**Student Fee Advisory Committee Meeting**

**2325 Murphy Hall**

**4:30-6:30 PM**

**Tuesday, February 5, 2019**

**Present:**

Graduates: Jazz Kiang, Denise Marshall, Javier Rodriguez, Zak Fisher

Undergraduates: Christina Wang, Neemat Abdusemed, Nicole Corona Diaz

Administration: Deb Geller, Associate Dean of Students and Deputy Title IX Coordinator, Mike Cohn, Director of SOLE, Barbara Wilson, UCLA Housing & Hospitality

Faculty Rep: Karen Rowe, Professor

APB Advisor: Ellen Hermann (Ex-Officio)

SFAC Advisor: Marilyn Alkin (Ex-Officio)

**Absent**:

Paulina Macias, Undergraduate

**Call to Order**

* 1. **Jazz Kiang** called the meeting to order at 4:37pm.
1. **Approval of Agenda**
	1. **Jazz Kiang** suggested amending the agenda due to a clerical error for the approval of minutes.
	2. **Neemat Abdusemed** moved to approve the amended agenda. **Christina Wang** seconded. With no objections, the amended agenda was approved by consent.
2. **Review of Handouts**
	1. N/A

1. **Review and Approve Minutes**
	1. **Denise Marshall** moved to table the 1/22/19 and 1/29/19 minutes. **Barbara Wilson** seconded. With no objections, the minutes were tabled by consent.
2. **Unit Presentation: Office Technology Center (OTC)**
	1. **Jazz Kiang** opened the floor for Arun Pasricha, Mitra Ashtari and Roozbeh Kavian to present on OTC (presentation on PPT)
	2. SFAC Unit Review
	3. SAIT - Core Functions
		1. The Student Affairs IT (SAIT) support the information technology needs of students and staff in the Student Affairs Organization, Chancellor’s Organization, and the Institute of American Cultures (IAC). SAIT is committed to delivering innovative IT support and enhance services to staff and students in furtherance of the mission, vision and guiding principles of the Student Affairs Organization.
		2. SAIT offers a range of enterprise level services and systems to students, staff and faculty. We are a leader on campus in development of student and staff online applications and manage numerous in-house developed applications.
			1. Application development
			2. Content management and web services
			3. Student Data Distribution and Reporting
			4. Desktop support
			5. Network and infrastructure management
			6. Systems administration
	4. Application Development
		1. Application development team is responsible for developing and managing campus wide applications for students, staff, and faculty. Examples of services offered and supported by SAIT include:
			1. MyUCLA
			2. Message Center
			3. Registered Campus Organization and fund disbursement system (RCO)
			4. Campus Degree Audit and Reporting System (DARS)
	5. Content Management and Web Services
		1. SAIT provides content management services and design expertise to all Student Affairs and several campus departments. Over 75 websites are now hosted on SAIT’s Content Management Systems.
			1. Registrar’s Office
			2. Financial Aid & Scholarship
			3. SOLE
			4. Recreation
			5. SFAC
			6. Student Loan Service & collections
			7. Dashew Center for International Students and Scholars
			8. Ashe Center
	6. Student Data Distribution and Reporting
		1. SAIT is the hub of student data distribution on campus. The database and reporting team has a significant campus role in managing data for all Student Affairs departments, providing real-time student data to the entire campus for integration into local business processes and reports, supporting database design and administration for all SAIT applications, and providing reporting capabilities for all Student Affairs departments.
	7. Desktop Support
		1. Desktop support team support all Student Affairs, Chancellor’s Office, Summer Sessions and IAC staff numbering 1700+ FTEs and over 2000 student staff. Most of the desktop support staff are housed in individual departments and they are the first point of contact for troubleshooting and resolving technical issues in departments.
	8. Network and Systems Administration
		1. Responsible for the design, implementation, operation and maintenance of the network and server infrastructure for all SAIT’s supported clients and related MyUCLA applications.
		2. Infrastructure Snapshot
			1. 50 physical servers
			2. 200+ virtual servers
			3. 12 VMWare hosts
			4. 50 network switches in 20+ buildings
			5. 200+ wireless access points
			6. 2 firewalls
			7. 2 load balancers
		3. Key team functions
			1. Access control
			2. Backup and Recovery
			3. Firewall & Security
			4. Internet Connectivity
			5. Storage
			6. Networking
			7. Servers
	9. SFAC Supported Programs
		1. Workstation Replacement Program
		2. Desktop Support Staffing
