange my schedule so that I could eat and study there instead of only staying when I have no other choice.
254. If we had Shipley's somewhere on campus, it would be really great. I think students would be so happy to have donuts or kolaches in the morning for breakfast. We need more places to be able to study, maybe more study lounges & computers with unlimited printers & copy machines. The bookstore is too expensive for me to buy some nice apparel to represent UH. The library needs to be 24 hours! Satellite has no service which makes students not want to go there. Shasta's should take cougar cash! The salon at the UC needs to be more cheaper. There should be event meeting rooms and rooms that we can rent for a couple of hours for dance practices and so on.
255. Improve the blighted area surrounding campus. Put more food service options near the Law Center. Build a new Law Building, preferably one that doesn't flood each time it rains.
256. In places like malls you don't have to pay to get in. I think you have to open up some retail space to help fund this expansion.
257. include businesses with fairtrade options

258. is it possible to ad a coffeeshouse @ the Optometry school or across the street @ the retail space available (by the Murphy's deli and sonic)? and a minimarket? the school has 100 students per year (4 year program) and 50 graduate students as well as patients that visit the clinics on a daily basis, so there is no reason not to allow us to have that luxury.. even just a coffee cart.
259. It concerns me that a large part of the student body is enrolled in Health & Human Performance studies and yet the healthiest food vendor we have on campus is Montague's Deli. I would love to see a vendor that offered a larger variety of fresh salads and healthier foods. Additionally, I have yet to find any vegetarian items that are served hot in the UC Satellite (unless you count chinese food - which I certainly don't). A convenience store that offers some healthier snack items like low/no sugar sweets and low-fat snacks would also be appreciated.
260. It is indeed very good to take opinions from students. I like the idea of a small grocery store very much. Its inconvenient for international students like us to go to the grocery store when we don't have a car. Public transport is bad and inconvenient. To go to the grocery is a weekly requirement which is inevitable.
261. It may be completely ridiculous but a tunnel system like the one down town the can have shops and food or just connect buildings would be really nice especially if it were just from PGH to the Library
262. IT NEEDS TO BE MORE MODERN AND PROVIDE MORE CHOICES FOR FOOD, THE ONES WE HAVE ARE FINE, BUT WE NEED TO HAVE MORE!!
263. it really is important for students, especially those without cars to have an accessible mini grocery store nearby. I hope the university can implement this.
264. It seems every time I have purchased food from the Satellite's food court I end up getting sick. I would like to see better oversight from the University regarding the sanitation and food quality (or lack there of) at the satellite.
265. it would be awesome to have a better and affordable food places
266. It would be great if a Starbucks or coffee shop was located in the same area as McAlister's and Sonic!
267. It would be great to have some select art supplies available for purchase.
268. It would be nice if all the vending machines accepted Credit Cards like MasterCard, Visa or Discover.
269. it would be nice to have more restaurants and study rooms in the Satellite Center
270. lower the price of food
271. Maybe put in greater variety of fast foods in the satellite, take out that grill works and that subs place, and throw in a Jason's deli, and take out that TV lounge and expand it and put in two more fast food places in its place, and throw a couple of LCD screens around the satellite where the seating areas are.
272. McAlister's is the best place on campus, but due to its popularity is starting to become rather crowded with long lines. I still wait because its better than everything else on campus. Some of the others would be alright, but they are run by Aramark. Chili's and Subway both have quality and consistency issues due to the staff being ran by Aramark.
273. McAllister's and sonic should take cougar cash!!
274. more breakfast choices, especially hot breakfast choices, needed at UC Satellite
275. More convenient hours of operation for shops
276. More quality and variety of ethnic and vegetarian food.
277. more selection of foods as well as a much more variety of HEALTHIER foods. more outdoor seating under shade
278. more variety students like to have more choices than just your regular fast food chains maybe even food stands it would make it easier, to just have them as you walk to class.
279. more vegetarian/vegan options, more comfortable lounges for studying, green space always great, newsstand
280. Most of all, I think we need more variety in food that can be bought at the UC. We need Whataburger.
281. My biggest concern is the limited operating hours at the UC Satellite food court.
282. My classes are in the evening and on the weekends. There seems to be little interest in providing services to students that attend classes at these times. I feel lucky if I can simply find a cup of coffee before a 7 p.m. class during the week.
283. My main concern is healthier food options in the UC. 95% of the options are fast food. And when I say healthy I don't mean these little coffee places or carts that offer little tasteless salads and sandwiches.
284. Need a larger variety of food choices in the UC Satellite, and healthier.
285. need for more vegetarian options. especially Indian varieties
286. Need more food choices- the eateries in the uc satellite close way to early. What about all the people who are still on campus after 230? It's a pain in the butt. I love OB, but its so far away. It would be great if there was another restaurant like that on the other side of campus. UC does not have enough sitting areas- no place to study, or lounge.
287. Need retail shops along a no-traffic street. Want to buy more than just UH merchandise. Maybe Texas souvenirs
288. Need to make more space and get more help for the taco bell people. Also customer service needs to be upgraded esp. at pizza hut. Also increase business hours til after 3 and 5 on finals week.
289. Needs cheaper food, longer hours, more protection, more convenient, no smoking.
290. NEW EXPANDED FOOD OPTIONS FAST!!!! MUST BE TOP PRIORITY!! AT REASONABLE PRICES, AND GOOD QUALITY!!!

291. One of the main improvements needed is to change the people that work there. They are rude and look unclean to touch the food. That is disgusting.
292. Overall I think that the University Center and the UC Satellite are nice social locations. Food service and expenses make the stay not enjoyable. Not to mention the limited food options and too crowded. I would like better food/restaurant/store hours. Every time I want to go and eat they are always closed. Sometimes the staff decide to close early. Its frustrating especially when you have been studying all day and you need nourishment. The Library is phenomenal but the PGH is a really old and they only have one place to eat for breakfast. The lines there are always long and I am always late to my classes because of it. Thanks, Leo
293. Overall, the UC is decent. I think the best ideas presented here and at other times I've heard about from others (and myself) are a movie theater and a grocery market. A movie theater on campus would be INCREDIBLE. And a grocery market would be really helpful, as the nearest grocery market thats any decent is not within walking distance to campus. It's really a pain to have to drive miles away to have access to a decent grocery market.
294. Personally, I think that what the UC and UC Satellite needs to improve on is making food affordable and allowing students to get their food fast. Also, Wendy's and Taco Bell contribute to the poor eating habits of students. I feel that if we improved the food selection and offered healthier food that tastes good, more people are likely to spend time in the UC as well as feel that at least they are paying for some good food instead of "junk food that they know is bad for them but they don't have any choice". Also, both areas need to improve their use of open space and access to technology services such as computers. I feel that if the area's offered more services such as a better barber shop or a post office that is ACTUALLY open at 9am and a UC that ACTUALLY sells UH clothing at a cheaper price, the students will be happier with their experience at UH and appreciate the fact that the university actually cares about the experience it gives its students.
295. Please add some healthy food in the food court at the UC. There are too many of junk/fast food places but not enough of diverse/healthy food.
296. Please go and observe employees working at the food center, specially those at Subway. You see how slow and inefficient they are. They spend too much time talking to each other and not attending their clients. You need to repeat multiple times the orders so that they can get it right.
297. Please have more restaurants that take Discover Cards. Very few eating places take Discover.
298. Please hire and train food service employees to be more efficient to improve sales and service during the lunch rush. More often than not, the tables at the UC satellite are unclean from 11:30 - 1 pm.
299. Please improve the condition of our eating places. The people that work here and have homes to go to have it so easy. For students that live on campus with no car our only recourse is to eat three times a day every day at the poor facilities offered by the campus. There are roaches in the cafeteria that crawl on the tables. And the meal plan is mandatory for underclassmen... You seriously have to improve the quality of the eating places or try eating there yourself for every single meal every single day.
300. Please include some only vegetarian food option, I mean some place
301. Please please put in a new art supply store for the fine arts school. minimal supplies would be necessary but they certainly ARE NECESSARY!!!
302. Please provide vegetarian food
303. please, please, please make sure we have cell phone reception throughout the facilities. Also, meeting rooms for student organizations are exceptionally hard to reserve. And it would be really nice if we didn't have to go to the library every time we needed to get some studying done. So study/lounge areas in the UC would be very useful and efficient.
304. Provide a greater variety of restaurants
305. Provide more option for Lunch and Breakfast. Also if possible, try to provide different international restaurant like Indian, chinese etc as many of students are from India and China and they prefer to eat such food.
306. put more blowdryer, microwave, hv underground walkway, add some local food service so more competition
307. Really really need healthier foods open late! Wendy's is not helping anyone.
308. Regarding the variety of food, it would be nice to have a Mexican food restaurant on/ near campus and more places that cater to people with food allergies and/or offer "prepared to order" meals. Eating on campus is HARD for me because of the lack of gluten-free options.
309. Restaurants at the UC Satellite should stay open after lunch hours and not just have certain ones open.
310. Should increase more vegetarian stuff in Food areas in UC or Satellite, such that one don't have to go to other places for eating.
311. Since I live on campus, I think that since living on campus requires that we sign up for a meal plan, the meal plan should go towards places like the UC and the UC Satellite. Because we're pretty much forced to eat at the Towers or the OB, and I have experienced food poisoning multiple times at the OB, so I quit going there. And the food at the Towers is disgusting. The times I can eat, there are only pizza and hamburgers available and nothing else! And both taste like butter. My friend has had problems because she is a vegetarian and the only food option for her is just salads. I'm sure she can't just live off of salad. Imagine eating the same thing every day of every year for four years! It's horrible! I would just like if there were more options, better tasting food, to not get sick afterwards and if the meal plan covered more than just cougar cash and the cafeterias. Maybe all the meal plans are different amounts of cougar cash and the cafeterias took cougar cash as well as all the other food places on campus...well, except Sonic and Shasta's!! I see Sonic all the time and it looks sooooo good but I can't eat there because they don't take cougar cash! What's weird, is they're both located on campus. Shouldn't they take cougar cash too? Anyways, I hope the change comes soon because I keep paying for a meal plan I don't use.

312. Since I visit the UC in between classes to grab lunch, I dislike waiting in long lines at Subway. I rarely eat at the Wendy's because I don't want fast food, and also no Chick-fil-A because I'm a vegetarian.
313. Since most of my classes are in the Science buildings, I use Satellite more often than UC. I would really enjoy it much more if the Food Court would open earlier- may be 9 with some breakfast menu. The salad bar would be a great thing to have. Besides food, a copying machine and a stamp machine with the mailbox would be a great addition to the Satellite, in my opinion.
314. since there are a lot of Muslim students in the UH, it would be beneficial if there is some "halal" food serving restaurant to meet their needs.
315. So is UC going to be tearing down and rebuilt during summer or something? The sofa and couch inside UC and Satellite is old. I want to be able to buy salad and organic food. The choice for food is very limited in my opinion; there are too many fast food restaurants. I'd like to see the food court provide more healthy food for me. Every time I go for lunch I ran out of options so I bought in 3C convenient store. I hope by expanding the UC or improve it will attract more people to go. And I'm likely to support the building of new UC and Satellite.
316. Start with the UC first. Bring Retail, more variety of food
317. The biggest problem with the on campus dining services is Aramark. I would be happy to pay a little more for good food if I knew my money was not going to support them. Mandatory meal plans for students living on campus needs to be abolished.
318. The food is of such low quality on campus. UH really needs to address the employee and food handling here. It is very below standard, as the article in The Daily Cougar have specified. It makes me very disappointed and I WILL NOT eat on campus again until the problem is addressed properly and fixed.
319. The food is unhealthy and there are not enough choices for vegetarians. There are more options for food at the A.D. Religion Center and Baptist Student Ministry than stores, and the food there is FREE!
320. The food offered on campus is too expensive, although the cost is in line with the food at off campus restaurants.
321. The main improvement I would like to see is a place where I can get a reasonably healthful meal later in the day. As of now, after 2:30 my choices become greasy Vietnamese or a long walk to get a greasy burger. The Subway by the way, is a joke. It's painfully slow, and every time I have gone there they are out of something, and there is some type of employee related fiasco. Last time I was there I had to listen to the girl who should have been making my sandwich yell at another woman on the line about how that she refused to serve the "M-F@#Ser" who just got in line, because she didn't like the way he took the sandwich from her the last time.
322. The main thing I would like to see is that the hours of operation should last longer at these places.
323. The primary suggestion I would give as a resident for the last 2 years on campus, is the improvement of the cafeteria services such as at the Oberholtzer Hall and Moody towers. I know that many on-campus residents quickly grow tired and even come to hate the food and service offered there and run, not walk, away from them if possible. I also believe that more commuters would be inclined to eat at them if the "all you care to eat" service was offered at either a more affordable price or a much much higher quality of service.
324. The question regarding where your meals were purchased/consumed would only allow me to select the option for prepared and eaten at home for one meal, when three of the meals listed could apply to that answer.
325. The selection at the UC is not that bad but I recommend a TEX-MEX restaurant (similar to Taco Cabana) that offers more personalized Mexican food than say Taco Bell. Also a study only area is needed. Many students go to socialize and it disrupts those trying to study. An outdoor patio would also be great for those who want to socialize. Some basic tables and chairs should be available for use.
326. the UC is a place where people usually somewhere students come to grab food and eat with their friends. Or simply to grab a bite at Wendy's since they have the dollar menu and don't want to pay 5 bucks per meal at every other place. Then comes the arcade, its a nice place to hang out that's away from all the study. Then the book store is important... the rest is just nice to have imo since I never use the bank, go upstairs, and rarely go to the underground section. what else can there be done other than make it look nice? Well.. there are long lines all the time at wends and other places. IT gets so jam packed there sometimes
327. The UC Sat. should sell things like scan trons and blue books. Also the workers should be more polite. Many of them talk on cell phones at work and never say please or thank you. Also, a computer lab for leisure would be good so that study labs are not filled with people who want to hang out and check e-mail. Quiet study areas are hard to come by.
328. The UC should definitely keep a location that serves alcohol; the Chili's Too seems very successful with their beer/wine/margaritas only bar.
329. The UC/Satellite has quite a few food chains but the quality of food and the service (especially for disabled) is not good enough. Some suggestions: 1 If you open new food court, include more food chains rather than having same chains around. 2.Extend operation hours ,especially during Fridays, unlike the satellite which closes too soon. 4.Food courts should have a more accessible/ readable menus for visually impaired rather than just one hanging in the back.
330. There are many vegetarians on campus (example: international students of Indian origin). Currently, we have very few options for eating some simple healthy Indian vegetarian meals. The non-Indian vegetarian meals provided in UC, like veggie pasta and subway sandwiches are prepared such that the meat often gets mixed with the vegetarian order. I suspect that many of us would start using food facilities on campus if we can get

- clean, simple and healthy vegetarian choices (some of them preferably Indian - as many of us from India attend U of H).
331. There is very few restaurant/store open in weekend. It's very difficult for students to study on campus in weekend.
332. There needs to be a more focus on providing better food options. Right now there are only a few places that offer healthy food while most on campus locations offer unhealthy food. I don't have a problem with unhealthy food, I just think that it should be an exception, not the rule. Instead of having a bunch of restaurants that only offer fried, greasy food, there should be more restaurants that only offer fresh, healthy, food. The purpose should be to offer good food for those who eat good food while encouraging
333. those who do not eat well to eat better.
334. There really needs to be some additional food areas closer to the law building. For the law students, there is huge time crunch and no real close food places.
335. things should be cheaper for students.... this is the first school that I have been to that prices of retail chains have the same prices as off campus.... there should be some type of discount for students and there is not like there is at other campuses.
336. thinking outside of a typical college campus facilities that typically cater to university demographics would do well. examples: Wal-mart, movie theaters, shopping mall with popular department stores and night clubs.
337. To be honest, I don't think we need another uc satellite right now. Our campus hasn't begun to expand significantly for us to require one. We just need more food selections.
338. too long. didn't get relevant until the end. lucky I caught on to how you guys r trying to get my permission to increase my tuition. please calm that down.
339. UC and Satellite: The main reason I use the facilities is for eating, and I don't think that their is a variety of things to eat on campus.
340. UH needs better food. The Current UC could use a renovation, but overall the facility itself is adequate. However, the food sold there is of poor quality, with poor service and pricing. A Chipotle would go a long way to improving this (Chipotle is ideal for a college because of the extremely quick service inherent in the way it is prepared, and the excellent quality)
341. variety doesn't simply mean more of same. variety has to offer some decent food that isn't fried and includes fish and chicken
342. Vegetarian options are important. Although I like Chili's (though not much vegetarian), the service is too slow to use on a regular basis. Overall, there are too few choices are offered dinner time.
343. Vegetarian options seriously need to be considered when selecting further food vendors on campus. Right now vegetarians and vegans are not granted the same amount of options that their omnivorous friends are allowed, and it is a missed market for the university. Perhaps more ethnic options should be considered: more asian, Indian, Mediterranean foods accommo-
- date both areas of eating habits. Right now the campus is heavily inundated with places that sell burgers, fries, and pizza. Only two of these items are vegetarian friendly, one vegan, and none of them are healthy.
344. We need another Starbucks at the Law Center and at the UC.
345. We need more fast food locations to choose from. Consider pricing when you choose what restaurants to put in place. It was my understanding that it is hard to get restaurants to agree to UH programs such as cougar cash. In my opinion these restaurants, once on campus, seem to be very crowded and make plenty of revenue. Because of the I believe that UH should require that these places use cougar cash etc. and even offer a discount to UH students.
346. We need more variety as far as food goes. More sit down dining options would be wonderful. Items such as Mexican or a place like Outback would be nice.
347. We should be guaranteed that the money set aside for this project will be used for this project. C-Store hours should be improved in all locations, Hours of service in the food courts as well.
348. While attempts at improving the food choices have been many, there are still relatively few places to get a quality, nutritious meal. Fresh salads, sandwiches, grilled chicken, etc., are great choices and easily prepared. I have to travel off-campus to these. Why are they no outside vendors on campus? The service personnel at many of the quick order places is poor at best and bordering on "rude" most of the time. It does not take 7 people to make a Subway sandwich, however, most of the time 7 UH food workers can't get it done. Anyone ever bothered to consult with the logistics and Operations Management Dept. at the Business school to figure out why 4 Starbucks clerks can't wait on 10 customers in a reasonable amount of time? Maybe the University should consider a little outside competition to improve the service and students might actually want to dine-in at on-campus eateries. Study areas: There are 35K students on this campus and relatively few "quiet" places to go and study. The library is loud and offers few choices for study. It reminds me more of Student Union, than a library. It's poor lay out is confusing. It is the last place I think of for study. Bauer boasts one of the best business schools around, but has an over-crowded Starbucks lounge for its premier students. The furniture choices (bet those were expensive!!!) are uncomfortable and inadequate for study. Someone decided to go all designer industry and lost the focus of the area. Can someone spend less money on plaques for the walls and little more on some seating in the common areas, so we have a place to sit while waiting for classes to begin? Try applying a little basic common sense when making decisions about what students need...they need a decent desk, a sturdy comfortable chair, access to a computer and printing facilities, places to relax with friends and food.
349. Why are campus bookstore book prices so high? Isn't a college education supported by the University of Houston? How can you support education with books in the range of \$2-300 each?

- 350. why not serving food that respects diversity and ethnicity (halal, kosher...). The Vegetarian alternative is very poor in term of choices.
- 351. Work on the satellite campus areas. Build bookstores, and restaurants, meeting places at the sugarland campus
- 352. Would appreciate if more asian food stuffs are available in UC
- 353. Would like to see healthier food options on campus and lots more parking.
- 354. You don't have to add a new UC. Better food will do. There is no selection of healthy foods at both the Satellite and UC. Better food and lower prices. Please work to make this a more environment friendly campus aka "green."

Suggestions

- 355. Establish public transportation between the Houston Med Center & the U of H campus. Also, establish a way to better evaluate professors in the classroom. 1. One of the questions in the survey makes no sense. E.g. I brownbag for more than just mornings, and I eat at Wendy's more than just lunch, but I can only choose one venue per allotted time slot. 2. I don't mind the increase in fees to improve the UC/Satellite, but please make optional fees for things I do not use, such as the rec center. 3. I actually prefer the satellite over the UC, but it's a 10 minute walk from Melcher Hall. 4. The UC has a lot it can improve on just through a change in policy and a change on how they market the UC. E.g. the lounge in the UC is great for both social and quiet study. The issue is when you have a conflict between groups that are there for social events and groups that are there for quiet study. 5. I NEVER knew that we had a buffet option on campus at the dormitories. And if I did know, I would have assumed it was only open to dorm students. 6. Don't underestimate parking as an issue to students participating more on campus. It is probably THE BIGGEST complaint around, after the price of books that is. It's not just location, but price of parking, and also how assessable parking is. 7. Add in a question that incorporates parking and run a correlation report on it and see the connection. I think it is great that you are trying to improve UH Student participation on campus. I hope all this helps.
- 356. A cleaner looking environment would probably entice more people
- 357. A little more variety in the UH Satellite would be nice. A music/bookstore would be a plus!
- 358. A major concern of mine is the lack of visibility of the Campus Activities Office. Most students do not know where it is or that it exists. The UC Underground is a very poor location for campus activities.
- 359. A major consideration for this project should be the sustainability of the products used. Solar panels, energy efficient appliances and renewable materials should figure prominently into the proposal in order to secure student support.
- 360. A new UC would be cool and all, but shouldn't the university improve its teaching facilities first? There are some real crappy rooms and labs on campus that need money to be fixed. Some departments don't even have computers with the software they need on them. I think a new UC would be nice, but I also think its not the most important thing.
- 361. add art to the building would be nice and lots of seating
- 362. All the right services are already available. More work needs to be done with attracting students and increasing interaction.
- 363. Although I like the idea of improving the UC (Satellite), I do not want the University to lose the feel that it currently has. The atmosphere on the campus is unique and inviting; it should not change even to "improve" the school.
- 364. Although it is off-topic, I would gratefully appreciate a cougar 1 card machine in the architecture building.
- 365. Any way to improve cell phone reception in the UC Satellite should be a priority. Obviously the fact of it being underground is problematic, but I spend a lot less time there than I would otherwise due to having no reception.
- 366. Architecture. It needs stunning architecture to put the University on the map.
- 367. As a former dorm resident, please remember the folks in the dorms.
- 368. Asking questions is good but don't ask too much next time
- 369. Because I am a law student, and a part-time one, I spend almost all of my time in the Law Center while I am on campus. Thus, expansion of University Center facilities will have little impact on my use of them. However, I would really appreciate some expansion/improvement of the Law Center facilities, particularly in terms of student activities (we are in a sub-basement that floods every time it rains - it's ridiculous) and food available there. Vending machines and an inferior-quality Subway that has limited hours is not conducive to my staying on campus, even when I need to. I commute from work and have little time during which to eat dinner between work and classes, and would greatly appreciate a place I could find consistently good food at decent prices on campus. But I don't have time to trek over to the University Center, and what's in our area doesn't meet those criteria. I'm admittedly biased, but as I also pay student fees (for services which I rarely use because they're inconvenient for one reason or another), I would appreciate some effort given to improving our Law Center facilities, if only to boost us further in the rankings (we've gone up 15 spots in the last 2 years, and facilities is a big thing holding us back).
- 370. Because I work full time and attend evening classes, I note that there are only a few food options available after last classes. Also, lighting could be improved; there are areas that do not "feel" safe. I have heard young students complain about housing situations on campus that seem very unsafe and, if investigated, might prove worthy of improvement. Young females students are vulnerable and should not fear for their safety.
- 371. Better access for handicapped students would be appreciated. In addition, more seating and food selections would make each visit more pleasurable.
- 372. Bring Soul Calibur back to the game room

373. Build a movie theatre on campus.
374. Cleaning up the UC is a good plan. There is also a bad smell in the lower "Cougar Den"
375. Commuter students do not have anywhere to hang their hats on campus, thus they are not necessarily interested in its long-term, or even short-term, improvement because it hardly affects them. If students were given the opportunity to keep a personal office somewhere on campus that was near food that was 100 percent their's, like faculty, in exchange for an extra fee on their bill, then they might feel more invested in the University and would physically be on campus more often to take advantage of on-campus services.
376. easy access complaint form, that you can print out and submit
377. expansion or improvements of UC or satellites should be all over campus, not just one area. This will benefit more students.
378. good, but remove the old ugly monument inside UC(dinosaur type one),and add some attractive creation.!
379. I believe that there are numerous improvements that need to be made to the campus. However, the direction of the improvements (as they appear from this survey) seem to be aimed at a social environment improvement versus an academic environment improvement. I believe that there are many buildings on campus that should be improved (or just basic maintenance) before the University begins any new projects. Since I am a junior (fixing to be a senior), I am thinking of how the improvements now on campus (and tuition cost) will affect my son (and my pocket book) in 15 years - what will be most beneficial to his academic career (a pub or a study area - a social area to drink or an area to improve his grades!!!!)
380. I believe that this project would have a major impact on the amount of students who use the facilities. Our University needs to stand out and show the world that we have the best students, professors and facilities and provide an excellent environment to learn and grow. I also think that some attention should be brought to the appearance of the C.T. Bauer College of Business. It looks old and run down. For a college with an established reputation for producing excellent business professionals the business school's outside appearance should be cleaned up and presentable. C.E.Os and powerful business executives visit the college on a daily basis and we need to show them a great first impression.
381. I believe the money would be better spent finding better faculty, as well as building improved classrooms and more computer labs to more diverse areas of the campus
382. I believe that more information about the expansion should be given out.
383. I don't think that making the UC nor the UC Sat better is that important. I think that the university should concentrate their funding on the classroom environment and or campus safety. Classrooms are too crowded and there aren't enough for enrollment. It is also extremely dangerous to walk around campus and only once saw security around for the 4 semesters that I've been here.
384. I don't think there should be another UC but a redesign upgrade of the current one. The satellite exterior needs a makeover also.
385. I enjoy using the facilities on campus. I don't use the Satellite as much because it is located on the opposite end of campus from the business college. I would like to suggest that Shasta, Sonic, McAlister's, and any other eatery that is located in the garage start to take Cougar Cash. I would definitely eat there more if they did. Thank you for giving me a voice in the concerns of my University.
386. I feel that more should be done to enhance the UC rather than the UC Satellite.
387. I have to walk to the welcome center and that is a long way many times a week and a bus should be provided from Cullen to the welcome center.
388. I just feel like there should be another one built in the corner of the Quadrangle to equalize the walking distance for everyone... Not a longer distance for some and shorter for others
389. I just think there needs to be a book store in the UC Sat..
390. I realize that not everyone is aware of all of the services that the UC provides. I would suggest posting a map with facilities within the UC and the Satellite to help improve student awareness of what is offered there. It would also be nice to let people know what rooms they can reserve/ask for either study groups or organization meetings.
391. I suggest more housing for students to live on campus and transition UH from a commuter school to a more typical college atmosphere. Also, the immediate area surrounding UH needs to be renovated as a Park to make UH have that "surrounded by green foliage atmosphere". Go Coogs!
392. I think all the facilities are fine. Maybe just update the University Center downstairs a bit. It's beginning to look a little worn down and ghetto. I wouldn't hangout there.
393. I think it is important for the University to worry more about obtaining excellent professors and advisors than trying to build more ways to entertain students. We are not at college to be entertained...we are there to learn and graduate.
394. I think more people will be pleased if UH not only improves on variety of food choice and activities; but also outdoor and indoor aesthetics. I'm very unsatisfied with aesthetics and atmosphere around campus... especially with so many wards surrounding the campus.
395. I think more then anything else. in garrison gymnasium kinesiology and nutrition major and health major student need quit and big study room where they have excess to different kind of major related magazine and where they can study its so inconvenient for student who have all the classes there but they have to go to library to study... other wise this project I great I think it will represent out university better
396. I think that a UC expansion should wait until the other building projects on campus are completed and fully funded, especially the SEC building.
397. I think that it is time for some much needed changes to the UC. I think it would be great if the university was able to fund new construction that

- will help to update the look of the building. We should consider trying to include a movie theater in the new development! My brother attends SFA and they have one there and he says that students from all over campus enjoy going to their UC to hang out between classes and even after because there is so much going on with \$1.00 movies etc. I think more students would enjoy the UC and all that it has to offer if it was a newer and more modern facility!
398. I think that while we are looking at improving things like what students like to do, I think that we should also work on security at the university. I would stay later at the university if I knew that I would be protected and not robbed as I'm walking out to my car.
399. I think the bookstore should have more computer stuff.
400. I think the concept of having a "family friendly" area where students with children and families can bring them for inexpensive entertainment is definitely an idea to consider. For example, maybe 2 Saturdays a month offer family friendly bowling or movies (current) for a reduced price, or dining where kids eat free at some of the great restaurants you already have. By allowing for a more family friendly atmosphere-with activities- during the weekends, commuter students will bring more revenue to the campus!
401. I think the food services can be widely improved to cater healthier foods at moderate prices. I would also like to see more support for campus activities like the Student Video Network by providing a better, improved studio space and proper funding.
402. I think the pharmacy school building should have more areas to study.
403. I think the UC and the Satellite serve the needs well in their current conditions. I think science buildings in particular need more attention cause that's where we're actually learning stuff. all that recreational stuff is secondary and more money should be invested in improving our classrooms and academic buildings. engineering and psychology (heyne) especially would benefit from such renovations.
404. I think the UC needs more work than the Satellite. The atmosphere of the UC seems to turn away people.
405. I think there are higher priorities than a new student union, e.g. a new pharmacy building in the Medical Center.
406. I usually use TV lounge, but their couches are really dirty. I can't sit on. I think it should get cleaned every week.
407. I was supposed to go to Texas State University, and one thing that they had there was 'Boko's Lounge' or something along the lines of that and it's where tired students can bring pillows, blankets, or check out pillows and blankets and take a nap. UH should do this. I see students taking naps EVERYWHERE on campus that just looks so uncomfortable.
408. I would add an additional Starbucks and Smoothie King to the UC. I would also extend the hours on both UC and Satellite as well as add more computer stations to these locations. I would also put additional food stores that will provide healthy and reasonable prices for students. Aside from the planned improvement of both UC and the Satellite, I would also recommend improving campus housing such as Cullen Oaks and the one across from it as well as improving the roads and parking lots.
409. I would like to see more books at the UC bookstore that could be just for personal reading, maybe to extend the variety selection to choose from.
410. I would like to see some of the buildings/classrooms updated before updates to the UC were preformed.
411. I would suggest that the Farish hall needs a lot of renovations. The rest-rooms are filthy and at many times I would avoid going to them, thus making it very inconvenient.
412. I, personally, have not heard about this proposal save for an email, so if there is considerable interest in pursuing this, I would strongly advise more public attention via signs, hand outs, fliers, etc.
413. If I had to only choose one improvement for the UC it would be a Post Office. More outdoor shaded areas would be preferable. More grass and greenery. Not so much concrete.
414. improve campus security/safety
415. IMPROVE Rfoc. INSTITUTE IT IN THE UC AND UC SATELLITE
416. in the older buildings we need new desks. they are designed for smaller people, and they are just old and worn down. People need to be comfortable when they are trying to learn.
417. Increased cellular phone reception in the UC satellite would be great.
418. Instead of spending money on the UC, I think UH should develop more living space for students, like studio apartments at better rates, or give students more scholarships..
419. It is important to improve our school image by upgrading the UC but safety should be the school's top concern right now. There are still parking lots that are poorly lit (which may be why we are seeing an increase in crimes on-campus) and also road condition is bad. There are pot holes and big cracks in several streets around the school. Students would have less money to spend at the UC if they have to fix their cars. There needs to be more officers patrolling parking lots. The emergency phones need to work and it needs to be more frequently checked to make sure they are working. More parking is needed where they are located closer to libraries and computer lab for students who have to stay late and study. It is good to improve school image but what good is upgrading a building where no students can come because of lack of safety, inconvenient parking options, and high costs for services/food??? Students' money would be better spent in giving students a more secure and convenient place to study. We are supposed to go here for an education. The money should also be used to obtain better trained professors. Thanks.
420. It would be convenient if the new center was built near the Quads area.
421. It would be great to have room where we could go and do painting, craft, woodshop, poetry, etc.
422. It would be interesting to have the students living on-campus involved to the greatest extent possible in the management of the proposed facilities as this would lead to a "social" effect on the other students.

