**Student Fee Advisory Committee Meeting**

**2325 Murphy Hall**

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

**Tuesday, January 15, 2019**

**Present:**

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

Undergraduates: Christina Wang, Neemat Abdusemed, Paulina Macias

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 (late 6:00pm)

APB Advisor: Ellen Hermann (Ex-Officio)

SFAC Advisor: Marilyn Alkin (Ex-Officio)

**Absent**:

Nicole Corona Diaz, Undergraduate

**Call to Order**

* 1. **Jazz Kiang** called the meeting to order at 4:37pm.

1. **Approval of Agenda**
   1. **Christina Wang** moved to approve the agenda. **Zak** **Fisher** seconded. With no objections, the agenda was approved by consent.
2. **Review of Handouts**
   1. N/A

1. **Review and Approve Minutes** 
   1. **Christina** **Wang** moved to approve the minutes on 12/04/18. **Barbara Wilson** seconded. With no objections, the minutes were approved by consent.
   2. **Zak Fisher** moved to approve the minutes on 01/08/19. **Christina Wang** seconded. With no objections, the minutes were approved by consent.
2. **Unit Presentation: Case Management** 
   1. **Jazz Kiang** opened the floor for Mark Veldkamp and Emily Harris to present on Case Management (PPT on projector)
   2. Consultation and Response Team (CRT)
      1. Multidisciplinary Team Created in 2006
      2. Focused on responding to reports of students in distress and students of concern
      3. Incudes representative from campus office such as: Office of the Dean of Students, CAPS, Case Managers, Academic Counseling, Residential Life, BIT, UCPD, Campus Counsel, Ashe Center and Behavior Health Services
      4. Risk Assessment
      5. Threat assessment referred to UCPD Threat Management Unit
      6. Meets on weekly basis to discuss high level cases
   3. Case Management Team
      1. Function of Dean of Students Office
      2. Co-Located and Partnered with:
         1. Center for Accessible Education
         2. Dashew International Center
         3. Graduate Division
         4. Luskin School of Public Affairs Social Work Program
      3. Follow students through crisis and provide support
      4. Manage CRT emails and referrals from campus
      5. Under FERPA vs HIPPA
   4. Case Managers
      1. Meets on weekly basis to discuss high level cases
         1. Academic support including notifying professors regarding missed classes, dropping a class, withdrawal, etc.
         2. Referrals to campus and community resources
         3. Consultation for the university community regarding students in distress
         4. Work as liaisons with various campus departments including: the Ashe Center, Dean of Students Office, LGBT Center, Center for Accessible Education, Bruin Resource Center, Dashew Center and Graduate Division.
   5. Assessment
      1. 2017-2018
         1. Surveys to students and reporting parties
         2. Red Folder survey
      2. 2018-2019
         1. Surveys to students and reporting parties
         2. Developing pre- and post-surveys for students
      3. Future Plans
   6. Case Managers’ Impacts
      1. In 2017-2018, assisted 594 unique students
         1. 52% anticipate continued interactions with their Case Manager
      2. Students are better able to manage their academics and health, are more aware of resources, and can address similar challenges in the future.
      3. “They clearly explain the steps they are going to take, advocate vigorously, keep their appointments, and don’t make me feel judged – irrespective of how many times I reach out to them. By those actions, I’ve been able to learn how to find resources on my own, advocate for myself, slowly be more responsible in my behaviors, etc.”
      4. 57 trainings given to campus constituents
      5. Staff & faculty are able to:
         1. Recognize and assist a student in crisis
         2. Follow recommendations given by Case Managers
      6. “When I refer a student to Case Managers, I know they will be treated with respect and they will get a clear picture of their options or next steps to solve their crises.”
   7. Consultation & Response Team Contact
      1. Email: [CRTeam@ucla.edu](mailto:CRTeam@ucla.edu)
      2. Phone: 310-825-7291 (during regular business hours)
   8. **Jazz Kiang** opened the floor for questions:
   9. **Barbara Wilson** asked how they tracked their financial health to make sure they are not over spending or underspending. Mark Veldkamp explained that they have a separate budget where they track their expenses.
   10. **Mike Cohn** asked how they determine severing a student from working with them. Mark Veldkamp responded that there is never an end with a student to where they can say a case is closed. A case can never be closed forever because of students returning. Emily Harris added that there is no cap on limited sessions or times that a student can visit.
   11. **Christina Wang** asked how the referral process worked. Mark Veldkamp responded that the referrals are not mandatory. The majority of the referrals come from staff and faculty. Student can also self-refer. It depends on the situation.
   12. **Zak Fisher** expressed that he is concerned that they rely a lot on the police. In his experience in working with graduate student body representatives, the relationship between the police and graduate students are not good. He added that many students feel targeted. There is a lot of illegal police behavior that gets noted and goes nowhere. He added that he is concerned that students are being referred to UCPD and asked what kind of discussions are going on regarding the sensitivity to this. Mark Veldkamp responded one of the things that is great about this process is that is very multidisciplinary. Police are involved on higher-level direct threats. In the process, the police are there more as a “care and concern” group and are there as one body. There are multiple people within the group. The police are involved on a final basis.
   13. **Neemat Abdusemed** asked about their high carryforward regarding staff turnover. Mark Veldkamp explained that they had different point positions open for a period of time and takes about 6 months from start to finish, so there was a salary savings. They involve their campus partners during the hiring process. **Neemat Abdusemed** askedhow staff turnover affects the students. Mark Veldkamp added that it is very challenging not having a full staff to tend to all the student needs. Maria Blandizzi added that space is also an issue.
   14. **Jazz Kiang** asked why was there the need to request SSF funding for the grad student intern now and if there is a risk of having a grad student involved in the decision-making assessments. Mark Veldkamp explained that they initially used their carry forward to develop that position and would like to continue the social work position. They are very cautious of the incoming referrals.
3. **Unit Presentation: Financial Wellness** 
   1. **Jazz Kiang** opened the floor for Sara Potter, Financial Wellness Program Director, Maria Garibay, Masters in Student Affairs Graduate Intern and Katelyn Ogunmowo, Lead Outreach and Initiatives Peer Coach to present on Financial Wellness.
   2. Sarah Potter explained that the mission of UCLA’s Financial Wellness Program is to empower all Bruins to confidently navigate their finances in a way that supports their overall well-being. The program fosters financial literacy skills through workshops, coaching and online educational efforts. They aim to encourage students to know who, when and why to ask for help. The program centralizes and advocates for student economic support services on campus.
   3. Top 3 Services Provided by UCLA’s Financial Wellness Program:
      1. Online Education  
         All incoming undergraduates are given a mandate to complete a 90 minute online financial education course. A second, advanced course is also offered as an “at-will” resource for continuing, nontraditional and graduate students.
      2. Large-Group Education