		3. Student Organization Fund Request and Disbursement Application
	10. Workstation Replacement Program
		1. Workstation (PC) Replacement program is created to replace aging departmental computers with current, secure, high-performance desktop and laptop computers at a discounted cost.
		2. Meet SFAC recommendation to centrally manage SFF departments computing needs.
		3. Program enables security compliance, minimizes student service disruptions through planned updates that best meet the needs of the Students and Staff.
		4. Replacement Cycle
			1. Staff & Student Workstation - 5 years
			Open-use Computing Labs, Laptops, Tablets - 3 years
	11. Desktop Support Staffing
		1. The support staff will provide technical assistance to CPO, SOLE, BRC, LGBT, BruinCorps, etc. The duties range from remote desktop assistance to providing support over the telephone to troubleshooting issues that arise with computers, installations, upgrades and resolving issues with hardware and software systems.
	12. Student Organization Fund Request and Disbursement Application
		1. SAIT successfully launched the Registered Campus Organization (RCO) application in December 2016 and has significantly enhanced the functionality of the system over the past two years.
		2. The Fund Request application was launched in May 2018 and self-service module to create funding sources was launched in October 2018. A large list of enhancements have been requested by SOLE to increase functionality and improve student and staff usability of the system.
	13. Funding Request Prioritization
		1. Workstation Replacement Program
			1. Decreased funding will result in significant impact to student services, will cause delay in needed replacement, and will create vulnerabilities in our network infrastructure.
		2. Desktop Support Staffing
			1. Reducing the requested funds will reduce the number of support staff and will significantly impact the quality of services to the supported departments.
		3. Student organization fund request and disbursement application
			1. Reduced funding will delay development of many of the requested enhancements and will result in reduced usability by students.
	14. SAIT Internship & Work-study Programs - Preparing Tomorrow’s Leaders in Tech
		1. One year paid program in two tracks with a technical focus that is offered to current UCLA students. Interns are integrated into teams within Student Affairs IT to learn and gain knowledge about technical areas and work under the guidance of the technical managers.
		2. Track One
			1. Business Analysis and Software Development Track
		3. Track Two
			1. IT Operations, Helpdesk and System Administration Track
		4. Computer Support Tech Positions
			1. Student Affairs Computer Support Technician (CST) positions are responsible for providing hardware, software, and general IT support to the Student Affairs. Student answer queries on basic technical issues and offer advice to solve them.
	15. **Jazz Kiang** opened the floor for questions:
	16. **Javier Rodriguez** asked about Work Study and whether it is with regard to students who have Work Study or students being given an undergraduate internship. Roozbeh Kavian responded that most are undergraduates, both with and without Work Study. They try to hire students who have a little bit of experience in tech and pair them with someone who does not have past experience. Through the program, they are trained and are engaged. The goal is that once they graduate, they find good jobs.
	17. **Christina Wang** asked about the carryforward and the vacancy of a position for 8 months. Mitra Ashtari responded that the request was from 3-4 years ago. By the time the funds were approved, it was too late to post for the position and then too difficult to hire. However, that position has now been classified as PAIII. The carryforward will now be used to fund the new classification.
	18. **Barbara Wilson** also asked about the carryforward amounts and about the large increases and decreases. Mitra Ashtari responded that they had a vacant position for a Networking Engineer for 2 years, which had a carryforward of around $100,000, which was used to purchase a legacy system. The $200,000 has nothing to do with SFAC funding the position. The two positions are under separate funds. **Barbara Wilson** stated the ending balances on the trend reports for 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18.

Mitra Ashtari stated that in 2013-14 and 2014-15 they had the Networking Engineer position vacant for 2 years, so that was a salary savings. Then in 2016-17 they received temporary funding from Student Affairs to replace a networking infrastructure.