423. It would be nice if the university create an annual cultural fair where all the international students could participate. Besides, the university could organize some competitions about the International culture, music, and policy.
424. It would be very convenient if the University could add more electricity outlets in the M D Anderson Library as in the weeks when the library is not opened early the number of outlets is very limited.
425. Maybe move the bookstore underground and the campus activities to the 1 st floor. People will go to the bookstore where ever it is but most people never visit the many great organizations on campus. Maybe add more rooms or remodel the blue and brown wing of the library, it just feels uncomfortable there.
426. more post office mail drop boxes on campus
427. More seating in the UC satellite.
428. More variety please.
429. Need a wider selection of books. No more online material
430. Need More bowling lanes and a climate control tunnel from the UC to the satellite, and a movie theater
431. need more space.
432. New furniture in the TV room in the US Satellite
433. performance hall with possibility of a runway for runway shows.
434. Perhaps the University could develop some type of program for helping commuting students find ways to connect with other students and arrange car pools or study groups that meet their needs.
435. PLEASE Build a new engineering student center and find place for all the engineering organizations.
436. Please build another UC Center possibly right in front of the Business building, between the library, and have a whole new selection of food services, with more recreation spaces. for bowling, pool, and miniature golf!
437. please give students more space to show their interests.
438. Please try to make university safer by making a boundary wall or something. Please enhance university infra so that students can move around using a bike.
439. Rather than improving the FOOD PLACES on campus. For example why don't we create an UNION just like on the one at University of Texas at Austin. it has a ballroom, study space, movie theater and so much more. although all that We need to first improve our ranking of the school! Its very important we do that so then we can get a big student body and improve the schools social life!
440. Satellite interior needs to be brightened
441. Should be investing in more classrooms for CLASS instead of food.
442. The artistic design of the building needs to be very interesting and modern.
443. The campus is large enough such that it can be a ten or fifteen minute walk to get to a student center--there should be something around Farish or the dorms.
444. The financial aid office needs to be large enough to accommodate more people at peak times of year and be in a more convenient central location. Same with the other offices that get over crowded. There should also be a more central publicized assistance center for general academic council.
445. The law school is in bad shape and in dire need of a new building. This should take priority over a new UC.
446. The majority of the students I know are commuters at this school. I guess an area that is comfortable and homey feeling would be good for students who have long commutes and are at school the majority of the day. Such as an area with places to nap in between classes and such if possible. More microwaves would also be good since there is often a line or the microwaves do not work for those who choose to save money and bring lunches from home.
447. The purpose of a UC is to serve as a gathering and student services access point on campus. Though focused on the UC the library also exists for a similar though broadened academic purpose. The real deal is, although we still reflect a large percentage of off campus student using on campus services, the percentages of number and variety of needs, type of services and hours on campus for services are changing. Your recognition that the UH campus is deferring to past usage based on formerly drawn student movement patterns needs to be addressed and executed is commendable and appreciated. 1. In that regard, access from the UC to M.D. Anderson Library is an illogical design flaw. The question is, "Why is there only one access point for the library? And why does it deny weather covered or any access from the east side of the library building? It would save a lot of often rain or heat paced steps and, who knows?, make sense for easier and more appropriate planning for ingress and egress from one major (high use) campus building access point to another. Please at the least, provide a throughway via the east side door (the one currently providing access only into the basement computer section of the library) an additional means to get to the first or main floor interior of the library. This is a DUH question. Were you only thinking of access from E.Cullen when you completed the recent great, and it was great, construction project at M.D. Anderson? 2. Have you guys been to the UT@Austin Student Union or the McLane Center on Baylor's campus? You might take a look at the services and planning methodologies used in those locations. 3. Parking is an issue on every major campus, and some secondary campuses. However the connection between use patterns and the reality of what we are told by officers and other parking staff or officials varies, especially between the street officers and the Parking Office. Confusing and differing information, enforcement and regulation problems exist. 4. Better shaded lighting reflectors are an issue of light pollution in the parking lots and stadium facilities. 5. M.D. Anderson Library - a) Group meeting rooms are consistently being occupied by individuals denying the groups needing a place to meet the space designed for "Group Use" b) It

- would help if there were reservation or info points on the 2nd/ 3rd floors of the library to keep the spaces more accessible to groups and assist with simple tech questions or location of resources. c) individuals should have WiFi enabled learning carrels as do most of the group study rooms (they probably do in some instances). 6. The perennial question is, "The price of oncalus purchased books, etc. B&N is a good source but there should be an alternative university element that allows for reasonable purchase costs access for its own students. I know this is probably an ideas stemming from Socialist philosophies (Oh those Commie rat pinko wierdos) of service to students being of importance, But go ahead think out of the box of total market demand-supply patterns free enterprise for just a moment. On the other free enterprise is a function of entrepreneurial opportunity and niche demand identification as much as it is the opportunity to rape and pillage what's left of student budgets. Isn't at least one of the purposes of a university to provide academic facilitation of learning and to contribute to the enhancement of community economic enterprise?
448. The school needs to cater to commuter needs. If the facilities are trying to increase use throughout the entire day, the amount of students living on campus should also be considered. Many students do not want to live on campus due to the surroundings of the university and the low quality of the current student housing.
449. The UC and Satellite need to be places that can also help with the increase of enrollment. If the university can offer fun locations for students to interact in, undergrads will be influenced to join in on that fun at that university.
450. The UC and the Satellite are great facilities and I enjoy them greatly. The only additional improvement I would like to see is to have some improvement in the signal strength for cell phone usage in both facilities. I would spend more time in each if I knew I wouldn't miss a call while there.
451. The UC and the Satellite can be improved but improving student recreation around campus needs to have the highest priority.
452. the UC just needs a face lift
453. The UC Satellite needs to be designed to allow students to get service on their cell phones. The UC needs to be better patrolled for violators of the smoking ban because people are continuing to smoke. I am allergic to cigarette smoke. It's very unhealthy for those who choose not to kill themselves by smoking because we still have to walk by and inhale secondhand smoke. This rule needs to be better enforced if you want people like me to go to the UC. I haven't been there in a month because of smokers.
454. the UC should have good wi-fi connectivity. which is not good at UC Satellite
455. The University Center should be a place where students love coming to, because they enjoy it, and it feels like a happy place with a free atmosphere, soft soothing lighting, maybe even very light music. Please Take care to focus on the atmosphere of the place, as a good atmosphere is very essential for a place like the UC to become popular.
456. The University has a habit of making decisions that affect students without regard for student concerns or input. So if a new UC facility is being planned, I suspect the University will proceed with another aesthetically uninspired design with the perfunctory student fee increases, be they \$5 or \$500. The point is the following; regardless of the amount in fee increases, we will have little choice but to pay, so please, please, please consider the design, location, and functions of the new facility thoroughly and stop contributing to this wretched patch-work of poorly thought-out buildings (SEC & SERC) that make up our campus.
457. The University of Houston administration needs to consider this very carefully, especially if the University is moving to provide more on-campus housing opportunities.
458. The University should have amenities that are helpful to the aims of the University. If it is to be a multicultural school that strives for excellence then games and fanfare must be put aside to offer students with information and personal development. Areas of study, Free newspapers to read, tv lounges with international news, and other such additions will greatly aid the students in the long run than a concert or extra game room.
459. The UOH campus has been a part of my life for the past eight years and during that time very little changes were made to the UC and UC Satellite. I feel right now would be the right time to push for a much needed update given current improvements in technology.
460. There are bigger issues than improving the social climate at U of H. For example, the professional staff is not reflective to the campus...Also, events are not publicized, the student body rarely is aware of what is going on...
461. There currently is 24 hour computer service and a sufficient number of computers in MD Anderson (a few more wouldn't hurt- especially if enrollment is growing). As far as recreation goes, we need more than one ping pong table at the REC center.
462. There needs to be better reception for cell phones in the library and for all the buildings
463. there needs to be one calendar, easily seen on campus of all school events
464. There should be a customer relations manager on duty during the day as well as night. Instead of only night.
465. There should be more tables placed outdoors around campus.
466. there should be some more job opportunities on campus to support international students international students find it very difficult to survive without funding. at least instate funding should be provided by the university.
467. Though it does not influence my use of the building, the outward appearance of the UC is likely to deter less informed students and visitors on campus to take advantage of its services.
468. Try not to sacrifice nature for technological advances or new building designs

- 469. Try to appeal to the staff as well, and people with children
- 470. UH is a great school. Need more whiteboards in Agnes Hall, instead of chalkboards.
- 471. Update exterior facilities to attract more people inside. New paint and more lively colors would help outside.
- 472. we need more school awareness of famous/important UH alumni. We need visible monuments expressing their contributions to society. The general consensus amongst a lot of people I know is that they go to UH because no one else excepted them, which also applies to me. but I would like to think that once people do come here that they discover or change their feelings for the university. I thinks its a little sad to see people walk around campus wearing another's schools logo on their person.
- 473. While I can understand wanting to make the UC better so that more students will frequent it and hang out there, I don't think it will compare to any of the universities you gave as examples until UH stops being a commuter school. For this to happen there needs to be at least some more undergraduate housing created to make the environment more representative of a typical university. Only then will you start to see the student participation that the other universities enjoy.
- 474. whoever manages this project needs to stay with the project after it's complete. for example, oversee food operations and quality control. there is no gain in expanding if the new food facilities do not provide quality service. I believe the current company in charge (Aramak) has gone too long without any one being supervising its' operations on campus.
- 475. why don't we work on academics and the quality of our teachers instead. I'd pay more for a better education! Fix the Biology and Psychology buildings. They are very dirty and have inadequate facilities. Out of my whole college career only 3 of my psychology teachers were PhDs. I wish you would spend money on better faculty so that I don't have to take courses from t.a.'s.
- 476. With an increasing commuter student population, having facilities/services in the academic building would avoid having to visit different buildings to obtain services and help with the logistics of attending class.
- 477. would absolutely need to see literature and virtual-demonstration blueprint on future design/improvement plans before decision to vote on any sort of fee increase! they should be emailed to every student and alumni or be made readily available; in order to make the most intelligent and sound decision possible; there should be various models of future blueprints for which students, alum, and faculty/staff to vote on which would be most favorable to meet needs in general. good luck to all!
- 478. Would like to see more tutoring in the UC center area for convenience/ especially Math
- 479. ya'll should put a different art centerpiece at the UC, and powerwash the whole center. also, nicer employees would be good.

Safety & Cleanliness

- 480. I'd rather see more security on campus, especially at night, then a new lounge I'd rarely use and be forced to pay for. I don't feel very secure just seeing a cop drive past me, but I would feel better if they were stationed around campus like in parking lots and among buildings at night that I have to walk by myself through. I don't ever use the campus bus system and pay \$300-400 a semester for it apparently, when I prefer to walk to class and get exercise. This is a commuter school and PARKING IS ALWAYS A PROBLEM. I really don't care to spend time on campus except when I'm in my class. Even the library has become a "hang out" where people loudly joke around, eat fast food they brought in, and overcrowd computers to look at myspace.com. I don't know how anyone can study in there, so I find an empty classroom to study until my next class. Plus I have to work to pay for school so I get off work, go to school, and as soon as class has ended I just want to go home. I'd like a beautiful campus with all the amenities available, but I just doubt that I would use it enough to be ok with having to pay for it because I'm not going to drive 30-60 minutes both ways at about \$10-15 worth of gas to spend more time on campus when I'm not at work or sleeping. P.S. The campus is not exactly located in the best part of town, so maybe if the overall neighborhood was more inviting and less scary & crime ridden, people would be more likely to live by campus and use its facilities. I'm usually just thinking "when is the soonest I can get away from here?"
- 481. Its not how new something is, it is about how well the things you have are taken care of and run. For example, roaches are bad. Bleach is good.
- 482. safety is a huge concern. Students in the law center never use the facilities since they are far away and people have gotten mugged walking in those parking lots on the north side of campus. Until you can address the safety issue by making the walkways nice and well-lit the law center students will not use the UC facilities.
- 483. My main concern is keeping the UC Center/Satellite cleaner. One reason why I don't eat there more often is because it isn't very clean. There are often no employees around to sweep the floors or mop down the tables.
- 484. Need a lot more maintenance in the bathrooms at AGNES!!!!
- 485. Please clean out the fountain in the UC. It is disgusting and it smells. The whole building needs to be power washed
- 486. Priority should be given to clean up campus and restore existing building before erecting new ones. Special attention should be given to the communication building as it has one of the largest student populations. It should receive funding and renovation accordingly.
- 487. Keep the bathrooms clean at the UC Satellite. They are disgusting.
- 488. I FEEL THAT THERE SHOULD BE SOME EFFORT INVESTED IN CLEANING UP CAMPUS! I AM VERY DISSATISFIED WITH THE PUBLIC RESTROOMS ON CAMPUS AS WELL AS ALL OF THE DINING AREAS! THERE IS NEVER A CLEAN SPOT TO SIT DOWN AND EAT...ANYWHERE! HONESTLY, IT IS DISTURBING!

489. I feel that crime prevention should be a top priority. There are many incidents happening on campus because of the community it is located in. I would feel much safer if there was higher security around the parking lot areas and some locations on campus, especially at night. Some students like myself do not feel safe taking evening classes because of this reason.
490. The campus needs more late night dining options on campus. I often have to leave campus late at night to get a quick bite to eat, which uses costly gas and time, instead of just being able to walk to the UC and grab a bite.
491. The consideration of safety and security in and around the facility is an important factor that helps draw the customer's visit.
492. the satellite is gross and I'm sure that other food serving facilities need a thorough cleaning as well.
493. The UC could look better and be used more often if the tables are cleaned regularly. Often 70% of tables are dirty, so people do not use them during dinner times.
494. The UC is very dirty when I get there around 4 every afternoon. Hire more janitors or something. I got my undergraduate degree from Baylor and that campus was spotless and beautiful.
495. The University needs to worry more about ensuring people are not mugged in the parking lot or sexually assaulted in their dorm rooms. Therefore, anything not advancing these goals is a waste of time. I'm quite tired of the stream of e-mails I receive from the police department indicating a crime has been committed on or near campus. Fix this. Everything else is secondary.
496. University needs more bike racks, more security, and more breakfast restaurants like Einstein's.
497. we should be spending more on keeping the school cleaner.
498. 24 hr study areas that are comfortable and safe are needed here
499. A better game room and added night activities would greater improve school spirit. If students were able to spend more time at the school besides just studying or class they will feel more connected to the school. This will also help later when they become alumni and are able to contribute back to the school.
500. a comfortable 24 hour study area is much needed at this school
501. A safe place to study with tables bigger than the far-too-small tables in the 24 hour lounge of the MD Anderson library would be a great tool for students who need to study past 12:45 (MD Anderson closing time).
502. Adding more functional space on campus for group study or solo study would be very beneficial. The M.D. Anderson Library is always over crowded especially during mid-terms and finals. Also, the current U.C. Satellite study room is crowded at peek study times and its silent study only therefore impossible for collaborating w/ peers for study. Due to the fact that most students are commuters; campus is usually the most centrally located meeting place for study and a 24 hour study area would also be beneficial. Maybe being able to swipe your School ID at the door in order to maintain safety and limit staffing expenses would allow for 24-7 study facilities. Increasing tuition costs JUST to add a building that should have been provided previously is not fair to student whom already pay exorbitant prices for education!
503. An area in which music revenues and entertainment with performances (such as bands, plays, music by students) would emphasis students to visit the campus more :)
505. An important factor for my increased use of an improved UC would be the addition of a 24 hour study lounge. True, the library has one, but it is small and fills quickly when the library closes. This, along with the fact that at the oddest hours of the night or slowest periods in the academic calendar there are always people in the 24 study lounge, only serves to show the need for these facilities.
506. As a commuter to the Business College at The University of Houston, the main problem I ran into in Melcher hall is not enough study space for students. When I had a group project to work on with my classmates it seemed we could rarely find an available table to discuss our work. Also, if I had free time to study I could rarely find somewhere to sit and study, this type of area in Melcher Hall is scarce during the semester. Also, I feel that the idea for commuter lockers and study area is wonderful and would be beneficial for the many that do commute from long distances to attend the University.
507. As a former student of the University of Minnesota, a great resource that I used frequently was the area near campus called Dinkytown. Dinkytown is a retail shopping and services area much like Rice Village that has shops, and services (like a bank, bookstores, art supply stores, gift stores and a post office)that students would use. I would also be more likely to come to campus if there were cultural activities like art exhibits or film screenings that were regularly available.
508. Comfortable seating indoors and outdoors for socializing and a comfortable study lounge would be best and keep a game room.
509. Creating more quiet study areas should be a priority in this project. The University does provide some space for this endeavor but it is often crowded. More space should be allocated for quiet and comfortable study.
510. Creating quality study spaces is very important, as a commuter that is often at the university for several hours a day with long breaks in between I need to be able to study in my non-class time. The library has turned out to be a social meeting place and the study lounge in the Satellite is very dark and uncomfortable - but it is very quiet - no one seems to go there probably because it is so dark and uncomfortable. Having a better location to pick up school based supplies like paper, pens, scant trons, etc would be very helpful the present place is only at the UC. I believe that UH has a high number of commuters from great distances and that should be considered when creating the new area. I

Common Areas and Extended Hours

- would personally like much healthier options of food and better operating hours. I am at least two nights a week on campus until 5:30 p.m. and would like better study and meal options as I wait until 7:30-8:00 p.m. to leave the campus in an attempt to avoid traffic.
511. Expanding the MD Anderson Library to include the new UC center etc would be nice because with it there could also be more cubicles to study in, possibly lockers for people who park far away and are on campus all day. A coffee shop in the library etc, and if the place stayed busy enough, the library could finally become 24hrs as well?
512. for student organization's activities, it is better to do them in a fixed outdoor area so that a lot of people will know what happened.
513. Group study facilities are at a premium and there are some that are taken by a single student. There are few places that have a microwave where students could heat up something from home. More outdoor seating would be nice, especially tables with seating. I am attending UH and have a student at TTU and I envy some of the facilities there, but the tuition is higher as well as some of the fees. That being said, state universities in Texas are still an excellent value!
514. have computer study lounges with printers, copiers, etc.
515. Houston as a city lacks 24 hour restaurants. All of my friends are night owls and usually are stuck after 2am. The only restaurants that are open are Taco Cabana, Whataburger, House of Pies, and maybe Chacho's. This selection is rather paltry and a problem the city has that the U of H can help.
516. I already pay for services that I do not have the opportunity to use. I am a full time graduate student who has NO time to use the rec center. However, I am forced to pay for it each semester. This should be optional seeing as it has NO bearing on my academic experience. For professional students who are on campus exclusively during class time they should not be charged the same as residential undergraduate students.
517. I am a commuting, part-time student, but used to be a full time-student. As a full-time student I used to be at the UH campus more than 8 hours a day, studying, participating in student activities (events, groups, gym, etc). As a part-time commuting student I cannot spend much time on campus because I work. In both situations, however, I needed time to relax and sometimes take a nap or relax after a long day of hard work or hard studying. The UC used to have nice sofas where I could do that. The new sofas at the UC underground are extremely uncomfortable. As a result, I now prefer to go home early rather than spend some more time at the UC. I eat dinner at home rather than buying something at the UH campus. For commuting students, it is usually better to drive to the UH campus (a one hour drive or more and then back) and spend there the whole day (classes, studying, attending student events, meeting friends, eating, etc), rather than driving back home in rush hour. But it is only worthwhile to stay if the UC offers services and areas for that kind of students. If there is no napping area, if there is no shopping area with stores where I can run my errands (banks, full-service post office, after-hours services, etc), if there are no open green areas where I can meet with friends, if there are not enough studying areas for those of us who study on campus (safe areas, with restrooms, illuminated, not so noisy, comfortable, with large desks, etc), then I prefer to go home, even if I have to drive in rush traffic. The thing is, I would rather stay at the UC rather than spending one or more hours in rush traffic sitting in my car. If only the UC could offer the services that I need. It is doing a good job now, but I would love it if future plans consider the needs of commuting students and full-time students who do not live on campus but are nonetheless required to spend the whole day at the UH campus
518. I believe that the space needs more lounging areas that are more open and also more outdoor seating for eating and smoking.
519. I believe the goal of this project should be in creating an atmosphere that is conducive to studying. Although there should definitely be a place for relaxing (ie bar, tv lounge), it should be separated from studying/quiet areas.
520. I can't tell you how often my friends and I are looking for something to do between 10:00 PM and 2:00 AM. Many, many students are up that late. It's absurd that nothing on campus is open at that time.
521. I don't really spend a lot of money because I don't have a job, so it would be nice to see live performances or other social gatherings that are free.
522. I enjoy the University Center's variety and social atmosphere. So adding new features and "rooms" wouldn't attract as many people as cleaning the place up would(new or clean couches, flashier colors, attractive posters, art and music influential designs).
523. I enjoy the way the UC and the UC Satellite are, but there could be improvement to make it an outstanding area for socializing and studying.
524. I have always enjoyed the quiet fountain area in the UC underground. That is, until last semester, when I was frustrated by a group of very noisy students that constantly seemed to meet at lunchtime, when I go there for a little peace and occasional nap.
525. I have always felt there wasn't enough space to study and just hang out.
526. I like the movie theatre and night club idea. I'd prefer if there was some sort of demarcation between quiet study group lounge areas and the recreation facilities, so that everyone can go about there business without being interrupted.
527. I only use the UC Satellite, because it is nearest my building. My main complaint is the hours of operation. You can't get a meal after 5 or 6, and then Taco Bell is the only option. At least in the fall that was the case. The only time I've gone down there this time was to try watching the sold-out UH-Memphis basketball game on TV. Except it wasn't on TV, some one had a subscription to CSTV and was watching on his laptop, until he bought a cord to plug into the TV. In other words, the University should have free on-campus viewing to any sporting event UH is participating in. This would increase support and interest in school athletic events. Students could gather on-campus in the UC to watch our team, and buy more food and drinks, if the vendors were open.

