



UNIVERSITY
of HAWAII*
HILO

Division of Student Affairs
Office of the Vice Chancellor for Student Affairs

May 4, 2017

TO: Benjamin Kudo
Chair, Board of Regents Budget and Finance Committee

VIA: David Lassner, President
University of Hawaii System

VIA: Donald Straney *Chancellor - Siloani*
Chancellor, University of Hawaii at Hilo

FROM: Farrah-Marie Gomes *Farrah-Marie Gomes*
Vice Chancellor for Student Affairs, University of Hawaii at Hilo

SUBJECT: APPROVAL TO REPRICE AND INCREASE UNIVERSITY HOUSING RATES AT THE UNIVERSITY OF HAWAII AT HILO, APPROVAL TO INCREASE MEAL PLAN RATE

SPECIFIC ACTION REQUIRED:

University Housing at the University of Hawaii at Hilo (UH Hilo) is requesting approval to reprice student housing rates in fiscal year 2017-2018 and increase student housing rates by no more than 5% each year for up to two additional years, as determined by the Chancellor, beginning in fiscal year 2018-2019 and ending in fiscal year 2019-2020. Repricing in fiscal year 2017-2018 includes an 18% decrease for Hale 'Alahonua and a 5% increase for Hale 'Ikena, with all other halls remaining unchanged.

In addition, University Housing is requesting approval to increase meal plan rates by no more than 4% each year beginning in fiscal year 2017-2018 and ending in fiscal year 2019-2020.

RECOMMENDED EFFECTIVE DATE:

The recommended effective date for the housing rate repricing is July 1, 2017. The recommended effective date for the no more than 5% housing rate increase is July 1, 2018. The recommended effective date for the no more than 4% meal plan rate increase is July 1, 2017.

ADDITIONAL COST:

To keep pace with increased occupancy over the three-year period, overall expenses are expected to increase by \$364,222. During this period, the proposed rate changes and increased occupancy are expected to yield an additional \$772,772, which is sufficient to cover all annual expenses each year, including debt service (Attachment A and Attachment B).

PURPOSE:

University Housing sets forth this proposal as a plan to address a business problem. We seek authorization to reprice and increase student housing rates to (1) balance rates based on demand, (2) increase occupancy, and (3) pay debt service for Hale 'Alahonua. Plans representing an 18% decrease for Hale 'Alahonua and a 5% increase for Hale 'Ikena in 2017-2018 and no more than 5% increases in 2018-2019 and 2019-2020 are illustrated in Attachment C and Attachment D.

Incremental increases of no more than 4% for meal plan rates from 2017-2018 and 2019-2020 are also included in this proposal (Attachment E). The increases are intended to adjust for inflation and other rising costs associated with residential dining operations.

BACKGROUND INFORMATION:

University Housing is guided by the UH System Board of Regents Policy, Chapter 7, Section 5, which states that the goal of a student housing program should be "to provide reasonable levels of accommodations for students who are residents of the state." It further states that student housing should fulfill both educational and management objectives, including ensuring students' health, safety and security.

University Housing offers on-campus housing to registered full-time UH Hilo and Hawai'i Community College students. We manage four residence halls with 722 beds and an apartment complex with 205 beds. Hale 'Alahonua added 300 beds to our residential portfolio when it was built in 2012.

Housing Rates

(1) Balance rates based on demand

University Housing plans to adjust the Hale 'Alahonua room rate downward and the Hale 'Ikena room rate upward to better reflect student demand in these two halls.

Prior to the addition of Hale 'Alahonua, total occupancy for University Housing ranged from a high of 99% to a low of 90% between Fall 2010 and Spring 2013. Lower than expected occupancy in Hale 'Alahonua has reduced the overall occupancy rate for University Housing. Between Fall 2013 and Spring 2017, total occupancy for University Housing ranged from a high of 79% to a low of 65%.

Rental rates for Hale 'Alahonua were \$3,500 per semester in its first and second year of operation; occupancy for the fall semesters of these years was 57% and 67%, respectively. The room rate increased to \$3,675 and occupancy dropped to 39% in Fall 2015; the room rate increased to \$3,859 and occupancy increased to 49% in Fall 2016.

