

# Annual Report

## Academic Year '05 – '06



**UNIVERSITY OF CALIFORNIA,  
WASHINGTON CENTER**

1608 Rhode Island Ave., NW • Washington, DC

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## **Executive Summary**

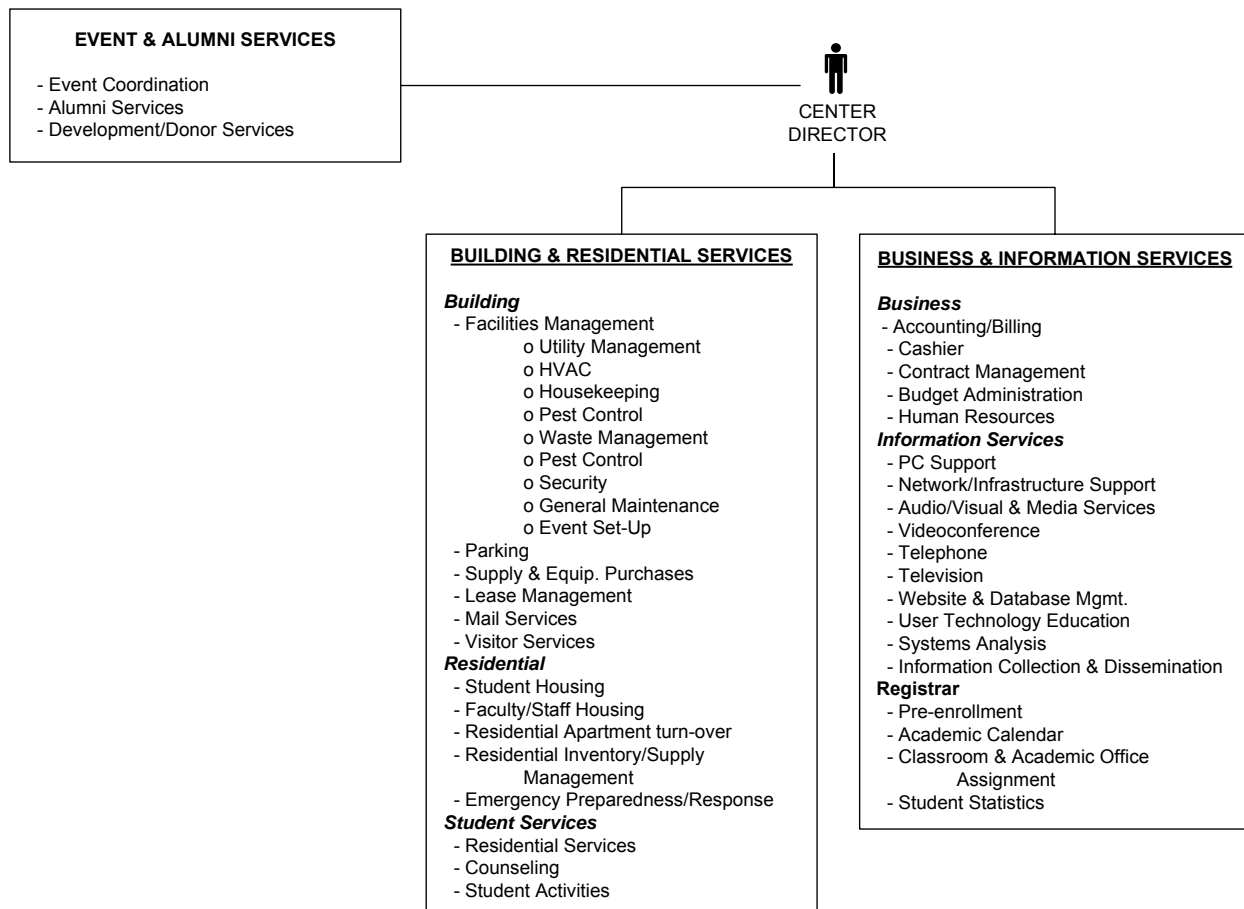
The UC Center finished its first year under the direction of Bruce Cain. In addition to supporting the campuses' excellent undergraduate programs, Director Cain has initiated new programs to make the Center of greater value to the University community as a whole. The Center has opened up its residential facilities to short term visits for research purposes by faculty and graduate students, increased the level of programming aimed at presenting UC scholarship to the Washington policy and scientific communities, and expanded outreach to alumni on the east coast. These new responsibilities necessitated reorganization and the hiring of additional staff. This was accomplished in a nearly revenue neutral fashion.

The aging of our IT equipment and the challenges of student computer services have required us to replace key parts of our hardware and to hire additional computing staff. The natural wear and tear of our building means that we will increasingly have to repair parts of it as well over the next five years. We will also need to re-negotiate our contract with our building services company, and this may result in higher fees in the future.

The residential services component of our program is in flux at the moment. We have had trouble recruiting for the community assistant and head community positions (now Senior Resident Manager). Moreover, since close to 80% of the undergraduates are 21 or over, there are lingering questions as to what role the resident staff should play.

## Reorganization

In 2006, the Immediate Office of the Center Director was reorganized to accommodate the expanded functions of UCDC under Director Cain and to utilize human resources more efficiently. This reorganization consolidates the building and residential services units into one division and central business functions, some academic registrar duties and the Information Services unit into another division. An additional ancillary unit, Event & Alumni Services, was created to increase the number and variety of Center events as well as to expand outreach efforts to local alumni.