528. I really don't see anything wrong with the University Center. It's a great place to study, relax, and eat. Only suggestion I have is to have a lot more events.
529. I really think QUIET study areas with computers should be available. Key word : QUIET!
530. I think it is imperative that the university provide proper office & meeting space for the Greek community outside of IFC & National Panhellenic who already have bayou oaks. We use the UC everyday of the week for multiple hours and the space we have just isn't efficient
531. I think the 24-hour lounge needs new chairs!. The 24-hour lounge is more important than the Satellite.
532. I THINK THE LABS SHOULD BE OPEN 24 HOURS SO THAT STUDENTS CAN TAKE ADVANTAGE OF THE RESOURCES OFFERED BY THE TUITION WE PAY. MOST OF US DON'T HAVE THE SOFTWARE AT HOME AND DEPEND SOLELY ON THOSE COMPUTERS TO MEET DEADLINES. IF THEY ARE NOT OPEN 24HRS THEN AN ALTERNATE STUDY ZONE SHOULD BE IMPLEMENTED.
533. I think the UC and UC Satellite are great as it is but they do need some more area to study and some sort of a computer lounge area.
534. I think there needs to be a real improvement on personal quiet study areas. There is a serious lack of space to study at the school. The library is typically packed with students so full that students end up sitting on the floor.
535. I would have to support most projects that would make UH more of a magnet to other students. I just want to attend and graduate from one of the best schools. Personally, additions to the campus that will prevent me from having to leave campus would help. Like expanded hours at the UC. I often spend a lot of time in the 25 hour lounge, it would be great to have a place to go and take a break. MDAL grossly over crowded during day. Even in the study booths, people often sit two to a carrel and talk which is disturbing for those that need a quiet study area
536. I would like for there to be more comfortable lounge areas for socializing and studying like the starbuck's lounge in Melcher Hall. That is the main place that I use
537. I would like to see many more 24 hour group study areas provided for graduate students.
538. I would like to see more comfortable seated and quite atmospheres for study time. A student lounge area with pay-by-use lockers would benefit.
539. I would love to see more outdoor seating that would accommodate study sites. ie-covered picnic tables
540. I would really like to have COMFORTABLE seating for reading. As an english major, I have a lot of books to read and it would be nice to have a comfortable place where I can "curl up" and read my books. This place would need to be somewhat quiet to serve this purpose. I would probably spend more time on campus reading/studying if I had this option. Which in turn would prompt me to spend more money &/or use more features of the on-campus UC.
541. I would stay on campus longer if there were more recreational activities to do during the day and at night.
542. I'm overall satisfied with the UC and Satellite Center. I've especially enjoyed the quiet area at the Satellite Center and think that should be expanded upon across the campus.
543. It will be really great if there is 24 hour study area and group study room.
544. It would be nice if the expansion made it so that the campus would become something of a hang out instead of strictly academic in nature.
545. It would be nice to have a comfortable place to sit when the weather is not ideal for sitting outside but I have very little interest in campus life, do not live on campus, and do not schedule my classes with an excess of down time in-between so any kind of improvement of this type does not really concern me. I also believe a lot of the "green" incentives are more costly than they are worth. I would want to see a proper cost/benefit analysis before I could support any such program.
546. IT WOULD BE NICE TO HAVE A LITTLE MORE SPACE IN THE UC AND SATELLITE. HOWEVER, I WOULD FOCUS ON MAKING MORE SPACE FOR COMPUTER LABS OR MORE AREAS TO STUDY. THE MD ANDERSON LIBRARY COMPUTERS ARE ALWAYS CROWDED AND I NEVER HAVE AN OPPORTUNITY TO ACTUALLY USE THE RESOURCES I CURRENTLY AM PAYING FOR. IN FACT, I DON'T EVEN KNOW MY LOGIN USERNAME AND PASSWORD BECAUSE OF THE LACK OF SPACE. MY MAIN FOCUS WOULD BE MAKING SPACE FOR THE RESOURCES THAT ARE INCLUDED IN OUR TUITION SO EVERYONE CAN ACTUALLY USE THEM.
547. It would be nice to have a very central place like the UC that has extended business hours and was closer to the central of campus/dorms.
548. It would be nice to have comfortable lounges with music in the background (no tv...for the sake of studying and avoiding a big distraction) that were cleaned each night. The environment would need to be slightly dimmed and not wide open (like the moody towers commons - uncomfortably too open). A good example is the small lounge in UC Satellite beside the Starbucks...just make it larger. Perhaps a bit larger for each room and the rooms connected together by a hallway. That way a student can pick which room to study in and still have a comfortable place to study that's not too quiet (it is hard to study when the environment is too quiet. like the library). Some music in the background would be appreciated.
549. It would be nice to keep some areas open in the evenings for students attending classes.
550. It would be nice to see better architecture for the UC. Also I would like for there to be more areas outdoors where I could go to study.
551. It would be very valuable to include more outside space for students to eat and interact.
552. It would definitely be more beneficial to have more outdoor relaxation areas as well as study areas. The pharmacy building especially is lacking. Also, more organization needs to go into the administrative aspects of the financial aide office, Cougar One ID office, bookstore, and many other departments. The students are the fundamental reason why this improve-

- ment has been proposed, so I believe more campus safety programs and/or services need to be put in place to ensure our campus is safe. Females should be able to walk to their car by themselves at anytime they deem necessary without feeling unsafe. So improvement in campus security is or should be a top priority, however, I do not feel this to be the case because of the many car break-ins, people being held at gun point, etc. Then I would look into hiring more friendly staff that can adequately meet the needs of their job description.
553. its hard to find a place to find genuine peace and quiet!
554. live music.
555. More computer labs. The hardest thing was trying to use the Architecture schools computer lab. It had horrible hours and not enough computers. Everyone goes in there to work on projects and plans to stay at the computer for more than 30 minutes. It gets horribly crowded with no space to put your books and someone standing behind you asking you every minute if your done yet. Most of all not enough computers and no space between each for your things.
556. More outdoor commuting spaces will definitely will influence my visit to these spaces.
557. More places to sit down. Lower prices that match off campus prices.
558. More space to study around campus would be a great investment.
559. more study groups and real quiet areas, because the library is so noisy and sometimes its hard to concentrate with so many sounds and noises in the background.
560. more study room areas in the specific buildings (ie law school) rather than at a main UC satellite with students from other schools
561. More study space and printing in a larger number of areas.
562. More studying area please!
563. Most important thing for me is student study/meeting rooms. They are URGENTLY needed at Bauer, for graduate full time students. This would be my priority.
564. need better seats outside, and environment can be better... for instance plants.
565. Often times many of my friends and I stay on campus studying until late night (occasionally over night) especially near midterms and the last month of classes. We could use a couple more restaurants that stay open late like chili's too.
566. once again, I stress creating an actual bar on campus. All great colleges have one, and it lends some distinction to our school. Other than that, we would do better to have at least one 24 hour convenience store on campus. Students are here all night, and because the stores close we have to go off campus into a relatively bad neighborhood if we need anything.
567. -please add a lot more seating everywhere--especially in the Starbucks area of the Business building please don't put a club on campus, UH is getting too much of the wrong crowd as is, a club on campus will just make me leave campus 2 hours earlier to avoid them. Please make a quiet study area, there is none! There are no regulations in the quiet study areas, people come in them and just talk on the phone SO LOUD the whole time and it drives me nuts. I try to ask people politely to stop or talk quieter then I find myself in an awkward situation where some idiot that never intended to study wants to pick a fight with me. And please update the UC satellites lunch areas. If you are real cheap like me and only put between 2-3 dollars for lunch then taco bell is your only option, but the 15 minutes to place your order and the 15 minutes to get your food (30 minute total often times) drives me away from it. One other affordable option there would greatly reduce that, I truly believe on average most students are looking for something cheap with a dollar menu and good value meals. If you threw one more in the satellite it would help tremendously.
568. Please provide accessible printers within the UC / Satellite / LSS / and CASA Centers. Please implement a restriction on "surfing" or "non-academic" computer use on MD Anderson Library and other computer study centers during peak times. Also please implement restricted use of loud music on headphones while in academic computer labs. The music is very distracting to other students that are actually doing work. If students want to listen to music they can download and listen somewhere else - this would free up computer use for sensitive academic deadlines and project preparation for serious students.
569. Please try to make the satellite stay open later. It is closer then the university center from the farish hall. The restaurants do not stay open long enough.
570. please, please, please make sure we have cell phone reception throughout the facilities. Also, meeting rooms for student organizations are exceptionally hard to reserve. And it would be really nice if we didn't have to go to the library every time we needed to get some studying done. So study/lounge areas in the UC would be very useful and efficient.
571. quiet comfortable study areas are the most important amenity for me
572. Something(Coffeehouse) should be open on Saturday and Sunday as lot of people come to study during weekends!
573. The best thing would be to have places at the satellite open for longer hrs. I hate to get out of class at 2:30 and go down there and have half of the places closed already. they should at least stay open till about 7.
574. The current design of the University Center is not well suited to student socializing and studying. It is currently a place to grab food and hit the bookstore. Finding meeting rooms and offices can be difficult, and upcoming events are services are not prominently displayed. The UC Satellite does a better job of meeting student needs but can become crowded very quickly. The current food options are mostly fast food and not very healthy. A good salad bar or other vegetarian friendly option would be nice.
575. The facilities close down too early. I feel that living on campus is horrible on weekends because nothing is open.

576. The only real concern that I have with the UC is the limited hours of operation of the food restaurants. Only Wendy's is open late.
577. The satellite center closes too early for night students. Chic-fil-a is never open.
578. the uc is nice as is but I would like to see more practice areas for student groups a larger studio for SVN so that more students can express their school spirit through them, and better access or parking for the satellite
579. The UH campus needs more study areas.
580. The University Center is too far from all of my classes and not so convenient to get to when I just want a quick bite to eat between classes. But the Satellite's Hours of Operation for food are very limited, and by the time I go everything is closed. The Satellite should have longer hours of operation.
581. The university center needs much to become the type of center of social and academic activity that it should be. Green space, lounge space, plentiful and comfortable seating....and, while I, as a married adult, would probably not hang out and have a beer on campus, there should be more opportunities for a beer with friends in a relaxed atmosphere. I am from Austin and even though I did not attend UT...I was constantly on campus for social, dining, entertainment reasons. U of H just does not have that kind of attraction....there doesn't seem to be much going on socially nor does it have much of a center.
582. The University of Houston is largely a commuter school, and many students feel at a loss when they have large gaps between classes but not enough time to go home (especially with the rising cost of gas, driving to school multiple times a day is usually out of the question). Facilities need to be provided for the students to relax, have access to computers (there are not enough at M.D. Anderson!), and study between classes. Additionally, as much as I like the bus systems, some routes (especially tan) seem to have a shortage of buses, so it seems we have to wait forever for a bus to actually arrive at our stop.
583. There are plenty of areas for already for dining and entertainment. There are FEW quiet places to study without distractions. I would support any initiative that enhanced our access to quiet study areas.
584. There is much mention of group study rooms, yet almost none regarding quiet study. My favorite place to study is the ONE quiet study room I can find on campus in the UC satellite. I have given up on MD Anderson as everyone seems to be in a group and can't refrain from talking/chatting on the phone. Please! Don't tinker with the study room in the satellite! Nerds like us need it!
585. There need to be more restaurants and coffee shops/lounges open late for students that are studying on campus late into the night, and students who stay on campus on weekends. I would like to see the library and other places remain open until at least 2 am for students who wish to keep studying.
586. There needs to be better places to sit where students won't be bothered or distracted, yet have pretty scenery indoors and out.
587. There really needs to be more group study space on campus. There also needs to be more conversational lounges, not so loud or quite so much MTV.
588. This project will allow students to find more places to hang out and study.
589. U C closes too early!!! need an indoor 24 lounge with tv and computer, couches and tables. Food is too expensive and not enough variety. Help with the Obesity Epidemic. a Boston Market or Lubys (that has discounted student prices and open till 11 pm) would boost student attendance. Tired of Junk and expensive prices. A buffet/cafeteria style eatery would really help students. gas and tuition is killing us!!!
590. UC and UC satellite are a very good place for us to have a break, and the other purpose. However, personally, I just spent most of time one study, so I don't go there very frequently.
591. UH should have more group study rooms in the Library
592. UH should make an effort to provide an atmosphere that allows students to have more of a sense of community, pride in being a cougar, and belonging.
593. We need more rooms that are QUIET.
594. We want lounges and kitchens. We want to be able to cook our own food, because fast food is terrible for you and we all know there will never be any truly healthy options on campus. Everyone I know moved off campus, and one year later we're all twice as fit and healthy as we were and everyone agrees their lives have been much better since they moved off campus and stopped eating terribly.
595. You need more computer lounges, and facilities that are open for evening students once they get out of class

Graduate Students

596. UH needs to do a better job of orienting students, especially graduate students, to the amenities offered on campus and how to go about utilizing them. There are a multitude of things that I am certain that I am paying for, but have no idea how to go about using. Since I am employed full time on top of my graduate studies, I simply do not have the luxury of taking time out of my busy schedule to figure out who to contact for the various services that could likely enhance my educational experience.
597. I went to a small private school for undergrad, so when I went to the UC, I thought it was awesome to have all the food selections and everything located so conveniently. I thought the UC is pretty cool.
598. I live off campus and already went to undergrad for 5 years in Indiana. I am in graduate courses and not on campus very often, so I would not utilize the upgrades as much as others. However, if I was still an undergrad student the new updates to the university center seem great!
599. Evaluate your food service employees. Every student I know agrees that the level of customer service we receive is unacceptably sub-par. They are rude and the quality of their work is poor. They also usually work in an unprofessional manner.
600. Convenience of certain commercial establishments would mean easier availability to busy graduate student like myself.

601. Being a typical grad student I have a heavy workload and am on campus 6-7 days a week. However, it's much cheaper to buy stuff at Wal-Mart and lug it to my office vs. shop on campus. Hence to save \$ and provide a better selection, I brown bag most days. If I need something, I walk to the Satellite (next door to S&R 1) and use the C-store and sometimes the food court. On weekends I may use the C-store at Oberholtzer. I find your on-line food service schedule convenient (uh.edu/ucaf/services). (I do have a soft spot for the UC - I met my wife at the LSU equivalent of the UC.)
602. As a graduate student who doesn't spend much time on campus, I don't feel that my input is particularly worthwhile -- while a nicer University Center would be great, it's unlikely to induce me to spend more time on campus.
603. A top priority should be expanding graduate student access to the UH community or giving us one of our own. A Subway in the Law Center and a Starbucks in the business school are the only things the law students have convenient access to. If you talk to UH Law Center graduates, the don't like to donate money to UH because they felt "shunned" by the university. It is a tragedy that this continues while the University constantly sends us surveys and questionnaires about improving the UC and the Satellite when the Law Center DESPERATELY needs updating. Also, we're so busy that leaving for an hour means we're not prepared for our next class. The parking is atrocious and we have to get here by 9 in order to make a 1 pm class. There is just no way we can leave to take advantage of any other opportunities. I would feel VIOLATED if I had to pay more in fees so that undergrads can take advantage of some wonderful facilities while we get stuck in our dump of a law school.
604. I'm sure that for the undergraduate students, the university center is very important (it was when I was an undergrad and lived on campus) - however, as a grad student, I see the biggest need on campus to be better equipped, more user-friendly classrooms with the right equipment easily available and accessible for professors... Nearly all the classes I've taken have been a week to week struggle for professors to setup the classrooms to their preference and ease of teaching... I'm here to learn and would prefer to have more "learning" tools available in the classroom...
605. Increase the fees of the students most likely to use these resources- undergraduates. Don't saddle the graduate students with greater fees as was/is done with the rec center.
606. Not convinced that improvements in the UC will significantly improve Graduate student life. Grad students in science and engineering tend to center their on-campus lives around their labs or college buildings.
607. renovation of UH campus is great idea. However, being a part time grad student who is on campus for 1 day a week, I do not feel it would do me justice for paying such fees. most graduate students are on campus just for class and with no time to take advantage of the new projects going on at UH.
608. Think it's great that you're doing this. Used to live on campus as undergrad 20 years ago. Ideas expressed here would have been fantastic. Living off campus, working full-time, and going to grad school 2 nights a week, I'm just looking for shorter lines at Starbucks and improved library services.
609. This is a larger, harder-to-resolve problem, but the main reason I do not spend so much time around the campus common areas is the simple fact that UH does not present a "rooted" aesthetic atmosphere. Sounds mushy, but coming from UT as an undergrad, I can feel the difference between a campus with heritage and tradition and one, like UH, that tries to present a bohemian type atmosphere, attempting to please all tastes. There's just no identity in UH's atmosphere, no feeling of history. Postmodern art clashes with hideous buildings to create an aura that many people just don't feel at home in. I think superficial improvements to the UC or the Satellite are not going to do much for a campus that doesn't know who it is.
610. This questionnaire is really geared to an on-campus, presumably undergraduate, student. I do not feel like UH really cares about meeting my needs as an off-campus, married mother with two small children, taking evening classes at a remote location. In other words, I am not your target user, or target audience. As such, I really don't want my fees to increase to support this project. Maybe just the undergraduate fees could increase, as this would meet their needs better? I don't know the demographics for the whole campus, but I have the sense that the majority of graduate students are commuter students, and less tied to the UH campus. Overall, I love things that UH has that allows me to work from offsite locations - such as the library articles and ILL process, or emailing my professors.
611. this survey is useless to those of us who are doctoral students. We have full time jobs and attend classes in the evening. What the university builds or does not build concerns us NOT AT ALL. Special parking starting at 4 pm would be more beneficial than any building.

Fees

612. about fees, currently we are charged fees for services we don't always use. I suggest we go to a pay as we use, maybe we can select these services when we enroll, or pay later if we decide to use them during the semester. As a commuter, I find that I'm an unaware of all the programs and services that I'm funding through tuition. I know we as students need to pay for services but I think only if we use them is it fair to include in our tuition.
613. All of these changes would be nice, but realistically I would prefer that no changes be made if they will have an effect on tuition. Tuition for business students is already higher, so I would like to keep it as low as possible. I also believe that some fees such as the rec center should be optional for students who pay money outside of school to go to a gym (such as 24 hour fitness).

614. An increase from \$35 per semester to \$75-\$100 is enormous. A phased-in increase would be easier to accept for students. We are already charged so much in additional fees and aren't able to take advantage of some services offered (like being able to get to a computer during the main school day to print in the library). In my two semesters at UH, I've not once been able to take advantage of the 500 *free* copies that comes with our fees. If some fees could be adjusted and/or made optional that cover these types of perks, it would be easier to absorb the increased cost of funding new construction and upgrades (which all benefit from).
615. Aramark job at UC is very bad and too expensive.
616. As an international student, I spend more than \$2000 per one class. Plus pay more than \$200 for parking permit. School should be more cooperative with fees and penalty charges for wrong parking, etc.
617. as long as university fees do not increase, then do whatever it is that is needed. Students are poor as it is.
618. Before considering raising fees, some consideration should be given to whether or not students can afford more fees
619. Books which we buy from the book store are too expensive for students. they might be expensive themselves, but we can have other options of books. They would be good to study and cheaper at the same time
620. Current prices are too high and there is not a wide enough variety of fresh foods, fruits and vegetables. A definite benefit would be to add toiletry items. Over near engineering there aren't a lot of options--like oberholtzer hall buffet style.
621. Do not raise our fees for a stupid improvement on the U.C. Center. It is a waste of money. Nobody cares. Concentrate on lowering fees or improving the offices for registering. Spend money somewhere else.
622. Don't increase my student fees fund your project by fundraising with alumni and asking money from private corporations that will pay to build if they're going to be using the space.
623. Don't make us pay for anything else; it's too expensive to go to college as it is. There has been a 400% increase in the cost of college within the past 6 years. That's enough.
624. fees are already increasing every year for something of the sort. Is it possible that the money come from somewhere else?
625. Given the increasing awareness of the benefits of healthy living I think it is essential to bring in more healthy eating options on campus. Also, given the fact that our tuition has been raised 50% over the past five years there is absolutely no excuse for raising them any further, even for the proposed improvements to the campus.
626. I agree that there needs to be an adequate student union building for the undergraduate students who frequent campus, but I don't use any of the facilities on campus and approximately half of my semester bill is supporting these facilities and programs that I will never use.
627. I am a distant education student and would not like increased tuition for services I do not use. However, if the school were to provide more services at other off campus location (ie: Cinco Ranch center) I would support the increases. I would like to have access to academic advising in my major (Psychology) without having to drive to the campus which is over 1 hour away. I would also like more online courses available.
628. I am on-campus long enough to attend classes and then I leave. I'm not aware of campus activities, only sporting events. I would love to attend performances. \$35 is almost nothing. I suggest increase the fee and expand.
629. I am very likely to support the extra tuition fees since they will be automatically covered by a scholarship. If my scholarship did not pay for the extra fees, my answer would be slightly different.
630. I believe improvements can be done without raising fees...we are charged too much now! Also renovating Moody Towers is highly suggested!
631. I believe that balancing of other funds of the school to make these improvements rather than increasing student fees.
632. I believe that this would be a good idea but I already have enough problems trying to pay my tuition the way it is already
633. I believe the expansions are needed especially at a growing campus like ours. One thing I am curious about is whether fees would rise before the projects are completed (therefore paying for the additions using students who will not be there probably to reap the benefits), or implement the new fees once the items are in place?
634. I don't mind paying fees if it is something that I know I'll be using frequently and "IT IS WORTH IT!" I know quality establishments have a price, but for what we are paying now, I know this University can do better. Every since my first semester here tuition has risen and the only changes that I have seen that REALLY needed to be done was MORE ADEQUATELY CAMPUS LIGHTING IN FRONT OF THE ARCHITECTURAL BUILDING. FINALLY, lights are being installed. Thank you!!!!!!!!!!!!!!!!!!!!!!
635. I feel that it is important to improve our facilities but I feel that because tuition expenses increase every year, students will not support higher costs.
636. I feel that UH is primarily a commuter campus and any increase in fees to improve the UC wouldn't be appreciated by the student body. If more students spent time on campus already, then I could see justifying the improvements. They all sound appealing for sure, but totally unnecessary.
637. I know there need to be modifications and improvements to the UC/SATELLITE but I can't afford to pay more money right now because tuition and the cost of living keeps increasing and income isn't but I will do what I can to help.
638. I like the idea of making our campus better but tuition is already bad enough for me to even try to stay in.
639. I really enjoy the education that I get at the University of Houston. But to be honest I would rather money to be spent on the quality of education. Not frivolous places to go eat or hang out.
640. I support any action which will lower my tuition. I am not interested in funding building projects which will not be completed in time for me to enjoy.

641. I think 100\$ per semester is too much!
642. I think every improvement is a good step for a better environment. I would just prefer a fair monetary difference
643. I think improving the UH facilities would be a great idea but I do not believe a lot of students would agree to the increase in fees per semester. Overall I think it would be a success.
644. I think it is better to have those facilities optional for students so whoever wants to use them pay for them just like parking permission, this way student like me will save a lot!
645. I think it would be brilliant to update the UC/Satellite but we need to keep perspective on the cost initiative; based on how often it is used, is it well worth it?
646. I think revamping the University Center would be a great idea. However, I do not feel that every student should pay the increased fees. As a night student, I am limited to the services provided by the University Centers. Even at UC Satellite, where I may grab a bite between my evening classes, I am limited in my choices by the hours of operation of the food services provided. I think perhaps a staggered rate of fees based on commuter status, enrollment of classes on campus, and the enrollment of classes at times of day. I should not pay the same fee as a student who has all services provided at noon because I am not eligible for those same services. If the services provided are reduced because of timing, my fees should be reduced as well.
647. I think that increasing students tuition for renovation for the UC and UC satellite is not something I'm willing to pay for. They are fine as they are. If anything renovate the science (i.e., biology and chemistry) labs, they are in need to renovation. Or build a new study building, something like that.
648. I think the mentioned \$75-\$125 fee increase would be too much, but I would likely support a more-modest hike of <\$30 that would maintain UH's position among the least-expensive of the large universities for these types of facilities. I think the priority should be to widen the availability of modern computer equipment, especially in the UC Underground, so that students are less likely to have to walk down to the library for routine print chores.
649. I think uh is already expensive as it is there is no reason to charge more for something that supposed to be free
650. I went to Texas Tech for a few years before transferring to U of H. Although, the UC there is very nice, it took about 3 years or so to finish walking in and around the UC during the process was very inconvenient. If this project is going to be untaken, don't charge students that won't even be around long enough to enjoy it (ie. seniors).
651. I will be graduating in Fall 2008 and do not want to pay for something I will not be using.
652. I work full time and go to school full time. I think the university would do well in trying to improve itself but certain students, especially tight budget ones can't afford to improve just to improve. Sapping more money means to eat less. That makes it harder to concentrate. I'll use that 50 bucks for gas to get here and back. Either way, I suppose you all should ask for donations.
653. I would consider a tuition increase only if I agreed to the changes made. I think that asking UH students for approval before going through with renovation plans would make students feel better about an increase in tuition.
654. I would like to see a reduction in the cost of books and tuition.
655. I would love to see some changes within the UC center and the other food areas, but I am reluctant to say yes to a even higher tuition. I think a small rise for basic changes such as facility upgrades and more seating outside would be wonderful. Overall, I don't think these areas need a major makeover, since it seems to be fitting us as the students fine. These are just perks, but a lot of us work for our schooling and can't afford to have such an increase. Possibly there should be a community or school wide event to fund such things versus making it a little easier on our pocket books as well as improving our campus.
656. I would not want to have my fees raised.
657. I wouldn't support an increase in fees because spending can be cut in other areas. Like the LEEDS thing mentioned earlier. Maybe we can look at the spending of a university instead of just raising fees and tuition. The green initiative is a hoax and a waste of money. I'm glad I am graduating and driving away in my two SUVs.
658. If doing this project takes too long so that I am graduated, that means I will pay for the fees but will never be able to use it! If the current students have to bear the burden of the increase in the fees corresponding to this project, they should be able to benefit from it. Otherwise, it would not be fair.
659. If fees to complete this project exceed more than about \$75-98 a semester it is going to anger students.
660. if I have to pay more then I don't want anything additionally added to the UC
661. If it means more money in tuition than I say no. I feel that the UC and satellite is fine the way it is.
662. if so, do not make this an effect on the tuition prices. Many will complain that's for sure.
663. If the fees go up then it will stay up. While everything is raising including gas it will become more difficult for people to afford school.
664. If tuition fees go up it will become even more impossible to achieve a degree in a university with the prestige of U of H. Certain fees should be optional for students that do not visit specific locations for example the REC or UC/Satellite or libraries etc.
665. If UH wants to expand, they should not do it at the expense of the students who go there. If UH have enough money to waste from previous years of overcharging its students, then it could tap into that fund to get the project started. UH has wasted so much money on so many things that benefits very little to its students. Try doing something better for a change UH.

666. If you bill students any additional amount in any direct or indirect way to fund these plans, I will not support the project. If you need more funds, cut services that athletes are getting at the expense of the rest of the academic community which makes little use of the health center.
667. Improvements are not essential to the prosperity of the university and with tuition increasing each year already, for those of us who pay out of pocket every dollar counts.
668. Improvements to campus buildings should be not paid through student use fees. The university should be free to allow market forces determine what businesses occupy the space in the UC center.
669. It is good but I would not want to pay extra for it
670. It sounds like a great and wonderful environment, but really with the high cost of tuition as is, it really hard for student's and parent's to give more.
671. It would be a mistake to raise tuition, and penalize students for things they do not use like the University Center. Instead it would be much more reasonable and economical to charge the students who actually use the University Center. Personally, I am not enrolled at UH because of the University Center, I am here to learn. I resent the fact that I have to pay for something I never use.
672. it would be nice if they could expand it, but if the tuition will have to increase than its not worth it. school fees are already expensive as is.
673. IT would be nice to have the UC improved. The Satellite is fine the way it is. But we're already being charged way too much to go to school. Why not fund the improvements by cutting something else, not by making our tuition go up??
674. It's a nice idea to make improvements, but I hope tuition costs would not rise dramatically. Some students have to pay for their own classes without help from family or financial aid.
675. I've always resented the fees associated with the UC - if there was an option to discontinue the UC all together and lower tuition I would have chosen that. I resent paying mandatory fees and then paying high prices for food, books, and services.
676. lower tuition
677. More user fees would be nice.
678. No more fees please.
679. No new fees!
680. Part-time students should not have to pay full fees as full-time students do. I come to campus on one or two days max and leave straight after the class. I never use any of the facilities but I have to pay \$500 every semester which is more what I pay for my class!
681. People soft is garbage. Biggest waste of money/time/resources I have experienced at UH. Go back to enrollment services online.
682. please do not add anymore fee to the student bill. We've had enough. PLEASE DO NOT SUCK MORE BLOOD FROM US !!!
683. Please increasing the Fees more just to add a few facilities in UC is definitely NOT required.
684. Pricing suggestion . . . \$65 to \$75/semester max. \$100 =riple digits =oo noticeable.
685. Raising tuition or fees is the last thing the University needs to do. The cost of a college education is increasing far more quickly scholarships or income potential. The tuition increases every year are already ridiculous. This year, my tuition and fees increased nearly 70% over the last academic year, for the same number of semester hours.
686. Rather than raising tuition every time the university wants to do something, they should consider budgeting better and work on getting private donations. All these tuition increases are ridiculous.
687. Requiring students to pay student fees for facilities that they do not use is not fair, such as the gym. Not all students want or are capable of using all of these facilities that they are charged for. Student fees should be charged to students who choose to use those facilities or services. Therefore, I oppose any increase or additional student fees.
688. stop charging students for unnecessary things.
689. Stop raising fees to glamorize UH campus.
690. Stop raising student costs for recreation and put your efforts towards the students by focusing on preparing them for the outside world instead of trying to give them more opportunities to consume unhealthy foods and lounge around. Build a charity center where students can go and volunteer their time right on campus with children, the elderly, or the homeless. Now that's an idea!
691. stop raising tuition
692. Students will whine and complain about any increase in fees. It will be the responsibility of the administration to be extremely clear and public with why these fees will be implemented. Be detailed, be forward and get the University of Houston on the map!
693. Studying in OUCH is so expensive, I wish the process of loans or f/a was much easier since we have burden of study also.
694. The school should concentrate on relieving the stress of inappropriately high fee bills. Maybe giving some money back to the students would be a better course of action rather than adding to the problem.
695. The University Center may be highly attractive for on-campus students or other full-time students. However, it seems unreasonable that my fees would be increased to provide services that I will not use. Perhaps you can place restricted access on the UC, where only those students who elect to pay for its services will be allowed access. Or, even better, why not make the UC self supporting? Operate the UC like a business, where rents and income are required to sustain its existence and fund any future expansion.
696. The University of Houston should focus more on lowering tuition, instead of finding ways to increase it.
697. This survey is quick reminder that our tuition money is not being appropriated into the right sectors. First off, it should focus on financial aid!!!!!!I'm up to my eye balls in tuition and fees and an increase in my tuition for renovations is wishful thinking. Second, if a remodel project is approved... when do the students have the chance to opt out of paying