* 1. **Deb Geller** asked if they have already given the PAIII position a 20% increase in salary. Mitra Ashtari responded yes. **Deb Geller** also asked about the Student Organization application and what the budget items were. Arun Pasricha stated that there are 2 components; the funding they get for development and staffing; second is for infrastructure.
	2. **Mike Cohn** asked what they do to maintain their staff and encourage them to stay when they could be making more money elsewhere. Arun Pasricha responded that it is a challenge each year. They hire people, train them and then they often times find jobs making 1.5 times the amount they can afford. Mitra Ashtari added hence the 2-year vacancy.
	3. **Neemat Abdusemed** asked if OrgSync created a deficiency in their funds. Arun Pasricha responded that OrgSync was a vendor system. They were getting licensing money from SFAC to support it. However, it had significant impacts on department functions. Because of this, they decided to work on these departmental functionalities internally and about 3 years ago stopped asking for licensing funds from SFAC. Right now, they are in the development and enhancing phase.
	4. **Jazz Kiang** asked what the timeline was for implementing these addition enhancements if they received the funding to do so. Arun Pasricha responded that they have already started moving in that direction in hopes that SFAC will support it.
	5. **Christina Wang** asked if it was more or less expensive to develop software internally. Arun Pasricha stated that they look at each case individually. If they find an application that reasonably priced and meets the majority of the requirements, there is no reason not to go with an outside vendor. It really depends on the requirements.
1. **Unit Presentation: BruinCorps**
	1. **Jazz Kiang** opened the floor for Debbie Pounds, Justyn Patterson and Jazmin Perez to present on BruinCorps.
	2. BruinCorps Mission - to leverage the power of community service-learning and civic engagement to improve the educational achievement of students from disadvantaged communities. BruinCorps staff develop as global citizens, strengthen their leadership skills, and gain meaningful experiences to help them persist through their education and become successful professionals.
	3. There is a two-tiered service that is important to them:
		1. The work that they do in the community on behalf of disadvantaged communities that contribute directly to the universities diversity and civic engagement mission
		2. The work that they do for their staff to provide a meaningful experience and prepare them for life after college
	4. The Gallup organization surveyed 130,000 college graduates to find out what parts of their college careers impacted their engagement and overall well-being post-college.
		1. Who are they trying to engage:
			1. The majority are 1st gen with economic needs
			2. They are largely CA residents with a concentration from LA County which reflects the students they serve
				1. Undergrads percentages