UCLA’s Financial Wellness Program has a “menu” of 18 different workshops any student group, department or residence hall community can request on the FWP website. FWP also hosts an annual Financial Wellness Awareness Month initiative in April.

* + 1. Individualized Coaching Support

Financial Wellness Peer Coaching appointments take place in 8 collaborative satellite locations on campus. Topics include: budgeting, basic financial aid literacy, student loan navigation, debt repayment, credit, investing and retirement. Students can make an appointment online.

* 1. 2 pieces of feedback Sara Potter received last year from SFAC are: (1) How they measured their short interactions with students and not a full session. From that feedback, they created a Financial Wellness Case Management database. After each session, the time spent with the student is logged. Whether it was 15 minutes or less or 1-hour long session. (2) What they are doing for graduate students. This year there are 3 graduate student positions. They made an intentional collaboration with the Graduate Student Resource Center. GSRC pays for half of the salaries. Financial Wellness pays for the other half.
  2. Maria Garibay and Katelyn Ogunmowo shared their stories and expressed their experiences and benefits with the program.
  3. **Jazz Kiang** opened the floor for questions:
  4. **Denise Marshall** stated that since 95% of transfers will not take out loans and after hearing the presentation, she asked if the numbers had changed. Sara Potter explained that the best they can do is partner with the transfer students, assist with coaching hours and programing to help breakdown loans and loan repayment options. This helps with the discomfort around loans.
  5. **Barbara Wilson** asked how the online Financial Wellness Training Program is mandatory for all incoming freshman became mandatory. Sara Potter explained that they have collaborated with the Registrar’s office to help disperse this information, being housed in the Dean of Students office has also helped. **Barbara Wilson** added what prompted the need for the online Financial Wellness Training Program to become mandatory. Maria Blandizzi answered that this one attempt at a crisis prevention strategy.
  6. **Neemat Abdusemed** asked how often does a student come for a 1:1 program session and then realize they have to be referred to the Economic Crisis Response Team. Sara Potter replied a few times per quarter.
  7. **Paulina Macias** asked about workshop attendance and how they get more student engagement. Sara Potter explained that the biggest component is the collaboration with different programs, offices and social media.
  8. **Zak Fisher** asked in “their opinion” if housing on campus is affordable. Sara Potter responded that it was high. The breakdown is: 70% of income goes to current expenses. 20% goes to past “you.” 10% goes to future “you.” **Zak Fisher** added that 85% of a student’s income goes to rent and it is the university’s fault for this. They are setting them up to fail. Maria Blandizzi referenced enrolled students with Pell Grants and how families may need financial literacy support. **Zak Fisher** added that it is condescending to state that families with Pell Grant students are not financially literate; when the reality is that some people get into bad financial situations.