- the increased fee? THEY DON'T! It would be an amazing policy if students could truly customize their tuition and fee bills to best suite their needs. ha ha that's also wishful thinking...
698. too long. didn't get relevant until the end. lucky I caught on to how you guys r trying to get my permission to increase my tuition. please calm that down.
699. Tuition and fees are already very high, especially when considering the quality of services UH offers. Although my work environment is actually pleasant and satisfactory, this is for me an exception when taking into account the whole campus. An increase of fees to fund this project feels like a mockery and is an outrageous idea at best.
700. Tuition and fees are already very high, especially when considering the quality of services UH offers. Although my work environment is actually pleasant and satisfactory, this is for me an exception when taking into account the whole campus. An increase of fees to fund this project feels like a mockery and is an outrageous idea at best.
701. Tuition is already high. Please don't increase it just to make the school look pretty.
702. tuition is plenty high, cost should be supplemented by other means. sponsors? alumni?
703. UH needs to work on energy savings and use that revenue towards its desired improvements, I cannot financially handle anymore fee increases which have skyrocketed in the past few years.
704. We definitely could use more rooms for meeting and performance practices at the UC/UC satellite and more carrel space for the increasing organizations on campus. Funding for the development of a better UC/UC satellite might not necessary comes from just students' tuition fees, but asking for sponsorship and getting the student body and organizations together to help funds raise since they are also benefiting from this project.
705. While I think it's a great idea, I do not want my fees to be increased for it. Yes yes, I understand that someone has to pay for it; but for someone like me who does not use ANY of the features surveyed, it is NOT a good use of my money especially since I fund my school and life personally and not through grants, scholarships or loans.
706. With additional finances through acceptance of financial aid via grants/loans, my funds as a sophomore becoming a junior will increase and my dependence on the university services may also increase as expenses mount and my time becomes even more precious.
707. With the already rising tuition costs, I don't feel that it is important to expand the UC. This would only lead to a higher increase in costs.
708. with the prices of everything in this world increasing the last thing I want is a higher increase in my tuition.. I'm already paying \$4,000 a semester not to mention my personal expenses. no extreme extra charges please!!!!
709. You should lower the cost of tuition. Going Green
710. I am very excited to see that UH is taking steps forward to enhance college students on campus experience and being ENVIRONMENTALLY CON-
SCIENCE!! As a junior I will probably not see the improvements but I am willing to support the renovations to increase the appeal of the university. The main reason why people choose other universities over UH is because UH does not offer a college experience/on campus life. I believe with these improvements it will bring more students to UH and the overdue recognition will follow.
711. About paying a little more to make UH more environmentally friendly, I would highly support that and I think many other people would as well!
712. Anything that the school can do to support "going green" pertaining to environmental issues and anything that the school can do to offer more fresh/organic fruits and raw vegetables to lunch places would be 100% supported by me. I would also love to see more quiet study/group study places available.
713. GO GREEN
714. GO GREEN & PROMOTE SOCIAL INTERACTION BEYOND EATING!!! THE WELLNESS CENTER WAS AN AMAZING STEP IN THE RIGHT DIRECTION!
715. Going Green is my number one concern. UH should be the model of a green campus, similar to how Mayor Bill White wants Houston to be the national model of a green city.
716. I believe if you are going to update the UC and make any other improvements, you should try to make it as "green" as possible. I would happily support it as well as many other students.
717. I believe that going 'green' should be a top issue for the U of H. Also, on a side note- we need more outdoor seating (i.e. benches, swings, etc) so we can easily sit outside and enjoy the spring.
718. I feel that options for food in the UC Satellite are not open during the hours that I want to eat (after 2 or 3pm); If hours were extended my friends and I would spend more time there. I also feel as though the University Center and the UC Satellite accommodate 2/3rds of the campus and there another 1/3 that needs to have a student meeting area which has food options. The most important thing to me is being environmentally friendly and keeping as much green space on campus for us to enjoy.
719. I think that having Green or LEED certified buildings should be done because our university is supposed to represent higher thinking and more of a 'design' and creative environment, which should include environmental awareness in our building projects. This will be good to lead a new movement within Houston Texas and other universities to look up to us and to attract more people to our university for being innovative and environmentally friendly. It should start with campus recycling at dining halls and around campus.
720. I visited University of Washington recently and LOVED the fact that they had numerous recycling bins AND compost bins. I think it's important to cut down on solid waste, and it's a way to teach others. I know we'd have to set up a mechanism to empty it and take care of it but it makes UH look forward-thinking and avant garde, living up to "Learning.Leading"
721. I would appreciate involvement of environmentally friendly and fair trade

- supporting businesses in any new expansions of campus space; thanks for asking for student input!
722. I would like to see less paper dispensers in restrooms and replace them with air dryers, because first of all would save money, cleaner, and would be more eco-friendly. Stupid kids take 3-5 paper towels for no apparent reason, when one is more than enough. Then, when the trash can is full, paper towels find their way on the ground.
723. I would like to see significant improvement in recycling or other green projects on campus.
724. It is my understanding that the food establishments in the University Center, which are contracted to ARAMARK, dispose of any uneaten food, daily. It is my belief that the community would be better served if ARAMARK delivered any food, not purchased, to local soup kitchens or facilities where they feed the homeless. This would go far in promoting ARAMARK, in the future and would be a feasible and worthy Community Service Outreach program.
725. Sounds like a good idea. I think students will like a "green" University Center.

Parking

726. You guys should focus less on this project and more on fixing Cullen.
727. The idea of a better University Center and Satellite is great but the parking to get to the UC/Satellite is ALWAYS a hassle. Can we do something about it? Especially for those who work at those locations?
728. Spend more on better parking arrangements.
729. before expanding the uc, parking should be given full thought. if you are expecting more people to come to the uc, please add more parking lots too.
730. Before you spend money on a UC I'd like to see better parking options for distance ed students.
731. I think expanding the UC and Satellite is an important project, but not anything that is pressing right now. I think if there were any one thing the University needed to work on now would be the parking problem, since not everyone can afford the very expensive parking garage passes.
732. I think if it was possible we should have transportation from 45 all the way uh, seeing as how the school barely has any room for parking and maybe have a park n ride set up for students to go to uh
733. Parking needs to be improved before anything else. A new parking garage should be the top priority over anything and everything.
734. Parking should be improved as a high priority.
735. I THINK IT IS IMPORTANT TO IMPROVE THE UNIVERSITY CENTER BUT THERE ARE MORE IMPORTANT ISSUES THAT MUST BE HANDLE BEFORE THE UC!! PARKING IS EXTREMELY LIMITED AND STUDENTS PAY TOO MUCH MONEY TO DRIVE IN CIRCLES EVERY MORNING TO FIND PARKING! THIS SURVEY SHOULD HAVE BEEN ABOUT PARKING ISSUES AND WAYS TO IMPROVE PARKING, NOT ON THE UC!!!!
736. I think it would be nice but I think there are other projects that should be done. These include paving the terrible surfaces of the available parking lots. Renovating some of the older buildings on campus like Fleming or SR1.

737. I personally think that the UC and Satellite are effective at meeting needs while on campus, but parking is a bigger concern to me.
738. I provided ratings that said that I would use the facilities if they were changed to better meet my needs. I would use them IF they were in a different location or if there was better parking. The survey didn't seem to ask that so I thought I'd include it here. I don't use the facilities because they are located too far to walk from the building I spend all of my time in (Clinical Research Center)and parking is too bad to drive there. I use the new parking garage to go to McAllister's because the first 30 minutes of parking is free but 30 minutes is not enough time to park there and walk over to the University Center and come back. I would prefer to use the facilities at the Satellite. The parking for that facility is the worst parking on campus and is the reason why I don't use it and many of the students in my department don't use it for the same reason.
739. I like seeing all the improvements being built over by the business school. Start building parking lots or garages!! GO COOGS!
740. I like the campus and all of the facilities. The only thing that I would want to change is the parking, I'm tired of hunting for parking spots that sometimes makes me late to class.
741. First I would like to see if the president of the UH could speak out for the students who drives from far like Sugar Land to be allowed to use the HOV lane even though there is one student in the car with a permit from the University. Other things provide better security on campus specially at night.
742. fix the parking
743. fixing the parking lot. how can there be such large potholes? is the military using the parking lot for bombing practice?
744. Fix the pot hole in front of the University Center... And the rest of the campus as well.
745. Please, expand the parking! I spent 150\$ on it and look for place for 30 minutes! and then walk to my class the same time! You have to do something!
746. One area that needs improvement is law school parking
747. Need much improvement of availability of parking, employee attitudes, and administration organization.
748. MORE EMPHASIS ON PARKING THAT IS CLOSER TO ACADEMIC BUILDINGS AND BETTER WALK WAYS TO AND FROM PARKING LOTS
749. Instead of adding some of the unnecessary stuff, we should make sure we have enough parking space. Don't charge for a parking space that I have to fight for or have to wait more than 30 minutes before I can follow someone to their car so I can get their parking space. This is another injustice to us the students.
750. I'm enrolled in the UH Law Center. Due to the woefully inadequate parking, it is very difficult to leave the law school and go off campus for lunch and then find a parking space afterward. However, the UC and the UC Satellite are pretty far away, so walking over there for lunch is difficult. If a new facility were constructed near the Law Center, the law students would be frequent customers, especially for lunch (there are no classes at

the law school between 12 and 1 pm). If it had a relaxing area for studying, many law students would frequent such a facility later in the day, as well. Other than organization meetings that bring in food, our only restaurant at the Law Center is Subway, and we get pretty sick of that about 3 weeks into each semester.

- 751. If there are plans to expand the University Center and UC Satellite, it would be nice to see more parking to accommodate more people to use the facilities.
- 752. I would like to see our University as an echo friendly university.
- 753. I wish they would worry more about parking space rather than places to lounge. I would much rather be able to park in order to get to my classes than have a place to drink coffee. If things of entertainment are a high priority rather than educational needs then maybe I should be going to a different school.
- 754. I think the roads around the university are a bigger issue than expanding the UC
- 755. I think that U of H needs to improve the Bauer parking lot. There are too many pot holes.
- 756. I think parking is a bigger priority- parking at this school could be a lot better.
- 757. I think money would be better spent improving the parking situation. The UC is ugly, but so is the law center, and both probably affect our ratings, but if someone looking at the school knows how bad the parking situation is, that (for me) would be more of a turn off than an ugly building. I don't use the UC very often because it requires a ten minute walk around construction that I think is not going to improve the school's ratings. I think it would be a better use of money to improve lots of little things (potholes, etc) than to spend millions of dollars to make one building look good.
- 758. I BELIEVE YOU SHOULD WORK ON PARKING ISSUES NEAR ROBERTSON STADIUM!
- 759. Forget all this unneeded renovation, UH needs more parking lots. PARKING IS CURRENTLY A MESS!!
- 760. Cullen Blvd needs to be repaved Scott streets needs to be improved and the environment of UH needs to accommodate to students and make it a more enjoyable and comfortable college experience.
- 761. Creating an improved parking arrangement dependent on location of School would be ideal. offering more coin machines at a cheaper rate (more for your money) would also be GREAT!
- 762. what needs to be a high priority is fixing Cullen Street.
- 763. What needs to be improved is PARKING--it is absolutely ridiculous...there are not nearly enough spaces for the all the students who commute and have parking passes
- 764. Wherever a new possible university center may be located, make sure there is adequate parking.
- 765. we need more parking
- 766. WE NEED MORE PARKING! Sorry, I don't mean to shout, but you have asked all these questions about a new UC when I have to circle the parking lot for 20 minutes every day before I can find parking. The current UC is

fine, but parking is not fine.

- 767. UH has another big problem that should be considered---PARKING.
- 768. The UH welcome center is very nice, I just wish it was easier to get to and easier to park. It is too far from my building and where I park.
- 769. The parking issue should be addressed far before ANOTHER UC is built. This is a commuter campus and should be treated as such. Parking here is a nightmare, and can take 30-45 minutes or more to find a parking space.
- 770. The biggest problem at UH is parking. I am very upset I paid for a premium parking pass when I have to park in the economy lot anyway! Crime is the second largest problem!
- 771. The busing system needs to be fixed. A lot of times the buses travel together so if you miss the bus, it takes a really long time for them to come back.

Miscellaneous

- 772. design a better survey; way too long!
- 773. Did you ever tell us what the "satellite" is? I don't know. Never heard of it.
- 774. Errors in survey 1. doesn't allow multiple meal selection for same source
2. Doesn't allow for multiple college degree enrollment (I am in an M.S. & M. Ed. program.) Some of the food options would be better if available later (i.e. after class) for evening/night & weekends students (typical times of classes for graduate students).
- 775. Feel free to contact me personally if you really want to hear my comments.
- 776. First of all, I don't recall this survey describing the UC Center and Satellite. I'm not on campus much so clarification would have been nice. Then, some of the questions did not allow for a not applicable response and questions 42-74 wouldn't allow me to answer "ate at home" for more than one meal.
- 777. Get International students more job opportunities. And stop asking them for their social security to apply for jobs.!!
- 778. Having all of the administrative services being located in the Welcome Center/Parking Garage is somewhat inconvenient during peak school/parking hours. Having secure satellites of their offices in the UC Satellite center would be welcome, but it is understandable to group all of them together there..
- 779. how do I know when I win?
- 780. I already like the UC and Satellite in their current formats, but I know they could be better. I prefer the Satellite over the UC, but the newer sections of the UC (Chili's too, especially) are also favorites.
- 781. I am a transfer student from UT San Antonio and I do see a big difference building-wise. The UC here definitely has more people staying around in it but the spaces in the campus activities for the organizations could be a bit bigger because a lot of the organizations tend to be down there a lot.
- 782. I am happy that I attend this University. I have been able to study at various locations on campus during all hours. I love how the library stays open late too! :-)

783. I am transgender, and the demographic section did not give me a choice to select "female-to-male transgender" so I selected my gender which is male. I would really like more food options than the subway at wheeler and scott as I am too far away from the UC or Satellite UC to walk or drive especially since there is NO parking for me and I am always in a rush.
784. I challenge this University to raise the funding for improvement projects from alternative sources other than students. The University of Texas A & M was recently able to commit \$500 million dollars to construction projects without raising their students tuition. (I know while reading this you are probably thinking yeah that's A&M and that mentality is the root of the PROBLEM not the symptom) right there Students have to find creative ways to fund their education and so should our University. The problem is that the mentality of administration is that they can just pass cost along to the Customer the student. One must remember that students are customers and dollars are votes.
785. I couldn't adequately respond to some of the questions about where I spend my time because you did not list any of the Optometry school buildings or library among the choices. This is a continuing frustration, that even though we are a part of campus, we are often totally overlooked when it comes to services/needs.
786. I dislike long surveys.
787. I do not utilize the uh facilities very often because I come to school and then leave. I do not spend additional time on campus because I do not have time to do so.
788. I hope this is worth while. Not just an improvement that we think might benefit us.
789. I know many students use the UC but I do not personally use it b/c I do not have time to hang out at campus. I work full time and go to school full time so using those buildings is not an option for me. If I did have time I probably still would not use them b/c I don't like to hang out on campus. Most of my friends have graduated already or don't go to UH.
790. I know this seems a little unattainable, and doesn't pertain to this particular project, but it would be nice if it were possible: If UH provided a "carpool service" such as a secured website or group that students can access to locate other students that attend U H and are willing to carpool throughout the semester year.
791. I like the idea of having someone from the registrar's office and/or financial aid office set up in the UC or satellite. It is sometimes difficult to figure out where to go for what within these offices, and if there were maybe someone set up in these places who could at least direct people as to where to go for what issue, it would be helpful.
792. I like the UC. Awesome to have cheap bowling on campus.
793. I love the UC Satellite. The Pool tables are Great!!!! Need to throw out all the bent pool sticks. Also, tell the people driving around on carts to stop zooming up from behind me at 15 miles per hour. Glad I'm not deaf and know they are coming!
794. I think expansion is great, we need to have our own gas station because the gas stations around UH are in the worse places. You have bums and scary people at all the gas stations. We need a UH gas station were it can be safe for students.
795. I think some of the questions could use a "no opinion" option. For students who may not be on-campus the majority of the week such as non-degree/certificate students like myself, there are many aspects of UH facilities that we are not yet familiar with.
796. I think that it is a great idea to update or redesign the UC and the UC Satellite, but there are many other things that also need to be done that are far more important. Things like having advisors that really know what they are doing, and also redoing some of the parking lots with pot holes in them. We could use the extra group study lounges. As for the UC and the UC Satellite if you were to provide outdoor seating where smoking is not allowed, and redo the booths, and clean the TV lounges then I think it would be fine.
797. I think the university should reconsider charging students for their courses before the courses even begin. This puts a large financial burden on some individuals and from my point of view is beyond unfair to the student population. It is more reasonable to require a student to provide payment within the first 3 weeks of classes.
798. I think you should set up a shorter survey for students and go to the Library to get students to do it personally.
799. I was not able to answer some items correctly because the radio buttons only let me select one choice.
800. I wish atmosphere of our school could change better than now. More beautiful campus and more safe on/off area..
801. I wish I could have more info
802. I would be more inclined in using the university center if I had more time. My current schedule of work, school, and fraternity life takes up most of my time.
803. I would greatly appreciate it if whatever you do, you enforce the smoke free initiatives. When you do not it is disgusting and difficult to breathe in these areas. It is a huge detraction for me.
804. I would like to have wireless at UH Satellite, I tried the other day and I couldn't. I would like to have wireless everywhere. In that way I would spend more time at the satellite.
805. I would like to see partitions in the Welcome Center when going for information. I don't like anyone else hearing my business.
806. I would love to use public transport, if there were more buslines that came into campus. I live less than 5 miles away and I would have to take two buses, and an estimated travel time of just under 1 hour. I can not keep the busy schedule that I am committed to, and make time for a 1 hour commute each way. I live in Montrose, there should be a busline that goes all the way down westheimer/elgin that I can take to school.

807. I would really love for the University to build a dormitory in the Arts Precinct already. I am tired of commuting, I want to live on campus and be able to practice whenever I want and have a space that I can just walk to rather than getting in my car and driving to the quads/apt.
808. If any improvements are made to the UC/Satellite I would appreciate if I would be able to experience the benefits before I graduate in 2 years.
809. I'm leaving soon enough that no matter what you decide, it won't affect me; however, any project you are likely to begin is only going to serve to annoy existing students while construction is underway, and you're not likely to listen to what the student's want anyway. In the years that I've gone here, I've never felt that the administration has listened to any student concerns (e.g., the universal hatred for Aramark's terrible service), and so any "improvements" will no doubt be useless to the students. You don't even know your own students' concerns well enough to ask the right questions on this survey, making it almost entirely useless as well.
810. I'm not sure how the rest of the UH world lives, but the fine arts dept is divided into 2 bldgs, completely across campus from each other, including one bldg that has been removed from the maintenance list for 10 years now. Most of the equipment is old, outmoded, or broken. I think the university needs to decide how important their fine arts dept is and either spend money to improve the equipment and building(s) or get rid of it all together. You have studio programs without enough or adequate studios. You have no storage area and a crappy shipping container for a sculpture gallery (perhaps a concession for losing our outdoor sculpture "garden") And one of the most crucial elements for any artist is LIGHT! Many art studios (personal or group) have ZERO natural light and some electric lighting that is far from natural. From the fine arts bldg we must endure looking at a wonderful shop/studio facility mostly reserved for the architect students. We are permitted use of it--as long as the needs of the arch. students are met first. Do they pay a higher tuition than I do? We who celebrate and study fine arts struggle to educate the public, to draw them in to what we are doing, and to teach outsiders to take us more seriously. It feels like an impossible task when our own university doesn't seem to take our department seriously. Spending money on the UC or Satellite? Why? Does this desire stem from a business decision to keep money on campus? Soft drinks in vending machines on campus were raised 15 cents a year ago. Did that contract benefit the university? It didn't seem to benefit the students. Usually students don't have a lot of money but still need to eat--and not all students need "bubba" portions. A \$6-7 salad is about 3 meals for me. I guess I missed the part where it was explained why we needed to spend more money on the UC or the Satellite. Frankly, I don't see a good reason to spend money on that at all.
811. It is excellent to conduct survey like this...
812. It is frustrating that there is no cell phone reception in the UC Satellite. The ladies rooms is not well maintained either, it always smells foul down the hall near the restrooms and there is always toilet paper hanging on the stall doors. It looks dreadful. The quality of toilet paper in the ladies room is excellent though. I would like a place in the satellite to purchase organic/fresh foods. The ladies who work in the C store in the satellite are so friendly but the ladies are starbucks generally are not friendly. I am glad the school is considering improvements to the UC.
813. It is hard to get to services and thus inconvenient. The closest thing to the Optometry building is the Welcome Center and that was well-received by us.
814. It is nice to what kind of feed back you will git.
815. Its nice to know that UH is asking the students what they think about the campus.
816. Juniors or Seniors are unlikely to fund the project because the project may take a long time to build, so they will no longer be at the university. It wouldn't benefit them.
817. Most of my classes are NOT located at the main campus, so my answers. When I WAS on campus, however, I did visit all the areas much more.
818. n/a
819. N/A
820. na
821. NA
822. need to make campus more friendly and fun.
823. no
824. no comment
825. no comments
826. No Comments
827. none
828. None
829. none at this time
830. None at this time...
831. nothing
832. Nothing at this time.
833. People soft is garbage. Biggest waste of money/time/resources I have experienced at UH. Go back to enrollment services online.
834. Questions 42 to 74 is not working correctly. I should be able to choose one in the column for the dinner, not one in the row.
835. Some of the questions are difficult to answer about the frequency of use of new facilities because the largest problem with any of them is the lack of convenient (or for that matter available) parking. I only want to use a facility that is easily in walking distance because I don't want to lose my parking spot. Personally I think before funding a whole new UC I would like to see more parking. I don't like having to get to school a couple of hours before I have class just to make sure that I can get some decent parking. With that said if a new UC is convenient or the parking issues are resolved then I think I would be more likely to use it at least once a week if not more. Especially if there is a place where I can go with friends to get a beer or something in the evening after class. Another key feature needs to be security. I don't think that means key card entry or anything

like that but well lit and clean are both things that seem to equal safety. The current UC doesn't seem to meet either of those standards, it looks a little run down.

- 836. Some of the questions do not apply to me, but there is not an option such as 'Not Applied' for me to choose. The result was that I have to choose some choices which don't reflect the true answers.
- 837. some questions did not provide options such as "does not apply".
- 838. Student life would be quite improved if the UC and UCS were made to better suit the students' taste. However, I believe the university should also look into improving the on-campus housing. If the housing was made better, then the efforts of bettering the UC/UCS would be paid off.
- 839. Survey was way too long
- 840. tell me what you think about U of H ?
- 841. Thank you for polling students opinions on this matter.
- 842. Thank you for the opportunity to input.
- 843. thank you for the survey
- 844. Thank you for the survey, it is good to know that UH cares.
- 845. thank you very much
- 846. thank you!
- 847. Thanks for doing this.
- 848. Thanks for giving us the opportunity to express our thoughts!
- 849. Thanks for involving the students
- 850. The location of the UC is somewhat inconvenient
- 851. The most critical issue in the
- 852. The UC satellite should have the UH wireless internet service. With the Tsunami, students who use Mac's are not able to connect to the internet.
- 853. The university spends most of its money on what "it" wants. Time to listen to its consumers, which are students. Without students Khator and her crew would not have a job
- 854. This survey at points was badly designed. There are some of us that do not really ever eat on campus and on one of the questions we were to select what time we would eat certain restaurants with the option of not at all not given.
- 855. this survey is a little bit long.
- 856. THIS SURVEY IS TOO LONG
- 857. This was a long survey. I know it has to be detailed, but TOO long.
- 858. This was long. That's what she said.
- 859. Too many questions on the survey.
- 860. U of H is a great school academically but we lack the amenities that other universities provide. Provide more amenities on campus and students will become more involved in university events and activities. Student spirit will be high and so will ticket sales, cha-ching!
- 861. UC is a great place to hang out! it has almost everything that students wud want ...
- 862. UC satellite is probably the best place on campus
- 863. UH is GREAT
- 864. when you want to live, where do you go, who do you have to know?

Faculty / Staff Survey Frequencies - In Key w/out DBP, Bookstore, or Food Svc. Results

Q1. What is your UH status? (SELECT ONE)

Count	Percent
200	.23.89% Faculty
637	.76.11% Staff
837	Respondents

Q2. In what building is your office located? (Select one from drop down menu. Please use the text below of the building names for the drop menu.)

Count	Percent
1	.0.13% Allied Geophysical Labs
10	.1.27% Architecture Building
15	.1.90% Armistead Building
25	.3.17% Agnes Arnold Hall
14	.1.77% Athletics/Alumni Center
15	.1.90% Bates Law Building
0	.0.00% Bates Residence Hall
0	.0.00% Bayou Oaks Apartments
2	.0.25% Bruce Religion Center
1	.0.13% Cambridge Oaks Apartment
5	.0.63% Cameron Building
8	.1.01% Campus Recreation & Wellness Center
5	.0.63% Center for Students with Disabilities
3	.0.38% Child Care Center
7	.0.89% Clinical Research Center
1	.21.52% Communications Building
5	.0.63% Computing Center
0	.0.00% Cougar Place
0	.0.00% Cullen Oaks Apartments
5	.0.63% Roy Cullen Performance Hall
80	.10.14% E. Cullen Building
15	.1.90% Roy Cullen Building
16	.2.03% Engineering Building 1
13	.1.65% Engineering Building 2
0	.0.00% Engineering Education Resource Center
1	.0.13% Engineering Laboratory
0	.0.00% Engineering Lecture Hall
42	.5.32% Farish Hall
13	.1.65% Fine Arts Building
12	.1.52% Fleming Building
11	.1.39% Garrison Gymnasium
39	.4.94% General Services Building
21	.2.66% Graduate School of Social Work Building

Survey Results

7	.0.89%	Heyne Building
24	.3.04%	Hilton Hotel and Restaurant Mgmt Building
29	.3.68%	PGH Hall
0	.0.00%	Hofheinz Pavilion
10	.13.00%	Krost Hall
20	.25.00%	Law Residence Hall
30	.3.80%	McElhinney Hall
51	.6.46%	M.D. Anderson Library
3	.0.38%	Melcher Gymnasium
6	.0.76%	Melcher Center for Public Broadcasting
44	.5.58%	Melcher Hall
9	.1.14%	Moody Towers
9	.1.14%	Moore School of Music Building
11	.1.39%	Police Department
3	.0.38%	Power Plant
3	.0.38%	Oberholtzer Residence Hall
2	.0.25%	O'Quinn Law Library
0	.0.00%	Robertson Stadium
4	.0.51%	Science Building
4	.0.51%	Science & Engineering Research Center
0	.0.00%	Science & Engineering Classroom
22	.2.79%	Science & Research Building 1
22	.2.79%	Science & Research Building 2
0	.0.00%	Settegast Residence Hall
1	.0.13%	South Park Annex
19	.2.41%	Student Service Center 1
3	.0.38%	Student Service Center 2
0	.0.00%	Taub Residence Hall
8	.1.01%	Teaching Unit 2 Building
15	.1.90%	Technology Building
5	.0.63%	Technology Annex
18	.2.28%	University Center
2	.0.25%	UC Satellite
9	.1.14%	UC Underground
8	.1.01%	UH Health Center
0	.0.00%	UH Parking Enforcement
3	.0.38%	UH Science Center
9	.1.14%	Welcome Center
7	.0.89%	Wortham Theatre
789 Respondents		

Q26. How often do you typically visit the University Center? (SELECT ONE)

Count	Percent	
67	.8.23%	.5 or more times per week
160	.19.66%	.2 - 4 times per week
136	.16.71%	.Once per week
412	.50.61%	.Occasionally
39	.4.79%	.Never
814 Respondents		

Q27. At what time of the day do you typically visit the University Center? (SELECT ALL THAT APPLY)

Count	Respondent %	Response %	
71	.9.40%	.5.90%	.7 am - 9 am
128	.16.95%	.10.64%	.9 am - 11 am
477	.63.18%	.39.65%	.11 am - 1 pm
314	.41.59%	.26.10%	.1 pm - 3 pm
117	.15.50%	.9.73%	.3 pm - 5 pm
59	.7.81%	.4.90%	.5 pm - 7 pm
27	.3.58%	.2.24%	.7 pm - 9 pm
5	.0.66%	.0.42%	.9 pm - 12am
5	.0.66%	.0.42%	.12am - 2am
755 Respondents1203 Responses			

Q28. How long do you typically use the University Center when you visit?