60% LA County

82% Female

89% First Gen

96% Work Study

98% CA Residents

* 1. They are proud of the diversity they have achieved
		1. They achieved this diversity through:
			1. Work-study announcement
			2. Large campus events (Bruin Day)
			3. Department Student Affairs Officers
		2. Ethnic Breakdown
			1. 73% Hispanic/ Latino
			2. 17% Asian
			3. 4% Africa America
			4. 4% Other
			5. 2% White
	2. Civic Engagement
		1. They have tutors go out to sites primarily located in historically underserved communities, which include South LA and Watts, Huntington Park, Downtown LA, Koreatown, and near Dodger Stadium.
		2. It would be easier for them to send their tutors to sites that may be more convenient geographically. However, their focus is on students in the most need that reflect the diversity of the city and align with their campus’ mission for service and civic engagement.
	3. Undergrad Support
		1. They have several committees meant to engage and support students throughout the year. Committees are designed to provide academic support and promote community and sense of belonging. This is accomplished through quarterly study halls and quarterly socials and through multiple check-ins (KIDS meetings, tutor check ins, leadership meetings). Their intent is to make sure that they are developing the staff, addressing their needs and concerns, and holistic support.
	4. Each quarter they offer 25-30 students, an education course specifically for their tutors. This gives the opportunity to dive into theory. They want the undergrads to understand the achievement gaps and why they exists. Beyond understanding what the achievement gaps are, they expose students to educational theory and how they can apply it in the work that they do. Tutors are required to link their experiences in the field to the theories they are studying and their own educational journeys. The students and program leaders who enroll in the Education 185 course, will receive strengths coaching. This supports their academic endeavors, their career development, goal-setting and goal attainment. They also use tutors as TAs for the course. Therefore offering another leadership opportunity.
	5. Leadership Institute
		1. Four years ago, they recognized that their undergraduates needed additional support and development when they were stepping into new leadership roles within the program. They created an intensive, 3-day residential program to help them prepare for the new responsibilities they would be stepping into and to help them find their own voices as leaders.
			1. Common Book
			2. Strengths development
			3. Team-building (ropes course)
			4. Both staff and student-led workshops
			5. Grad school and career prep (Grad division Admissions director, Career Center rep)
			6. Keynote addresses (Growth Mindset expert, Social Justice in education lecture, School-Prison pipeline lecture)
	6. Tutor Development
		1. 97% experienced a depth to their knowledge of assets and challenges in the communities that they serve
		2. 95% experience an increase of empathy, open-mindfulness, tolerance and appreciation for diversity
		3. 94% experienced a depth in their comfort in working with race, age, ability, religion and life experience
		4. 90% experienced an increase in civic engagement
	7. Tutor Experience
		1. 93% were satisfied with their overall experience
		2. 92% felt supported by the program leadership – including undergrads and full-time personnel
		3. 85% reported feeling a sense of belonging
	8. Family Involvement Event
		1. There are 22 family involvement events. Undergraduates work on these events months prior to the actual events. It requires them to utilize their resourcefulness and leadership skills. They work in collaboration with school personnel about content and scheduling. They identify donations from local businesses, which forces them to identify community assets, therefore reframing their thinking about communities. Their creativity is on full display as they create engaging workshops for students of all ages.
	9. Budget Priorities
		1. They identified the Program Supervisor as the top priority. This is the only full-time position, with 100% FTE dedicated to BruinCorps. The program could not function without this position. Travel expenses are essential because their sites are mostly not local to campus. Associate director salary/benefits are essential because the program needs the oversight and direction provided by an experienced individual capable of seeing the program and working on programmatic improvement.
	10. **Jazz Kiang** opened the floor for questions:
	11. **Zak Fisher** asked about the number of students who could get involved with BruinCorps, but do not know about the program and how their limited resources affected them. Justyn Patterson responded that it is hard to know how many people do not know because they advertise widely. However, the big limitation is the Work Study program. Without Work Study it is difficulty to place students.
	12. **Neemat Abdusemed** asked about the trend reports not matching and if they received any word from Student Affairs for clarification. Debbie Pounds responded no, due to their Budget Analysis leaving last year. **Neemat** **Abdusemed** then asked how they got their numbers on the trend report. Justyn Patterson added that their reports are filtered through Student Affairs and are unsure. **Deb Geller** added that Enrollment Management’s administrative team might be a part of the same budget that they are on. Their heading may show up as Enrollment Management not BruinCorps. **Jazz Kiang** clarified that BruinCorps has its own disaggregated trend report and suggested efforts be made to understand the numbers better.
	13. **Denise Marshall** asked whatfamily involvement events looked like. Jazmin Perez responded that it is a college awareness event.
	14. **Javier Rodriguez** asked if there was a formal relationship with Enrollment Management that admits high school students into UCLA. Justyn Patterson responded no.
	15. **Deb Geller** asked about the request for transportation funds. Justyn Patterson responded it is primarily for fleet services and mileage reimbursement. **Deb Geller** also asked about the 28% increase in funding for the Student Coordinators. Justyn Patterson stated because their hourly wages went up.
	16. **Mike Cohn** asked if Justyn Patterson has an academic appointment because of the connected undergraduate course. Justyn Patterson responded no. The class is sponsored for BruinCorps through the Education department.
1. **Unit Presentation: Athletics**
	1. **Jazz Kiang** opened the floor for Dan Guerrero, Director of Athletics, Josh Rebholz, Senior Associate Athletic Director and Chris Iacoi CFO to present on Athletics (presentation on PPT)
	2. UCLA Department of Intercollegiate Athletics
	3. 2017-18 Athletic Department Highlights
		1. Athletic
			1. 3 NCAA National Championships
