# Student Service Fee Advisory Committee

**Wednesday, February 01, 2017; 3:00 PM to 5:00 PM**  
**HUB Room 367**  
**APPROVED Meeting Minutes | Approved on 04.05.2017**

<table>
<thead>
<tr>
<th>Name</th>
<th>Association</th>
<th>Voting Privilege</th>
<th>Attendance</th>
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<tbody>
<tr>
<td>Jon Cassell</td>
<td>Undergraduate, Chair</td>
<td>X</td>
<td>P</td>
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<tr>
<td>Hayden Jackson</td>
<td>Undergraduate, Vice-Chair</td>
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<tr>
<td>Elan Bark</td>
<td>Undergraduate</td>
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<td>Wen-Yu Chou</td>
<td>Undergraduate</td>
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<td>Dalshawn Boson</td>
<td>Undergraduate, VP of Internal Affairs</td>
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<td>Ruby Ramirez</td>
<td>Undergraduate</td>
<td>X</td>
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<tr>
<td>Sook Yi “Jaymee” Goh</td>
<td>GSA</td>
<td>X</td>
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<td>Derreck Carter-House</td>
<td>GSA</td>
<td>X</td>
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<tr>
<td>Jose Medrano</td>
<td>GSA</td>
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<tr>
<td>Zizhong “Jeffrey” Chen</td>
<td>Faculty</td>
<td>X</td>
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<td>Richard Rodriguez</td>
<td>Faculty</td>
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<tr>
<td>Hector Linares</td>
<td>Staff</td>
<td>X</td>
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<td>Sally Tavizon</td>
<td>Staff</td>
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<tr>
<td>Jordan Meltzer</td>
<td>ASUCR Alternate</td>
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<td>Beau Young</td>
<td>ASUCR Alternate</td>
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<tr>
<td>Kevin Tseng</td>
<td>Ex-Officio, ASUCR, VP of Finance</td>
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<td>Shafi Karim</td>
<td>Ex-Officio, ASUCR, President</td>
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<tr>
<td>Cathy Eckman</td>
<td>Ex-Officio, VCSA</td>
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<tr>
<td>Debra Meneely</td>
<td>Staff Support, VCSA</td>
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<tr>
<td>Brandon Lieu</td>
<td>Secretary, VCSA</td>
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<tr>
<td>Sean Cason</td>
<td>(GUEST) MSO – Enrollment Services</td>
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<tr>
<td>LaRae Lundgren</td>
<td>(GUEST) AVC – Student Affairs and Enrollment</td>
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<td>Deborah Enright</td>
<td>(GUEST) Sr. Director – SATS</td>
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<td>Sean Gil</td>
<td>(GUEST) Director – Career Services Center</td>
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<tr>
<td>Jose Aguilar</td>
<td>(GUEST) Director – Financial Aid</td>
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1 “X” indicated voting privilege  
2 P: Present | A: Absent | L: Late | E: Excused
1) Call to Order: 3:05 PM

2) Approve the Agenda
   
   Motion to Approve the Agenda by Hayden Jackson, Second by Jaymee Goh.
   
   Vote: Yes: 8 | No: 0 | Abs.: 0
   
   Agenda Approved Unanimously

3) Subcommittee A Department Presentations:
   
   - Student Affairs Technology Services (SATS) – Deborah Enright
     
     i. Deborah Enright gives a short introduction of the Student Affairs Technology Services (SATS) Department. In short, SATS serves as the technological arm to all student services departments. For example, the career center and the registrar’s office are two student services departments out of many departments that are highly supported by SATS.
     