Count	Percent	
31	.4.10%	.More than 2 hours
757 Respondents		

Q29. What are the main reasons you visit the University Center? (SELECT A MAXIMUM OF THREE REASONS)

Count	Respondent %	Response %	
32	.4.22%	.2.30%	.Employment / I work there
623	.82.19%	.44.69%	.To get something to eat
229	.30.21%	.16.43%	.To attend a meeting
205	.27.04%	.14.71%	.To attend an event
5	.0.66%	.0.36%	.To meet a professor
43	.5.67%	.3.08%	.To meet friends
41	.5.41%	.2.94%	.To relax and hang out
7	.0.92%	.0.50%	.To study
209	.27.57%	.14.99%	.Other (please specify)
758 Respondents1394 Responses			

Survey Results

Q30. Please indicate the reasons you do not visit the University Center more often. (SELECT ALL THAT APPLY)

Count	Respondent %	Response %	
63	.9.32%	.4.26%	.Appearance
85	.12.57%	.5.75%	.Atmosphere of building
4	.0.59%	.0.27%	.Building is often empty
135	.19.97%	.9.13%	.Building is too crowded
5	.0.74%	.0.34%	.Building is unsafe
103	.15.24%	.6.97%	.Cost of services and activities are too expensive
22	.3.25%	.1.49%	.Friends do not visit the University Center
68	.10.06%	.4.60%	.Hours of operation are too limited
131	.19.38%	.8.86%	.Lack of comfortable places to relax
174	.25.74%	.11.77%	.Lack of convenient parking
26	.3.85%	.1.76%	.Lack of convenient public transportation
26	.3.85%	.1.76%	.Lack of variety and quality of activities (e.g. programs, student activities)
158	.23.37%	.10.69%	.Lack of variety and quality of services (e.g., food service, bank, copy center)
188	.27.81%	.12.72%	.Location is not convenient
64	.9.47%	.4.33%	.None of the University Center features / services appeal to me
94	.13.91%	.6.36%	.Not aware of programs and activities offered
5	.0.74%	.0.34%	.Restrictive rules
127	.18.79%	.8.59%	.Other (please specify)
676 Respondents		.1478 Responses	

Q31. How often do you typically visit the UC Satellite? (SELECT ONE)

Count	Percent	
23	.2.89%	5 or more times per week
126	.15.85%	2 - 4 times per week
68	.8.55%	Once per week
405	.50.94%	Occasionally
173	.21.76%	Never
795 Respondents		

Q32. At what time of the day do you typically visit the UC Satellite? (SELECT ALL THAT APPLY)

Count	Respondent %	Response %	
41	.6.69%	.4.95%	.7 am - 9 am
71	.11.58%	.8.56%	.9 am - 11 am
443	.72.27%	.53.44%	.11 am - 1 pm
203	.33.12%	.24.49%	.1 pm - 3 pm
53	.8.65%	.6.39%	.3 pm - 5 pm
18	.2.94%	.2.17%	.5 pm - 8 pm
613 Respondents		.829 Responses	

Q33. For how long do you typically visit the UC Satellite? (SELECT ONE)

Count	Percent	
38	.6.18%	.Less than 5 minutes
313	.50.89%	.5 to 30 minutes
174	.28.29%	.30 minutes to 1 hour
63	.10.24%	.1 hour
24	.3.90%	.1 to 2 hours
3	.0.49%	.More than 2 hours
615 Respondents		

Q34. What are the main reasons you visit the UC Satellite? (SELECT A MAXIMUM OF THREE REASONS)

Count	Respondent %	Response %	
11	.1.78%	.1.35%	.Employment / I work there
559	.90.45%	.68.59%	.To get something to eat
59	.9.55%	.7.24%	.To attend a meeting
46	.7.44%	.5.64%	.To attend an event
4	.0.65%	.0.49%	.To meet a professor
51	.8.25%	.6.26%	.To meet friends
32	.5.18%	.3.93%	.To relax and hang out
6	.0.97%	.0.74%	.To study
47	.7.61%	.5.77%	.Other (please specify)
618 Respondents		.815 Responses	

Q35. Please indicate the reasons you do not visit the UC Satellite more often. (SELECT ALL THAT APPLY)

Count	Respondent %	Response %	
15	.2.17%	.1.20%	.Appearance
25	.3.62%	.2.01%	.Atmosphere of building
7	.1.01%	.0.56%	.Building is often empty
141	.20.41%	.11.32%	.Building is too crowded
3	.0.43%	.0.24%	.Building is unsafe
86	.12.45%	.6.90%	.Cost of services and activities are too expensive
22	.3.18%	.1.77%	.Friends do not visit the UC Satellite
114	.16.50%	.9.15%	.Hours of operation are too limited
64	.9.26%	.5.14%	.Lack of comfortable places to relax
81	.11.72%	.6.50%	.Lack of convenient parking
19	.2.75%	.1.52%	.Lack of convenient public transportation
			.Lack of variety and quality of services (e.g., food service, bank, post office)
125	.18.09%	.10.03%	.Lack of variety and quality of activities (e.g. programs, student activities)
20	.2.89%	.1.61%	.Location is not convenient
237	.34.30%	.19.02%	.None of the UC Satellite features / services appeal to me
57	.8.25%	.4.57%	

Survey Results

8011.58%6.42% . .Not aware of programs and activities offered
 30.43%0.24% . .Restrictive rules
 147 . . .21.27%11.80% .Other (please specify)
 691 . . .Respondents . .1246 Responses

Q40. What other products / services could the UH Bookstore offer to better meet your needs? (SELECT ALL THAT APPLY)

Count	Respondent %	Response %
208	.29.93%	.13.59%
Computer Software (i.e., Adobe Photoshop, AutoCad, etc.)		
275	.39.57%	.17.96%
Expanded UH logo apparel & merchandise		
159	.22.88%	.10.39%
Expanded Electronics and Accessories (i.e., Cell phones, iPod accessories, etc.)		
280	.40.29%	.18.29%
Expanded General Reading Selection (i.e., paperback books, magazines, etc.)		
154	.22.16%	.10.06%
Expanded supplies (Art materials, crafting supplies, etc.)		
93	.13.38%	.06.07%
Non-Logo Clothing / Apparel		
61	.08.78%	.03.98%
Dorm / Apartment Supplies (i.e., kitchen ware, lamps, wastebaskets, small appliances)		
198	.28.49%	.12.93%
Personal Care Items (toiletries, cosmetics, etc.)		
103	.14.82%	.06.73%
Other (please specify)		
695	Respondents	.531 Responses

Q137. What types of programs and services would you like to see in the University Center / UC Satellite? (SELECT ALL THAT APPLY)

Count	Respondent %	Response %
158	.24.01%	.02.70%
Academic support offices (e.g., academic tutoring and writing center)		
134	.20.36%	.02.29%
Administrative support offices (e.g., registrar, cashier's office, financial aid)		
184	.27.96%	.03.14%
Barber shop		
400	.60.79%	.06.83%
Bookstore		
196	.29.79%	.03.35%
Commuter student lounge (lockers, microwave, etc)		
233	.35.41%	.03.98%
Computer-equipped lounge areas		
254	.38.60%	.04.34%
Email stations		
226	.34.35%	.03.86%
Games / informal recreation space (e.g. bowling / billiards, table games, videogames, etc.)		
260	.39.51%	.04.44%
Informal lounge / social gathering areas		
274	.41.64%	.04.68%
Information center		
314	.47.72%	.05.36%
Meeting / event rooms		
187	.28.42%	.03.19%
Multicultural centers		

250	.37.99%	.04.27%
Music store		
131	.19.91%	.02.24%
Nail / tanning salon		
275	.41.79%	.04.69%
Newsstand		
331	.50.30%	.05.65%
Outdoor green space / informal gathering areas		
219	.33.28%	.03.74%
Outdoor performance venue		
478	.72.64%	.08.16%
Post office or mailing center		
378	.57.45%	.06.45%
Shaded patios and outdoor seating areas		
177	.26.90%	.03.02%
Space for arts / crafts (pottery, wood working, dark-room etc)		
192	.29.18%	.03.28%
Student organization offices and resource center		
345	.52.43%	.05.89%
Ticket office (including Ticketmaster and University Events)		
211	.32.07%	.03.60%
Video / DVD store		
52	.07.90%	.00.89%
Other programs and services (please specify)		
658	Respondents	.5859 Responses

Q138. Please select the three most important types of space to be included in the University Center / UC Satellite project. (SELECT THREE)

Count	Respondent %	Response %
234	.35.24%	.12.58%
Coffeehouse / entertainment venue		
489	.73.64%	.26.29%
Food court		
54	.08.13%	.02.90%
Group study rooms for students		
100	.15.06%	.05.38%
Large multipurpose event room		
122	.18.37%	.06.56%
Lounge space for quiet study and conversation		
81	.12.20%	.04.35%
Lounge space for socializing and programming (i.e., TV lounge)		
133	.20.03%	.07.15%
Meeting rooms		
160	.24.10%	.08.60%
Movie theater / performance space		
115	.17.32%	.06.18%
Outdoor social space / amphitheater		
122	.18.37%	.06.56%
Recreation space (e.g., bowling, video and arcade games, billiards)		
28	.04.22%	.01.51%
Practice space for student performance groups		
222	.33.43%	.11.94%
Retail spaces		
664	Respondents	.1860 Responses

Faculty / Staff Survey Comments

Supportive

1. Twenty-four hour study lounge is a very inviting concept, would definitely visit the UC more if that was offered.
2. A kids cloth store will be great we always buying for kids(toys) or cloth
3. A timely survey -- hope the results yield visible results. The university lags in ambiance and student services --- needs an overall rehaul regarding services offered to students (especially housing and services to those that live on campus)
4. A well-appointed and functional center may attract more students to remain on campus longer or consider residential status. The UC and Satellite seem to be part of a gritty holdover from the 1970s, although they still serve purpose for commuter students who don't have to stay around the ugly very much.
5. Although not a student, it hasn't been too long since I've been one. The UH University Center is much too small for the student body that it supports. Given that most students are commuting and stay on campus all day, it is great that university is seriously investing in student spaces. If we want to retain our excellent students, we need to start treating UH like a university, not a "commuter campus." Students are always looking for places to congregate, and giving them better options is a great idea. From a purely selfish point-of-view, I would personally love to see more vegetarian and ethnic food offerings in the University Center.
6. An actual deli would be nice...not like the crap one in UC satellite. Deli salads, fresh soups, fresh sandwiches...
7. Any improvements that attract students to stay on campus is always a huge plus, especially for student-athletes.
8. Anything that could be done to use striking materials in the construction and renovation in the UC and UC Satellite would help improve the students' feelings about the structures and the University. Because the UC is currently made from basic materials, it provides an image of the University as impoverished and poorly maintained.
9. As a staff employee, my use of these areas is certainly limited by my job responsibilities. However, I support the improvement and expanded service areas for our students.
10. As a UH staff employee, finding space on campus for large meetings is difficult. Additional meeting spaces in a central location, where food and parking is also available, would be convenient and helpful for our clients.
11. As finances are becoming tight in light of rising educational cost, a variety of value based quality selections to provide students a choice in how to best spend their dollars is of utmost urgency as well as a safe and clean environment in which to repose. Staff eating venues are currently limited when students are not on campus and selection becomes limited. Any consideration in this regard to offer variety would be appreciated.
12. Change is good.
13. Delivery options for food services would be welcome. A lot of people work through lunch and don't have time to take breaks but could do a quick web form or something to order meals in advance (day before...weekly...the morning of...etc)
14. Existing UC is far too small for a university of our size. It's also far too unattractive to be the central place for key activities on campus. It makes a horrible first impression for visitors to the campus and incoming students.
15. Great idea to improve options on campus! I wish it were more like a traditional campus with lots of little stores and restaurants around.
16. Having a good selection of food and convenient parking are the most important items needed for me to use the facilities more often.
17. I am a faculty member and therefore my use of the UC and Satellite will be more limited. The UC and Satellite should be for the students and therefore the student opinions should be weighted much more heavily. Compared even with student unions from my undergraduate and graduate student experiences (in the 1970's!), the UC is uninviting. It offers few services and looks old and cold and even, in some spots, dirty (the linoleum is so old it is impossible to clean it well enough to look clean). A student center should be inviting with comfortable spaces for students to converse, study, relax and even nap. Food choices should be more varied (with our highly diverse student population) and the dining seating areas should be less noisy and cold. As it is, both the satellite and the UC are places you stop in to get things you need and then you leave - there is no reason to linger. Give students a reason to linger.
18. I am faculty, so this type of facility is not that critical to me personally. However, I think it is critical to my students, particularly commuters. "If you build it, they will come."
19. I believe this project is important for our students. They need access to quality areas and services so that they can enjoy University life and gain a well-rounded experience.
20. I feel it's great that someone is taking an interest in making the UC Center/Satellite a better place to enjoy!
21. I feel that with the increase number of students being housed on campus and the goal of being less of a commuter school that it is imperative to increase the amount of recreation, food, and other essential day to day activities/elements that will help to keep the students on campus opposed to looking elsewhere to spend their time. If they have to leave to get their milk and other essentials, they will probably go ahead and eat, bowl, or socialize elsewhere as well.
22. I noticed that I was very excited about a pub or bar with entertainment, but that I was completely turned off when that seemed, later, to involve a sports bar and television sets. I was hoping for something like the Cactus Cafe at UT, an unusual, special and intimate environment, not something one can find at any strip mall throughout Houston!

23. I think both sites are very much needed to the University. They are pretty nice place to go to. U C Satellite does have an odor on the outside that needs to be addressed.
24. I THINK IT WOULD BE GREAT FOR STUDENTS TO HAVE A PLACE TO SHOP FOR GROCERIES IF THEY DON'T HAVE A CAR TO GO OFF CAMPUS. IT WOULD HAVE TO BE INEXPENSIVE.
25. I think it would be nice to include an area where faculty/staff could gather for events or meetings, or Even a faculty staff lounge/meeting area.
26. I think it would perfect if all suggested above additions would be materialize.
27. I think it's time to bring it up to the 21st century
28. I think the facilities here on campus are already "par excellence" in comparison to other college campuses. I have a daughter in college in another state and they have none of the amenities that are offered by this University. It is impressive that students who are not able to leave campus often can find what they need on their college campus and in the community. Adding a few 'extras' would make the campus more accessible not only to students but to faculty and staff members. I am glad to be in this environment.
29. I think the people at UH needs a space in which they feel comfortable. In addition, such space needs to promote community building.
30. I welcome new ideas and services to the university community.
31. I'm delighted you are thinking about the issues covered in this survey. Our campus really has no healthful, clean, well-prepared, tasty food available and I have to drive off-campus for lunch and for dinner each day (and bring my own morning snacks). The current eating options on our campus are very antiquated: 1980s fast food. A person on a wheat-free diet (or a person who has other restrictions such as people who need a low-carbohydrate diet) must fast when on our campus; there is nothing to eat. The lack of modern dietary options dates our campus and also may be contributing to the obesity problem that is painfully evident among many of our students. You are to be commended for thinking about these issues; a university is for the mind, but the mind cannot work if the body is not adequately fed.
32. It's nice to know the university is thinking about creating a better meeting place for students, faculty and staff alike. Hopefully this will become a reality and I would, for sure, utilize the services and areas that fit my needs.
33. keep in mind what the UH goal is - if it's to build community, than there needs to be a place to focus that - a community center
34. Love the idea of a performance space!!!
35. The social aspect of a University bears a great importance in the students' application selection process. Since attracting top students is becoming extremely competitive, universities have to make an effort in providing high quality, contemporary student spaces. For instance, IIT in Chicago hired a famous architect to redo their student center; the notoriety of the architect helped bring IIT an international recognition.
36. The student center here is far below the one I remember from my undergraduate days at the University of Iowa. Since most of our students live off campus, we owe it to them to them to provide a more convivial atmosphere while they are on campus.
37. The UC / Satellite looks very old and outdated. Feels like I'm walking back into time. Maybe "modernize" the look?
38. The UC already has many things, but is less of a Social Center. I suggest the Satellite as the location for expanded social, coffee, quality food and drink, and outdoor seating space.
39. The UC is for all. It should have a faculty club and an area for faculty to interact, relax and enjoy as well.
40. The UC is getting on in age. It needs to stay up to date with current technologies and needs of students. It should also be an environment that is pleasing to alumni and families when they come to visit the campus. The UC is one of the first buildings you encounter at the main entrance. I attended uh in the early 70's. The UC was new and the underground part had not been built. The UC satellite was non existent at that time. I returned in 1989 and the UC had not changed very much. It just looked older and worn down. I spent most of my time at the satellite. I am now a staff member at the UH and the UC is still the same. Food choices have changed, but the customer service in the food court leaves a lot to be desired. I prefer the satellite because they treat their customers better there.
41. The UC needs to be rebuilt from foundation up. It is always in a state of disrepair and should be rebuilt for the safety of employees and students. The Satellite needs to be built up about six floors to house meeting rooms, offices and retail spaces to help pay for other venues in the building for the students.
42. The University Center is a great place for meeting, gathering and socializing. I think because it's very dated it and shows so many signs of its age visitors, students, faculty and staff don't get the "WOW" effect you would normally get when you are in a modern "new" facility. The design is not so bad except for the jail house windows surrounding the building. The humidity in the Arbor is real bad during the summer months. As an employee I think we need to really concentrate more on the infrastructure because this could very well be a problem down the line if it's ignored.
43. This is a central location for students to meet and gather. Employers use this as well to advertise to our students. The building is a little outdated compared to other areas on campus. Service areas at the UC need to be improved on the Food Service as well!
44. This is a good idea, which will improve campus climate. Our campus is beautiful, but there aren't enough good quality places to meet someone for a coffee, drink or food.
45. This is the main center for campus. Students need a place to eat, study, relax and socialize. I would like to see this center updated to the 21st

- century and fill the needs of students to keep them on campus and participating in student life.
46. UH is considered like home for its students and they should feel like home by providing them with all their need to have a comfortable life. It is the place where their best memories will be and where they will come back as Alumni. Also, by the way the compass look, it should improve their way of thinking and acting and let us take them to higher art imagination and social life.
 47. What ever improvements are made I know will benefit the University and its students/staff
 48. Whatever we can do to keep the students on campus and to create an atmosphere where they want to stay on campus will definitely improve UHs appeal.
 49. While I wouldn't use the facility much as staff, I suspect that it would be a good thing for students.

Non-Supportive

50. All the addition would be nice, but would it be affordable
51. As a faculty member in the CNHC, most of my needs are met here. I do like McAllister's because of quality and superior guest contact employees. It just seems like a positive joyful place unlike most of the UC and Sonic for sure. Sometimes we think it's the bling bling when actually it's the essence of the person providing the service that really makes the difference.
52. At a time when the proportion of tuition and fees generated from enrollment has been decreasing over the last ten years, with no end in sight, it is important to focus on enhancing the educational climate--providing resources that are more focused on more academic needs, and less focused on social time. As well, until UH can provide a sufficient space for resident students, some of these ideas are a bit premature.
53. Classrooms are not equipped with ANY of the basic teaching aids, DVD players, computers etc, and you want to build more recreational facilities, is this a joke?
54. Except for what is available in the small grocery now located in the Satellite, I believe the latest rRenovation is good for at least another five years. The food selection is varied and quite good.
55. Existing facilities are underutilized as is. attempts thru the years to expand services (such as a video store) failed. The only food space that ever drew big crowds was Harlon's BBQ.
56. Given the low quality of food, the questionable cleanliness of the venues and the cacophony one encounters at UC/Satellite plus the availability of District 7 Grill within 10 minutes of campus, why would I eat on campus? If even one of the campus venues had their quality of food and service at a reasonable price, it would be swamped at meal-times
57. I am really a commuter professor - I eat breakfast at home, skip lunch and eat dinner either at home or somewhere not related to the universi-

- ty. I eat at Eric's maybe 4 or 5 times a year when I have a visitor or lecturer on campus at lunch time. I wouldn't see any of this ever changing.
58. I visited a friend going to UH in the late sixties and visited the UC for the first time. I liked it then and still have a fondness for it. One reason I choose to go there when there are so many other choices is that I like the distance of the walk, and that it is near the library. One thing that might help is to make walking around campus a more pleasant experience and emphasize its proximity to other useful places.
59. I work in University Business Park, Building 3, but that option was not available. The main reason I don't seem to care much is that I'm not really on campus very often.
60. In question 115 the real answer is two of those answers: The current facilities seem to be very satisfactory at this time and anything further seems like a waste of resources when there are other things that are badly needed. The other answer that comes from this statement is that UH has higher priorities than recreating facilities that already exist.
61. Increasing classroom space is more important than the university center.
62. Its a place to eat and hang out - how much does the staff and students need - the money spent for this survey could have been used to fix the 1/2 done admissions welcome center or fix up that joke called cougar place.
63. No
64. No need for immediate change.
65. none
66. None at this time.
67. People Soft issues should be taken care of -- and resolved prior to anything else!
68. Let's NOT build a new building. Renovate the existing spaces...they are plenty big enough. Just add some more seating. Re-purpose some of the meeting rooms upstairs on the second floor of the UC to be a small cafe or dine in space

Suggestions

69. A timely survey -- hope the results yield visible results. The university lags in ambiance and student services --- needs an overall rehaul regarding services offered to students (especially housing and services to those that live on campus)
70. Add escalators on the outside with the stairs as an option
71. Hours should accommodate staff too, not just students! Why close everything when classes are out if staff is still here working? It's the main reason I don't go at all.
72. I also believe that the Houston Alumni Organization should have a presence in the UC and the Satellite. They are too far removed from the main activity of the campus. They should be located in both facilities to increase their exposure to alumni who visit the campus and for current students (our future alumni).

73. I believe all offices and spaces should be moved up to surface level as opposed to continuing the underground format.
74. I hate all of the stairs. Put things within easy access. Also, it is not easy to get to from the Law Center.
75. I like supporting businesses that are in the UC but it is sometimes inconvenient to do so, unless you wish to walk from the nearest bus service point from our building (CRS).
76. I think that the UC underground should be turned into an entertainment area (ex. bar/pub, music, video games, bowling, darts, dance floor and stage for musical performances. The ground floor should have restaurant areas and meeting rooms. I would suggest also placing relaxing comfortable TV areas or study lounges below for the students. In the back operations on the ground floor placing all food services offices on the ground floor, maintenance and housekeeping areas. Use the first floor for all retail including Creation Station, Shasta's, Convenience Store/Grocer Market, Bookstore and all remaining fast food services. I believe that the Meeting rooms should be located on the Ground and 2nd level floors options.
77. I think that UH should build a place or make a place to eat close to the Farris Hall. Everything you have to walk to and if it is raining it is not fun sitting at your desk all day when you are wet. Or make an underground walk ways around UH.
78. I think you need to have an option of "not applicable" on many of the survey questions if you want to get valid responses.
79. If renovations are made or new facilities are built, including outdoor dining areas, outdoor concert areas, food service facilities, etc., everything should be accessible to students who use wheelchairs.
80. Location is critical - neither UC nor the satellite is anywhere near my end of campus.
81. More copy machines in UC satellite, there is nothing on that side of campus, larger women's resource center, informational office on satellite side of campus, lactation rooms for each building, room for sleeping on campus.
82. More USPS Boxes around campus so staff won't have to always walk over to the UC Bookstore for Postal Services. Additional stations to purchase stamps for mailing.
83. Most important is the location of offering and the flow of the building and space. Student Organization space needs to be more visible. And student service areas combined with Programmatic space.
84. Need opportunity for UH alumni small businesses to have space as restaurant or retail venue. Need better customer service attitudes. Need space to encourage student events during and before/after regular hours to encourage participation on campus. (model A&M or UT)
85. One major use that I have made of the UC is a twice-a-year career fair for teachers that brings in some 40-50 school districts. The cost of food for the recruiters has gone up 25% in the last year, and the UC does not provide simple services such as drinking water despite costs for room rental.
86. THE CENTER SHOULD BE USED FOR NON-CLASSROOM RELATED ACTIVITIES; HOUSTON HAS SOME REALLY NICE PERIOD OF NOT TOO HOT OR TOO COLD WEATHER, PLEASE TAKE ADVANTAGE OF THE OUTDOOR WITH SOME COVER (FOR RAIN) SPACES.
87. the current university center feels cold and institutional. Why would I want to walk across campus from my cold, dark, institutional office and classroom to go right into the same setting simply because that one offers coffee of a hamburger? The most important thing a faculty member wants to do is relax. Take a break. A quite, warm and soft area to have a discussion with a student or friend. Not be sitting on a plastic chair, on a sticky table listening to a hundred students and video monitors.
88. The Women's Resource Center needs to be made larger. People are almost on top of each other in the small room when meetings are being held. Please make it larger!
89. There is not currently enough space to "get away" for a break in the UC or Satellite. It is so busy and full that the chaos sometimes adds to the stress instead of relieving it. Don't get me wrong, busy is a good thing. It is just that I have very little time to grab something to eat or drink and spending 10-15 minutes in line at some of the establishments is time I don't have.
90. UH is the only university where I have worked where there are neither spaces for faculty to mingle in their buildings nor informal places for faculty and students to meet. This is a very serious shortcoming.
91. University Center needs to include activities which can motivate staff to attend as well. It should also organize some motivational and inspiration activities which can help us improve our life.
92. We are at capacity for large events that serve students. The hotel overcharges for space and does not have a space large enough to hold events in one room (the event is usually broken up over several ballrooms). The space should be equipped with high quality technology equipment for presentations, conferences and career fairs. Allow outside vendors to cater events. Improve on catering services offered by campus facilities.
93. We need a space that helps create a sense of community not only among students but also among faculty, staff, and students
94. While looking at the possibility of a new building, let's make sure that the good things about our current building are not left out in the cold. In the quest of maximizing our bang for our buck, let's not forget that sometimes new isn't always better, quality of service is better than quantity of services, sometimes we all need a little privacy in order to carry out business.
95. Windows are in need! UC is a big asset to the students; helps them experience all aspects of one day going out to the new world; organizations, fee funded, etc really sees one grow here.

Food & Space

96. A main problem is that important services (postal, bookstore) or located in the UC, while the better restaurants/atmosphere is located in the UC satellite, causing one an added commute across campus in order to complete simple errands. It would be preferable to have a majority it a single, centralized location so as to better serve the entire student body (and avoid benefiting only one area of campus).
97. Add mini grocery store with reasonable prices. More food fran. or chair food stores
98. An actual deli would be nice...not like the crap one in UC satellite. Deli salads, fresh soups, fresh sandwiches...
99. As a professor, I have to work 16 hours a week, and work all day long, usually don't have time to eat lunch other than at my office. I usually just spend 5 minutes to eat lunch.
100. As a staff employee, I would like to see the meal plan expanded to more than a maximum of 15 meals, perhaps to 25 or 30. There are plenty of days after work that I would rather go to either residential dining facility to eat. Additionally, I think having a Souper Salad or Sweet Tomatoes restaurant on campus would be a big hit with both students and university employees.
101. Employees handling food items that they touch should wear gloves and use them only when touching food.
102. Focus on broader international cuisines with consideration for dietary restrictions.
103. Food services are terrible. Fast food does not have to be french fries and burgers. Try Panera Bread. very good quality food at a reasonable price.
104. Having a good selection of food and convenient parking are the most important items needed for me to use the facilities more often.
105. Hours of food service are very poor for evening workers and students.
106. I am vegan and that is difficult to find on campus
107. I appreciate Shasta's fair trade coffee and student operation.
108. I feel we would more food options on campus such as a place that serves chicken, etc.
109. I graduated last year with a bachelor's degree, and a friend and I are constantly looking for a places that isn't completely crowded by or typical of a university setting. It would be great to see a variety of food locations in this situation, such as IHOP, a barbecue place such as Pappa's, and a Mexican restaurant.
110. I need some real quality vegetarian food. UC Satellite should have more variety and Kimson should be removed from Satellite. Their food sucks!!
111. I noticed that I was very excited about a pub or bar with entertainment, but that I was completely turned off when that seemed, later, to involve a sports bar and television sets. I was hoping for something like the Cactus Cafe at UT, an unusual, special and intimate environment, not something one can find at any strip mall throughout Houston!
112. I think more emphasis should be placed on upgrading the facilities we already have, as opposed to, adding a new one. Bring in better food choices and cut out the ones that under-performing. I think we need to maintain as much green space on campus as possible and more building would just cut the amount of valuable green space we have here.
113. I think that expanding the UC is a good plan; however, I think it would be worthwhile to consider creating an additional space on the other side of campus. I work no where near the UC or Satellite and since there is not adequate parking near either, I eat at an off-campus (nearby) location everyday for lunch, as do many of my colleagues and our students. Seems this would be an area to tap (South Cullen) esp. with the student housing located nearby that would also likely enjoy such an expansion.
114. I think the current facilities are nice. As a staff member, I would like if the restaurants could offer delivery services for the days when I can't get out of the office. Also, I think an entertainment type patio area would be a nice addition for consumers to enjoy poetry, jazz, dance, art, etc. A recreation area for the students to relax between classes would also be a nice addition.
115. I usually do not eat lunch out, so use is sporadic. I really have no complaints about either facility
116. I'd love to see a restaurant like Souper Salad on West Gray with large salad bar, soups, baked potatoes, fresh breads, some desserts.
117. If Whole Foods had a presence on this campus (even in the form of a pre-packaged food cart/kiosk), I would definitely frequent it.
118. In the summertime, I would go to the University center more often if there were some shade along the way. I avoid it during the summer and bring my lunch. Let's get some small shade trees in pots along the way and a bench or two for resting.
119. It will be nice if at all locations such as Einstein, UC restaurants could be nicer, courteous and ready to help UH students, faculty and staff. Some need to have people skill. These kind of behavior can affect the way visitors might view our university and not willing to provide the necessary aids, grants that we could get in order to improve not only locally but nationally as well
120. It would be a good idea to see what other schools are offering. With so few neighborhood businesses near campus it becomes more important for UH to offer services. A food court along the lines of what is in the Shops at Houston Center (<http://www.shopsathc.com/>) downtown would be very nice. I occasionally go there for lunch.
121. It would be nice to have quiet social areas for comfortable small group interaction (meetings and discussions over coffee, e.g.) separated from the chaos of student interaction--e.g., more areas like the lounge next to Starbucks, but possibly closed off from the noise outside, or a moderately-priced restaurant/bistro.
122. It would be very helpful if there was some kind of delivery service. I would eat more often on campus rather than bringing my lunch if I didn't have to take time to go get it and wait.