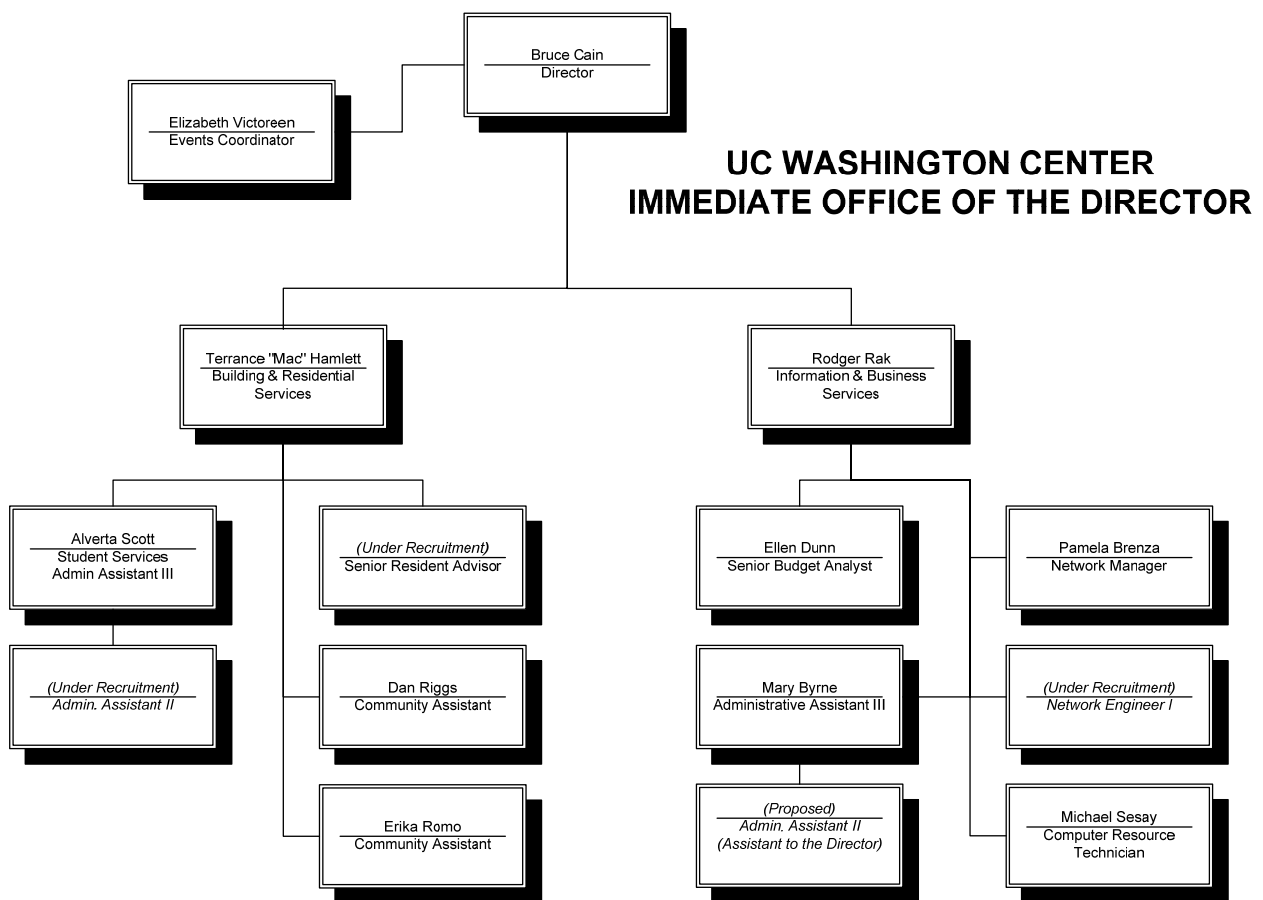


### Distribution of Center-provided Services

In addition to this realignment, several existing positions will be reclassified to reflect changes in duties and responsibilities and several new positions have been created. Among those forwarded for reclassification are Mac Hamlett (Building Manager), Rodger Rak (Manager, Information Services), Alverta Scott (Student Services Coordinator, AA II) and Mary Byrne (AA II). Also, the Head Community

Assistant position has been reclassified as a Senior Resident Advisor. This change replaces what was an 11-month casual appointment with a full time professional position.

Further, the Center has requested the creation of three new positions. These include an Administrative Assistant II to provide administrative and staff support for the Building & Residential Services division, an Administrative Assistant II to support the Center Director and the Information and Business Services division and a Network Engineer I. The recommendation for a Network Engineer position came out of an audit of the Center's technology infrastructure and services that was performed by UCOP Information Resources & Communications (IR&C) in February 2006.



Revised Organization Chart Showing New & Reclassified Positions

A principal goal of the reorganization was to make the changes as revenue neutral as possible. This was in large measure achieved by reallocating salary savings realized by the elimination of the Associate Director and Residential Manager

positions. The chart below shows the distribution of salary expenses for FY '05-'06 across the matrix of the Center's stakeholders. Each of the principal units of the Immediate Office of the Director is broken out along with its associated staff.

Budgetary Units	% FTE	Distribution of Expense					Total
		Residential	Parking	Academic	Research	FGR	
<b>ACADEMIC</b>	<b>4.65</b>	\$ -	\$ -	\$ 390,121	\$ -	\$ -	\$ 390,121
Director <sup>1</sup>	0.50	0	0	100	0	0	100
Associate Director	1.00	0	0	100	0	0	100
Senior Budget Analyst	0.45	0	0	100	0	0	100
Events Coordinator	1.00	0	0	100	0	0	100
Student Services Coordinator	1.00	0	0	100	0	0	100
Admin Assistant II	0.70	0	0	100	0	0	100
<b>BUILDING</b>	<b>1.75</b>	\$ 68,774	\$ 1,127	\$ 31,569	\$ 3,382	\$ 7,892	\$ 112,745
Building Manager	1.00	61	1	28	3	7	100
Senior Budget Analyst	0.55	61	1	28	3	7	100
Admin Assistant II	0.20	61	1	28	3	7	100
<b>RESIDENTIAL</b>	<b>3.50</b>	\$ 77,145	\$ -	\$ -	\$ -	\$ -	\$ 77,145
Residential Manager	1.00	100	0	0	0	0	100
Admin Assistant II	0.10	100	0	0	0	0	100
Head Community Assistant <sup>2</sup>	1.00	100	0	0	0	0	100
Community Assistant <sup>2</sup>	0.70	\$100	0	0	0	0	100
Community Assistant <sup>2</sup>	0.70	\$100	0	0	0	0	100
<b>TECHNOLOGY</b>	<b>3.00</b>	\$ 11,967	\$ -	\$ 124,274	\$ 15,649	\$ 32,219	\$ 184,109
Info. Services Manager	1.00	6.5	0	67.5	8.5	17.5	100
Network Manager	1.00	6.5	0	67.5	8.5	17.5	100
Computer Resource Technician	1.00	6.5	0	67.5	8.5	17.5	100
<b>TOTAL</b>	<b>12.90</b>	\$ 157,886	\$ 1,127	\$ 545,963	\$ 19,032	\$ 40,111	\$ 764,120

**Notes**

<sup>1</sup> Director includes salary Jul - Aug '05 for former Director Berman; 50% of salary for Director Cain paid by Berkeley

<sup>2</sup> Community assistants get housing subsidy

Distribution of Salary Expenses for FY '05-'06

The following chart includes projected provisions for the reclassifications and additional positions for FY '06-'07 described above as well as merit and equity increases approved by the Regents this fall. These are plotted across the matrix of the Center's principal occupants. The principal occupants of the Center include residential, parking, academic, research and the Office of Federal Governmental Relations (FGR). A more detailed description of the Center's matrix recharge can be found on page 22.