			2. (M. Water Polo, W. Gymnastics, Beach Volleyball)
			3. 116 Total NCAA Championships
			4. 11 Top 5 Finishes Nationally
			5. 4 Pac-12 Conference Championships
			6. 2nd Place Finish in Directors Cup
		2. Academic
			1. 90% Graduation Success Rate
			2. 143 Graduates
		3. Community
			1. 3000+ hours of community Service
			2. Events - Dribble for the Cure, I’m Going to College
			3. Locations - West LA VA Campus, Mattel Children’s Hospital
	4. Student Involvement
		1. Students (as NCAA Athletes) 750+
			1. 25 sports (14 Female, 11 Male)
			2. Student Athlete “voice” in LEGISLATION
				1. Department, Pac-12, and NCAA
		2. Students (as staff) 500
			1. Managers/Trainers
			2. Student Workers
			3. Camp Counsellors
		3. Students (as a fans) 8,000+
			1. The “DEN” - Official Student Section
			2. Student Engagement and input
			3. Ticket Access
			4. Giveaways / Promotions
		4. Students (as Recreation) 8,000+
			1. 57 Club Programs – 2350 Club Athletes
			2. 23 Intramural Programs – 6200 Unique Participants
			3. Venue Maintenance / upkeep
			4. Campus Recreation Collaboration
	5. The Den – “Champed UP” (video)
	6. Student Benefits
		1. Primary Source of Campus Engagement
		2. Bruin Pride / Campus Affinity
		3. Shared-Use Facility Maintenance
		4. Professional Opportunities
		5. Partner Benefits
		6. Giveaways / Prizes
		7. Wellness Efforts
		8. Inclusive Environment
		9. Networking Opportunities
		10. Future Alumni Engagement
	7. 2018-19 and Beyond
		1. Continued Student-Athlete Success
			1. Competition (#117, ...), community, Classroom
			2. Mental Health and Well Being Initiatives
			3. Wooden Academy – Leadership Training
			4. 1% Better Mentality
		2. Continued Student Professional Development
			1. Athletics
			2. Professional Opportunities
		3. Continued Shared Use Facility Access
			1. Programming – athletic and Mental Health Space
			2. Venue MAINTENANCE
		4. Continued Student Experience Enhancement
			1. Giveaways / Promotions
			2. Student Seating Locations
			3. “Champed Up”, “WILL FINDS A WAY” Tour
			4. IMG / Learfield, UNDERARMOUR, Wescom Partnerships
	8. Mental Health Initiatives – Kevin Love x Headspace (video)
	9. The “8-Clap Around the World” (video)
	10. **Jazz Kiang** opened the floor for questions:
	11. **Javier Rodriguez** asked what formal relationship they had with Spirit Squad and why is Spirit Squad administered under Athletics when they bring an immense value to Athletics. Dan Guerrero responded that traditionally Spirit Squad has not been a part of Athletics, but they support it from a fundraising standpoint. They currently are responsible for 25 sports and must generate funds to support them. They are also concerned with Title IX because funding must support women’s sports, making it more difficult to support other entities. It is an additional cost that they cannot afford.
	12. **Nicole Corona Diaz** asked about academic tutoring and how Spirit Squad can get access to that resource. Dan Guerrero responded when they provide a 3% increase in salaries to their staff, these are funds that they have to generate themselves. Whereas the rest of the university is getting the increase from state funds. Their priority is to fund their current sports first, not add additional sports to fund. **Nicole Corona Diaz** asked if Spirit Squad was a direction that they would like to move forward with. Dan Guerrero responded that they do not report to Athletics. **Nicole Corona Diaz** asked for breakdown of travel services for band and what it covers. Chris Iacoiresponded that they cover bus transportation, hotels and meals.
2. **Announcement**
	1. **Jazz Kiang** opened the meeting with an announcement. He stated that it would be irresponsible of him to ignore the fact that there have been a few tense moments over the past month. He stated that every member of the committee, particularly the student representatives, should feel comfortable with sharing their thoughts and asking questions. Everyone was appointed through various capacities because they bring a different form of expertise. The committee will not always agree and will have difficult conversations; however, no one should be spoken to in a demeaning way. He wanted to remind everyone again to come to the meeting with an open mind. He understands that advocacy comes with passion; however, it should not come at the cost of respectful conversation. He noted that there are governing documents to guide them and is aware that Robert’s Rules have been cited. As Chair, he tries to give everyone the opportunity to speak. Because there is limited time during each meeting, the committee should ensure that everyone has the opportunity to speak fully and comfortably. Ultimately, the decisions made at the table are advisory to the Chancellor, but one thing that he has learned through his time on SFAC is that student services can fundamentally improve students’ lives. He mentioned that there are always politics in an important space; however, the impact of the committee’s charge duty is one thing that cannot be underestimated. As Chair, he wanted to make sure that their space is always positive and productive. He then welcomed the Daily Bruin.
	2. **Zak Fisher** stated that he was not sure if Robert’s Rules of Order were suggestions. He believes that they are the rules. The parliamentary procedures are not parliamentary guidelines. He also mentioned that he was shocked last week when the Chair interrupted his question, citing that his question was not relevant to the presentation. From his perspective, it felt like an attempt at censorship. He said that as Chair, in certain ways it does make **Jazz Kiang** the first among equals, but does not entitle him to break the rules. **Jazz Kiang** stated that he does not believe that he has broken the rules. However, to reference last week, he stated that he interrupted in order to be mindful of others on the committee who wanted to ask questions as well. He also mentioned that a committee member may have the right to speak the full 10 minutes as outlined in Robert’s Rules, but that there should be a constructive line of questions so that time can be allotted to as many members as possible. **Zak Fisher** wanted to know what right the Chair had to interrupt the line of questioning and where in Robert’s Rules of Order does it say so. **Jazz Kiang** stated that every committee member brings a certain perspective to the table and at times may not always agree. He was just trying to remind everyone that there is limited time and that everyone should have the opportunity to speak. If he were to ever interrupt anyone, it would not be to silence him or her, but to either correct a mistake for the record or because of some type of behavior that is detractive from the line of work that needs to be done.
3. **Adjournment**
	1. **Denise Marshall** moved to adjourn the meeting. **Karen Rowe** seconded. With no objections, **Jazz Kiang** adjourned the meeting at 6:30pm.