Residents in Hale 'Alahonua enjoy their own private bedroom and shared bathroom. Residents of Hale 'Alahonua have the largest student life area/lounge that include multiple small study rooms, an air conditioned theater room, resident kitchen area, recreation room and a variety of lounging options.

Hale 'Ikena is the only apartment style housing unit in our portfolio. The apartments are furnished with common space furniture, refrigerator, and stove. A meal plan is not required for Hale 'Ikena residents. On average, Hale 'Ikena two-bedroom apartments have a wait-list of over 100 students each semester.

To develop this proposal, University Housing conducted analyses of student housing options at competing colleges and universities (**Attachment F**) as well as student housing options in the Hilo and surrounding community (**Attachment G**). When factoring in elements of convenience of an on-campus location, close to classes and other educational services, and access to services like 24/7 security and parking, the proposed repricing rates are competitive for both Hale 'Alahonua and Hale 'Ikena.

(2) Increase Occupancy

Prior to the addition of Hale 'Alahonua, University Housing had a maximum capacity of 627 beds. Student demand for beds has generally exceeded this number each semester since then, demonstrating that additional beds were needed. However, student demand has not kept pace with the target for University Housing to be self-sustaining at the increased bed capacity.

A comprehensive student housing survey administered in April 2017 to all UH Hilo students identified the top three reasons why students would not live on campus: (1) too expensive, (2) meal plan required, and (3) prefer to have a private bedroom. (Please see **Attachment H**, labeled "Executive Summary: UH Hilo Student Housing Needs Survey, April 2017.")

Decreasing the rate for Hale 'Alahonua by \$709 per semester directly addresses the number one reason students chose not live on campus. Hale 'Alahonua, comprised only of suites with private bedrooms, directly addresses the number three reason. Based on the responses to the survey, this proposed plan makes Hale 'Alahonua even more attractive than when it was first added to our portfolio in 2013.

(3) Pay Debt Service for Hale 'Alahonua

This proposal includes an aggressive strategy of recruiting additional students each year to live in Hale 'Alahonua: 30 students in fiscal year 2017-2018, 60 students in fiscal year 2018-2019, and 90 students in fiscal year 2019-2020. Under this strategy, University Housing would be able to cover the annual debt service beginning in the second year of this proposal period.

University Housing intends to utilize the proposed repricing to better market on-campus housing, especially at Hale 'Alahonua. University Housing recently hired a marketing specialist to assist with development of a comprehensive marketing plan for student housing. This will include in-reach and out-reach to ensure that both current and prospective students are aware of on-campus housing opportunities.

Meal Plan Rates

Sodexo America, LLC (Sodexo) holds the food service contract for University Housing through June 30, 2020, and has requested an annual 4% increase over the next three years to keep pace with increasing operating costs. This proposal allows Sodexo to maintain the same quality of current service and uninterrupted hours for residential dining.

Currently, Sodexo offers three meal plans with all meals only available in the Hale Kehau Dining Hall. Plan A includes 7 meals per week for a total of 122 per semester. Plan B includes 10 meals per week for a total of 175 per semester. Plan C includes 14 meals per week for a total of 245 per semester. In response to preliminary student feedback and as a pilot for Hale 'Alahonua residents, University Housing worked with Sodexo to develop a fourth meal plan, Plan D. This plan removes the weekly allocation of meals and allows students the flexibility to choose when they want to eat 175 meals during the semester.

Plan D also adds the flexibility for residents to eat their meals at either the Hale Kehau Resident Dining Hall or the Campus Center Dining Hall, which is much closer to Hale 'Alahonua.

Sodexo and University Housing will monitor implementation and utilization of Plan D, and then analyze student feedback to determine feasibility of offering this plan to all residents. This meal plan proposal includes the option to offer Plan D to all residents in fiscal years 2018-2019 and 2019-2020.

In a survey administered to Hale 'Alahonua residents, almost half of the residents (49%) reported they had food delivered to them at some time this past school year (Attachment I). When given the option of lunch or dinner delivery from the Hale Kehau dining hall, a vast majority of respondents (86%) indicated that they would like to have dinner delivery available. Sodexo is in preliminary agreement and has begun conversations with University Housing to provide delivery of dinner to Hale 'Alahonua residents on weeknights.

