# Student Service Fee Advisory Committee

**Friday, January 29, 2016; 3:00 to 5:00 PM**  
HUB Room 379  
Approved Meeting Minutes

<table>
<thead>
<tr>
<th>Name</th>
<th>Association</th>
<th>Voting Privilege¹</th>
<th>Attendance</th>
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<tbody>
<tr>
<td>Jon Cassell</td>
<td>Undergraduate</td>
<td>Y</td>
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<tr>
<td>Elan Bark</td>
<td>Undergraduate</td>
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<td>Fernando Echeverria</td>
<td>Undergraduate</td>
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<td>Wen-Yu Chou</td>
<td>Undergraduate</td>
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<td>Jordan Meltzer</td>
<td>Undergraduate</td>
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<td>Suraj Wadhwani</td>
<td>Undergraduate</td>
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<td>Edgar Tellez Foster</td>
<td>GSA</td>
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<td>Darrell Peeden</td>
<td>GSA</td>
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<td>Jesse Melgar</td>
<td>GSA</td>
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<tr>
<td>Ted Mock</td>
<td>Faculty</td>
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<td>Maude Clark</td>
<td>Faculty</td>
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<td>Holly Evans</td>
<td>Staff</td>
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<td>Luis Alvarez</td>
<td>Staff</td>
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<tr>
<td>Yasmine Sissoko</td>
<td>ASUCR Alternate</td>
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<tr>
<td>Hayden Jackson</td>
<td>ASUCR Alternate</td>
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<td>Beau Young</td>
<td>ASUCR Alternate</td>
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<tr>
<td>Nayisia Caldwell</td>
<td>Staff Support</td>
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<tr>
<td>Michael Ervin</td>
<td>Ex Officio, ASUCR</td>
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<tr>
<td>Ashley Harano</td>
<td>Ex Officio, ASUCR</td>
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<tr>
<td>Cathy Eckman</td>
<td>Ex-Officio, VCSA</td>
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<tr>
<td>Susana Salazar</td>
<td>Ex-Officio, AP&amp;B</td>
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<td>Lorissa Zavala</td>
<td>Ex-Officio, AP&amp;B</td>
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<td>Shafi Karim</td>
<td>Ex-Officio, ASUCR</td>
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P: Present  
A: Absent  
L: Late  
E: Excused

¹ X indicates voting privilege
1) Call to Order: 3:11 PM

2) Approval of Agenda
   - Motion to approve agenda by Fernando Echeverria, Second by Maude Clark
   - Vote: Yes: 8, No: 0
   Agenda Approved

3) Administrative Issues
   - Cathy Eckman: Talks about the issues about adding the VP of Internal Affairs of ASPB as a standing member of the committee. Expresses that this is not in the bylaws and that the committee would need to rewrite the bylaws, approve of them, and then if it does pass, Michael Ervin, won’t be in place in the committee until 2 years from now (not next year, but the year after) on the committee.
   - Questions:
     o Jordan Meltzer: What would be the role of a person who is not in the committee? I know they are not able to speak or vote.
       ▪ Cathy Eckman: For public members, they are allowed to come in at allotted times. These are public meetings. These public members should not partake in the discussions, deliberations, or voting. We will open the floor to [public] members to be able to add comments or ask questions to the committee. We need to work that into our agenda; to have members of the public to ask questions about items we had discussed.
     o Alexander Taliafferro: How did the VP had voting power in the previous years?
       ▪ Cathy Eckman: They applied through an application process; they were reviewed by the chair and the presidents and make recommendations to the committee. So the last year’s two positions from AS actually applied and were recommended and then appointed to the committee via the application process.
     o Alexander Taliafferro: That happened in the fall quarter?
       ▪ Cathy Eckman: It happened right before the appointment. It is supposed to happen in the Spring Quarter, for next year’s committee. The year before we were late. It happens because there is a call for applications, applications will come in, and then we would reach out to the governing bodies stating that we need more applications. They actually met, reviewed the applications, and made nominations to the committee. We were late last year because of that [application] process had been incomplete.

4) Career Services Center (CSC) – Sean Gil (CSC) & Other Presenters Present as Support
   - Sean Gil: Expresses the role of the CSC to students as a resource. Talks about “ScotLink” and how it works. “ScotLink” allows the CSC to post jobs on “ScotJobs,” hold career fairs; career services workshops, and the resume builder [function]. Talks about the need for $25,000 for the career peer programs (Student Assistant and Peer Advisor), it helps us grow contact with students through social media, residence halls, and etcetera. Talks about how the Student Assistants and Peer Advisors are the face of the CSC when you walk into their office. Next,
he talks about his primary priority of permanent funding for Job Development/Employer Relations position. This position has been temporarily funded for 4 years. This is a critical position to the university as my mission is to make a degree from UCR more valuable, this position helps us develop new relationships and bring new employers onto campus. Finally, he gives a gist of the programs offered at the CSC to the students.