123. It's very hard to find food nearby at off hours (even after 1 or 2 in the afternoon) or once exams start. In addition, the lines are so long that if you don't have much time, there's no point in walking over to the UC satellite.
124. More healthy food options: both UC and UC satellite should offer a salad bar
125. Much of the existing facilities are fine for what they service. The UC/Satellite could be expanded to serve more students during busy hours, but the main problems are a lack of good service and reasonable prices.
126. Need a Whataburger.
127. Need more healthy, non-fast fast food options. Ethnic foods.
128. On your page of questions about whether we eat meals at home and which meals when, the buttons don't work right. I could not manage to click a button saying that I eat both breakfast and dinner at home.
129. Please consider those of us who are vegan; currently there is nowhere I can eat on campus. Even Oberholzer has a very limited selection for someone who doesn't eat dairy or eggs.
130. Please include healthy food choices with vegetarian options. McAllister's in the parking garage has been a nice experience. Please also include a Bank of America ATM machine and post office.
131. Please make a change to the way we pay for meals at Chili's Currently; we cannot add a tip to the credit card slip. It is important to be able to reward good service, but cash isn't always an option! It's a small change that we can do at Eric's, why not Chili's?
132. Please remind employees of proper food handling in UC. Manager is helpful but at times I will not eat the food at certain stations based on food handling. The cashiers are VERY pleasant
133. Provide varied choices for meals and better hours. At this time, most coffee shops and food courts close before evening classes start and that makes students who commute to UH to stop and purchase food elsewhere.
134. Salad bar, baked potato bar, soup, chili bar, fruit bar with high quality food and lots of variety.
135. satellite is better in function for lunch events. UC is currently sorely outdated and probably would be used much more if it was updated.
136. Satellite is currently not big enough to provide for the number of students who use the facilities there. A major drawback is the lack of food before 10 a.m. The food Court doesn't open until that time. The Starbucks line is out the door!
137. Staff/Faculty need to a place to connect and eat lunch like Texas A& M has and other top-notch University. Also, Barnes N Noble and Cougar Byte are not staff/student friendly. They close too early and are not open on weekends. Also, they expect UH faculty/staff and students to pay the same price as a person off the street.
138. The biggest problem at the UH at the moment is the large group of people always around Wendy's. Such a popular restaurant should not be right in the doorway. Also, there is a huge need for more working microwaves.
- Last time I brought my lunch to the UC to just eat, sit and relax I had to go to the Library to heat up my food. THAT is NOT convenient.
139. The current UC is too crowded! As faculty, I'm usually just picking up lunch to take somewhere else, and it still can take me 30 minutes just to get food during peak lunch time. It's not a pleasant experience. If there was more space and more options for tasty, fresh food (so I didn't have to get greasy burgers from the fast food places or limp day-old salads from the fridge case), I might actually plan to use it more on purpose, and not just when I feel like I have to because I didn't bring a lunch to work.
140. The food servers should willingly provide napkins and condiments. Wendy's will give you 1 napkin which is not nearly enough for an adult to eat a meal with. Also, there should be a food court attendant readily visible to help decrease the amount of food trash and leftovers in the food court. Our eating areas look terrible and even worse than that of high schools around the area. We are all adults on this campus and we should strive to be more clean than what we showcase. I work on campus, and I feel that when school is out it seems that Wendy's is the only place to eat. That is, well, unacceptable. Please discuss this.
141. The major problem with UC and Satellite are students using the dining areas as study halls during peak lunch hours (11-1) when there are inadequate seats for diners. There should be a rule that during peak lunch hours, those not actually eating should move to other places to study and give the tables to those wishing to eat. There are many places to study on campus, but not very many places to go with a tray of food.
142. The number one reason that I do not visit more dining services on campus is the lack of quality and variety. I have visited RFoC in Moody Towers several times and each time I am frustrated by the poor customer service and poor quality of prepared food. The salad bar is great and sandwich area could be improved by adding fresh, artisan type breads instead of regular store bought bread. The RFoc has variety, but the quality of much of the food choices is so bad, that I mostly drive off campus for meals.
143. The problem with the fast food places in the UC and Satellite (which I've submitted in a survey already) is the poor, disorganized service. It would be nice to see some rest/study areas ala the couches and cots ala UT.
144. The restaurant areas need to be kept clean particularly having the tabled wiped off. Right now they are always filthy and make it an unappealing place to eat.
145. The UC and Satellite already provide good service and food. The main reasons I do not use them more often are two fold: (1) they are both too crowded when I want to go there for lunch, and (2) they do not stay open late enough for times when I need a late lunch. It would be nice to have all of the food services stay open until 3:00 p.m., rather than closing at 2:00 p.m. I often use the Subway in the Law Center or the Chinese Star Restaurant across from campus since they are less crowded and they also stays open later. I do like having healthy food choices, and especially vegetarian food choices, available.

146. The UC facility is shabby and dank, needs aesthetic improvement and much cleaner, well lit, healthy dining alternatives. The Satellite is a nice facility but the dining offerings are sub par. There is no reasonably priced "fresh" food for students or employees, EXCEPT the student-run project Shasta cafe in the Cameron building, which offers great food and service. Create a space where alum could visit campus for a light casual lunch, sitting at a table next to students, and not have to wait in a long line or eat Pizza Hut out of a box.
147. The UC/UC Satellite should have more food venues and have more spacious area for eating. UC is better than UC Satellite now. UC Satellite has a low traffic area on the right hand side of the main entrance while the food court is typically very crowded.
148. The University Center needs more food options and prices dropped
149. The University needs to market night-life on campus. It's easier to get this message to students living on campus. The trick is to get commuter students to stay on campus after their classes end each day. Increase the retail space and start a committee that will focus on promoting the rich culture and spirit of the University of Houston. I'm a proud '05 graduate who is now working on campus full-time. I would LOVE to see students WANTING to stay on campus more and not wanting to drive home the second their classes get out.
150. The worst problem with the UC Food Court are the long lines and waiting at lunch time. Also the lack of pleasant tables where to sit for having lunch.
151. There needs to be a food court vendor at the UC Satellite offering Breakfast. I eat breakfast at Wendy's because it and Einstein Bro's are the only choices for breakfast. There are none at the UC Satellite food court. The UC Satellite food court also needs to replace the burger place with a chain burger place that offers more of a selection and better quality food.
152. UH needs a soup and salad bar in the UC as well as a baked potato bar.
153. We need health food. Location for Art exhibits.
154. What the students and staff and faculty could use a wings n more or Mexican restuarant more of a variety.
155. would like to see more international foods, Mexican food (tacos) Chinese (buffet style) American (meatloaf and chicken fried steak type not\$\$\$ like chili's too!!!)
156. All of these questions pertain to the students, I am not a student, I am a staff member so next time ask the staff questions about improving the university
157. As a staff member, the only thing that would increase my use of a new/improved UC or Satellite is how convenient it is to get there. The UC is too far to walk to from the Athletics/Alumni Center and paying to park to pick up a meal or shop at the Bookstore is not something I am willing to do. The Satellite is also far to walk to and is often so crowded there is no place to sit to eat which means the meal is cold by the time I get back to my office. There are NO convenient campus dining options for the staff in AAC and no public transportation options as far as I know. The ONLY lunch options for us (other than brown bagging) are a quick walk to food establishments on Elgin.
158. I am a full-time faculty member but I am only on campus three times per term. I do believe that any changes should be based on student and staff input rather than faculty input.
159. I answered these questions regarding my needs as a staff member because that was what was requested. However, I think that the students' needs are very different. For one thing, students indicate that they would like a 24-hour UC, with food and recreation available at all times. For my personal interest, I would like to see a full service bookstore, like Barnes & Noble or Borders, and/or a very good newsstand. Also, good food with variety.
160. I responded to the survey based on my habits or needs as a staff member. However, I hope that students respond to this survey and that students are the main focus in all decisions made for improvements to the University Center.
161. My responses were from my desires as a staff member. I think it more important to foster changes that will give students more pride or feelings of being connected to the university
162. My work doesn't allow a lot of free time to enjoy the satellite or the UC. If I were a student, this would be more important than it is to me now.
163. N/A
164. Questions 14 - 46 does not let me select other on all 4 questions.... please fix.
165. Survey items 17-49 do not function correctly. Imagine a person prepared all his meals at home.
166. The questionnaire seems to presuppose that faculty and staff would not use these facilities, yet their location suggests otherwise.
167. This survey seems to be focused towards students and therefore does not ask questions or get responses fully reflecting the needs or desires of the staff on this campus. We WORK here, but we DO NOT LIVE HERE. If you were concerned about how the staff feels there would be more places open when students are NOT on campus.
168. This survey seems to have been created for students. I am staff. My interests and needs and expectations are not the same as those of a student.
169. Your survey questions did not include the building where I am office. (Law Center Village)

Miscellaneous

170. I couldn't find University Business Park on the drop down list of buildings.
171. I enjoy UC Satellite a lot more than UC. It feels more modern, cleaner and appealing.
172. I think both sites are very much needed to the University. They are pretty nice place to go to. U C Satellite does have an odor on the outside that needs to be addressed.
173. I work off campus so I wouldn't utilize the facility as often as I would like, but I just marked what I would have want if I was on campus.
174. Keeping the facility clean is a must.

175. Lot people live more that 12 hour at day on campus. This is the place that they try to do all: study, work, buy, gas in his or her car, etc.
176. make sure the common areas are kept clean, keep the restrooms clean
177. Thanks for doing this survey. I did not appreciate the ARAMARK survey that limited my responses and seemed designed to achieve a predetermined outcome. This survey gave me a fair opportunity to express my opinions.
178. The fountains in the UC are my favorite part of it, both in the center outside courtyard and the inside underground area. If there were better seats in the inside underground area it would be much better. Maybe different kinds of seats / tables for different purposes. The UC satellite in contrast seems loud and echoy, no pleasant sounds, just echoing noises like a high school cafeteria. Put a fountain in the satellite, better chairs in the UC underground area, and use the rest of the money to build more parking. Thanks for surveying us.
179. The Satellite needs an elevator. I have asthma, and climbing the stairs, or that long ramp, makes it difficult for me (and others I am sure) to come and go there.
180. The sorry state of the bookstore as a bookstore that reflects the scholarly and general reading needs of 35,000 students, many of them graduate students, and 2000 faculty needs to be addressed. We are an embarrassing bookstore.
181. There is no point of building a wonderful center if the people who will be working there doesn't act like they want to work there. One fine example is the burger stand at the Moody towers.

Parking

182. As a UH staff employee, finding space on campus for large meetings is difficult. Additional meeting spaces in a central location, where food and parking is also available, would be convenient and helpful for our clients.
183. main deterrence is convenience to get to the centers; paying for parking and the time it takes to walk there vs. what it has to offer
184. Please work on the parking situation on all campuses first....
185. We need new parking garages and/or new residence places for employees as well as students. With the coming gas crunch it would be nice to afford a place close to work that was safe. I've been looking for a house in the surrounding area for years and anything for less then 150,000 is downright unsafe. Food should be provided by private industry on property leased from the University. I suggest the area just to the east of Cullen between I-45 and Elgin. This is wasted space and could be utilized as either parking, condos or restaurants. A strip mall would be even better. It would do booming business and celebrate capitalism for visitors to admire on their way into the University Community. We would all be in better shape if things were run more like a business and less like a social experiment.

Fees and Pricing

186. Variety in UC and more affordable for students
187. The University Center and the Satellite are both great places. Some of the prices are high, but there are low cost alternatives. Maybe some of the UC decor needs refreshing (couches are old, stained, some broken, ceiling tiles are stained), but it is a nice place.
188. The current selection is a rip off. The first thing is that we need a range of prices and qualities and not necessarily chains
189. Pricing for food, services, or retail items should not exceed off-campus equivalents.
190. Prices are consistently rising. Please keep prices of goods/meals reasonable.
191. I THINK IT WOULD BE GREAT FOR STUDENTS TO HAVE A PLACE TO SHOP FOR GROCERIES IF THEY DON'T HAVE A CAR TO GO OFF CAMPUS. IT WOULD HAVE TO BE INEXPENSIVE.
192. I believe that since this is all for students, and that they do not earn too much, the high prices should be cut down. they are students and cannot always afford high costs.

DINING SERVICES JULY 2008 BENCHMARKING

	University of Houston	California State University-Northridge	Louisiana State University	University of Arizona	University of California-San Diego	University of South Florida	University of Texas-San Antonio
City, State	Houston, TX	Northridge, CA	Baton Rouge, LA	Tucson, AZ	La Jolla, CA	Tampa, FL	San Antonio, TX
Location	Urban	Urban	Urban	Urban	Urban	Urban	Urban
Affiliation	Public	Public	Public	Public	Public	Public	Public
Enrollment (Headcount)	34,334	35,446	29,925	36,805	26,247	43,636	28,379
Undergraduate (Headcount)	27,400	29,484	24,583	28,442	21,369	34,438	24,398
Potential On-Campus Housing	4,124	2,400	7,504	4,600	6,352	4,229	2,965
Estimate # of Commuters	30,210	33,046	22,421	32,205	19,895	39,407	25,414
Campus Dining Food Services							
# of Dining Operations	20	19	18	32	34	13	9
Residential (AYCE)	2	1	2	0	0	2	1
Retail	12	12	12	27	30	9	6
Restaurant	1	1	2	0	1	1	0
C-Store	5	5	2	5	3	1	2
<i>Enrollment / # of Dining Ops.</i>	<i>1,717</i>	<i>1,866</i>	<i>1,663</i>	<i>1,150</i>	<i>772</i>	<i>3,357</i>	<i>3,153</i>
<i># of Commuters / All Retail Dining Units</i>	<i>1,678</i>	<i>1,836</i>	<i>1,401</i>	<i>1,006</i>	<i>585</i>	<i>3,582</i>	<i>3,177</i>
Brands on Campus							
National	11	4	9	4	3	7	4
Regional	1	1	0	0	4	0	0

Dining Services July 2008 Benchmarking

	University of Houston	California State University-Northridge	Louisiana State University	University of Arizona	University of California-San Diego	University of South Florida	University of Texas-San Antonio
Meal Plans & Annual Cost	21/wk + \$200DB/sem \$2,840	8/wk +\$700DB/sem \$2,750	Unlimited Weekday +\$70DB/sem \$3,156	\$3,000DB \$3,000	Part of Housing Program	Unlimited + \$190DB/sem \$3,296	250/sem + \$250DB/sem \$2,760
	15/wk + \$165DB/sem \$2,270	8/wk +\$900DB/sem \$3,075	160/sem + \$150DB/sem \$2,908	\$2,400DB \$2,400	Res. Halls - \$2,750DB	15/wk + \$325/sem \$3,296	175/sem + \$125DB/sem \$2,112
	9/wk + \$320DB \$2,140		130/sem + \$275DB/sem \$2,846	\$1,800DB \$1,800	Apts. - \$2,100DB	160/sem + \$325/sem \$3,296	155/sem + \$100DB/sem \$1,968
	5/wk + \$425DB/sem \$1,910		120/sem + \$300DB/sem \$2,736			95/sem + \$325DB \$2,091	125/sem + \$100DB/sem \$1,854
	140/sem + \$520/sem \$2,800		100/sem + \$375DB/sem \$2,560			55/sem + \$315DB/sem \$1,543	32/sem +\$100DB/sem \$600
	\$1,175DB/sem \$1,175		55/sem + \$75DB/sem \$1,186			35/sem + \$350DB/sem \$1,289	29/sem + \$300DB/sem \$1,000
	20/sem + \$35DB/sem \$300		30 AYCE Union Lunch/sem \$410				\$530DB/sem \$1,000
	40/sem + \$100DB/sem \$650		50 AYCE Union Lunch/sem \$668				
	80/sem + \$150DB/sem \$1,050		\$450DB/sem \$900				
	\$300DB/sem \$600						
	\$500DB/sem \$1,000						
	\$800DB/sem \$1,600						
Meal Plan Portability	Meals in Residential Dining	Meals used in Residential Dining in UC	Meal transfers in Union begin Fri 4:30pm & all day SS; Pizza Hut 7pm - 10pm	Discount on purchase based on plan purchased	All campus locations; not carts	Meals in Residential Dining	Meals in Residential Dining
	DB in all campus locations	DB in all campus locations except Subway and El Pollo Loco	Meal transfers in 459 Outtakes at any time			DB all campus locations	DB all campus locations
DB Sem. to Sem. Rollover	Fall to Spring	Fall to Spring	Fall to Spring	Fall to Spring	Quarter to Quarter	Fall to Spring	No
DB Year to Year Rollover	No	No	No	No	No	No	No

Dining Services July 2008 Benchmarking

	University of Houston	California State University-Northridge	Louisiana State University	University of Arizona	University of California-San Diego	University of South Florida	University of Texas-San Antonio
Dining Operations	University Center	University Student Union	Student Union	Student Union	Price Center	Marshall Center (UC)	University Center
	Java City	Coffee Shop	Food Court (9 concepts)	Chick-Fil-A	Coffee	Food Court (UC)	Taco Cabana
	M-Th 7am-5pm	M-Th 7am-9pm	M-F 7am-7pm	M-F 6:30am-10pm	M-F 7am - 5pm	M-Th 7:30am-6pm	M-TH 7am-9pm
	Fri 7am-2pm	Fri 7am-4pm	SS 10:30am-6:30pm	SS 8am-10pm		Fri 7:30am-3pm	Fri 7am-6pm
	SS Closed	SS Closed				SS Closed	SS Closed
			(Pizza Hut, Blimpie, Chick-fil-a, AFC Sushi, Krispy Kreme)			(Montague's Deli, Chick-fil-a, Bene Pasta & Pizza, Miso Sushi, Noodle & Rice Bowls)	
	Chick-Fil-A	Sports Grill	Pizza Hut Express	Italian Food	Jamba Juice	Einstein Bagels (UC)	Panda Express
	M-Th 10:30am-3pm	M-Th 7am-7pm	M-F 7am - 10pm	M-Th 10:30am-7:30pm	M-F 8am-8pm	M-F 7:30am-10pm	M-Th 10am-9pm
	Fri 10:30am-2pm	Fri 7am-4pm	SS 10:30am - 10pm	Fri 10:30am-3pm	Sat 7:30am-8pm	Sat 9am-7pm	Fri 10am-6pm
	SS Closed	SS Closed		SS Closed	Sun Closed	Sun 11am-7pm	SS Closed
	Capeesh	Subway	Wraps & Pizza	Grill	Panda Express	Freshens (UC)	Starbucks
	M-Th 10:30am-5pm	M-Th 9am-8pm	M-F 11am-6pm	M-F 7am-8pm	M-F 10am-9pm	M-F 10am-6pm	M-Th 7am-12Mid.
	Fri 10:30am-2pm	Fri 9am-5pm	SS Closed	SS Closed	SS 11am - 7pm	SS Closed	Fri 7am-7pm
	SS Closed	SS Closed					Sat 10am-7pm
							Sun 12 Noon -9pm
	AFC Sushi	C-Store	Coffee Shop	Mexican Food	Round Table Pizza	Restaurant	Subway
	M-Th 10:30am-3pm	M-Th 7am-8pm	M-Th 7am - 8pm	M-Th 8am-7pm	M-F 10am-10pm	M-F 11:30am-2pm	M-Th 10am-9pm
	Fri 10:30am-2pm	Fri 7am-5pm	F 7am - 6pm	Fri 8am-3pm			Fri 10am-6pm
	SS Closed		Sat. 8am -2pm	SS Closed			SS Closed
	Subway		McDonalds	Coffee Shop	Rubio's Mexican		
	M-Th 9:30am-7pm		M-Th 7am-9pm	Su-Th 6:30am-11pm	M-Th 8am-9pm		Wendy's
	Fri 9:30am-2pm		Fri 7am-8pm	F 6:30am-6pm	Fri 8am-8pm		Opening 2009
	SS Closed		Sat 8am-2pm	SS 8am-2pm	Sat 11am-6pm		
			Sun Closed		Sun Closed		

	University of Houston	California State University-Northridge	Louisiana State University	University of Arizona	University of California-San Diego	University of South Florida	University of Texas-San Antonio
Dining Operations	University Center	University Club	Student Union	Student Union	Price Center	Other Retail	University Center
Continued	Wendy's	Orange Grove Bistro	Coffee in Bookstore	Healthy Food	Subway	Subway (Cooper)	C-Store
	M-F 7am-9pm	M-F 11am - 2pm	M-Th 8am-8pm	M-Th 9am-8pm	M-F 8am-10pm	Summer Hours	M-Th 9am - 9pm
	Sat 11am-6pm		Fri 8am-6pm	Fri 9am-6pm	Sat. 8am - 8pm	M-Th 10am -7pm	F 9am - 6pm
	Sun 1pm-6pm		Sat 10am-4pm	SS 10am - 6pm	Sun. Closed	F 10am -3pm	
			Sun Closed			SS Closed	
		Satellite Student Union					JPL Food Court
	C-Store	Satellite C-Store	Coffee Shop	Deli	Salad/Sandwiches	Starbucks (Library)	Chick-fil-a
	M-F 7am-9pm	M-F Noon-4:30pm	M-F 7am-3pm	M-F 7am-8pm	M-Th 10:30am-8pm	Summer Hours	M-Th 7am -9pm
	Sat 10am-6pm	SS Closed	SS Closed	SS 11am-8pm	F 10:30am -5pm	M-Th 7:30am - 10pm	F 7am - 6pm
	Sun Closed				Sat. 1pm - 7pm	F 7:30am - 5pm	Sat. 10am - 3pm
				Burger King, Panda Express	Sun. 1pm - 8pm	Sat 10am -5pm	
				Hours not Available		Sun 12pm - 10pm	
	Chili's Too		Magnolia Room Restaurant	Restaurant	Shogun	Express Shop (Eng.)	Sushi
	M-F 11am-10pm		(AYCE Buffet)	Daily 11am-1am	M-F 10am-9pm	Summer Hours	M-F 10am -6pm
	Sat 11am-9pm		M-F 11am - 1:30pm		SS 11:30am-8pm	M-F 7:30am - 2pm	SS Closed
	Sun 4pm-9pm					SS Closed	
	UC Satellite		Faculty Club	Wraps / Salads	Food Co-op	Burger King (Sessums)	Deli
	Deli		M-F 11am - 1:30pm	M-Th 7am - 8pm	M-F 9:30am-6pm	Summer Hours	M-F 10am -6pm
	M-Th 10:30am-6pm			F 7am - 7pm	SS Closed	M-Th 7:30am - 2pm	Sat. Closed
	Fri 10:30am-2pm			SS 10am - 6pm		F-Sun Closed	Sun. 12 Noon - 9pm
	SS Closed						
	Grill	Other Retail	Other Retail	Papa John's Pizza	C-Store	Health Sciences	Freshen's
	M-Th 10:30am-2pm	Arbor Grill Coffee	Atrium Café	Summer Hours	M-Th 7am-9pm	Summer Hours	M-Th 7am - 9pm
	Fri-Sun Closed	Summer Hours	M-Th 8am - 6pm	M-F 9am - 8pm	Fri 7am-6pm	M-F 7:30am - 2pm	F 7am - 6pm
		M-F 7:30am - 2:30pm	F 8am -4pm	SS 10am - 6pm	Sat 9am-5pm	SS Closed	SS Closed
		SS Closed	SS Closed		Sun Noon-5pm		
	Homestyle			AYCE Buffet (SUMC)			
	M-Th 10:30am-2pm			M-F 11:30am-1pm			
	Fri-Sun Closed			SS Closed			

	University of Houston	California State University-Northridge	Louisiana State University	University of Arizona	University of California-San Diego	University of South Florida	University of Texas-San Antonio
Dining Operations				Student Union	Student Center	Other Retail	JPL Food Court
Continued				C-Store	Pub	Coba Café (Bus. Ad.)	Pizza / Pasta
				M-F 7:30am-11pm	M-F 11am-11pm	Summer Hours	M-Th 10am - 9pm
				SS 8am-11pm	SS Closed	M-Th 7:30am - 8pm	F 10am - 6pm
						F 7:30am - 4pm	SS Closed
						SS Closed	
				Satellite Union			
	UC Satellite	Other Retail	Other Retail	Food Court	Student Center	C-Store / Ben & Jerry's	C-Store
	Chick-Fil-A	The Marketplace		M-F 7am - 12am	C-Store	Summer Hours	M-Th 7am - 9pm
	M-Th 10:30am-2pm	Summer Hours	Coffee (Law)	Sat 10am - 12am	M-F 9am-5pm	M-Th 12pm - 10pm	F 7am - 6pm
	Fri-Sun Closed	M-F 10:30am - 3pm	M-Th 7am -4pm	Sun. 12pm - 12am	SS Closed	F 4pm-10pm	Sat. 10am -3pm
		SS Closed	F 7am - 1pm	(Grill, Café, Hotline, Smoothies, Deli, Sunset Strips)			Sun. 12 Noon - 9pm
			SS Closed				
							Other Retail
	Kim Son	Matador Bookstore Complex	Coffee (Library)	Bruegger's Bagels	Coffee		Einstein Bros. Bagels
	M-Th 10:30am-6pm	Panda Express	M-Th 7:45am -9pm	Hours Not Provided	M-F 7:30am - 3pm		M-Th 7am - 6pm
	Fri 10:30am-2pm	Hours not Available	F 7:45am - 4pm		Sat. 9am - 2pm		F 7am - 3pm
	SS Closed		Sat. Closed	Papa John's Pizza	Sun. Closed		SS Closed
			Sun. 12:30pm- 9pm	Hours Not Provided			
	Pizza Hut	Juice It Up!	C-Store	Panda Express	Food Co-Op		
	M-F 10:30am-6pm	Hours not Available	M-F 7am -11pm	Summer Hours	M-F 7:30am-5pm		
	SS Closed		SS 12 Noon - 10pm	M-Th 10:30am-3pm	SS Closed		
				Fri-Sun Closed			
	Taco Bell	El Pollo Loco	Pierre's Landing	Other Retail	Hi Thai		
	M-Th 10:30am-6pm	Hours not Available	M-Th 7am - 6pm	Highland Market	M-F 11am-9pm		
	Fri 10:30am-2pm		F 7am - 4pm	(Deli, Grill, Espresso, & Groceries)	SS Closed		
	SS Closed	Coffee Shop	SS Closed	M-F 7am - 1am			
		Hours not Available		SS 10am - 1am			