Student Consultation

UH Hilo continues to honor shared governance when making important administrative decisions, which impact students. As such, UH Hilo administration first engaged in consultation with student leaders, then with the general student population about the proposed rate increases for student housing.

Consultation was conducted in the following ways: (1) UH Hilo Student Association (UHHSA) Executive Committee meeting, April 2017; (2) Six Town Hall meetings in the Residence Halls, April 2017; (3) Town Hall meeting on the main UH Hilo campus, April 2017; (4) UH Hilo Student Housing Needs Survey, April 2017; and (5) Hale 'Alahonua Housing Survey, April 2017.

Questions and feedback were solicited throughout the consultation process. Students were encouraged to contact the Vice Chancellor for Student Affairs, Farrah-Marie Gomes, or the Director of University Housing, Miles Nagata, with additional comments or concerns. The primary concerns raised were related to meal plans, improvements and upgrades, and whether financial aid would be increased sufficiently to cover the rising housing rates.

An average of room rates is used for calculation of on-campus housing in the cost of attendance formula. Proposed repricing for fiscal year 2017-2018 does not require a repackaging of financial aid for students who have already been awarded. We have confirmed with our Financial Aid Office that any rate changes will be reflected in the future cost of attendance calculations used to determine students' financial aid awards.

Current and future initiatives

Several initiatives are already underway as a result of on-going conversations with residents. For example, over the summer, wireless access will be upgraded in two halls; all of the access points in Hale 'Ikena will be replaced and the number of access points in Hale 'Alahonua will increase by 200% from 15 access points to 45 access points.

University Housing has launched a search to permanently fill the Associate Director of Residence Life position in order to meet its educational objectives. This leadership role has been filled on an interim basis since 2015. A key responsibility for this position will be to increase programming in the residence halls that engages students with their faculty and within their major.

Improvements to the University Housing website are being made and a strategy for enhancing communication with residents is being developed in order to enhance marketing efforts.

ACTION RECOMMENDED:

It is recommended that the Board of Regents authorize University Housing at the University of Hawai'i at Hilo to reprice student housing rates in fiscal year 2017-2018 and increase student housing rates by up to 5% each year for up to two additional years, as determined by the Chancellor, beginning in fiscal year 2018-2019 and ending in fiscal year 2019-2020.

It is also recommended that the Board of Regents authorize University Housing at the University of Hawai'i at Hilo to increase meal plan rates by no more than 4% each year beginning in fiscal year 2017-2018 and ending in fiscal year 2019-2020.

cc: Cynthia Quinn, Executive Administrator and Secretary of the Board of Regents

Benjamin Kudo

May 4, 2017

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Attachments (9)

Attachment A, "UH Hilo University Housing Revenues and Expenditures: Zero Percent Annual Rate Increase, 2017-2010"

Attachment B, "UH Hilo University Housing Revenues and Expenditures: Repricing 2017 and Five Percent Annual Rate Increase, 2018-2020"

Attachment C, "UH Hilo University Housing Proposed Semester Rates"

Attachment D, "UH Hilo University Housing Proposed Summer Rates"

Attachment E, "UH Hilo University Housing Proposed Meal Plan Rates"

Attachment F, "UH Hilo University Housing Comparisons: Competing Colleges and Universities in Hawaii"

Attachment G, "UH Hilo University Housing Comparisons: Hilo Rentals"

Attachment H, "Executive Summary: UH Hilo Student Housing Needs Survey, April 2017"

Attachment I, "Executive Summary: Hale 'Alahonua Housing Survey, April 2017"

ATTACHMENT A
UH HILO UNIVERSITY HOUSING REVENUES & EXPENDITURES
Zero Percent Annual Rate Increase, 2017-2020