Budgetary Units	% FTE	Distribution of Expense					Total
		Residential	Parking	Academic	Research	FGR	
<b>ACADEMIC<sup>1</sup></b>	<b>5.15</b>	\$ -	\$ -	\$ 367,973	\$ -	\$ -	\$ 367,973
Director <sup>3</sup>	0.50	0	0	100	0	0	100
Info. Services Manager <sup>4</sup>	0.60	0	0	100	0	0	100
Senior Budget Analyst <sup>5</sup>	0.55	0	0	100	0	0	100
Events Coordinator	1.00	0	0	100	0	0	100
Student Services Coordinator <sup>6</sup>	0.80	0	0	100	0	0	100
Computer Resource Technician <sup>7</sup>	0.10	0	0	100	0	0	100
Admin Assistant III <sup>8</sup>	0.60	0	0	100	0	0	100
Admin Assistant II <sup>9</sup>	1.00	0	0	100	0	0	100
<b>BUILDING</b>	<b>2.45</b>	\$ 85,353	\$ 1,399	\$ 39,178	\$ 4,198	\$ 9,795	\$ 139,923
Building Manager <sup>10</sup>	1.00	61	1	28	3	7	100
Senior Budget Analyst <sup>5</sup>	0.45	61	1	28	3	7	100
Admin Assistant II <sup>11</sup>	1.00	61	1	28	3	7	100
<b>RESIDENTIAL<sup>2</sup></b>	<b>2.60</b>	\$ 59,838	\$ -	\$ -	\$ -	\$ -	\$ 59,838
Student Services Coordinator <sup>6</sup>	0.20	100	0	0	0	0	100
Senior Resident Advisor <sup>12</sup>	1.00	100	0	0	0	0	100
Community Assistant <sup>13</sup>	0.70	\$100	0	0	0	0	100
Community Assistant <sup>13</sup>	0.70	\$100	0	0	0	0	100
<b>TECHNOLOGY</b>	<b>3.70</b>	\$ 14,250	\$ -	\$ 147,979	\$ 18,634	\$ 38,365	\$ 219,228
Info. Services Manager <sup>4</sup>	0.40	6.5	0	67.5	8.5	17.5	100
Network Manager	1.00	6.5	0	67.5	8.5	17.5	100
Network Engineer I <sup>14</sup>	1.00	6.5	0	67.5	8.5	17.5	100
Admin Assistant III <sup>8</sup>	0.40	6.5	0	67.5	8.5	17.5	100
Computer Resource Technician <sup>7</sup>	0.90	6.5	0	67.5	8.5	17.5	100
<b>TOTAL</b>	<b>13.90</b>	\$ 159,440	\$ 1,399	\$ 555,130	\$ 22,832	\$ 48,159	\$ 786,961

**Notes**

- <sup>1</sup> Associate Director position eliminated
- <sup>2</sup> Residential Manager position eliminated
- <sup>3</sup> 50% of salary for Director Cain paid by Berkeley
- <sup>4</sup> Reclass of Rodger Rak (15% increase); redistribute funding 40% Technology & 60% Academic
- <sup>5</sup> Redistribute funding 55% Academic & 45% Building
- <sup>6</sup> Reclass of Alverta Scott from AAIL to AAIII (21.5% increase); redistribute 20% Residential & 80% Academic
- <sup>7</sup> Redistribute funding of Michael Sesay 90% Technology & 10% Academic
- <sup>8</sup> Reclass of Mary Byrne from AAIL to AAIII (21.5% increase); redistribute 60% Academic & 40% Technology
- <sup>9</sup> Add administrative support for Director (AAIL); position at base salary
- <sup>10</sup> Reclass of Mac Hamlett (15% increase)
- <sup>11</sup> Add administrative support for Building Services (AAIL); position at base salary
- <sup>12</sup> Reclass Head Community Assistant position to Senior Residential Advisor; position gets housing subsidy
- <sup>13</sup> Community assistants get housing subsidy
- <sup>14</sup> Add Network Engineer I position

Projected Distribution of Salary Expenses for FY '06-'07

The chart below shows the projected impact of the reorganization upon salary expenses across the matrix of the Center's stakeholders.

Fiscal Year	% FTE	Distribution of Expense					Total
		Residential	Parking	Academic	Research	FGR	
FY '05-'06	12.90	\$ 157,886	\$ 1,127	\$ 545,963	\$ 19,032	\$ 40,111	\$ 764,120
FY '06-'07	13.90	\$ 159,440	\$ 1,399	\$ 555,130	\$ 22,832	\$ 48,159	\$ 786,961
<b>DIFFERENCE</b>	<b>1.00</b>	\$ 1,554	\$ 272	\$ 9,166	\$ 3,800	\$ 8,048	\$ 22,841

Impact of the Reorganization upon Center Stakeholders

## **Academic**

### *Introduction*

The academic presence of the University in Washington DC dates back to 1990 when two, and shortly thereafter, four UC campuses established academic programs in the nation's capital. By the time of the opening of the Center's present building in 2001 that number had grown to eight and includes Davis, Los Angeles, Santa Barbara, Berkeley, Santa Cruz, San Diego, Irvine and Riverside. In the spring '07 semester, students from Merced will participate in the Center's academic program.

Each undergraduate campus participating in the Center maintains its own separate academic program. Campuses select students to come to Washington, DC each quarter/semester. The academic requirements for students are established by each program. Credits and requirements for the academic programs in Washington, DC vary by campus and may or may not include the internship, or participation in a research seminar or elective course. The campus is responsible for orienting the student prior to arrival, working with the student in the selection/placement of an internship and providing support to the student while at the Center to address academic/internship issues. The campus also is responsible for providing services to visiting faculty members and graduate fellows from the campus including scheduling requests for classroom/seminar space and providing basic office support and services. The campus makes sure that all of the grades for elective courses and research seminars are posted to the campus registrar. For elective courses this may involve coordination with other campuses to assure that all students from every campus taking a course receive their grades in a timely manner.

### *Actions this Year*

In academic year '05 – '06 a total of 616 students participated in the academic program of the Center. Additionally, 34 students from the University of Pennsylvania and 26 students from Johns Hopkins University were housed at the Center during the fall and spring semesters. University of Pennsylvania operates an independent academic program using Center classroom and office space. Johns Hopkins University students take courses offsite at a JHU facility in Washington DC. Another 55 from UCLA EXPO participated in an internship-only program during the academic year. During the summer term, the Center hosted 232 students. With the exception of Santa Barbara students most summer students participated in internship-only programs. Also in summer '06 the Center hosted an experimental journalism program sponsored by the UCLA School of Journalism. This program immersed 30 students in an experiential learning program.

	Fall	Winter	Spring	Summer	Total
<b>Academic</b>					
Berkeley	25	-	28	56	109
Davis	44	44	44	30	162
Irvine	23	21	20	47	111
UCLA CAPP	11	34	30	-	75
Riverside	11	16	15	11	53
San Diego	32	32	32	15	111
Santa Barbara	30	29	30	33	122
Santa Cruz	20	21	24	-	65
<i>Total (Academic)</i>	196	197	223	-	616
<b>Internship Only</b>					
UCLA EXPO	29	16	10	40	95
<b>TOTAL</b>	225	213	233	232	903

Campus Participation in Academic Programs for Academic Year '05-'06

### *Registrar*

The Registrar's Office of the Center collects student and faculty statistical information, prepares the elective course matrix for each quarter based on campus academic program course submissions, assigns offices to teaching faculty and graduate fellows and maintains the Center's pre-enrollment system. The collection of student and faculty statistical information is a new role for the Registrar's Office initiated in the '05-'06 academic year. This information is published in an annual report, which is available under separate cover.

In academic year '05-'06 the Center offered a total of 27 electives in a variety of disciplines. These included arts & humanities, economics, communications, history, political science and social science. Of the total 616 students enrolled in the fall '05, winter '06 and spring '06 academic terms, 444 students participated in electives. The Center hosted twenty teaching faculty and sixteen graduate fellows.

## Events

### *Introduction*

The University of California, Washington Center recently celebrated the five year building anniversary with much fanfare and anticipation. With the initial difficulties behind it, the Center now smoothly handles over 1,100 student and faculty residents per year, and hosted 356 hours of events last year with an average of 2 events per week. The anticipation is for the next phase of the Center. The goals of the next phase are to increase the visibility of the Center on all UC campuses and within the DC community. In line with the mission of the Center, we want each campus, program and department to be aware of the resources the Center can provide for education, meeting space and research on the east coast. Elaboration of the Center's goals and strategies to reach these will be outlined in the future plans section.