	University of Houston	California State University-Northridge	Louisiana State University	University of Arizona	University of California-San Diego	University of South Florida	University of Texas-San Antonio
Dining Operations	UC Satellite	Other Retail	Other Retail	Other Retail	Other Retail		
Continued	Smoothie King	Matador Bookstore Complex (Continued)			Coffee (Muir Woods)		
	M-Th 7am-7pm	Sierra Marketplace			M-Th 7:30am - 9pm		
	Fri 7am-2pm	Hours not Available			F 7:30am - 4pm		
	SS Closed						
	C-Store	Burger King	Smoothie King	Eller Deli	Torrey Pines Café		
	M-Th 7am-8pm	Hours not Available	M-Th 7am - 11pm	M-Th 7:30am - 6pm	M-F 6:30am - 2:30pm		
	Fri 7am-5pm		F 7am - 9pm	F 7:30am - 3pm			
	SS Closed	Coffee (Sierra)	Sat. 9am - 9pm				
		Hours not Available	Sun. 1pm - 11pm				
	Starbucks	West Side C-Store	Subway	C-Store (AME)	RIMAC 101 Café		
	M-Th 7am-8:30pm	<i>Summer Hours</i>	M-Th 7am - 6pm	M-Th 7:30am - 4pm	M-Th 7am - 7pm		
	Fri 7am-2pm	M-F 10:30am - 3pm	F 7am -4pm	F 7:30am - 3pm	F 7am - 5pm		
	SS Closed	SS Closed	SS Closed				
	Other Retail						
	Einstein's (PGH)	The Edge C-Store	Vet School	C-Store (McKale)	Engineering Café		
	M-Th 7am - 6pm	<i>Summer Hours</i>	Hours not Available	M-F 7:30am - 4pm	M-F 6am - 6:30pm		
	F 7am - 2pm	M-F 10:30am - 3pm					
	Sat. 8am - 2pm			Oy Vey Café (Veg./Kosher)	Faculty Club		
	Sun. Closed			M-F 8am - 3pm	M-F 8am - 5pm		
	Starbucks (Bauer)	Arbor Grill C-Store	459 Outtakes	Bookend Café	Vegan Café		
	M-Th 7am - 8:30pm	<i>Summer Hours</i>	M-Th 9am - 2am	M-Th 7:30am - 10pm	M-F 4pm - 8pm		
	F 7am - 2pm	M-F 8am - 2pm	F 9am - 4:30pm	F 7:30am - 5pm			
	SS Closed	SS Closed	SS Closed	Sat. 10am - 5pm	Coffee (Bookstore)		
				Sun. 10am - 7pm	Daily 8am - 4:30pm		
					Mandeville Center Café		
					M-F 7am - 5pm		

Dining Services July 2008 Benchmarking

	University of Houston	California State University-Northridge	Louisiana State University	University of Arizona	University of California-San Diego	University of South Florida	University of Texas-San Antonio
Dining Operations	Other Retail	Residential	Residential	Other Retail	Residential	Residential	Residential
Continued	Subway (Law)	Geronimo's (SSU)	459 Commons	C-Store (Rec. Center)	Café Ventanas	Argos Center (Res.)	Roadrunner Café
	M-Th 7am - 8pm	M-F 7am-10am	M-Th 7am - 7pm	M-Th 11:00am - 10pm	M-F 7am - 8pm	M-Th 7am - 9pm	M-Th 7am - 9pm
	F 7am - 4pm	M-F 11am-1:30pm	F 7am - 4:30pm	F 11am - 5pm	SS 10am - 8pm	Fr 7am - 7pm	F 7am - 7:30pm
		M-F 4:30pm-8:30pm	SS Closed	SS 12Noon - 5pm		SS 10am - 7pm	Sat. 10am - 7pm
		M-Th 8:30pm-11pm					Sun. 10am - 9pm
		SS 10am-1pm					
	Papa John's	SS 4:30pm-6:30pm	Highlands	C-Store (McClelland)	Canyon Vista	Andos Center (Res.)	
	Hours not Available	Sun 8:30pm-11pm	Hours not Available	M-Th 7:30am - 6pm	M-F 7am - 8pm	M-Th 7am - 9:30am	
				F 7:30am - 3pm	SS 10am - 8pm	M-Th 11am - 2pm	
						M-Th 4:30pm - 7pm	
	C-Store (Rec.)			Hot Dog Cart (2)	Club Med		
	M-Th 2pm - 9pm			M-Th 8am - 3:30pm	M-F 7am - 3pm		
	F-Su 2pm - 6pm			F 8am - 3pm	SS Closed		
	Smoothie King (Rec.)			Hot Dog Cart (Nucleus)	Foodworx		
	M-Th 7:30am - 10pm			M-Th 7:30am - 3pm	M-Th 9am -11pm		
	F 7:30am - 7pm			F 7:30am - 2:30pm	F 9am-8pm		
	Sat. 12pm - 5pm				Sat. 11am -8pm		
	Sun. 1pm - 5pm				Sun. 11am - 11pm		
	Moody C-Store			Coffee Carts (3)	El Mercado		
	Su - Th 9am - 1am			M-F 7:30am - 3pm	M-F 11am - 2:30pm		
	F-Sa 9am - 12am				M-Th 8pm - 11pm		
	OB C-Store				Earl's Place		
	M-Th 9am - 12am				9:30am - 1am		
	F-Sa 9am - 10pm				SS 3pm - 1am		
	Sun. 9am -12am						

Dining Services July 2008 Benchmarking

	University of Houston	California State University-Northridge	Louisiana State University	University of Arizona	University of California-San Diego	University of South Florida	University of Texas-San Antonio
Dining Operations	Residential				Residential		
Continued	OB				Ocean View Terrace		
	M-Su 7am - 9am				M-F 7am - 1am		
	M-Su 10:30am - 2pm				SS 10am - 1am		
	M: 8pm - 8pm						
	Sat. Closed						
	Sun. 5pm - 8pm				Plaza Café		
					M-F 7am - 8pm		
					SS 10am - 8pm		
	Moody Towers				Plaza on the Side		
	M-F 7am - 10pm				M-F 11am - 3pm		
	Sat. 12pm - 9pm				M-F 8pm - 11pm		
	Sun. 12pm - 10pm						
					Sierra Summit		
					M-F 7am - 8pm		
					SS 10am - 8pm		
					Splash Café		
					M-F 9am - 4pm		
					SS 9am - 5pm		

MECHANICAL, ELECTRICAL AND PLUMBING SYSTEMS ASSESSMENT

Mechanical Systems

General

The University Center receives chilled water and steam from campus utilities distributed underground. The steam is converted to hot water in a shell and tube heat exchanger located in the basement.

Air is distributed from central air handling units of varying types throughout the building. The air handling units are located in mechanical rooms located on each floor.

Temperature is controlled via pneumatic controls that have an electronic “wraparound” system that provides monitoring of the systems.

The equipment and distribution systems (with some exceptions) date to the original construction in 1967 and 1973. This places the equipment, ductwork and piping well beyond their normal expected service life.

Supply Air System Description

The ground floor and first floor are served by a combination of single zone and multi-zone air handling units with lined supply air duct and direct mixing of return and outside air in the primary air handling units.

These systems are not as energy efficient as variable air volume systems which are the norm in current institutional construction. In addition, they provide poor humidity control because they bypass humid air around the cooling coil during off-peak cooling conditions. The result of poor humidity control is occupant discomfort, mold and mildew.

The kitchen areas receive makeup air from the general air conditioning system. Although there was not sufficient design information available to document this, field observations indicated that the makeup air from the air units was insufficient to maintain positive pressurization of the building. As a result, the building draws in outside air (usually warm and humid) through doors and other openings in the building. This exacerbates the humidity problems in the building and increases energy costs.

The second floor is served by a combination of multi-zone units and constant volume dual duct air units. Constant volume dual duct units are operationally similar to the multi-zone units used for the first two floors, and suffer the same humidity control issues.

Ductwork on all floors is internally insulated (“lined”). This insulation has deteriorated over the years and is fraying inside the ductwork. This results in insulation particles being distributed within the airstream and provides a breeding ground for mold. See picture M1.



M1: Fraying ductliner

The air units were constructed with galvanized cooling coil casings and drain pans. These are showing signs of deterioration, and may fail in the foreseeable future. See M2 in the Appendix. The fan motors and belts are on the outside of the air unit (typical for construction of that era), but do not have any belt guards to prevent maintenance personnel from being caught in the rotating machinery. See M3 in the appendix. University of Houston safety personnel should be consulted regarding this potential OSHA violation.



M3: AHU Motor with no belt guard



M2: Rusting drain pans and coil casing



M4: Kitchen Exhaust System

Exhaust Air Description

Kitchen exhaust is through non-compensating hoods connected to stainless steel ductwork. See M4 . The systems appear to be functional and in good shape, but there is not any source of dedicated outside air to the space, which results in both pressurization and comfort problems within the kitchen areas.

The current configuration is not in compliance with the current version of the State Energy Code or the International Mechanical Code (based on the lack of controlled makeup).

General exhaust for restrooms and other areas is provided by a central fan located on the roof. This system is functional, with no documented problems.

Hydronic Distribution

Chilled and hot water for space conditioning come from campus thermal utilities that are distributed in underground tunnels.

Chilled Water

The chilled water system takes water from the campus chilled water loop and pushes it through the building using two horizontal split case, variable speed pumps. The pumps have been equipped with VFD's for improved energy efficiency and control. Each pump was originally sized to provide flow equal to 100% of the building load. Currently, both pumps are required to satisfy the building at full load.

There are a variety of possible causes for this condition:

1. Chilled water control valves may be not be closing as they should, allowing chilled water to leak past coils that do not need the additional flow. As a result, more pump is needed to meet the differential pressure setpoint in the control system.

2. The chilled water supply temperature from the central plant may be higher than the coils were designed to use. This makes the coils less efficient, and as a result, they require more water to meet the same load than if they had colder water on the supply side.
3. The coils are fouled on the inside and outside. This makes the coils less efficient, and as a result, they require more water to meet the same load than if the inside and outside of the coils were clean.
4. The static pressure setpoint is too high.
5. Discharge air setpoints are much lower than the coils were designed to produce.

The pumps and pipe appear to be original 1960's construction and are well past their normal service life. Insulation on the pipes has been removed in places over the years as the result of wear and maintenance, resulting in condensation of pipe surfaces (lost energy, additional corrosion, moisture in semi-conditioned spaces).

Heating Hot Water

Heating hot water is produced using a single steam to hot water heat exchanger inside the basement mechanical room. The hot water is pumped to the heating coils using two horizontal split case pumps. The control valves on the hot water coils are three-way valves and as a result, the pumps are constant speed.

The pumps and pipe appear to be original 1960's construction and are well past their normal service life. The heating hot water piping is in poor shape as indicated by extensive corrosion on the exterior. See M5.

Expansion: There are several expansions and upgrades to the building that are planned that may increase the heating and cooling loads (such as enclosing the courtyard and increasing outside air to meet current ventilation codes). As a result, it is likely that new chilled water and steam connections to the campus loop will be required. While this should be verified during the design phase, any planning should assume this work must be done.



M5: Hot Water Piping

Controls

Automatic temperature controls in the building are pneumatic with an electronic system “wraparound” that provides global control and monitoring. Compressed air for the system is generated by compressors in the lower mechanical room.

The “system” is original 1960's construction, but some components have been replaced since the original installation.

There is limited instrumentation and monitoring (hydronic and steam meters were noted on the controls drawings but appear to be either disconnected or malfunctioning). There is no air flow measurement or monitoring.

Setpoints for the discharge air temperatures on air units were as low as 45°F (likely far lower than the coil was designed to produce) and some spaces were set to maintain 63°F (likely far lower than the coil was designed to maintain). Most likely, this is in response to humidity problems or lack of makeup air to the kitchen systems. These setpoints contribute to the need to run two pumps in the summer.

Review of selected screenshots of the electronic wraparound system indicate that the pneumatic controls were not maintaining temperatures near setpoint, which can result in wasted energy or uncomfortable occupants.

Recommendations

Based on the age of the equipment and distribution, most (if not all) of the equipment should be replaced. As these units are replaced, the State Energy Code will require the entire systems to be brought up to current standards. This can only be done by replacing all portions of the air distribution (ducts, controls, and air units).

Given the age and condition of the hydronic pipe and pumps, they should be replaced at the same time as the air systems. The steam to water exchanger should be replaced and an additional heat exchanger should be installed to provide redundancy.

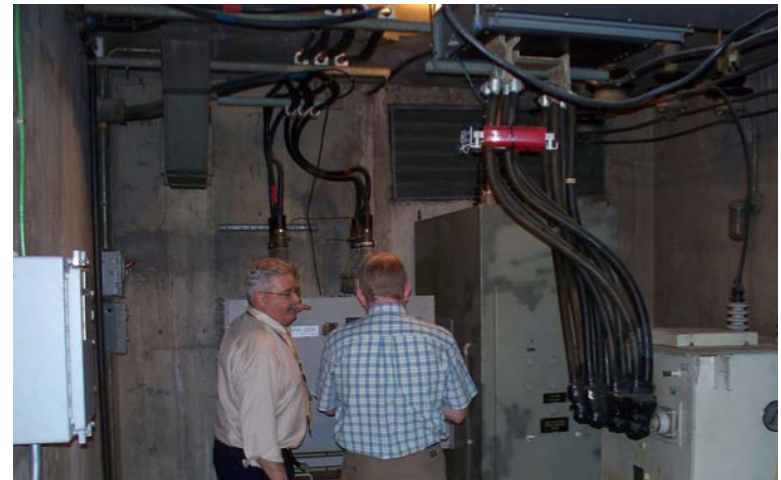
The controls should be replaced with modern DDC controls that will provide better control, higher energy efficiency, and better monitoring of the HVAC systems. Additional instrumentation should be installed to allow metering and monitoring of building chilled water flows, pressures, and temperatures. The instrumentation will allow University of Houston to trend flows and loads for both troubleshooting, modeling and billing purposes.

Electrical Systems

Electrical Service

System description

Electrical service to this building is derived from the campus 12.47kV, 3 phase primary underground distribution system. Two independent sets of 12.47kV service feeders serve this building. The 12.47kV conductors terminate in the transformer vault at a 15kV-class automatic transfer switch, which then serves the primary windings of three single-phase 500kVA transformers connected in a delta-wye configuration. Refer to E1. The main transformers serve the building service switchboard via a 4000A, 208Y/120V, 3-phase, 4-wire busway. The main switchboard houses a fixed (bolted) fused disconnect as a main disconnecting means. See E2.



E1: Main Transformer Vault



E2: Main Switchboard Main Disconnecting Means

Condition assessment

Portions of the electrical service to the building were damaged and refurbished during the flood caused by Tropical Storm Allison in 2001. Through anecdotal evidence the 15kV automatic transfer switch has failed to reliably operate when a 15kV phase conductor failed upstream of the device. The main transformers and main switchboard are the original equipment installed as part of the original building project and thus are reaching the end of their useful life. The transformers that serve the building on the surface appear to have serviceable life left; however, internal insulation damage may exist that was not present or identifiable during field investigations. The main switchboard is showing signs of surface rusting and component failure and unfortunately is not serviceable due to Federal Pacific Electric going out of business in the 1980s. Attempts to retrofit components from other manufacturers into the existing Federal Pacific gear have met with mixed results. See E3.

Available capacity: Per information read from the Square-D power meter installed by the UH Physical Plant, the existing service has a peak demand of approximately 2,400 amperes on a 4,000 ampere service. Approximately 1,500 amperes at 208Y/120V, or 540kVA, of capacity is available for future expansion.

Available space for future equipment: In the present configuration of the basement main mechanical and electrical room, there is no available space for future equipment or expansion. All available wall space and floor space is in use.

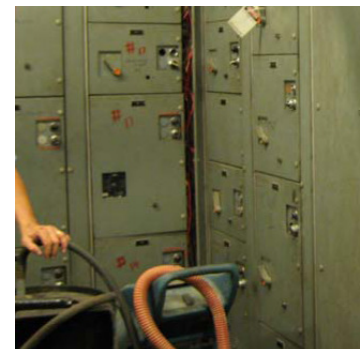
Code compliance issues

Kitchen equipment, liquid containers, cleaning equipment, and various other stored goods are located in the electrical space in violation of the National Electrical Code (NEC), NFPA 70-110.34(F). These items could be moved, but due to volume of equipment the location is a question. See Pictures E4, E5, and E6.

Due to the ampere rating and the width of the main service, two means of access and egress from the main electrical space are



E3: Modified Federal Pacific Motor Control Center Bucket



E4, 5, 6: Example of Storage in violation of NEC working clearance requirements.



Egress Door 1 -
Opens out, but not under
simple pressure.

E7: Egress path 1 from Main Electrical/Mechanical Room.



Egress Door 2 -
Opens into space with
doorknob access.

E8: Egress path 1 from Main Electrical/Mechanical Room.

required per NEC-110.33(A)(1) and NEC-110.26(C)(2). While there are two means of egress from the main electrical and mechanical room, more than six feet of the gear is located in a space that can only be accessed via one 3-1/2-foot wide path, and this path is exposed to the main switchboard, which is rated at 1200 amperes or more. The width of this path needs to exceed double the working clearance, or 6 feet, for this installation to meet code requirements.

The doors to egress from the main electrical room are required by NEC-110.26 to open in the direction of egress under simple pressure. The doors do not swing in the direction of egress or are not equipped with panic bars or similar hardware to open under simple pressure. See E7 and E8.

The transformer vault requires 3-hour fire-rated boundaries per NEC-110.31(A). Penetrations through the walls and ceiling of the vault are not fire-sealed, compromising the integrity of this fire-rated boundary.

The main electrical service is accessible to unqualified persons per NEC-110.31(B)(1); therefore, warning signs are required on equipment, which were not present, and openings are required to deflect foreign objects away from live parts. This requirement is not met as failure of latching mechanisms has allowed direct exposure to energized live parts of the equipment and field modification has allowed direct exposure to energized live parts. See E3.

Recommended changes

Remove stored materials from the areas of NEC required working clearance and discard or store in an approved manner.

Replace the existing main service switchboard and main service busway with newer more compact and serviceable equipment by a major manufacturer of electrical distribution gear such as GE, Square-D, Eaton/Cutler-Hammer, or Siemens. With a minor reconfiguration of the space it may be possible to place newer service entrance equipment within a smaller footprint allowing the service gear rated in excess of 1200 amperes to be removed from the narrow corridor that it presently occupies. Another space saving idea is to remove the motor control center component of the main switchboard and replace it with a circuit breaker distribution panelboard or panelboards, which would drastically reduce the footprint of the equipment in the room. This would require new motor starters within site of the mechanical loads, but would free a considerable amount of space in the main electrical and mechanical room.

Modify the swing and hardware on the doors to the main electrical and mechanical room so that they open under simple pressure from the inside, as required per NEC-110.26(C)(2) and NEC-110.33(A).

Fire seal all penetrations through the walls, floor, and ceiling of the main transformer vault and verify the fire rating of ventilation and personnel openings to restore and maintain the integrity of this fire-rated boundary.

Replace the medium voltage automatic transfer switch in the main transformer room with a newer, more reliable model. Upgrade transformers in the main transformer vault with newer, more energy efficient equipment; however, if it is determined that the transformers are performing adequately and an insulation resistance test is completed and passed satisfactorily, then this cost may be diverted to a future date.

Normal Power System

System description

The building normal power distribution is served from the 208Y/120V main switchboard in the basement of the building below the kitchen. The main switchboard includes distribution sections with individually-mounted molded case circuit breakers that serve loads as follows:

Section 0 - 1200 ampere fused disconnect switch that serves the UC underground

Section 1 - main 4000 ampere fused disconnect

Section 2 - branch circuit panelboards in the West and Central portions of the building

Section 3 - branch circuit panelboards in the East portions of the building

Section 4 - branch circuit panelboards that serve Kitchen Loads.

The main switchboard is then close-coupled to a multi-section 1600A motor control center (MCC), which serves all electric motors throughout the building. See Pictures E5 and E6. Maintenance disconnecting means are located within site of motors that are controlled through the motor control center, and large motors (i.e. motors in excess of 25 horsepower) are provided with power factor correction capacitors connected on the line side of the motor maintenance disconnection means.

All normal power electrical distribution gear including the main service switchboard and motor control center and the branch circuit panelboards in the building are manufactured by the now defunct Federal Pacific Electric company and are therefore not serviceable through most, if not all, conventional service channels.

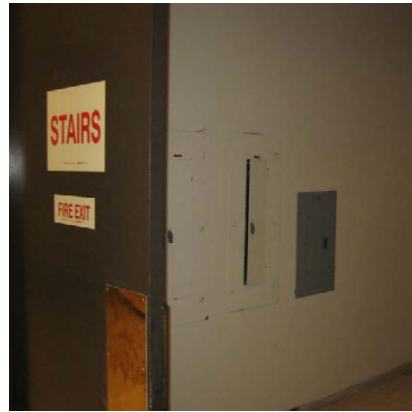
Feeder cables are run in chase space and through the walls from the main electrical and mechanical room to the branch circuit panelboards and motor loads located throughout the building. Panelboards are generally located in corridors or stairwell access spaces and motor loads are generally located in mechanical rooms, the roof of the building, or in kitchen service spaces. See pictures E9 and E10.

Condition assessment

Virtually all distribution gear and branch circuit panelboards are showing signs of age through minor corrosion, locks that will not function, and lack of spare breaker capacity. The gear was manufactured by a company that was forced out of business in the 1980s. While branch circuit panelboards have adequate ampere capacity to serve the loads presently required, the same panelboards lack adequate spare circuit breaker capacity. Most branch circuit panelboards in the building have little or no spare circuit breakers or spaces.



E9, 10: Typical branch circuit panelboard installations.



Several devices located in areas subject to constant moisture exposure, such as kitchen equipment, are showing signs of major corrosion.

Code compliance issues

Branch circuit panelboards are located in common use areas and are therefore accessible by unqualified persons. Several panelboards fail to lock or trims do not fit properly, which is a violation of NEC Article 110.31(B)(1).

Equipment, especially equipment subject to constant water exposure and corrosive cleaner vapors in kitchen areas, is exhibiting excessive corrosion, which is a violation of NEC-314.40 and 314.72(A). Most of these instances are due to the age and location of equipment. See E11.



E12: Receptacles without discernible ground fault protection within 6 feet of sink.



E11: Equipment showing excessive corrosion damage.

Per NEC-210.8(B)(2), all receptacles located in bathrooms, kitchens, outdoors, on rooftops, or within 6 feet of the edge of a sink must be GFCI protected to protect personnel and occupants against electrical exposure due to ground fault. From field investigation many GFCI receptacles are installed in these situations; however, several instances were noted not to have discernible GFCI protection. Another item to note is that GFCI devices installed prior to 2006 may fail closed meaning that the GFCI device will still deliver power to the prongs of the receptacle without providing personnel protection against ground fault. Devices manufactured after the latest UL GFCI requirements were implemented fail open meaning the device will no longer close the circuit when the GFCI electronics cease to function. In all cases, regular, monthly inspection and testing of all GFCI devices is recommended by the GFCI device manufacturer. See E12.

Per NEC-400.8, flexible cords are not permitted to be used where subject to physical damage. In several locations flexible cords are draped over equipment or routed along the floor where subject to foot traffic or tucked under floor mats where the cord is subject to physical damage. See E13.



E13: Flexible cords used in violation of NEC-400.8.

Recommended changes Replace the existing electrical distribution gear including the branch circuit panelboards and any disconnecting means in the building presently manufactured by Federal Pacific Electric with newer, serviceable equipment by a major manufacturer of electrical distribution gear such as GE, Square-D, Eaton/Cutler-Hammer, or Siemens.

Provide surge protection devices at the main switchboard to limit line side surges from damaging electrical systems and branch circuit panelboards serving computer and other electrical loads to protect those loads from damage due to surges within the building or indirect lightning events.

Replace non-GFCI type receptacles at all locations where required by the latest NEC with GFCI-protected receptacles.

Relocate stored materials to maintain clear working space at electrical panelboards and other electrical equipment in electrical rooms in compliance with NEC-110.26(B). Train university employees on these requirements and their function.

Install receptacles as required to serve plug loads in such a way as to remove the necessity to drape flexible cords across traffic paths or under floor mats so that the cords are no longer subject to physical damage.

Emergency Power System

System description

The building's original diesel generator set was swamped during the flood caused by Tropical Storm Allison and was abandoned in place.

The building emergency power supply system is now served from a Kohler 180kW, 208Y/120V natural gas generator pad-mounted outside and adjacent to the basement main electrical and mechanical room. The packaged engine-generator set is equipped with a weather-protected enclosure, natural gas fuel supply from the building natural gas supply, and starting batteries mounted in the same enclosure. Emergency conductors are routed through a tap box at the corner of the generator concrete pad, then underground to the basement main electrical and mechanical room, terminating in a LakeShore enclosure. The internal components of the automatic transfer switch were replaced with ASCO switch components when the new generator was installed. The automatic transfer switch (ATS) is rated at 600 amperes, 208V, 3-phase. Refer to E14. The ATS receives normal power from a 600 ampere fused disconnect switch in the 208V main switchgear fused at 500 amperes.



E14: LakeShore ATS case with ASCO transfer switch components installed.

The load terminals of the ATS are connected to the main lugs of an emergency distribution panelboard located in the basement main electrical and mechanical room immediately adjacent to the ATS. The emergency panelboard is rated 600A, 208Y/120V, 3-phase, 4-wire. This panelboard serves the emergency electrical distribution system in the building.

Loads served on the emergency power supply system include the building elevators, egress lighting, selected equipment, the fire alarm system, and the building sump pumps.

Condition assessment

The emergency generator and ATS were replaced in 2001 following Tropical Storm Allison. The electrical distribution equipment is in similar condition to the rest of the electrical distribution equipment in the building in that the panelboards are no longer serviceable and are showing signs of age. The emergency panelboard in the basement is missing protective covers exposing live parts on the interior of the panelboard. See E15.



E15: Overall picture showing emergency distribution panelboard EDP.

replacing the entire enclosure. Essentially the new gear was shoehorned into the only space available for it.

Surge protection devices were not observed at the main emergency distribution panel or at branch circuit panelboards serving computer and other critical electrical loads.

Available capacity: No sub-metering of the emergency power supply system was observed; therefore, demand load data was not available, and should be reviewed.

Available space for future equipment: No space exists in the basement main electrical and mechanical room for any other equipment. This is the most likely explanation for why the LakeShore ATS components were replaced in lieu of

Code compliance issues

Working space at electrical panelboards and other electrical equipment in the main electrical and mechanical room is used for storage, in violation of NEC-110.26(B) requirement for clear space.

Exposed live parts are accessible by unqualified persons in violation of NEC-110.31(B)(1).

Recommended changes

Provide surge protection devices at the main emergency distribution panel and at branch circuit panelboards serving computer and other critical electrical loads.

Relocate stored materials to maintain clear working space at electrical panelboards and other electrical equipment in electrical rooms in compliance with NEC-110.26(B). Train university personnel on these requirements and their function.

Dismantle and remove the generator that is no longer usable to allow for more space for equipment in the main electrical and mechanical room.

Remove equipment that is installed without UL labels and replace with equipment UL listed for the application in which it is installed. If the main service switchboard was replaced with more compact equipment, then space would be freed to allow for a better installation of the emergency power distribution system equipment.

Lighting System

System description

Lighting in corridors is switched linear fluorescent luminaires and incandescent downlights.

Lighting in food preparation areas is linear fluorescent ceiling mounted fixtures for general illumination as well as linear fluorescent lighting in exhaust hoods and other usage areas.

Lighting in food service areas is a combination of fluorescent, incandescent, and incandescent accent lighting over food displays.

Lighting in dining areas is fluorescent for general illumination and incandescent track lighting for accent areas.

Lighting in small and medium-sized meeting rooms is switched linear fluorescent luminaires and incandescent downlights with Lutron wall-switch dimmers.

Lighting in large meeting rooms is incandescent and controlled through dimming systems (i.e. the Houston Room).

Lighting in offices is recessed fluorescent luminaires.

Lighting in mechanical rooms is a combination of keyless sockets and linear fluorescent luminaires.

T8 lamps are the standard lamp used in linear fluorescent lighting.

Self-ballasted compact fluorescent lamps are the standard lamp used in incandescent downlights located in general use areas.

Incandescent lamps are used in dimming applications in meeting rooms.

Condition assessment

Lighting levels appear to be adequate. Luminaire finishes are relatively aged, but the luminaires themselves are typically in good, working condition. As is expected, some luminaires show signs of minor corrosion.

Code compliance issues

There were no discernible code compliance issues noticed in the lighting systems for the building save possible ADA compliance issues with light switch locations. Forward reach wall switches mounted at 54" above finished floor are not in compliance with the Americans with Disabilities Act (ADA) 4.2.6.

