**Student Fee Advisory Committee Meeting**

**2325 Murphy Hall**

**4:30 - 6:30**

**Tuesday, November 28, 2017**

**Attendees Present:**

Graduates: Jazz Kiang, Javier Rodriguez, Nicole Ngaosi, Cody Trojan

Undergraduates: Neemat Abdusemed, Richard White (Chair), Katie Kim & Christina Wang

Administration: Mike Cohn, Director, SOLE

Barbara Wilson, Director, UCLA Housing & Hospitality

Paolo Velasco, Director of Bruin Resource Center

Faculty: Karen Rowe, Professor

Advisor: Marilyn Alkin, SFAC Advisor (Ex-Officio)

Absent:

1. **Call to Order:**
   1. The meeting was called to order by ***Richard*** at 4:34 p.m.
2. **Approval of Minutes:**
   1. ***Cody*** motioned to approve the minutes next week with minor corrections made. Jazz seconds the motion. Nine approved, two abstentions. The motion passes.
3. **Approval of Agenda**
   1. ***Jazz*** motioned to approve the agenda; ***Christina*** seconded the motion. The motion passes unanimously.
4. **Review of Handouts**
   1. No handouts are reviewed.
5. **Unit Review: Central Ticket Office (CTO)**
   1. ***Paul Abramson*** introduced himself and discussed the CTO and their emphasis on supporting student focused activities. SFAC funds two student positions, serving other students in customer service roles. They partner with other SA campus offices to raise awareness about services offered and. ***Richard*** thanked Paul for his time and opened the floor for questions.
      1. ***Richard*** asked how students can get more tickets online. ***Paul*** noted that the partnerships with the various groups is important, to validate the ticket sale, and conversations are ongoing to provide discounted online ticket sales. ***Javier*** noted that the language on charging fees for BruinCards and debit fees has caused confusion in the past. ***Paul*** noted that the confusion around charges is typically due to when financial aid packages are received, etc. ***Paolo*** asked if there is data about which students use CTO’s services. ***Paul*** noted that they track if it’s a student/staff/faculty member, but not by demographic. ***Paul*** asked how they could better connect with students, and suggestions regarding better signage, newsletters were made. ***Nicole*** noted that they want to move to a single sign on option, and what the proposed timeline is. ***Paul*** noted that the delay is with Ticketmaster, which doesn’t currently support a single sign on. ***Nicole*** asked about the permanent funding allocation, and if it was impacted by a current vacancy. ***Paul*** noted that it should be an issue, as they are currently in the process of filling the role. ***Richard*** thanked Paul for his time and presentation.
6. **Unit Review: ASHE** 
   1. ***Dr. Baron*** introduced himself and described the needs of ASHE, and the emphasis on quality care for all students, policies for handling health records in different languages, formats, ensuring compliance with mandates, etc. ***Richard*** thanked him for his presentation and opened the floor for questions.
      1. ***Cody*** asked where permanent funds are going toward. ***Dr. Baron*** noted that permanent funds go to consistent operations and staffing. ***Karen*** asked about unionized employees and the stress placed on systems in those re-negotiations, and asked where Ashe may be in that process. ***Dr. Baron*** noted that many people at Ashe are represented, and that each time contracts are received, Ashe re-budgets to accommodate. ***Nicole*** asked how they plan to generate revenue for new and continuing expenses and spaces. ***Dr. Baron*** noted that oftentimes partnering with various offices to share the costs is done. ***Richard*** asked how many students are signed up for BruinCare, and ***Dr. Baron*** noted that it’s a small percentage of students.
7. **Unit Review: CAPS and CARE**
   1. **CAPS:**
      1. ***Richard*** welcomed Dr. Nicole Green and her colleagues from CAPS. The demand at CAPS is mirroring a national trend; between 2011-2012, demand increased by 20%. Students feel a lot of pressure and stress in their life, and turnover in staffing at CAPS has also created some stress.
         1. ***Jazz*** asked about the struggle in staffing changes at CAPS, and ***Dr. Green*** noted that career staff have been leaving due to low pay and burnout, and contract staff were moving into those vacated spaces, causing a discrepancy. ***Cody*** asked why staff are leaving, and ***Dr. Green*** noted that the cite pay issues and burnout in their exit interviews, as they are managing and tracking up to 200 cases. ***Mike*** asked about the University outsourcing students to outside therapists to assist with the caseloads, and ***Dr. Green*** noted that this is difficult due to the liability issues. ***Mike*** asked about religious organizations with University affiliations, and asked about utilizing their spaces to assist in reaching more students. ***Neemat*** asked if they are also exploring preventative options to assist students, and ***Dr. Green*** noted that efforts have been made across the campus regarding stress management, sleep management, other workshops, etc.
   2. **CARE:**
      1. ***Dr. Green*** introduced Alicia Oeser, the CARE Director. ***Alicia*** noted that their office focused mainly on prevention needs, works closely with graduate students, focuses on increasing visibility in their services, gender based violence, sexual assault, alcohol and substance abuse, assists in on-going maintenance of a case, talking with police, accompaniment, processing trauma, etc. challenges they face are centered around staffing needs—burnout, turnout, etc. Dr. Green and Alicia will take down the committee’s questions and report back with answers.
8. **Meeting day and time**
   1. Next quarters meetings will take place on Fridays from 4-6pm. If students miss more than two meetings, they may lose their stipend and place on SFAC.
9. **Announcements** 
   1. No new announcements were made.
10. **Adjournment**
    1. ***Cody*** motions to adjourn the meeting. ***Nicole*** seconds the motion. The motion passes, and the meeting adjourns at 6:43pm.