     ii. Committee Questions
         1. Jose Medrano questions if “off-campus” companies like Panda Express, Panda Sushi, and Barnes and Noble utilize SATS.
            a. Deborah Enright clarifies that SATS performs an initial set up and then from there on, it is the company’s responsibility.
         2. Ruby Ramirez questions how it will impact the department if the Committee could not fund the requested positions.
            a. Deborah Enright expresses that SATS will need to reprioritize their projects and delay new projects to the following year. This funding will help SATS focus on technological improvements for Mental Health and Wellness and the career center.
         3. Sally Tavizon questions the two open managerial positions and one software development position. Is there a way to reallocate resources to pay for the requested positions?
            a. Deborah Enright clarifies that one of the management position is going to be rationalized into C&C. There will be only one other manager to run the infrastructure and developers. SATS does not have the bandwidth to rationalize and reallocate sources for the requested positions.
            b. Sean Cason clarifies that the funding for the managerial position moving to C&C also moves with the position as well.
         4. Sally Tavizon questions why SATS is requesting for S&E when the positions are already filled.
            a. Sean Cason clarifies that it is for the basic supplies and needs to get the positions started: computer, phones, etc. The positions are filled, but it is not the most optimal position because of technological necessities that are not covered.
         5. Hector Linares questions if there is the use of technology to approach staffing shortages; process improvements.
a. Deborah Enright expresses that SATS does it every day. Some developers do project management. Wherever the skill sets are for individuals, SATS will use it to their need.

b. LaRae Lundgren clarifies that SATS supports the entire Student Affairs Division. The demand of the Department (SATS) always exceed the capacity of the department.

6. Hector Linares questions what the most impactful effects to the department is if the requests are not fully granted.
   a. Deborah Enright expresses her concern that the department will be delivering the minimum
   b. LaRae Lundgren clarifies that the tradeoff of not funding the department will decrease the impact of the Health Center and Career Center

7. Jose Medrano questions how the wait times have been reduced in Psychological Services
   a. Deborah Enright clarifies that there are 6 more iPads that are being used in psychological services and 10 used for health services

• CSF Meeting Update – Jon Cassell & Hayden Jackson
  i. Jon Cassell & Hayden Jackson give a brief overview of the CSF Meeting that was hosted by UCR which took place on-campus 1/27/17 – 1/28/17. During the CSF Meeting, the MOU was signed which allowed dues for CSF to be cut and allow CSF to have more control of their staffing needs. Vice Chancellor for Student Affairs, Mr. Jim Sandoval, also gave an overview presentation of the Student Services Fee Advisory Committee at UCR and the difficulty of funding for the Campus Health Center at UCR. CSF Representatives from different campuses face the same difficulty funding the campus health center as well. The next CSF Meeting is scheduled in April date to be determined.

• Career Services Center – Sean Gil
  i. Sean Gil gives a short introduction of the Career Services Center and the major impact it has on students professionally. Sean Gil also emphasizes the importance of funding for the career center due to a location change and the opportunities that can arise because the Career Services Center’s new accessible location (by the University Lecture Hall).
  ii. Committee Questions
   1. Ruby Ramirez questions how long does the Career Center expect the graduate intern position to last?
      a. Sean Gil clarifies that the Career Center hopes that the graduate intern would last a semester or a whole year. The Career Center needs help for walk in traffic, especially with the relocation in March.
   2. Jose Medrano questions if there is a ratio for students visiting the career center and getting a job
      a. Sean Gil clarifies that there is no typical way to track that ratio. However, the goal of the career center is to increase the value of a UCR Degree
   3. Ruby Ramirez questions if the Career Center has considered having multiple graduate interns.
1. Sean Gil clarifies that depending on the funding, the Career Center can have multiple graduate interns.

4. Dalshawn Boson questions how the Career Center is going to increase the value of the UCR Degree
   a. Sean Gil clarifies that with the virtual technology, the Career Center can bring major corporations from their headquarters to UC Riverside without having the corporations fly out recruiters to Riverside; which is a tough sell right now.

5. Hayden Jackson questions if there is a possibility if the graduate intern can be less than 1 FTE
   a. Sean Gil expresses that with the possibility of getting the whole FTE, it will allow the Career Center some leeway in tasks like programming and major office functions.

6. Ruby Ramirez questions the difference in performance in regards to hiring two more peer advisors
   a. Sean Gil clarifies that the peer advisors can help with presentations inside the career center. It will double the capacity as to how many presentations can be done.

7. Sally Tavizon questions if there is a way to use work study students
   a. Sean Gil clarifies the Career Center actually manages the work study jobs. “We try to diversify the representation in the office.”

8. Sally Tavizon questions if there has any effort made to contact campus HR for employment
   a. Sean Gil clarifies that there is one FTE dedicated to on-campus jobs and work study jobs.