### *Actions this Year*

The Events Services' accomplishments of the last year can be measured by a number of factors. Center Director Bruce Cain dedicated funding for an enhanced events program, the hiring of new staff and provided a vision to pursue. A full time staff member was hired in March 2006 to manage all event coordination for the Center, develop an alumni program and expand event services. The Center coordinated and sponsored six day-long conferences or symposiums on current events such as lobbying reform in Congress, partnering with established organizations such as TechNet and the American Council for an Energy-Efficient Economy (ACEEE) to reach a wider audience. Each conference or Center Forum introduces new people and organizations to the Center. Each person who comes to the Center is extremely impressed with the live-learn facility and the caliber of events that we produce. Washington is a small community so we encourage people to spread the word.

The creation of an alumni network has contributed significantly to the increased visibility of the Center. Those who join the UC Washington Center Alumni Network get the benefit of attending the Center's speaker events, UC sponsored conferences and alumni receptions. The local alumni who attend often bring their friends and tell other alumni about the UC Washington Center events. A quarterly newsletter keeps alumni across the country and internationally, updated on the new and exciting events happening at the Center (see appendix A). The newsletter also keeps the Center fresh in the minds of our alumni, offering opportunities to get involved with the Center and to connect with other alumni in the area. This creates a community and increases the number of people in the Center's network.

In addition to the newsletter, the Center has established an Alumni Advisory Board (AAB) to assist the academic program of the UC Washington Center. Alumni advisors are professionals working in the Washington DC area who have specific knowledge of interning in Washington DC and have made themselves available to

UC students participating in the academic program of the UC Washington Center or who are interested in pursuing post-graduation employment in the Washington DC area. Further information about each of these opportunities is available from a group of web pages at <http://www.ucdc.edu/students/alumni.cfm>.

The final accomplishment is the design and marketing of the Event Services website and brochure. This can be found on the Center's website at <http://www.ucdc.edu/events> and includes the services that we provide, floor plans and pictures and directions to the Center as well as contact information for Event Services. Appendix B outlines the number of events and clients we have provided services to over the past year. This includes programs from each UC campus, non-profits and other education focused organizations.

#### *Future plans*

The goals for the next year include: ensuring that each UC campus sponsors at least one event at the Center, completing a formal outreach campaign to UC campuses and DC community and increasing the caliber of speakers by recruiting members of Congress, top journalists, academics and DC policy makers to the Center through collaborative efforts. Each of these goals will result in better student and alumni programming, increase visibility of the Center by the UC and DC community and bring in additional revenue for the Center.

We have increased the number of clients by ten since the website launch in August with little formal advertisement. This is a small preview of what we can achieve with formal marketing to UC campuses and the DC community. As part of our formal outreach campaign each UC campus/UCOP (to include events services, academic, media, graduate and other DC orientated departments) will receive a packet including a formal letter introducing the UC Center, brochures outlining our services, the room rates and contact information. This packet will go out in December 2006. We anticipate an increase in use by faculty for research briefings and conferences, staff trainings and other collaborative events between campuses and federal government agencies and offices.

We hope to further the high caliber of our Center Forums by collaborating with other programs at the Center in the future. We have forged a closer relationship with the Institute on Global Conflict and Cooperation (IGCC) who have office space at the Center. We are working with Federal Governmental Relations to invite all members of the California delegation to the Center and we are leveraging the relationships that faculty and staff at the Center already have with persons of interest in the Washington area. Additionally, we have found that offering free food is the key to a successful undergraduate event so we continue to provide pizza and sandwiches to the students at the Center Forums.

The Center is poised to become a force for the University of California on the East Coast. The conferences and speakers we sponsor and present are original concepts

that provoke debate and reflection by scholars. The UC alumni in the area are thrilled to be involved in the Center by simply attending events or mentoring incoming students. Lastly, collaborating and forging relationships with other UC programs and faculty in California and Washington will open doors to new events which creates opportunities for students and the Center.

## **Building Services**

### *Introduction*

The UC Washington Center Building Services are managed by the Building/Housing Manager and provide ongoing services to the Center community for maintenance and housing needs. The Building/Housing Manager is responsible for the overall maintenance and operation of the facility, including the preparation of apartments during quarterly turnovers as well as a host of other services. Following are brief descriptions of these units within Building Services:

### *Facilities Management*

All building contracts except for building access and life safety monitoring, and indoor plant maintenance are the responsibility of Complete Building Services(CBS). CBS was awarded the three year contract for building maintenance in August 2001. They were awarded option years for 04-05 and 05-06 and have just begun a new 2-year extension that will run through 07-08. CBS manages all of the physical plant areas as well as, housekeeping and custodial services, trash removal, pest control, elevator service, security services, and the quarterly turnover of the residential apartments.

Through the use of an on-line maintenance request system and a Computerized Maintenance Management System, all maintenance, preventative, corrective, and emergency, is requested and tracked. The CBS on-site staff includes a Project Coordinator, Maintenance Mechanic, and Work Center Coordinator.

### *Parking*

The Center has 42 available parking spaces on a two-level parking garage located under the Building. Monthly parking is provided to faculty, staff, and students, as well as CBS on-site employees. For fiscal year 05-06 we had about 30 people participating in monthly parking. Daily parking is available for faculty, staff, and guests of the Center as well.

### *Lease Management*

The Center leases office space to several research and academic entities. For fiscal year 05-06 the Center continued its lease relationship with the Inter-University Program in Latino Studies, the Institute on Global Conflict and Cooperation, Rady School of Management, UCD Department of Chemical Engineering, UCSF Department of Biopharmaceutical Science in the School of Pharmacy, and the California Institute for Federal Policy Research. Office and classroom space is also leased to the University of Pennsylvania for their Washington Academic Program.

### *Mail Services*

All mail and packages for the Center faculty, staff, and students is delivered in bulk and sorted by the CBS and Residential Services staff. Since the Center faces a

tremendous amount of turnover throughout the year, the majority of mail delivered is for previous students and faculty. Mail is sorted daily and delivered to mailboxes on the 3rd floor for faculty and staff, and the 4th floor for residential students.

#### *Visitor Services*

In support of the visitor services program at the Center, Building Services provides access items (keys, Sonirol cards, IDs) to guests of the Center. For residential guests, vacant apartments are prepared for incoming guests and amenities are provided including linens, towels, and toiletries.

### **Residential Services**

#### *Introduction*

The Residential Services Office includes the Building/Housing Manager, Student Activities Coordinator, and two Community Assistants (CAs). We are currently recruiting for a Senior Resident Advisor (SRA) and an Administrative Assistant. Our Residential Life Staff is directly responsible for the governance and well-being of our residents, and we actively support the academic mission of the UC Washington Center. Our staff seeks to develop a sense of community and to encourage students to exercise their creativity in an intellectually challenging and stimulating environment.