| | 2016-17 | 2017-18 | 2018-19 | 2019-20 |
|---------------------------|------------------------|------------------------|------------------------|------------------------|
| REVENUES | Current | Proposed | Proposed | Proposed |
| Room Rental | \$3,313,250 | \$3,313,250 | \$3,313,250 | \$3,313,250 |
| Other Income | \$138,411 | \$141,231 | \$144,136 | \$147,127 |
| Total Revenues | \$3,451,661 | \$3,454,481 | \$3,457,386 | \$3,460,377 |
| EXPENDITURES | | | | |
| Personnel Services | \$ 457,277 | \$ 507,483 | \$ 522,707 | \$ 538,389 |
| Utilities | \$ 498,514 | \$ 513,469 | \$ 528,873 | \$ 544,740 |
| Repair and Maintenance | \$ 72,000 | \$ 74,160 | \$ 76,385 | \$ 78,676 |
| Other Personal Services | \$ 357,395 | \$ 368,117 | \$ 379,160 | \$ 390,535 |
| Student Payroll | \$ 375,763 | \$ 409,582 | \$ 424,369 | \$ 437,100 |
| Material and Supplies | \$ 99,960 | \$ 102,959 | \$ 106,048 | \$ 109,229 |
| Bank Services Charges | \$ 10,511 | \$ 10,826 | \$ 11,151 | \$ 11,486 |
| Furniture and Equipment | \$ 10,000 | \$ 10,000 | \$ 10,000 | \$ 10,000 |
| Travel and Subsistence | \$ 17,160 | \$ 17,160 | \$ 17,160 | \$ 17,160 |
| Other Current Charges | \$ 16,321 | \$ 16,811 | \$ 17,315 | \$ 17,834 |
| Total Expenditures | \$ 1,914,900 | \$ 2,030,566 | \$ 2,093,169 | \$ 2,155,149 |
| NET REVENUES | \$1,536,761 | \$1,423,915 | \$1,364,217 | \$1,305,228 |
| DEBT SERVICE | | | | |
| Debt Service Payment | \$1,303,745 | \$1,279,130 | \$1,278,578 | \$1,279,092 |
| Campus Reallocation | -\$397,707 | -\$200,000 | \$0 | \$0 |
| Net Debt Service Payment | \$906,038 | \$1,079,130 | \$1,278,578 | \$1,279,092 |
| Transfers | | | | |
| Transfer Out - R&R | \$630,722 | \$344,785 | \$85,639 | \$26,136 |
| Transfer - In R&R | | | | |
| Transfer - IN - Internal | | | | |
| Surplus (Shortfall) | \$0 | \$0 | \$0 | \$0 |

ATTACHMENT B
UH HILO UNIVERSITY HOUSING REVENUES & EXPENDITURES
Repricing 2017 and 5% Annual Rate Increase, 2018-2020

| | 2016-17 | 2017-18 | 2018-19 | 2019-20 |
|---------------------------|------------------------|------------------------|------------------------|------------------------|
| REVENUES | Current | Proposed | Proposed | Proposed |
| Room Rental | \$3,313,250 | \$3,342,916 | \$3,696,606 | \$4,077,306 |
| Other Income | \$138,411 | \$141,231 | \$144,136 | \$147,127 |
| Total Revenues | \$3,451,661 | \$3,484,147 | \$3,840,742 | \$4,224,433 |
| EXPENDITURES | | | | |
| Personnel Services | \$ 457,277 | \$ 507,483 | \$ 522,707 | \$ 538,389 |
| Utilities | \$ 498,514 | \$ 536,319 | \$ 575,941 | \$ 617,482 |
| Repair and Maintenance | \$ 72,000 | \$ 74,160 | \$ 76,385 | \$ 78,676 |
| Other Personal Services | \$ 357,395 | \$ 368,117 | \$ 379,160 | \$ 390,535 |
| Student Payroll | \$ 375,763 | \$ 434,582 | \$ 472,619 | \$ 486,798 |
| Material and Supplies | \$ 99,960 | \$ 102,959 | \$ 106,048 | \$ 109,229 |
| Bank Services Charges | \$ 10,511 | \$ 11,308 | \$ 12,144 | \$ 13,019 |
| Furniture and Equipment | \$ 10,000 | \$ 10,000 | \$ 10,000 | \$ 10,000 |
| Travel and Subsistence | \$ 17,160 | \$ 17,160 | \$ 17,160 | \$ 17,160 |
| Other Current Charges | \$ 16,321 | \$ 16,811 | \$ 17,315 | \$ 17,834 |
| Total Expenditures | \$ 1,914,900 | \$ 2,078,898 | \$ 2,189,478 | \$ 2,279,122 |
| NET REVENUES | \$1,536,761 | \$1,405,249 | \$1,651,264 | \$1,945,311 |
| DEBT SERVICE | | | | |
| Debt Service Payment | \$1,303,745 | \$1,279,130 | \$1,278,578 | \$1,279,092 |
| Campus Reallocation | -\$397,707 | -\$200,000 | | |
| Net Debt Service Payment | \$906,038 | \$1,079,130 | \$1,278,578 | \$1,279,092 |
| Transfers | | | | |
| Transfer Out - R&R | \$630,722 | \$326,119 | \$372,686 | \$666,219 |
| Transfer - In R&R | | | | |
| Transfer - IN - Internal | | | | |
| Surplus (Shortfall) | \$0 | \$0 | \$0 | \$0 |