Recommended changes

Renovate luminaires with newer fixtures to improve aesthetics in the building. This would coincide with any recommended architectural upgrades to the finishes within the building.

Fire Alarm System

System description

An addressable fire alarm system is provided by Tyco Fire & Security. The system is comprised of SimplexGrinnell equipment and is almost brand new. The entire fire alarm system was renovated with a state-of-the-art addressable system in 2004. Smoke detectors are provided in all corridors, electrical rooms, mechanical rooms, elevator rooms, elevator shafts, and food preparation areas. Heat detectors are provided in elevator shafts and elevator pits. Occupant notification is by combination audio-visual (speaker/strobe) devices and visual-only (strobe) devices. Duct detectors are installed at AHU supply & return where required per the latest National Fire Protection Association (NFPA) codes. Fire alarm control panels are located at Corridor 126 with graphical annunciators. Manual pull stations are provided in all required locations.

Condition assessment

The fire alarm system for the entire building was upgraded in 2004, at which time the present SimplexGrinnell system was installed.

All detection and alarm devices appear new and in good working order.

Code compliance issues

No discernible code compliance issues were noted in this system during field investigation.

Recommended changes

The only changes recommended to this system would be upgrades required to accommodate architectural changes to the building; otherwise, the system is in good working order and should remain unchanged.

Plumbing and Fire Protection

General

Plumbing piping and equipment are (for the most part) original to the 1967 construction. There are numerous plumbing issues associated mostly with the kitchen and the foundation problems.

Water Heating

Hot potable water comes from a steam to water heat exchanger located in the base floor mechanical room. There is only one heat exchanger, and if it fails, the building has no source of hot water. The hot water is not softened, and based on the scale that has been found in both hot and cold water pipes, is likely to scale the heat exchangers.

Water and Waste Water

Waste Water

There are a number of issues with the waste water system in the building, especially in the kitchen area. Approximately ½ the building has sunk 2" and a large number of leaks have been discovered in this area. The foundation has been stabilized, after which leaks have been discovered under other portions of the building.

The underlying assumption has been that the foundation settling has caused the leaks, which may be true. It is also possible that the leaks caused the foundation to settle or at least exacerbated the problem. If this is the case, continued leaks can possibly undo the foundation repairs that have recently been implemented. There are also reports of sewer smells in the basement area under the kitchen. A properly constructed and functioning waste system will not put off odors inside the building.

The kitchen area experiences a great number of backed up drains. Maintenance reports that most of these clogs are the result of food matter lodging in the pipes. This is a two-fold problem. Some of the clogs can be prevented by changing clean-up practices in the kitchen (placing a higher degree of importance on removing food before washing down the floors or the dishes). The rest of the clogs result from a combination of drain type and existing obstructions in the sanitary sewer lines. Refer to P1 .



P1: Trench drains

There are several installations where the indirect waste from devices or sinks is corroded or in poor repair. Refer to P2.

There are several other installations where hoses have been attached to kitchen faucets so that the hose extends below the lip of the sinks (vacuum breakers were not observed on the faucets). This is a code violation and should be addressed immediately. See P3.

Domestic Cold and Hot Water

Domestic water piping in the building is constructed of galvanized steel piping. Portions that have been removed show significant build-up of scale on the inside of the pipe. This scale will eventually clog the pipe to the point that it cannot be used, and reduces water pressure and flow to areas where the scale is especially bad.

Fire Protection:

Most of the building has no fire protection. Exceptions are the "East side", Chili's and the AT&T hub. East Side and Chili's have water based sprinklers. The AT&T phone hub has a Halon fire based system. Halon is no longer applied due to toxicity concerns and has been replaced by other types of non-water based fire protection systems.

Recommendations

The waste water system needs to be carefully investigated and all leaks repaired. This can conceivably be done piecemeal by using a camera survey of the entire system and repairing places where the pipes are broken or leaking. A better solution would be the wholesale replacement of the underfloor piping, but this can only be done by removing large portions of the floor. It is critical that these repairs be done to prevent erosion under the repaired foundations.

Locations and types of drains in the floor need to be reviewed by a kitchen consultant to determine if changes would prevent the use of these drains as trash receptacles by the kitchen staff.

The drains from the kitchen equipment need to be replaced where they are rusting or made up of multiple material and fitting types.

Domestic water lines should be replaced, preferably with hard drawn copper lines. The domestic water supply should be tested and a water softener installed on the domestic water system if warranted.



P2: Drains below sinks



P3: Hoses extending below the level of the sink edge

The Halon system that provides fire protection for the AT&T hub should at some point be replaced with a system that is in compliance with current codes, such as an FM200 system.

The building should be provided with a fire sprinkler system throughout for life safety reasons. Depending on the current building use, any substantial renovations will likely require the installation of sprinklers, at least in the affected areas.

Renovation Costs

As described in the evaluation section of this report, the MEP systems in the university center and university center underground should be replaced completely as part of a comprehensive renovation of the buildings. Exact costs for the work will be dependant on the scope, phasing, and market conditions extant at the time the work is bid.

Reference costs obtained through Means indicate that MEP costs for a building of this type and size should be approximately \$67/square foot for new construction. This number should be modified based on the following differences between the reference conditions and the conditions of the University of Houston University Center:

1. The renovation work at the UC will have to be staged to meet UH partial occupation and operational requirements. As a result, there will be additional costs for mobilization/demobilization during the different phases. This is especially true for the MEP trades.
2. Access to the construction site will be limited (lay down area, contractor parking, deliveries, etc). This requires additional time and effort by the contractors, which will be reflected in the construction costs.
3. The contractor will be responsible for demolition and removal of the existing systems. Since this will be done in phases, it will require more care and effort than a simple gut of the building.
4. The construction market in Houston is especially active at this time, and both suppliers and contractors are charging premiums for work based on high demand.

Based on these factors, we recommend that the MEP renovations be budgeted at \$85/sq. ft.

University Center Satellite

Mechanical Systems

General

The mechanical systems were replaced after tropical storm Allison in 2001 (work was completed in 2003). The equipment appears to be in good condition, and with relatively few exceptions, is in no need of replacement.

The University Center Satellite receives chilled water from campus utilities distributed underground. Space heating is accomplished by the use of electrical resistance heat.

Air is distributed from central air units located in two main mechanical rooms.

Temperature is controlled via an electronic energy management system.

Supply Air System Description

The UC Satellite is served by 5 single duct VAV air units, two small fan coil units, and two makeup air units. One of the makeup air units serves the kitchen area, the other serves the dining area and the makeup air for AHU-3.

There is no heat in the makeup air units, and the heating in the zone level air units and VAV terminals cannot maintain temperature in the kitchens during cold weather. As a result, UC Satellite staff turn the makeup air units off during cold weather. This results in a significant negative pressure and an inability to control temperature in other portions of the building.

Exhaust Air Description

Kitchen exhaust is through non-compensating hoods connected to stainless steel ductwork. The systems appear to be functional and in good shape.

General exhaust for restrooms and other areas is provided by a central fan located on the roof. This system is functional, with no documented problems.

Hydronic Distribution

The chilled water system takes water from the campus chilled water loop and pushes it through the building using two horizontal split case, variable speed pumps. The pumps have been equipped with VFD's for improved energy efficiency and control. These pumps are relatively new and have no documented problems.

Controls

Automatic temperature controls in the building are electronic and were installed as part of the renovation in 2001.

There is limited instrumentation and monitoring (hydronic meters were noted on the controls drawings but appear to be either disconnected or malfunctioning). There is no air flow measurement or monitoring.

Recommendations

Makeup air units should be equipped with some method to heat outside air. This can be through the installation of electrical resistance heat, an extension of the campus steam system to the building, or the installation of a small boiler and pump in the building. Most likely the electrical heat or small boiler solution will be the least expensive. The decision should be made based on the location of the nearest gas line.

Chilled water flow, pressure, and temperature should be metered continuously. If the instrumentation is installed but not functional, it should be repaired and placed back in service.

Electrical Systems

System description

Electrical service to this building is derived from the campus 12.47kV, 3 phase primary underground distribution system. The 12.47kV conductors terminate in the transformer vault, which was not accessible during field investigations; however, the vault is known to contain a 15kV automatic

transfer switch, which then serves the primary winding of three single-phase 250kVA transformers connected in a delta-wye configuration. The main transformers serve the building service distribution panelboard via a 2000A, 208Y/120V, 3-phase, 4-wire busway. The main distribution panelboard consists of molded case circuit breakers.

Condition assessment

Most of the electrical service to the building was damaged and refurbished during the flood caused by Tropical Storm Allison in 2001. Renovations were completed in 2003. The equipment noted in the field investigation appears to be in relatively good condition. The service gear is manufactured by GE and still serviceable through conventional channels.

Available capacity: Per information read from the Square-D power meter installed by the UH Physical Plant, the existing service has a peak demand of approximately 830 amperes on a 2,000 ampere service. Approximately 1,000 amperes at 208Y/120V, or approximately 360kVA, of capacity is available for future expansion.

Available space for future equipment: In the present configuration of the basement main mechanical and electrical room, there is adequate space for future equipment and expansion, if necessary.

Code compliance issues

Minor storage items were located in the electrical space in violation of the National Electrical Code (NEC), NFPA 70-110.34(F). These items could easily be moved to another location to alleviate this condition.

Recommended changes

No changes are necessary in the present configuration save any changes required to accommodate mechanical or architectural changes to the building.

Upgrade transformers in the main transformer vault with newer, more energy efficient equipment; however, if it is determined that the transformers are performing adequately and an insulation resistance test is completed and passed satisfactorily, then this cost may be diverted to a future date.

Normal power system

System description

The building normal power distribution is served from the 208Y/120V main distribution panel in the building near the Science & Research exit stair from the building. The main distribution panel includes distribution sections with individually-mounted molded case circuit breakers that serve the rest of the loads in the building

Motor loads are served through branch circuit panelboards via variable frequency drives (VFDs).

Condition assessment

Most electrical distribution equipment in the building is in like-new condition. Only minor wear and tear were noticed in the building, and this was mainly noticed in the service equipment that appears not to have been replaced in the 2003 renovation of the building.

Code compliance issues

Minor storage items were located in the electrical space in violation of the National Electrical Code (NEC), NFPA 70-110.34(F). These items could easily be moved to another location to alleviate this condition.

Recommended changes

No changes are necessary in the present configuration save any changes required to accommodate mechanical or architectural changes to the building.

Emergency Power System

System description

The original emergency generator was swamped during the flood caused by Tropical Storm Allison in 2001.

The building emergency power supply system is now served from an Olympian 200kW, 208Y/120V diesel generator pad-mounted outside and adjacent to the S&R exit stair at grade. The packaged engine-generator set is equipped with a weather-protected enclosure, sub-base diesel stor-

age tank, and starting batteries mounted in the same enclosure. Emergency conductors are routed through a tap box at the corner of the generator concrete pad, then through the ATS that is located adjacent to the generator pad. Refer to Picture E16. The ATS receives normal power from a circuit breaker in the 208V main distribution panel.



E16: Emergency Generator and ATS at UC Satellite.

The load terminals of the ATS are connected to the main lugs of an emergency distribution panelboard located in the main electrical room.

Loads served on the emergency power supply system include egress lighting, selected kitchen equipment, the fire alarm system, and the building sump pumps and sewage ejector pumps.

Condition assessment

The emergency generator and ATS are in like-new condition.

Code compliance issues

No known code compliance issues were noticed in the emergency power supply system

Recommended changes

Only changes required to accommodate architectural changes to the building are required.

Lighting System

System description

Lighting in corridors is ceiling switched 2'x2' fluorescent luminaires and compact fluorescent downlights.

Lighting in meeting rooms is switched 2'x2' fluorescent luminaires.

T8 lamps are the standard lamp used in common areas.

Compact fluorescent lamps are used for general illumination downlights.

Incandescent accent lighting is used in food service areas.

Condition assessment

Lighting levels appear to be adequate. Luminaires are in like-new condition.

Code compliance issues

There were no discernible code compliance issues noticed in the lighting systems for the building.

Recommended changes

Only changes recommended by architect are required.

Fire Alarm System

System description

An addressable fire alarm system is provided by Tyco Fire & Security. The system is comprised of SimplexGrinnell equipment and is almost brand new. The entire fire alarm system was renovated in 2003. Smoke detectors are provided in all corridors, electrical rooms, mechanical rooms, and common use areas. Occupant notification is by combination audio-visual

(speaker/strobe) devices and visual-only (strobe) devices. Duct detectors are installed at AHU supply & return where required per the latest National Fire Protection Association (NFPA) codes. Fire alarm control panels are located at Corridor 126 with graphical annunciators. Manual pull stations are provided in all required locations.

Condition assessment

The fire alarm system for the entire building was upgraded in 2003, at which time the present SimplexGrinnell system was installed.

All detection and alarm devices appear new and in good working order.

Code compliance issues

No discernible code compliance issues were noted in this system during field investigation.

Recommended changes

The only changes recommended to this system would be upgrades required to accommodate architectural changes to the building; otherwise, the system is in good working order and should remain unchanged.

Plumbing and Fire Protection

General

Plumbing piping and equipment were replaced as part of the 2001 renovations and are in good condition. No significant issues have been reported.

Domestic water heating is provided by a steam to water exchanger that received steam from the campus loop. Some additional water heating is provided by point of use electric water heaters.

Recommendations

The only changes that need to be made would be in response to changes in use or architectural configuration.

SITE VISIT COMMENTS

Indiana University-Purdue University, Campus Center

Comparisons with UH and Concepts for UH

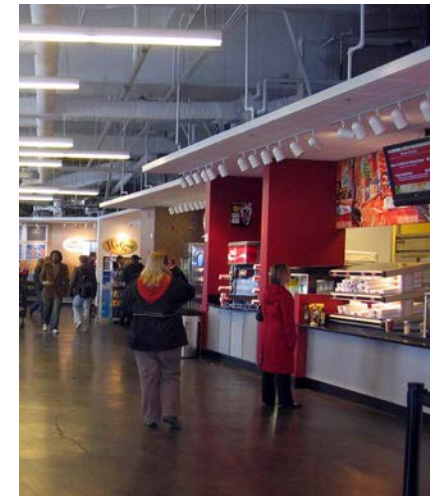
- Welcome Center is nice - possible relation between UH UC and new Welcome Center - and great connection to the Garage (with spirit wall)
- Love of IUPUI community and history (pride)
- Based on IUPUI started with (new building) they basically had no limitations
- Opening the UC Building - removing all the black tile around the perimeter - and include glass to increase open feeling
- Improved food service options (healthy, quality)
- Very nice e-mail stations
- Information Center right at the entrance (that has a building function as well)
 - Very open, visible and centralized (Open Concept)
- Lots of surrounding land
- Very "open" feeling
- Great natural light - definitely a highlight
- Nice placement of shops on a "retail level"
- UH has to be more organized when it comes to the planning of a renovation/expansion of the UC / UC Satellite - it appears that students had little input (Chartwells was actually boycotted for a short time due to limited input from students)
- Building style at UH should express diverse community at UH
- Fabulous atrium and use of light
- Very open - visible and has curb appeal
- Bell Tower rocks - even without a bell
- Use more glass in design (possibly using shading - to keep cool)
- Good flow in food service areas - and can close off sections



- Nice digital displays instead of menu boards are great in food service areas
- Liked it - but unrealistic for UH
- Energy efficient
- Skywalk between the UC and Library

Positive Features

- Atrium area very open - but yet enclosed
- Very consistent architecture
- Nice architectural design
- Multiple ATM options
- Nice 4th floor patio - for student events (capacity up to 250 or so)
- Nice building plan (consistency between floors)
- Great Loading Dock
- Escalators was a nice feature - very easy to navigate from floor to floor
- Great amount of natural light
- Atrium was outstanding feature
- Access hallways for AV, set-up and Catering
- Meeting rooms equipped with AV





- Great access to garage for parking
- Nice signage
- Overall spacing is awesome - very open concept.
- Great that the Bookstore had a good amount of leisure books - as well as text-books.
- Student Organization space is minimal
- Great concept for the book buyback center
- Very welcoming
- Nice "hang out" place
- Nice programming venues - particularly for student organizations
- No AV equipment charges to student organizations - just personnel expenses
- Gorgeous TV lounge (multi-TV approach - 12)
- Bathrooms (family-friendly)
 - Paper towel dispenser was not located well
- Restrooms (consistent location, look and no doors)
- Nice meeting room diversity (size, location, AV items included, and multi-purpose rooms)
- Nice dining areas
- One-stop shop center for student services
- Nice walking tunnel to other building
- Completely high tech
- All meeting rooms had technology built-in
- Very large TV lounge - would be nice to have an enclosed option
 - Used development opportunities as a source of funds
- Nice recycling program
- Spirit Wall - but would locate it in a more open area - like Info area or food court
- Signage was good - with "shoot outs"

Concerns

- Incomplete games room (possible safety risk)
- Should have kept unfinished areas closed until completion (perception and safety issues)
- Elevators could be more open and visible
- Food was pricey
- Need additional quiet/study space
- Student Program Board at IUPUI has the same programming budget as UH (IUPUI VC noted she knows it is very small).



- E-mail stations were too close to elevators (privacy)
- Not sure if the facility is student-centered
- Student Organization space is small and out of the way
- Elevators were hard to find at first
- Unfinished waterfall, games room, catering backroom and theatre shows that the building was rushed to open - but this has irritated students as these areas are not useable.
- Art Gallery was creative but not needed in a room - could be on the walls
- No clear vision and information on cost, funding, etc.
- Several room shells
- Theatre not funded/operational
- Floors (food court) were less than optimal
- Not enough student organization space
- Some material finishes
- No plants
- Student-Centered?
- Escalators - mechanical issues?

San Diego State University, Aztec Center

Comparisons with UH and Concepts for UH

- Similar to our Facilities, it has challenges because of design and technical aspects.
- Nice landscaping
- Bookstore (not in the Union at SDSU) was amazing (with two levels)
- Very large and welcoming Information Center (that has a building function as well)
- Larger courtyard than UH
- Nice direct connection between the student organization offices/spaces and the games room
- Close to where we are - nice to see their "planning" phase

Positive Features

- Multiple ATM options
- Campus organization that run food services is more intertwined with SDSU community - than a for-profit business
- All leases generate income for the Center (utilities, CAM and/or commissions)

Site Visit Comments

- This facility falls in line with campus architectural space.
- Nice open-air
- New floor plan/design adds good use for the site topography
- Nice programming space in their "Mall" area between the Union and the Bookstore (at least 100 yards)
- Directory desk is well positioned
- C-stores and Bookstore are very good - and students seem happy
- 12 bowling lanes
- Cottage is an alternative location for programming
- SGA/students is a real priority
- Greek shop seemed nice
- They have a marquee - and have for several years
- Grab and Go food options are nice
- Great rooms for Student Government - which runs the Aztec Center
- Building leads to a central square surrounded by the Bookstore
- Nice recycling program
- Nice fluted column design
- Ballroom is in a cathedral style - very nice
- Aztec Shops provide \$50,000 to the ASI President for student organization initiatives
- Mural on walls would be nice at UH
- Nice outdoor seating space
- Student was Chair of the Project Team

Concerns

- Small and dated facility
- Lack of school colors/themes/Aztecs
- Students in ASI have no approval for food service lease options.
- This facility is very dated
- Aztec Shops seemed like shrewd business-first people - not student friendly
- Current meeting rooms looked like classrooms (boring)
- Limited use of the large open center arbor (chairs, furniture, activity areas)
- They need a renovation and additional space
- Need additional meeting space
- Spacing of offices, meeting rooms, lounges very undesirable
- Very cramped space
- Needs a full face-lift
- Very dark - and just not enough space/resources
- Lack of connectivity / flow between spaces
- Not organized well (flow)



University of California -San Diego, Price Center

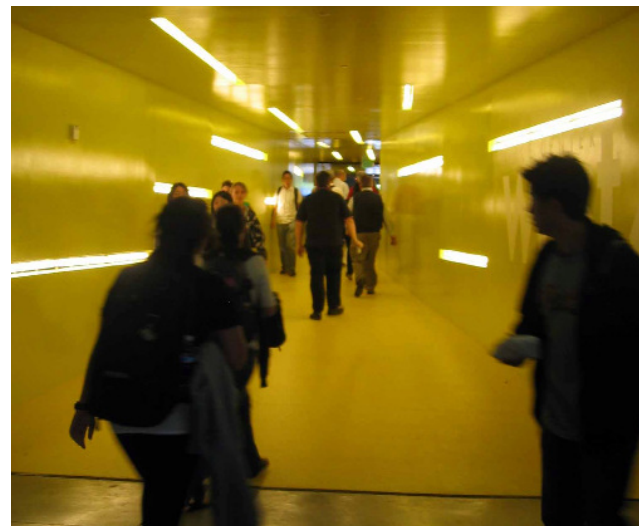
Comparisons with UH and Concepts for UH

- Center Courtyard area
- Underground Loading Dock - Great Idea!!
- I could imagine our facility being able to transform with an addition such the one here at UCSD.
- Second Ballroom
- Impressive lighting, size and dining flow.
- UCSD is very unique
- The size of the Union is ideal - as well as the floor dedicated to student organizations
- Marquee - Marquee - Marquee!!!
- Courtyard is awesome
- The pocket guide from the University Centers in our packet was awesome
- Grocery store - but not sure if UH needs one - or could support one financially - certainly should not allow current food service provider to screw this option up as well
- Self contracted food service really has a positive impact on the community and increases responsiveness - we have two middle people/groups (UHDS and AFBS)
- The seating area (courtyard) was the best feature of the trip!
- Very well manicured and landscaped areas
- Great addition which matches old facility
- "East" and "West" was a neat idea
- Artwork and quotes on the floor would be a nice addition

Positive Features

- Great use of color (to draw you in - loud - eye catching - stand out - inviting)
- Quotes in the new floor are awesome and student-centered
- Marquee was awesome
- News ticker on large clock wall (inside of facility)
- Multiple ATM options
- Food options
- Physically beautiful and good use of color
- The supermarket, the chairs/furniture and lounge were all very nice
- Much better choices, quality, staff in the food service areas - and they manage this at the University Centers level





- Very attractive exterior "parks" and spaces
- Nice information about the Price Center renovation on the wall (with a model display)
- Great use of natural light
- Food Services has local vendors in their union - great connection to the San Diego community
- Great furniture (flexible, moveable)
- The Loft space was very innovative and student savvy
- Second Ballroom
- Multiple ATMs increase student/community access
- Food Court options are diverse.
- More food options that we have now - and six more scheduled to open (thai, Japanese, Mexican, good grab and go) - we need to have significant change in this area at UH
- Very high tech - including office space
- Student Affairs funded night club in the works
- Food Service staff appeared to care about users
- No AV equipment charges to student organizations - just personnel expenses
- Self Contracted Food Services creates more competition and reduces a "monopoly"
- Union handles all leases
- Computer Lab - Development space
- Study carrels
- Great food options - diversity options
- School spirit in several locations
- Commuter Services space (including kitchenette, study rooms, "bar" area)
- Nice use of decks and patios
- Dance rehearsal space
- Food service customer service..... :
- Private study group space
- SGA Meeting room space - with balcony
- Courtyard creates a sense of community
- Nice computer lab
- Open computers to public

Site Visit Comments

- All leases generate income for the Center (utilities, CAM and/or commissions)
- Specifically, food service commissions generate 30% of operating budget - keeping student fees for the University Centers low
- Great Loading Dock
- One Stop area - bridges the University Center and Campus Life offices (rules, policies, advising, all forms)
- WOW - students in the plaza area seemed to be very pleased with this space. Students were eating, laughing and studying. This is an atmosphere I would love to see in the UC (North Patio, patio in front of the UC off dining or new location) and the UC Satellite.
- Many entrances
- Nice recycling program

Concerns

- Unfinished areas - will improve when completed
- Layout confusing - too many entrances
- Very hard to navigate
- Stairwells - lack of connection
- Lack of elevators, maps, signage sometimes lead to confusion
- Not sure how "used" the new wing will be - even when fully operational
- Great glass - but in Houston would heat up VERY. VERY fast
- Difficult to find elevators - only one
- Stairs and elevators were located all over the place - and difficult to find
- Student Organization space is small, compartmentalized and tucked away
- Crowded in food service areas - but that is a good problem to have.
- Difficult to find some areas - additional signage is needed
- Has a Mall feeling
- Color scheme will be dated in three years



Texas Tech Student Union Building

Comparisons with UH and Concepts for UH

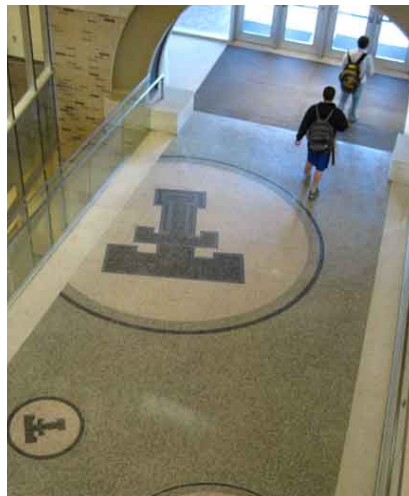
- Very different view of a renovation/expansion - in a positive way
- Always stayed open throughout renovation/expansion
- Multiple ATM options (24 hour access)
- Study Spaces and Lots of Small Rooms
- Has a great community feeling

Site Visit Comments

- Great Union space
- Closest to my vision for what UH could do with the UC
- Great architecture
- Wide open food court - with great/diverse options
- Good space for student organizations - and not just fee-funded student orgs
- Like the Terrazzo and the TT logo in the walkways
- Retention of former outside space - not being inside was very cool - we need to enclose the Arbor - and reduce it in size
- UH should follow the renovation (with significant internal restructuring/repositioning) and small renovation approach
- Restaurant options are creative and diverse in nature
- Student organization cubicles were great (large and community oriented)
- The artwork is awesome!
- Great overall model for UH to follow (students and student organizations first, TT pride, positive food services, great retail area, true collaboration)
- All units/offices/departments provide financial support (CAM, utilities, etc.)
- Food Services in general - can the UH Hilton do food services on-campus? Clearly a single contractor reduces student satisfaction.
- Retail corridor is very well developed - from each of the entrance points
- Great Student Union model that focuses on STUDENTS as the main focus
- Information Center right at the entrance (that has a building function as well)

Positive Features

- Student Organization space is inviting, large and attracts a great deal of traffic.
 - 65 carrel spaces



Site Visit Comments

- Work Space
- Connected to advisors and reservations (Student Union and Activities)
- Greeks, Spirit Groups, Orientation connected to DOS
- Creation Station
- No walls - open friendly
- DOS / SU&A / Student Organizations all close in proximity (avoiding the student run-around which exists at UH)
- Meeting rooms adjacent to student organizations
- Multiple ATM options (24 hour access)
- Well maintained and has a "clean" feeling
- Original building and expansion very similar in style
- School spirit evident
- Students clearly were involved throughout the planning process - and it shows
- Meeting rooms were great (diverse styles)
- New/Old areas of the building seemed almost seamless
- Artwork in meeting rooms represented TT spirit, history and tradition
- The use of limestone was genius!
- No AV equipment charges to student organizations - just personnel expenses
- Double T in bookstore, on floors, pride - community
- All leases generate income for the Center (utilities, CAM and/or commissions)
- Great Loading Dock
- Meeting rooms had school spirit, history, Masked Rider, Round Table, embed pictures in tables
- Student Union and Activities are together - supporting students and student organizations
- Food - options, friendliness of staff, choice, healthy options - we need self-op food service
- Electronic window shades (natural light and open)
- Post Office, Technology Store - Retail Corridor was very well organized
- Use different styles of chairs/furniture
- Food choices and variety
- Simply amazing
- SGA, FS and SS Council Room was impressive
 - Outlets in table units
- Auditorium in Union was awesome
 - Chair design could improve
 - Note - Price Is Right Wheel
- Nice recycling program





Concerns

- No gaming area
- Could be cramped and create clogging - especially in the retail corridor
- Needs improved signage
- Lack of creativity in the student organization cubicle area
- Greek life was in front.....could be more balanced from an entry point for students looking to get involved
- TV rooms were very small
- Ballroom could be improved - but is on their "plan"
- Signage could be improved
- Could use a few more individual study rooms (they were all full)
- Bland look of the Information Center
- Very high ceiling could be a logistical nightmare
- Bookstore felt "tight"
- Difficult to find restrooms
- Motion censored restroom concepts - but big doors