During the 05-06 fiscal year Residential Services saw a tremendous amount of change. In November of 2005 the Resident Manager resigned, followed by one CA in the spring and the Head Community Assistant in June 2006. As part of the overall reorganization of the Center staff, the Resident manager position was eliminated and the Head Community Assistant position was reclassified as a Senior Resident Manager position, a career position as opposed to the previous 1-year contract position. The goal was to provide the Center with a position that could focus on the student residential life program while the business of housing would be managed by the Building/Housing Manager.

#### *The Community Assistants*

Community Assistants (CAs) are live-in staff members who serve as primary residential resources, and can assist with problems or concerns that students have while staying in the Center. As UC graduates with previous experience as a Resident Advisor, as well as participation in the UCDC program, they have significant knowledge and experience of student concerns and Center resources. They are available to help students with any questions or problems that occur during their term in DC. CAs work on average 28 hours a week and provide after-hours coverage through the 24/7 duty cell phone. One of their major roles is to create and maintain a community which promotes academic, personal, and social growth. In 2005-2006 the CAs provided a host of programs for the residents

including, trips to Eastern Market - a DC landmark, ice cream socials, salsa night, baking basics, charity poker night, and study breaks.

### *Student Services*

Throughout each term, the UC Washington Center sponsors a variety of activities for students that include: trips to historical sites, museums, theaters, sporting events, cultural activities and area attractions (some trips are to sites outside of the Washington, DC area.) There is no charge for some activities, but there are others that require a fee to participate. The fee covers transportation, admission, tour guide's fee, etc. All activities have a limited number of spaces that are available to students on a first-come-first-served basis. All activities are posted on the UC Washington Center website (see [http://www.ucdc.edu/events\\_reg/register.cfm](http://www.ucdc.edu/events_reg/register.cfm)), where students can sign up. A list of student activities for the last year is in appendix D.

Starting with the fall '06 term the Center began an experiment with an online ordering & payment system for student trips. Using this system, students are able to select trips offered by the Center and pay for them online with a credit or debit card. We presently accept Visa, Mastercard American Express and Discover. Students who do not have access to credit or debit cards, may sign up in person with the student activities coordinator and pay by check or money order. During the winter '07 quarter we will assess the success of this system with an eye towards expanding to include online payment for student fines & fees, events and short-term housing.

The students truly appreciate the opportunity to visit these sites and feel that it is a great enhancement to their Washington, DC experience. Our goal for the future is to continue providing students with these opportunities and strive to find new activities that will add to their experiential learning experience.

## Information Services

### *Introduction*

The UC Washington Center is an ongoing technology operation where information technology is fundamental to its teaching, research, and public service mission. The Center's interaction with its wide range of constituencies (students, teaching and research faculty, staff and others) is facilitated by its technology; e-mail, computer and network services, telephones, television and distance learning as well as numerous other academic, administrative and business systems.

### ***At a Glance***

Network Accounts Managed: 1204  
Network Accounts Created: 1149  
UC-owned PCs Managed: 140+  
Personally-Owned Computers  
Registered: 1,017  
Network Servers & Appliances: 33  
Telephones: 259  
Televisions: 117  
A/V enabled Classrooms: 9

The Information Services unit is led by the Manager of Information Services and includes a Computer Resource Specialist II and Network Manager. In February 2006, an audit of the Center's technology infrastructure and services was performed by UCOP Information Resources & Communications (IR&C). Among the recommendations of this report was the addition of an additional staff member devoted to the support of the Center's network infrastructure. As a consequence under the reorganization plan the Center is adding an additional position, a Network Engineer I, and dividing the responsibilities for maintenance and support of the network infrastructure between the existing Network Manager and the new Network Engineer I position. The Network Manager position (now the Network Services Manager position) is responsible for maintenance and support of all network-based services (including network servers). The Network Engineer I (functionally titled the Enterprise Infrastructure Engineer) is responsible for the maintenance and support of the Center's network, telephone and television infrastructures. Additionally, an Administrative Assistant II position is being re-classified to an Administrative Assistant III. This position is to serve as the nexus for gathering, managing and disseminating Center information related to its academic and business operations.

The chart below is an overview of the services provided by the Information Services unit of the Center to its constituencies.

<b>PC support</b>
Technical support of faculty and staff computer hardware and core software; Management and support of student computer labs including computer hardware, core software and 'pay-as-you-go' network printing system.
<b>Network support</b>
Daily monitoring, management & maintenance of network servers (file/print, e-mail, web, database, terminal services, etc.); Creation and administration of network and e-mail user and group accounts and directories; Backups of network data; Install and upgrade network server software and hardware; Troubleshoot network hardware and software problems; Network server security management.
<b>Network infrastructure management (routers, switches and firewalls)</b>
Daily monitoring, management & maintenance of network infrastructure (routers, switches and firewalls, etc.); Install and upgrade network infrastructure software and hardware; Troubleshoot network infrastructure hardware and software problems; Network infrastructure security management.
<b>Audio/Visual support &amp; media services</b>
Technical support of A/V enabled classrooms; Operation of specialized audio & video equipment; Creation of digital and A/V content (such as instructional videos and presentations).
<b>Videoconference support</b>
Videoconference scheduling, technical support & maintenance of videoconference system.
<b>Telephone</b>
Review and analysis of telephone/telecommunication vendor invoices; Technical support & maintenance of facility telephone system.
<b>Television</b>
Technical support & maintenance of facility television system; Support of and content creation for Center's internal TV channel (Channel 6).
<b>Website and database management</b>
Website & database creation and management; Creation of content for website.
<b>Training</b>
Preparation of training materials and handbooks; Training of student, faculty & staff user training (one-on-one & group settings).
<b>Administration &amp; Other</b>
Inventory management; Systems analysis; Management of building security system including photo IDs; Emergency communications.

### *Actions this year*

This year much of the Center's network infrastructure reached the end of its rated useful life. During the last year the Center began renewal of its network infrastructure by replacing several core components. This included the firewall, router, core switch and devices providing base network protocols including DNS and DHCP. In addition, the Center has established a small test network for testing new network configuration changes before placing them into production.

Additionally, student use of peer-to-peer file sharing software and wide-spread infection of personally-owned student computers by Internet-borne 'spyware' caused several disruptions to Internet access during the winter '06 quarter. The Center responded by expanding its monitoring of network traffic and revising its acceptable use policy to include more stringent deterrents to network abuse (see <http://www.ucdc.edu/support/students/Students%20Computing%20Tips.pdf>). The Center has also initiated a pilot managed desktop project for University owned computers. This project is designed to reduce potential vectors for infection by 'malware'.

Further, the Center has expanded the availability of student printing services by adding a print station on the 7<sup>th</sup> floor and providing students with appropriate software so that they may print from network-attached personal computers within the residential apartments. Also, the Center has established a print station for individuals participating in its recently established graduate student and visiting research faculty program.

In response to numerous student requests, the Center expanded its in-house television channel offerings by ten additional channels. The house television system is available in all student apartments, classrooms and select offices of the Center. Also, an eleventh channel, UCDC-TV (Channel 6), was added. Via channel 6 the Center is able to broadcast academic content related to its course curriculum as well as content furthering the academic mission of the Center and programming with Center-wide significance.