9. Hector Linares questions how the Career Center’s software is currently funded
   a. Sean Gil clarifies that as of now, one of the options is to collaborate with the colleges and to sublease the cost of the software to the colleges.

10. Hector Linares questions if there has been any process improvements
    a. Sean Gil clarifies that the career management software enables the department’s services. Student Assistants also give process improvement plans. The career center every day tries to streamline every process.
    b. LaRae Lundgren also expresses the department’s idea of using strategic plans to streamline the processes

11. Hector Linares questions the most impactful effects to the department if the requests are not fully granted
    a. Sean Gil expresses his concern that the student assistants are the frontline of the Career Center. If the requests are not granted, then the professional staff will have to do the work of Student Assistants

12. Ruby Ramirez questions the S&E Request
    a. Sean Cason clarifies that with the new positions, the S&E will set up the laptop and phones of the individuals

• Financial Aid Office – Jose Aguilar
i. *Jose Aguilar* gives a short introduction of the Financial Aid Office and the importance the Office holds in student financial responsibility. *Jose Aguilar* expresses his concern that the Financial Aid Office is ultimately understaffed for all the functions that the office performs. For example, the Financial Aid Office is responsible for manually reviewing financial aid applications.

ii. Committee Questions

1. *Ruby Ramirez* questions how long have the positions been temporarily funded?
   a. *Cathy Eckman* clarifies that the positions were funded temporary since Fiscal Year 2010 to 2011.

2. *Sally Tavizon* questions the current FA counselor ratio to students
   a. *Jose Aguilar* clarifies that there are ten counselors to serve 17,000 undergraduate students

3. *Sally Tavizon* questions with an increase in enrollment what is the impact of the FA office
   a. *Jose Aguilar* clarifies that there is a definite increase in traffic with phone calls and visits
   b. *LaRae Lundgren* clarifies that outside of UC Merced, UC Riverside has the smallest Financial Aid Office.

4. *Sally Tavizon* questions about the efforts of the Financial Aid Literacy Program
   a. *Jose Aguilar* clarifies that there hasn’t been much development, but with funding of a position there could be major efforts made towards the Financial Aid Literacy Program

5. *Ruby Ramirez* questions the Financial Aid Department’s vacant position of the Financial Aid Assistant, if the literacy program will be absorbed by the position.
   a. *Jose Aguilar* clarifies that due to the change in regulations with FAFSA, the department cannot have the Financial Aid Assistant work on the Literacy Program. The assistant will work on verification of FASA Reports.

6. *Sally Tavizon* questions the S&E request
   a. *Sean Cason* clarifies that it is more of technology support; computers and phone

7. *Hector Linares* questions if technology was utilized for improvements in processes for the Financial Aid Office.
   a. *Jose Aguilar* clarifies the use of the Banner System, the Banner System was used since 2010 – 2011. The system allows us to work with more students.

8. *Hector Linares* questions the most impactful effects to the department if the requests are not fully granted
   a. *Jose Aguilar* clarifies that the Financial Aid office will need to cut down operational hours (availability to the students).

4) Subcommittee A Comments

- SATS: *Ruby Ramirez* expresses her emphasis on how their 2nd Priority is essentially for the Career Center. *Sally Tavizon* expresses her concern about the campus rationalization in IT; if funding is not available, it reduces the rationalization.
i. Cathy Eckman clarifies that SATS requested the 2nd Priority for SATS, but the whole job responsibility is in support of the Career Services Center

- Career Services Center: Sally Tavizon expresses that the Career Services Center will be state of the art and the requests are minimal in the success of the Career Center. Ruby Ramirez expresses her concern of using work study students to give some leeway for their funding. Ruby Ramirez also expresses her concern of the career center’s use of subleasing the software to departments as it may degrade the student’s possibility of getting internships and jobs.
- Financial Aid Office: Haden Jackson expresses his concern that SSFAC cannot fund any of these positions due to the amount of available funds that SSFAC has this year.

5) Public Comments (if applicable)
   - No Public Comments

6) Chair Comments
   - No Chair Comments

7) Adjourn: 4:50 PM
   Motion to Adjourn the Meeting by Sally Tavizon, Second by Ruby Ramirez.
   Vote: Yes: 7 | No: 0 | Abs.: 0 [Some voting members departed early for class]
   Adjournment Approved Unanimously