1. **Unit Presentation: Economic Crisis Response Team (ECRT)** 
   1. **Jazz Kiang** opened the floor for Serifa Dela Cruz and Itzel Guerrero and Maria Blandizzi to present on ECRT (PPT on projector):
   2. Purpose
      1. Short term: provide seamless, individualized response to students in extraordinary financial crisis
      2. Long term: develop proposals to examine and revise university policies and procedures to improve students’ financial circumstances and avoid economic crisis.
   3. Services and Interventions
      1. Chancellors Grants
      2. ECRT Short-Term Loan
      3. Meal Vouchers
      4. Emergency Housing
      5. Long term: develop proposals to examine and revise university policies and procedures to improve students’ financial circumstances and avoid economic crisis.
   4. Data: Number of Cases
      1. 2018-19: 294
      2. 2017-18: 403
      3. 2016-17: 318
      4. Total since inception: 2335
   5. Data: Meal Vouchers Distributed
      1. 2018-19: 6,847
      2. 2017-18: 12,800
      3. 2016-17: 6,159
      4. Total since inception: 52,372
   6. Data: Short Term Loans
      1. 2018-19: 6,847
      2. 2017-18: 12,800
      3. 2016-17: 6,159
      4. Total since inception: 52,372
   7. Data: Emergency Housing
      1. 2018-19: 10 students; 120 total days
      2. 2017-18: 5 students; 84 total days
      3. 2016-17: 7 students; 113 total days
      4. Total since inception: 40 students; 547 total days
   8. Systemic Success
      1. Culture shift in responding to students in financial distress;
      2. Partnerships and alignment of processes across Undergraduate Education, AAP, Registrar, Student Accounts, Financial Aid, and other departments
      3. Creation of Bruin Payment Plan for increased flexibility
      4. Upgraded meal plan for students in financial need with 11 meal plan option
      5. Creation of Financial Wellness Program
      6. More robust short-term loan program
      7. Emergency Housing program developed
   9. Continued Needs for Improvement
      1. Housing payments
      2. Pressures on the meal voucher programs
      3. Expanded collaboration with Basic Needs
   10. **Denise Marshall** asked if some of their work is a band-aid to the actual problems. Serifa Dela Cruz responded sometimes yes. It would depend on the student and what is appropriate for them.
   11. **Javier Rodriguez** asked if a hardship fund exists and if it is a success. He also asked how an SSF-funded SAO position for basic needs was related to ECRT. Maria Blandizzi explained they call hardship funds the Chancellor’s Grant. There was original donation from the Chancellor for $200,000, which was the seed money to offer students $4,000, which is supported by the Vice Chancellor of Student Affairs. They are on their second allocation of $90,000. This is not a long-term funding solution. The SAO for basic needs are not connected to the SSF funding requests for ECRT. This is the first time ECRT is coming to SFAC for funds. They need a sustainable staff to do the work.
   12. **Mike Cohn** asked if they have thought about going to the Alumni Association for the meal voucher program to do a campaign and ask them for support. Serifa Dela Cruz said yes. She will be speaking with them within the next two weeks. Maria Blandizzi added that they are 10 years in the program and are always looking for donor relationships.
   13. **Barbara Wilson** asked how students come to them. Serifa Dela Cruz answered all kinds of ways. Students may come to them directly or by email, through referrals from staff and faculty. Itzel Guerrero also added that they have recently launched a self-assessment form. Serifa Dela Cruz also added that the goal is to have one point person to minimize the stress of the student in crisis.
   14. **Neemat Abdusemed** asked how often they are unable to help a student. Maria Blandizzi expressed that they are unable to help in long-term strategy. This is not the long-term funding source. In terms of data of whom they cannot help, they do not have this data.