### *Planned Actions*

Over the next year the Center will continue with its program of infrastructure renewal by replacing the remaining devices of its network infrastructure backbone including floor switches and uninterruptible power supplies (UPS) and reconfiguring the network to further demark academic/business traffic from residential traffic. Also, the Center will continue its program to combat network abuse by implementing intrusion detection and Quality of Service (QoS) protocols on its core network infrastructure and expand its network traffic recording capabilities.

Further, the Center's network servers have reached the end of their rated useful life. In addition, the utilization of the Center's network storage capacity by students, faculty and staff is near critical and needs to be expanded to meet

growing demand. The Center is planning to replace many of its existing network servers with virtualized servers. Also as part of this renewal, the Center intends to move much of its network storage capacity to a Storage Area Network (SAN). These changes are intended to provide the Center with greater flexibility to meet changing and growing needs.

Finally, the Center intends to install an experimental wireless network on its 1<sup>st</sup> floor. This wireless network is intended to provide students, faculty, staff and visitors with greater flexibility in accessing network and Internet-based resources.

## Financials

### *Overview*

The basic model for financial transactions at the UC Washington Center was outlined in the draft business plan prepared by Financial Management in the Office of the President before the opening of the current facility in 2001. It was based on a cost recovery system that allocates a share of the cost for services to the principal building occupants. The principal occupants of the Center include residential, parking, academic, research and the Office of Federal Governmental Relations (FGR).

The initial methodology relied heavily on the use of square footage in allocating most building costs. Technology services expenses were first based on past practice with the cost of services shared mostly between the academic center and FGR. Then starting in 2002, Information Services performed a series of time/motion studies to determine if the original distribution of the cost shares was accurate compared to actual utilization. The results of this study were used to determine the present allocation of costs.

The initial accounting structure evolved as the process of cost allocation was refined to reflect actual practice at the Center. This developed into a matrix structure for the allocation of costs between the principal occupants and was formalized into a recharge for the allocation of building and technology expenses (see below). Other independent recharges for copying and events were established as well. Telephone charges remain a direct pass through to building occupants.

Also, as part of the draft business plan it was determined that the campuses participating in the Center's academic program should bear a share of the cost of the Center's academic budget. This evolved into a method by which each year the campuses were recharged for their share of costs above the permanent budget. The share of academic budget costs is based on the percentage share allocation for the campus bed commitments. The campus bed commitments are in turn based upon each campuses percentage share of the University's total student enrollment.

In October 2005, the Center's Director Bruce Cain submitted a proposal to Provost M.R.C. Greenwood and Executive Vice Provost Hume to eliminate the extant system of sharing the Center's academic budget expense with the participating campuses. In its place, Vice President for Budget Hershman and the Council of Vice Chancellors agreed to eliminate this system and replace it in favor of full UCOP funding. Under the new system, the campus share of expenses is taken "off the top".

In FY 2002-03 the Center began receiving Operations of Maintenance and Plant funds (OMP) from the Budget Office for non-residential building expenses. This permanent allocation of State funds was received for the 38,320 square feet of non-residential space at the Center. Excluded from this is space assigned to the

Office of Federal Governmental Relations (FGR) which as an advocacy group is ineligible for state funding. In FY 2006-07 this appropriation is \$339,341.

The Center has two auxiliary services. These are parking and residential housing. Revenues in this category are generated by user fees and used to offset expenses specific to the service, including debt service. Parking was a requirement of the District of Columbia for construction. All parking fees go to the maintenance of the parking garage and to the non-residential debt service. The net revenues of parking are transferred to the non-residential debt service at the end of each fiscal year.

The residential housing is part of the UCHS system and when the Regents approved the external financing for the Center in January 1999, they included the condition that repayment of the debt for the residential portion "...shall be made from the net revenues of the University of California Housing System (UCHS) with the condition that so long as such portion of debt is outstanding, the UCHS fees shall be established at levels sufficient to meet all requirements of the UCHS Revenue Bond Indenture and to provide excess net revenues sufficient to pay the debt service and related obligations of this portion of the proposed financing..." Each year the Center prepares a rate analysis working with Financial Management staff at OP and using the template of UCHS Financial Indicators. Under the Interim Reporting Structure for UCOP which became effective March 20, 2006, the recommended rate is reviewed and approved by Provost and Executive Vice President for Academic and Health Affairs. This is pursuant to delegated authority from the President for the Administration of the University of California Housing Facilities.

Residential housing receives commissions from the laundry machines, vending machines and the ATM machine in addition to the student and faculty housing rents.

The debt service on the building is part of Pool 7 series M. The principal amount is \$27,835,000 and is allocated 66% to UCHS for UCDC residential housing and 34% to non-residential. The residential housing must cover the debt service share through housing rents. The Office of the President pays the non-residential debt service. To offset the non-residential debt service, the Office of the President receives all non-residential debt service collected by the Center for parking, research space occupancy and events. The Office of the President covers the academic portion. In addition to the debt service coverage the Center also is part of Internet 2 that is funded by IR&C in the Office of the President.

In FY 2005-06 a new department code was implemented for the chart of accounts to allow for easier tracking and identification of revenues and expenses. The chart of accounts for the Center is in the appendix.

## Facilities Recharge (Matrix)

The methodology for determining share of cost of the facilities recharge for the major services in the building is based upon prorated personnel and other expenses for building services, including security, and technology. Basic services provided by the Center include building management, security, utilities, cable/satellite and technology. Allocations are made to the auxiliary services for residential and parking, academic, research and FGR as shown in the grid below. The security is based on a methodology that uses the Sonitrol Card as a measure of the use of security services (i.e. the average number of student Sonitrol cards represents the percentage of share of expense of security services). These allocations are expressed as a percentage share of cost of the budgets for building and for technology. The chart below shows the allocation for FY 2006-07.

Building Operating Expenses	2006-07 Budget	Residential	%	Parking	%	Academic	%	Research	%	FGR	%
<b>Operating Expenses</b>											
Building Management	\$ 658,128	401,458	61%	6,581	1%	184,276	28%	19,744	3%	46,069	7%
Security System & Security	\$ 191,794	138,092	72%	9,590	5%	24,933	13%	5,754	3%	13,426	7%
Cable/Satellite	\$ 951	770	81%	\$ -	-	181	19%	-	0%	-	0%
Technology	\$ 368,570	23,957	6.5%	\$ -	0%	248,785	67.5%	31,328	8.5%	64,500	17.5%
Sub-total Operating Expenses	\$ 1,219,444	\$ 564,278		\$ 16,171		458,175		\$ 56,826		\$ 123,994	
OMP Funded Portion						209,209		25,498			
Net of OMP Funded Portion						248,965		31,328			
<b>Utilities</b>											
Electric	\$ 247,879	178,473	72%	\$ -	-	44,618	18%	7,436	3%	17,352	7%
Gas	\$ 45,336	32,642	72%	\$ -	-	8,160	18%	1,360	3%	3,174	7%
Water/Sewer	\$ 185,969	159,933	86%	\$ -	-	16,737	9%	1,860	1%	7,439	4%
Sub-Total Utilities	\$ 479,184	371,048		\$ -	-	69,516		10,656		27,964	

**Building Management** – Building Management includes non-security costs associated with the CBS maintenance contract and the operating costs of the University for the Building Manager's office. CBS provides building maintenance and custodial services. Percentage allocations for building management expenses are based on the assignable square feet occupied by each stakeholder.