**ATTACHMENT C
UH HILO UNIVERSITY HOUSING PROPOSED SEMESTER RATES**

| Semester Rates per Bed Space | Approved | Proposed | Proposed | Proposed |
|---------------------------------|-----------|-----------|-----------|-----------|
| | Fall 2016 | Fall 2017 | Fall 2018 | Fall 2019 |
| | - | 0 to 5% | 5% | 5% |
| A. Traditional Hall | | | | |
| Hale Kanilehua and Hale Kauanoe | | | | |
| Double Occupancy | \$1,772 | \$1,772 | \$1,861 | \$1,954 |
| Single Occupancy | \$2,658 | \$2,658 | \$2,791 | \$2,930 |
| B. Semi-Suite Style | | | | |
| Hale Kehau | | | | |
| Double Occupancy (4 per suite) | \$2,240 | \$2,240 | \$2,352 | \$2,470 |
| Single Occupancy (2 per suite) | \$3,359 | \$3,359 | \$3,527 | \$3,703 |
| C. Apartment Style | | | | |
| Hale 'Ikena | | | | |
| One bedroom - double occupancy | \$3,216 | \$3,377 | \$3,546 | \$3,723 |
| One bedroom - single occupancy | \$5,467 | \$5,740 | \$6,027 | \$6,329 |
| Two bedroom - double occupancy | \$2,483 | \$2,607 | \$2,738 | \$2,874 |
| Two bedroom - single occupancy | \$4,221 | \$4,432 | \$4,654 | \$4,886 |
| D. Suite Style | | | | |
| Hale 'Alahonua | | | | |
| Single Occupancy (2 per suite) | \$3,859 | \$3,150 | \$3,308 | \$3,473 |

**ATTACHMENT D
UH HILO UNIVERSITY HOUSING PROPOSED SUMMER RATES**

| PER 40 DAY SUMMER SESSION | Approved | Proposed | Proposed | Proposed |
|-------------------------------------|-------------|-------------|-------------|-------------|
| | Summer 2017 | Summer 2018 | Summer 2019 | Summer 2020 |
| | - | 0 to 5% | 5% | 5% |
| Semester Rates per Bed Space | | | | |
| A. Traditional Hall | | | | |
| Hale Kanilehua and Hale Kauanoe | | | | |
| Double Occupancy | \$418 | \$418 | \$439 | \$461 |
| Single Occupancy | \$627 | \$627 | \$658 | \$691 |
| B. Semi-Suite Style | | | | |
| Hale Kehau | | | | |
| Double Occupancy (4 per suite) | \$493 | \$493 | \$518 | \$544 |
| Single Occupancy (2 per suite) | \$739 | \$739 | \$776 | \$815 |
| C. Apartment Style | | | | |
| Hale 'Ikena | | | | |
| One bedroom - double occupancy | \$734 | \$771 | \$809 | \$850 |
| One bedroom - single occupancy | \$1,247 | \$1,309 | \$1,375 | \$1,444 |
| Two bedroom - double occupancy | \$567 | \$595 | \$625 | \$656 |
| Two bedroom - single occupancy | \$963 | \$1,011 | \$1,062 | \$1,115 |
| D. Suite Style | | | | |
| Hale 'Alahonua | | | | |
| Single Occupancy (2 per suite) | \$1,066 | \$870 | \$913 | \$959 |