   15. **Jazz Kiang** commented that advertising for the meal voucher program may lead some students to think that meal vouchers are in abundance and available for everyone. In terms of next steps, he recommended framing a new way of advertising because long lines and resource limitation may make access difficult for those who may need the support the most. Maria Blandizzi added there have been many recommendations with their colleagues at Cal-Fresh on how they advertise the free meals.
   16. **Zak Fisher** asked if there was evidence of students coming to them for free meal vouchers who may not necessarily need them. Maria Blandizzi stated that during in-take sessions to evaluate students’ distress or crisis, some students state they do not have one. Students have expressed that they thought it was a free resource like picking up a free toothbrush from Ashe. At times, they do further counseling with students before giving them a second round of vouchers. **Zak Fisher** expressedthat it was disheartening to hear an administrative say that students are coming to them for meal vouchers and that they do not really need it. It shows lack of trust. He volunteers at Cal-Fresh and there is never a point reach to where a person did not need a meal. Maria Blandizzi expressed that she not suggesting that students are trying to take advantage of the resource.
2. **CSF Dues**
   1. **Jazz Kiang** opened the floor for **Denise Marshall** to present on CSF dues.
   2. **Denise Marshall** stated that the 2017-18 CSF voted to increase the budget for 2018-19 to support CSF in the future and decided that the increase was necessary. The baseline budget covers: shared operating costs with the University of California Student Association, Chair and Vice Chair travel fees to external meetings, and administrative support.
   3. **Deb Geller** asked if this pays for travel to the quarterly CSF meetings or does SFAC pay for that on top of the dues. **Jazz Kiang** stated that the campuses support its SFAC leadership for travel to the CSF quarterly meetings and that the CSF budget for Chair and Vice Chair travel are allocated for external meetings with statewide student associations, UCOP administrators, and UC Regents. **Jazz Kiang** noted that it is historically uncommon for UCLA’s SFAC Chair to concurrently serve as CSF Chair. **Zak Fisher** moved to end the debate and vote on CSF dues. **Neemat Abdusemed** seconded.The motion passed with 9 in favor, 0 oppositions, 1 abstention.
3. **Resolution:** [**A Resolution To Cap Administrative Pay At The Governor’s Salary**](https://ucla.app.box.com/s/liaeo44npct19l1h3flo0gkjns4xddt8)
   1. **Jazz Kiang** opened the floor for **Zak Fisher.**
   2. **Zak Fisher** made a privileged motion to adjourn the meeting at 6:30pm. **Javier Rodriguez** seconded.With no objections, the motion was approved by consent.
   3. **Zak Fisher** read the following:
      1. “Mr. Chair and fellow committee representatives, last year the Graduate Students Association Forum, the duly authorized graduate student representative assembly, passed a resolution aligning graduate students with the principle that administrative pay at UCLA should be capped at the same threshold as the governor of California, approximately $200,000. The Forum took ample time to consider and debate such an action. In the end that deliberative body decided that passing the resolution was the fiscally responsible and socially equitable decision. At the final SFAC meeting of 2018, I distributed a nearly identical resolution to this body and requested that we have a chance to vote on the resolution sometime early in 2019. Now we have an opportunity tonight to discuss the resolution, offer and vote on any amendments, and take a final vote on the resolution counting yays, nays, and abstentions, as our bylaws dictate by their deference to Robert’s Rules of Order. Thanks in advance for your thoughtful consideration of this matter.”
   4. **Deb Geller** stated that she does not want to debate the content of the resolution. However, she does not feel comfortable with SFAC passing this resolution, given the scope of SFACs work. Their student body has appointed each of the students at the table. She does not feel comfortable with administrators voting on this. If she were to vote, she would vote no. **Zak Fisher** stated that an abstention would be the most appropriate way.
4. **Announcements** 
   1. N/A
5. **Adjournment** 
   1. **Jazz Kiang** adjourned the meeting at 6:30pm.