- Questions:
  - Maude Clark: Funding for the student assistant and peer advisor did not come from this committee last year. Where did the funding come from and is it available?
    - Sean Gil: First, we ask for salary statements for our student assistants. Second, we also have to limit the positions to students who are under federal work study students only as we do not have the budget for it. Third, we staff a full time “support person” at the front desk.
    - Jose Aguilar: In terms of staffing, the CSC is fully staffed now and fully committed to working with the CSC. In terms of funding, we do not have enough funds for these student workers, which is why it is one of the requests for this year.
  - Maude Clark: So in other words, the “greeter” position is gone, along with the funding?
    - Jose Aguilar: Yes, that FTE position is gone, along with the funding for the FTE position.
  - Jordan Meltzer: So the funding for the FTE position is used for the 6 students who are now at the front desk?
    - Jose Aguilar: No, the FTE that was there no longer works for the career center. So we supplemented the FTE with student workers. We now want to employ more student workers to our career staff.
  - Maude Clark: It sounded as you wanted to increase the number of students working. I was under the impression that under the material you wanted to maintain it at the number of students you have now.
    - Sean Gil: It’s the latter. Of course if we don’t get funded for it, we will find a way. We need to hire people, but we can use federal work study students if needed. We would like to expand this position to all students, not just federal work study students.
  - Maude Clark: If this committee is not able to allocate funding for simplicity, or partial funding for this, what would you do?
    - Sean Gil: We can’t operate without this operating system. However, there are other operating systems we could choose to explore; the transition may be difficult. All 10 UC campuses are running on simplicity; it allows employers to post a job on all 10 UC campuses at one time.
  - Maude Clark: Do you have any idea how simplicity is funded at the other campuses?
    - Sean Gil: I do not.
  - Maude Clark: Is this [simplicity] funded by a variety of sources here at UCR?
    - Sean Gil: It comes totally from the SSFAC.
  - Jon Cassell: I would like the open up to questions for the entire committee now.
  - Ted Mock: Looking at the budget, your request is on the permanent category?
- **Sean Gil:** Yes, it has been temporarily funded for 5 years.
  - **Jordan Meltzer:** GAPS and full time salaries funded front desk assistant program. Is that the same thing for your peer mentor advisor program?
    - **Sean Gil:** Our peer program has been ongoing for years. The front desk and student assistant program was just started this fall. The funds are rapidly being depleted.
  - **Edgar Tellez-Foster:** Are there any specific programs for graduate students?
    - **Sean Gil:** Graduate students are very important to us. We have a career counselor who is our liaison with the graduate division to help our graduate students. We have PhD career fairs for graduate students.

5) **Financial Aid Office - Jose Aguilar (Director of Financial Aid)**

- **Jose Aguilar:** Our financial aid office handles financial aid for undergraduate students and loans for graduate students. The graduate division actually handles the fellowships, mentorships, and internships for graduate students. The school of medicine handles their own financial aid, but the financial aid office mostly handles the direct loans for both undergraduate and graduate students.
  - **Questions:**
    - **Hayden Jackson:** If the Financial Aid Assistant II (2 full time positions) is not funded, how will the additional workload be funded? Will the use of Student Assistants be necessary?
      - **Jose Aguilar:** Student Assistants help us by answering phone calls and emails, especially during the summer season.
    - **Hayden Jackson:** How are those two positions funded today?
      - **Jose Aguilar:** They are funded by temporary funds. We look at where there is “extra” funding and use these funds to fund the positions and to keep the service level at where it is. Our challenge is that it is not sustainable; these temporary funds may go away.
    - **Hayden Jackson:** What will be the effect on the short-term goal if this position does not get fully funded?
      - **Jose Aguilar:** We would like to enhance the area of financial literacy, as many students do not have an idea on what loans or what or what grants or what. Referring to the question earlier, we would need to transfer someone over to the financial aid division from the HOSS to fill the position and to handle the workload. Which will then minimize the resources available to the students if we were to take a person away from the HOSS. We may need to also cut hours at the financial aid office since we are open 8 hours a day for online emails and phone calls.
    - **Hayden Jackson:** What is the difference between the Financial Aid Assistant II and the customer service representatives? If they are the same, how are they funded and if they are different, what is the difference? How can the workload be shifted around?
      - **Jose Aguilar:** They are the same classification. The 2 Financial Aid Assistants and customer service representatives do the same type of work: phone calls,
emails, processing documents, and the input of data. The customer service representatives are on permanent funding. So we have some stability there.

- **Luis Alvarez:** Is there plans to automate the phone call and email service? Is it even possible to automate it?
  - **Jose Aguilar:** We have talked about automation. However our website does have a lot of information about financial aid, but it is not easily “consumed” by the student. Financial aid is very complex and it depends on the data involved, so unfortunately it cannot be automated all the time.