**ATTACHMENT E
UH HILO UNIVERSITY HOUSING PROPOSED MEAL PLAN RATES**

| Meal Plan Rates-Per Semester | Approved AY 2016-17 | Proposed AY 2017-18 | Proposed AY 2018-19 | Proposed AY 2019-20 |
|---|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| Semester Rates | - | 4% | 4% | 4% |
| A. Plan A 7 Meals per Week plus \$500 points | \$2,262 | \$2,352 | \$2,447 | \$2,544 |
| B. Plan B 10 Meals per Week plus \$450 points | \$2,455 | \$2,553 | \$2,655 | \$2,762 |
| C. Plan C 14 Meals per Week plus \$325 points | \$2,621 | \$2,726 | \$2,835 | \$2,948 |
| D. Plan D 175 Meals per Semester plus \$300 points | N/A | \$2,553 | \$2,655 | \$2,762 |

**ATTACHMENT F
UH HILO UNIVERSITY HOUSING COMPARISONS
COMPETING COLLEGES AND UNIVERSITIES IN HAWAII**

**With Proposed UH Hilo Room Rates
Annual Room and Meal Cost AY17-18**

| | Dorm | Apartment | Suite | Suite | Loft |
|--|------------------|------------------|------------------|------------------|------------------|
| | Double | 2 bedroom | 2 bedroom | 2 bedroom | Double |
| | 2 Sharing | 4 sharing | 4 sharing | 2 sharing | 2 Sharing |
| University of Hawaii at Hilo | \$3,544 | \$5,214 | \$4,480 | \$6,300 | |
| University of Hawaii at Manoa | \$6,566 | \$7,184 | \$6,566 | \$11,828 | |
| University of Hawaii at Manoa-Frear (include AC) | \$3,370 | | \$8,046 | | |
| Chaminade University of HNL | \$2,900 | | | | |
| BYU | \$7,830 | | | | |
| HPU- Hawaii Loa Campus | | | | | |
| HPU- Waterfront Loft- Double Occupancy Room | | | | | \$11,242 |

COST COMPARISON WITH MEAL PLAN

| | | | | | |
|--|----------|--|----------|----------|----------|
| UHH - 7 Meals/wk + \$500 Flex Points | \$8,068 | | | | |
| UH Manoa - 7 meals/wk + \$250 Flex Points | \$10,032 | | \$10,032 | | |
| BYU -7 meals + \$200 Flex Points | \$6,880 | | | | |
| UHH - 10 Meals/wk + \$450 Flex Points | \$8,454 | | | | |
| UH Manoa 10 Meals/wk + 225 Flex Points | \$10,664 | | \$10,664 | | |
| Chaminade 10 meals/wk + \$150 flex points | \$11,030 | | | | |
| HPU-Hawaii Loa- 10 meals/wk + \$75 flex points | \$13,762 | | | | |
| HPU-Waterfront Loft. 12 meal Plan/wk | | | | | \$15,242 |
| UHH 'Alahouua - 175 meal/SEM + \$300 flex pts | | | | \$11,381 | |
| UH Manoa Frear Hall 2BR- single OCC suite + 10 Meals/wk + \$225 points | | | | \$15,926 | |

**ATTACHMENT G:
UH HILO UNIVERSITY HOUSING COMPARISONS: HILO RENTALS**

ROOMS:

Dorm/Hostel: room \$300 to \$1000 per month.
Waiianuenue Avenue. Includes bed and utilities.

Room in Duplex: 1-2 tenants, \$725 per month.
Dresser, kitchen table, nightstand, No Bed. Free WiFi, Tenant pays utilities.

Room in Private Home: \$675 per month.
Kilauea Ave Fully furnished. Includes electricity.

APARTMENTS:

Hilo Lagoon Center: 2 bedroom, 2 bath. \$1900, Deposit \$1900.
Furnishing- range, refrigerator, dishwasher, AC. Utilities included, assigned parking.

Hale Moana: 1 bedroom, 1 bath. \$1300, Deposit \$1300.
Furnishing- range, refrigerator, washer and dryer. Utilities: all included.

Mauna Loa Shores: 1 bedroom, 1 bath. \$1200, Deposit \$1200.
Furnishing- range, refrigerator. Utilities: all included.

Hilo Lagoon Center: Studio- 1 bath. \$1000, Deposit \$1000.
Furnishing- range, refrigerator, dishwasher, AC. Utilities included, assigned parking

Alii Kai Apartments: 2 bedroom, 1 bath. \$975/month
Furnishing- range, refrigerator. Utilities: includes water and rubbish service.