**Security System & Security** - Percentage allocations for security system & security expenses are based on assignable square feet occupied by each stakeholder modified by utilization of security services. The utilization of security services modifier is based on the average number of building access cards issued to a particular stakeholder. As security services are provided 24 hours a day, seven days a week, 365 days a year, this methodology provides the best measure of activity and resources dedicated to providing security services to each stakeholder.

**Cable/Satellite** - Percentage allocations for cable/satellite service are based on the number of TV outlets provided to a stakeholder. The residential portion of the Center is by far the biggest consumer of this service.

Technology - Percentage allocations for technology were initially based on past practice with services shared mostly between the academic center and FGR. Starting in 2002, Information Services performed a series of time/motion studies to determine if the original distribution of the cost shares was accurate compared to actual utilization. The results of this study were used to determine the present allocation of costs. Additionally, the entire cost of Internet connectivity at the Center is funded by the Information Resources and Communications (IR&C) department in the Office of the President.

Utilities – Center utility expenses include electric, gas and water/sewer. The percentage allocations for each utility are determined based on assignable square feet occupied by each stakeholder modified by utilization. Not surprisingly the largest consumer of utilities is the residential program. Budget amounts for utilities are based on an analysis of trends in previous years as well as research on forecasted rates. If necessary, utility budgets are revised mid-year to account for unforeseen changes in utility costs and/or utilization. The principal occupants are charged actual utility expenses on a monthly basis.

## Appendices

**Appendix A - Alumni Newsletter (October '06)**



October 30, 2006

UC Washington Center Alumni Newsline

Number 1

[Welcome Message](#)

[Great Stuff at Center](#)

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[UC Washington Center Mission](#)  
*to expand and enrich teaching, research and public service programs for students, faculty and staff for all UC campuses and the Office of the President by providing access to the unique resources and opportunities available in Washington, D.C. It serves to enhance the University's federal relations activities in the nation's capital by bringing together Federal Governmental Relations and Academic Affairs in a multi-campus instructional and research center that*

## Welcome Message

Dear UC Washington Center Alumni,

It is a pleasure to present the premier edition of the quarterly *UC Washington Center Alumni Newsline*. The Newsline will outline exciting changes within the Center as well as provide opportunities to contact old friends, network, and volunteer to help current UCDC students.

The purpose of the UC Washington Center Alumni Network is to re-connect with alumni, increase the level of programming at the Center and promote the Washington internship experience by coordinating alumni to serve as resources for current or potential UCDC students.

Please e-mail with any feedback or suggestions for the Newsline. We created this for you so please do not hesitate to contact us with areas for improvement! This has been an incredibly fun and rewarding network to put together because people are so excited to reconnect with their DC experience. Some of you participated before the Center was built while others just left the humidity of the DC summer. We hope that the Newsline provides information, entertainment and opportunities for you no matter where you are living or what year is displayed on your diploma!

Sincerely,  
[Elizabeth Victoreen](#)  
Events and Alumni Manager

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## Great Stuff at the Center

A lot has changed since many of you participated in the program; a few highlights are:

### *Center Forums*

This Monday evening series provides an opportunity for students to meet informally with top policy makers and experts from the DC community. This fall term we have had Amb. Joe Wilson, AEI Scholar Norm Ornstein, a midterm election preview and a "How to Get Into Law School" panel. The Forum promotes opportunities for "conversations" between students and the high profile guests and scholars.

*supports the experiential learning environment, which includes numerous forums to provide Center residents with an opportunity to engage in dialogue with scholars, writers and congressional leaders in the nation's Capital.*

### *Career Networking Nights*

We have held a Career Night each quarter for the UCDC students to learn the do's and don'ts of job hunting, resumes and interviewing from recent UC alumni. The local alumni chapters hold these events for their campuses as well throughout the year.

### *Events Services Website*

The Center is now open to hold meetings, conferences and events for UC affiliated and educational groups. Check out our new [events website](#) to see what services we offer.

### *Alumni Advisory Board (AAB)*

The AAB is an advisory group of about 20 alumni who have participated in the UCDC program or bring years of experience from the DC job world. They work to create more internship opportunities and mentoring programs for the current students. This fall they hosted the first Meet and Greet Sunday Brunch where current students got to meet the board in a casual setting and pick their brain about DC life. It was a huge success and we will continue to hold the event each quarter. Visit the [alumni website](#) for board members and more information. Click [here](#) to see pictures from the event.

### *UC Merced*

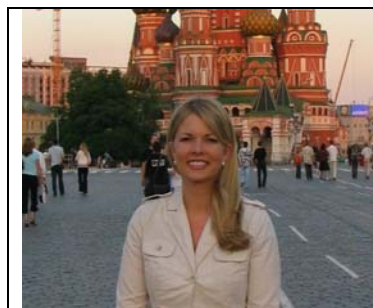
We are pleased to welcome the first students from UC Merced to this Center this Spring quarter. There will be two students taking the plunge into DC!

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## **Alumni Achievements**

### **From Jakarta, Indonesia to Davis, CA; Carrie Nelson (Davis '01)**



Carrie Nelson traveled to 9 countries and 25 states in 2006, but she now calls Davis California home. Carrie is in her first year at UC Davis School of Law studying to be an attorney like her former boss U.S. Attorney General Alberto Gonzalez. Carrie got her start from the UC Washington Program with an internship at the Bush White House while she was a participant in Davis' Washington Program in Spring of 2001. After graduation she was hired as a Staff Assistant in the Office of Advance and after a year moved up to a paralegal position in the White House Counsel's Office. She became the Executive Assistant to the Counsel to the President, Judge Alberto Gonzales in 2002. Two years later she left the White House for the Department of Justice when Judge Gonzales was confirmed as U.S. Attorney General.

She quickly assumed the position of Director of Advance for the Attorney General where she was responsible for coordinating and facilitating the Attorney General's official travel and participation in events outside of the main building of the Department. Typical advance responsibilities involve flying to the

location of the event two or three days before the Attorney General arrives, meeting with the groups organizing the events, coordinating events from the ground, and serving as a conduit for the Justice Department components back in Washington. Events included speeches, visits to United States Attorney's Offices, media interviews, and meeting with international, state, and local law enforcement officials. For Carrie, it meant spending about half of each month on the road.

After two years of being a fly on the wall during meetings with national and world leaders and a grueling travel schedule Carrie traded the DOJ for UCD to pursue her goal of becoming an attorney. After taking one business law class as a freshman at Davis Carrie was hooked; her DC internship experience in the White House and ultimate hiring allowed her to explore and develop this interest. She served with some of the brightest legal minds in the nation and was able to learn firsthand about hundreds of different legal careers.

Who knows--California may produce the next U.S. Attorney General!

*Do you have a promotion, move or new announcement that you want to share with fellow alums? Please e-mail [UCDCalumni@ucdc.edu](mailto:UCDCalumni@ucdc.edu) to share!*

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## Alumni Chapters

Need some more Californians to hang out with? Here is a list of the UC Alumni chapters and contacts in DC. Please visit your campus alumni associations for California or regional chapter information.