- **Luis Alvarez:** Do you have a chat service on your website? It could be more cost affected
  - **Jose Aguilar:** We don’t. However, it was considered.

- **Jordan Meltzer:** You funded these positions through vacancies in your department, how did you fund these recently? Will it be funded if we are not able to meet your total request?
  - **CFO of Financial Aid (Cathy):** Our reserves are being depleted from these positions, so we have less money every year if we continue to fund this every year like this. We can get through another year, but it has to be on the SSFAC’s radar, as this may not occur the year after.

- **Jon Cassell:** If these positions were not funded what would you do?
  - **Jose Aguilar:** Losing these positions would have a direct impact on getting timely funding to students to pay for classes, to allow them to register for classes, and to answer the emails and phone calls.
  - **CFO of Financial Aid (Cathy):** We would then need to shut down the HOSS on many days of the week and not answer phone calls along with emails. There are 10 financial aid counselors in the office, however 87% of all students require financial aid, which then gives each counselor several thousands of students each to manage.

6) **Office of the Registrar – Bracken Dailey**

- **Bracken Dailey:** Talks about the 5 FTE’s that are funded at the Registrar’s Office. The positions are as follows: Special Programs Coordinator (Deals with grades), Residency Coordinator (Deals with CA Residency), Degree Audit Specialist (Deals with the online degree check system), HOSS (Highlander One Stop Shop) Representative Supervisor (Deals with the management of the HOSS), and Student Affairs Assistants (Deals with customer service).

- **Questions:**
  - **Holly Evans:** Under short-term goals, major programs, what specific procedures and processes are you underlining with campus initiatives and the increasing demand from the campus?
    - **Bracken Dailey:** It lines with the implementations of the new information system, banner. It works with academic scheduling. It brings better scheduling of classrooms and also a new system of degree works with banner to work with students and academic advisors. As the campus grows, the system works along with banner.
  - **Holly Evans:** How do you measure processing times?
- **Bracken Dailey:** Several ways, it depends how the student reaches out to us. We have the help desk, email messages sent to us, and a representative in the HOSS allows us to measure processing times. We also get feedback from our college representatives as to how they see from the interaction with students. As management, we have mechanisms where we can measure the turnaround time (KPI's). We also have surveys in the HOSS to help understand our processing times and what we should tweak to improve them.

- **Holly Evans:** Whom are you partnering with and what views do you perceive?
  - **Bracken Dailey:** In regards to partnerships, we work with many offices: financial aid, student services. We collectively work together to improve the services to students. We also work with the systems we implement, for example CnC and the colleges on how we can improve efficiency. We also collaborate with our central office about budget.

- **Holly Evans:** How are you currently funding your current positions?
  - **Bracken Dailey:** Same as the financial aid office; we use potential and unused resources to fund these positions.

7) **SATS – Deborah Enright (Senior Director for Student Affairs)**

- **Deborah Enright:** Talks about her position and what she maintains. She provides some examples of the systems she handles, among these are: the health center, career center, housing and dining facilities, residential life, etc. Explains that the funding and use of these systems have an integral part in helping with the “Student Experience” here on campus.

- **Questions:**
  - **Luis Alvarez:** Regarding this year’s request, what specific job functions would each position be performing?
    - **Deborah Enright:** Position is mainly for the student health and counseling center. It is called a “System Analyst III:” where it focuses on the quality and care for the patients on their side as well as the students who come in for dental and medical systems. We are finding out as we dig deep into our system that we have a lot of inefficiencies. A lot of data could be shared between systems that aren’t being shared, a lot of times we are faxing over data that could easily be shared through the secured integration of systems. If we can automate this, it will allow us to better serve our students. The second position is for student life, which allows us to get the content up in a timely fashion so the students could know about these student life events and get the clubs and organizations out there.

  - **Luis Alvarez:** How do you measure these “hits?”

  - **Deborah Enright:** We have business analysts who take in how many “hits” we get in a day. It accounts for how many hits we get in registration, when events are up, when quarters change, we have all these analytics that we do collect that allow us to be efficient.

  - **Luis Alvarez:** If we do not allocate any funding, what will this do to your long-term and short-term goals, respectively?
- **Deborah Enright:** We prioritize the work in our department and the resources that we have to do this work. If we do not have the funding to do the total amount of projects, that we have on the dock then things will have to get cut. For example, in the past two years, we had to cut programs and prioritize what needs to get done.
  - **Luis Alvarez:** Since resources are so limited, do you have the projections of what the cost statements will be in terms of the long term for these positions that you are considering that needs funding?
  - **Deborah Enright:** I do not have that, but we can collect that information.

8) Subcommittee A Comments

9) Chair Comments
   - **Jon Cassell:** The less permanent money we spend now, the more money we will get back next year.

10) Adjourn 4:57 PM
    - *Motion to Adjourn by Holly Evans, Second by Jordan Meltzer.*
    - *Adjournment Approved Unanimously.*