Hale Maile: Studio- 1 bath. \$950/month deposit \$950.
Furnishing- range, refrigerator. Utilities: includes water and rubbish service.

Apartment for Rent: 2 bedroom, 1 bath. \$775, Kapiolani Street
Furnishing-partly furnished, Utilities-water.

Lehua Properties: Studio- 1 bath. \$650, Deposit \$600.
Furnishing- range, refrigerator, Utilities: water.

Malia Apartments: Studio- 1 bath. \$638, Deposit \$638.
Furnishing- range, refrigerator, microwave. Utilities: water, electricity, rubbish service.



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ATTACHMENT H:

Executive Summary: UH Hilo Student Housing Needs Survey, April 2017

The **purpose of the survey** was to seek student views on university housing to help improve current housing operations and inform repricing proposal components. 406 students responded to the survey; 12% of the entire student body for Spring 2017. More than two-thirds (70%) of respondents reported being female, while 29% reported being male and 1% reported being transgender.

The **age distribution** of respondents was as expected with the majority (83%) aged between 18 and 26, traditional ages for university students. The vast majority of respondents, 94%, were studying full-time at UH Hilo and pursuing an undergraduate degree (83%).

Almost two-thirds (66%) of respondents said they consider themselves to be an in-state student. More than a quarter (28%) said they are an out-of-state student, while 6% reported being an international student.

Half of respondents (50%) said they currently live on campus, while 15% each reported living off-campus with friends or family and 14% rent off-campus.

The top five reasons for **choosing to live on-campus** included to be close to classes (68%), to be close to other educational resources (46%), convenience of having maintenance, trash, etc. taken care of (28%), my family/friends expected me to live on-campus (27%), and to be close to on-campus activities (26%).

The top five reasons for **choosing not to live on-campus** included too expensive (62%), prefer to have a private bedroom (43%), a meal plan is required (41%), don't like the dining options (33%), and lack of adequate cooking facilities (31%).

Respondents highlighted the following top-three **shared amenities**, from a closed list, as being most important to have in on-campus housing: dining facility, parking, and temperature control in each unit.

Of the students who currently live on-campus, 44% were either **very satisfied or satisfied with UH Hilo's current housing**, 25% were very dissatisfied or dissatisfied, and 31% were neither satisfied nor dissatisfied.

Respondents were asked what UH Hilo could do **to improve their on-campus residential experience**. Reference to the need to improve maintenance and upgrades of UH Hilo student housing was commonly cited across many respondents: "better wi-fi connection," "air conditioning in 'Alahonua," "be more responsive to maintenance requests," "better furniture in rooms and lounges," "new carpets," and "fix or upgrade appliances."

Residents also mentioned an improvement in residential life programs and activities: "add a volleyball area at 'Alahonua," "our campus needs more of a school spirit vibe," "more cultural opportunities," "barbeque pit," "water activities," "cultural nights to showcase the diversity of dorm residents," "karaoke and dance parties," and "open mic nights."

More than one-third (37%) of respondents **supported immediate implementation of the proposed rate change**. Another 47% of respondents answered maybe, while 17% did not support immediate implementation of the proposed rate change.



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ATTACHMENT I:

Executive Summary: Hale 'Alahonua Meal Plan Survey, April 2017

The ***purpose of the survey*** was to seek student views on meal plan topics specific to Hale 'Alahonua. Eighty students responded to the survey; 67% of the total residents currently living in Hale 'Alahonua.

Thirty-nine residents (49%) have had ***food delivered to them at Hale 'Alahonua*** at some time this past school year. Residents who responded to this question reported their frequency of delivery ranging from one delivery every other month to 20 deliveries per month.

Majority (86%) of residents preferred to have ***delivery available as an option for dinner*** as opposed to lunch (11%).

Residents were asked if they would you be ***willing to pay a little more for a meal plan that provided them the flexibility*** to use their meal and point options at the Campus Center dining room in addition to the Hale Kehau Dining Room. More than half (59%) of residents responded yes to this option.

A vast majority (89%) of residents ***supported immediate implementation of the proposed room and meal plan rate changes.***