[Berkeley](#)-Betsy Keenan & Mike Milwee

[Davis](#)-Adam Barr

[UCLA](#)- Matt Fischer

[UCSD](#)- Liz Victoreen

Are you on **Facebook**? So are we! Join the UC Washington Alumni global group top stay connected.

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## Just For Fun

### There are movies stars in DC?

UC Washington students clearly come to Washington for hands-on political experience, a head start on the Washington job market, or to do some major research on policy or politics. But rarely do they come to meet movie stars.

But that is exactly what happened last month!

Walking to his internship at the Department of Commerce, UC Berkeley student Daniel Broukhim looked down near the corner of 15<sup>th</sup> and Constitution. Lying

on the ground was a California's driver's license and credit card, both with name John Corbett. Recognizing that Corbett was the actor best known for his roles in *Sex and the City* and *My Big Fat Greek Wedding*, Broukhim located him via a web search and made arrangements to meet Corbett at the UC Washington Center. Not only did a happy Corbett quickly arrive at the Center to retrieve the lost items but he also brought girlfriend Bo Derek. Corbett and Derek were in Washington to meet with Laura Bush at the White House. Everyone was happy,



including those at the Center who remember Derek from her movie "10". Even *The Washingtonian* magazine, not a normal fan of Berkeley achievements, wrote about the event in its November issue.

There's no word yet whether Corbett or Derek plan a return engagement at the Center or will perform some future role in the Berkeley Washington program. Perhaps. . . . Professor Corbett. . . . Professor Derek. . . .

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## On Your Calendar

November 7- ***Election Night Jamboree*** Join current students to watch the election returns, test your predictions knowledge and enjoy food and refreshments. 8pm-10ish

November 16- ***Enemy Combatants and the Geneva Convention; Who Has Rights?*** Boalt Professor John Yoo and Jess Bravin of the Wall Street Journal discuss the legality of torture, enemy combatants' rights and specifically the recent case of Moazzam Begg. 6pm-7pm

November 20- ***Center Forum with Bobby Shriver*** Mr. Shriver bears the famous name, but has made quite a name for himself through his work with the Special Olympics, DATA and most recently, Project RED. He is the currently Mayor of Santa Monica and served 2 terms as California Parks and Recreation Commission. 6pm-7:30pm

December 1 -***End of Fall term***

*For more details and to see a list of all events going on at the UC Center check out the Center [calendar](#)*

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## Did You Know?

***Did you know the UC Center houses more than just UC students?***

The University of Pennsylvania, [Washington Semester Program \(WSP\)](#) has been housed in the UC Center since 2003.

Established by the University in 1994, WSP is quite similar to the UC programs, possessing both academic and internship components. The program features four course units of study (including a research project) and a work assignment (internship) in an organization or agency related to the student's career and research interests. They have 16 students participate each semester and have been a welcome addition to the building. Penn students have enjoyed the many UC-hosted events and the opportunity to meet and sometimes live with the UC students. After having served as Associate Director for five years, Dr. Kathryn Tenpas recently became Director for the WSP. She says she is "thrilled" to be a part of the UC community. "The UC employees, faculty and students are top-notch and the facilities and location can't be beat."

Additionally, University of Michigan students will begin living and taking classes in the building in Fall 2007

*That's all for this edition, look for the next newsletter in February. Please forward to any UCDC alumni friends!*

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*Want to receive this newsletter and UCDC Event information? E-mail [UCDCalumni@ucdc.edu](mailto:UCDCalumni@ucdc.edu) with name, campus, and year you participated.*

*This newsletter can be read [online](#)*







**Appendix D - Student Services Activities (Fall 2005 - Fall 2006)**

<b>Activity</b>	<b>Spaces Available Each Term</b>	<b>Student Participation</b>	<b>Wait List</b>
CNN "On the Story"	50	50	Yes
U.S. Depart of State	25	25	Yes
Trip to Philadelphia, PA	110	110	Yes
Pentagon Tour	100	100	Yes
Broadway Musicals	40-50	40-50	Yes
Bus Trip to Mt. Vernon/	53	53	Yes
Arlington, Alexandria, VA & Boat ride to Mt. Vernon	40	40	Yes
Trip to Annapolis, MD	53	53	No
Washington Post Tour	30	30	Yes
Trip to Richmond & Fredericksburg, VA	53	50	No
Trip to Gettysburg, PA	53	53	Yes
Washington Wizards	50	50	Yes
Trip to Baltimore, MD	53	53	Yes
Washington Nationals	30	30	No
Trip to St. Michael, MD & Chesapeake Bay	53	51	No
Trip to Charlottesville, VA	53	53	Yes
Trip to Antietam/Harpers Ferry	53	50	No
CNN "Reliable Sources"	40	40	Yes
White House Tour	50	50	Yes

## Appendix E - Chart of Accounts

### UC WASHINGTON CENTER CHART OF ACCOUNTS

Account	Account Name	Fund	Fund Name	UHS	Academic	Parking	Research	Leasing	Student Trips	Technology	Building	Events	Copying
<b>Balance Sheet Accounts</b>													
114440	UC Washington Center Security Deposits	18888	Current Funds: Balance Sheet Control		•								
<b>Revenue Accounts</b>													
269671	UC Washington Center Student Trips	69671	UC Washington Center Student Trips						•				
269672	UC Washington Center Building Revenue	69672	UC Washington Center Building Recharge								•		
269673	UC Washington Center - Event Facility Rental	69673	UC Washington Center - Event Facility Rental									•	
269674	UC Washington Center Copying Revenue	69674	UC Washington Center Copying Revenue										•
269676	UC Washington Center Research Lease Space Revenue	69676	UC Washington Center Research Lease Space Revenue				•	•					
273000	UC Washington Center Residence Hall Revenue	73000	UC Washington Center Residence Hall Revenue	•									
273010	UC Washington Center Parking Revenue	73010	UC Washington Center Parking			•							
<b>Expenditure Accounts</b>													
408010	Washington Academic Center (UCDC)	05397	Educational Fund		•								
		07427	University Opportunity Fund								•		
408012	UCDC Academic Equipment Replacement Funds	07427	University Opportunity Fund								•		
447626	UC Washington Center Research Lease Expenses	69676	UC Washington Center Research Lease Space Revenue				•						
648000	UC Washington Center	05397	Educational Fund		•								
		19900	General Funds		•								
		69672	UC Washington Center Building Recharge									•	
683050	UC Washington Center Student Services	69671	UC Washington Center Student Trips					•					
721226	UC Washington Center-Info & Tech Services	18082	S/A Equipment/Instruction Support							•			
		69672	UC Washington Center Building Recharge										
		69677	UC Washington Center-Technology Services								•		
721227	UC Washington Center-Building Support Recharges	69673	UC Washington Center-Event Facility Rental									•	
		69674	UC Washington Center Copying Recharge										•
		75936	UC Washington DC Equip & Working Cap Reserve										
763045	UC Washington Center Residence Halls	73000	UC Washington Center Residence Hall	•									
763050	UC Washington Center Parking	73010	UC Washington Center Parking			•							