STUDENT FEE ADVISORY COMMITTEE MEETING

2325 Murphy Hall

Tuesday, November 17, 2015

**Attendees Present:**

**Graduates:** **Manpreet Dhillon, Erik Peña (Chair), Nicole Robinson, and Theresa Stewart**

**Undergraduates: Ashraf Beshay, Moneel Chand, and Alexia Gonzalez**

**Administration: Maureen Wadleigh, Associate Director, CRA**

**Nancy Greenstein, Director of Police Community Services**

**John Bollard, ASHE Student Health Center**

**Faculty: Thomas Vondriska, Associate Professor**

**Advisor: Marilyn Alkin**

**Rebecca Lee-Garcia, Academic Planning and Budget (Ex-Officio)**

**Absent: Angela Yip (Undergrad Rep)**

**Call to Order:**

The meeting was called to order at 11:12 a.m.

1. **Approval of Agenda**
   * 1. A motion was made by ***Manpreet Dhillon*** and seconded by ***John Bollard*** to approve the agenda. The vote passes unanimously.
2. **Review of Handouts**
   * 1. Meeting minutes from 11/10/15
     2. Summaries from GSRC, Ombuds, CTO, and Ashe
3. **Review of Minutes**
   * 1. A motion was made by ***Ashraf Beshay*** and seconded by ***John Bollard*** to approve the 11/10/15 minutes. The vote passes unanimously.
4. **Unit Visits** 
   * 1. **Graduate Student Resource Center (GSRC)**
        1. Christine Wilson, Director Graduate Student Resource Center
        2. Role of GSRC – Started 11 years ago by a graduate student initiative funded by Student Affairs for two years. They created a strategic plan and now this is a space and resource for graduate students’ day to day needs, transition to UCLA through orientation, and readiness preparation to enter professional world. GSRC is a graduate student community space and offers 250 pages of free printing per quarter, which gets people in door. GSRC has great partnerships across campus such as Career Center. The program manager meets one-on-one with students and workshops led by program coordinators. They have about 2000 appointments per year at writing center.
        3. Goals- Improve and enhance with the staff and resources they have already stretched thin. Other goals include identifying things they want to assess and generating reports, reassessing their overcrowded and old physical space, improving outreach (such as their newsletter, social media, contacting departments, GSA councils), updating the website (such as content management and YouTube videos), and strategic plan (developed an oversight committee and creating a new plan).
        4. Challenges
           1. Staffing and funding
        5. Questions
           1. ***Moneel Chand*** asked Christine to describe a typical day.

No day is the same and mostly going to meetings, trying to reduce number of meetings.

* + - * 1. ***Nicole Robinson*** noticed SAC’s BOG will provide new furniture, will there be any space restraints?

In new future there will not, but in the further future, that will be a problem.

* + - * 1. ***Moneel Chand*** asked if there have been talks to move GSRC.

GSRC likes the space because it is complimentary with CPO which creates a student friendly space.

* + 1. **Ombuds Office**
       1. Kathleen Canul, Director of Ombuds Office
          1. Ombuds help provide resources to reduce stress and help students focus on school work. Provides services for staff and faculty as well. Students make 40-50% of visitors per year with three Ombuds.
       2. Questions
          1. ***Nancy Greenstein*** requested clarification of the budget received from registration fees and if SFAC is included in that budget.

Kathleen will get back to SFAC about the details.

* + - * 1. ***Thomas Vondriska*** asked for clarification to better understand when Ombuds are legally bound to confidentiality.

Ombuds will do all they can to provide services and relieve constituents from distress.

* + - * 1. ***Nicole Robinson*** asked what the self-assessment review process was for Ombuds and constituents who are dissatisfied with services.

Rare circumstance to have dissatisfaction with services. Ombuds looks at what constituents want holistically.

* + 1. **Central Ticketing Office (CTO)**
       1. Paul Abramson, Director of Central Ticketing Office and Ray Mesa, Customer Service Manager
       2. Most of the career staff started as students. CTO’s mission is to provide access to UCLA events and top quality to customers. Most student interactions occur at the window service.
       3. Goals – Give students more flexibility with purchasing, allow online transactions (such as working with Bruin Bash), change operation hours to open earlier to get students back in class, and raise student awareness of services.
       4. Questions
          1. ***Nicole Robinson*** asked if there are solutions for spousal tickets.

CTO currently sells physical spouse/guest tickets.

* + - * 1. ***Alexia Gonzalez*** asked if students are allowed guest tickets for all events.

Restricted to home tickets for football.

* + - * 1. ***Erik Peña*** asked if there were plans to renovate the building and if that affects CTO.

Not aware of renovation plans except the remodeling of the roof.

* + 1. **Arthur Ashe Student Health & Wellness Center (Ashe Center)**
       1. David Baron, Executive Director of Ashe and Nancy Holt, Medical Director
       2. Ashe Center is the primary outpatient facility for all registered students at UCLA.
       3. First challenge is making students aware of the services provided, location of services, and details of how to access services. To embrace the principles of “medical home,” they are implementing new after-hours nurse line with a company that meets the need of students providing services. They count on student input from the student health advisory committee (SHAC) and customer service feedback from their comment cards. This feedback facilitated responses such as providing Saturday morning services and moving optometry services to Ackerman Union to decrease wait time from six weeks to one week. Now planning to move the pharmacy out of Ashe into Ackerman which will provide services later in the day and on weekends. The pharmacy will be open to staff and faculty to generate revenue for additional student services. There are also plans to build satellite locations.
       4. Goals – Increased outreach led to 8000 flu shots this year so far. The LEAN methodology will be implemented for their reorganization to involve every member of staff to make all feel invested. Heath Education has been assessing gaps and needs around campus and interested in prevention and involve students in self-care before coming to Ashe center.
       5. Challenge- Space and creating financial stability.
       6. Questions
          1. ***Moneel Chand*** asked how Ashe is impacted with CAPS being overwhelmed with patients.

Fortunate to have willing partners with CAPS who meet monthly to talk about care. Primary care clinicians also provide mental health to triage and assist with CAPS.

* + - * 1. ***Alexia Gonzalez*** asked if Ashe physicians can prescribe medication.

Yes, they can provide stimulants but first communicate with CAPS to provide the assessment.

* + - * 1. ***Moneel Chand*** asked if there were alternate methods to deliver care.

Ashe is looking for alternative care methods and have worked on this issue such as STI self-testing and 2-hr nurse response communications system.

1. **CSF Report**
   * 1. ***Ashraf Beshay*** provided updates from the CSF meeting***.*** Two items were approved including the CSF budget and a resolution to reinstate UC Davis and waive their fee knowing they will pay the next year. Both were approved.
        1. Campaigns
           1. Fee accountability
           2. 5% increase in student services fee
           3. Best practices at all UC campuses
           4. Outreach on how to promote CSF and its functions
2. **Winter Quarter Meeting Day and Time**
   * 1. Next week will determine the meeting.
3. **Announcements**
   1. ***Erik Peña*** gave a congratulatory card for ***Theresa Stewart’s*** wedding.
4. **Adjournment**
   * 1. A motion was made by ***Nicole Robinson*** and seconded by ***Alexia Gonzalez*** to adjourn the meeting. This vote was unanimous.
     2. Meeting was adjourned at 12:58 pm.