STUDENT FEE ADVISORY COMMITTEE MEETING

2325 Murphy Hall, 4:30--6:30pm

Tuesday November 7th 2017

**Attendees Present:**

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

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

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 4:36 p.m.
2. **Approval of Agenda**
   1. The agenda has been amended; Student Legal Services was supposed to present in lieu of ECE but the Director had jury duty and will not be able to attend- they will present next week on November 14th, 2017 and ECE will present in January 2018.
3. **Review of Handouts**
   1. No handouts are reviewed.
4. **Review and Approve Minutes** 
   1. ***Richard*** asked for the committee to review the 10/17/2017 minutes. ***Jazz*** motioned to approve the minutes, ***Cody*** seconded. One abstention, nine approved. The motion passes.
   2. ***Richard*** asked the committee to review the 10/24/2017 minutes. ***Jazz*** motioned to approve the minutes, ***Nicole*** seconded. One abstention, nine approved. The motion passes.
   3. ***Richard*** asked the committee to review the 10/31/2017 minutes. A motion was made by *Jazz* and seconded by *Christina* to approve the agenda. Eleven in favor, one abstention. The motion passes.
5. **Unit Review: Ombuds**
   1. ***Cathy Canola*** introduced herself as the Director of the Ombuds Services at UCLA—an office of informal conflict resolution, addressing about 500 cases a year. 40% of cases are brought by undergraduate students—mainly focusing on academic life. Ombuds staff focus on equity and fair resolution, act in a neutral capacity, suspend judgement, and are completely confidential. 40% of visitors to the office are staff, 10-20% of visitors are faculty members. The office reports to the VC of Legal Affairs, but mainly for financial reasons, and don’t breach confidentiality. One staff member is designated specifically for the medical students and staff, while Cathy’s focus is mainly with faculty.
      1. ***Richard*** thanked Cathy for her time, and opened the discussion up for questions. ***Karen*** asked for clarification on the history of the Ombuds office, as at one point, they were the primary office for discrimination, sexual harassment cases, and asked if that has changed with the new title nine office. ***Cathy*** replied that as of today, they are a confidential resource on campus regarding any issue of protected categories, and work closely with Title IX and the EDI office, and routinely make referrals and provide resources. ***Karen*** followed up by asking what percentage of those presenting issues are referred to other offices, rather than returning for more counseling and advice. ***Cathy*** noted that 100% of those who raise an issue receive multiple options and pros and cons of various courses of action, and that it is typically a multi-faceted issue with many needs for addressing the ramifications of having a particular problem. ***Neemat*** asked about collaborations with other departments—which ones and how will that be done? ***Cathy*** noted that with shared goals and objectives, they have many potential collaborators, such as basic mediation training, a faculty training. ***Cody*** asked about the kinds of cases discussed and specifics for what office to go to with which issues, and when students would first go to Ombuds. ***Cathy*** noted that the confidentiality aspect and planning that her office undertakes with each case can best prepare a student to know all sides of any issue while asserting their rights. ***Jazz*** asked about the budget between the permanent funds on number three, five and six. ***Cathy*** noted that Kevin Smith in the VC’s office can best clarify, and she will get clarification regarding the mismatch between the permanent funds for the years listed. ***Nicole*** asked about the numerical values for temporary funds, as Ombuds hasn’t applied for these funds previously, and would like clarification regarding the numbers listed. ***Katie*** asked about how the Ombuds office will use social media, and how they will measure how much the undergraduate population is aware of the office. ***Cathy*** noted that hiring a student worker or work study student who can best assist in this endeavor will be the best approach. ***Paolo*** asked about evaluations and assessment data to assist the committee in their recommendations, and demographic data regarding what student access their services. ***Cathy*** noted that given confidentiality, reporting can be a challenge, but workshops and presentations that are externally solicited provide a full review of the materials and outcomes, and information regarding demographics of who utilizes the services can be provided. ***Richard*** thanked Cathy for her time and information.

**Unit Review: Dashew Center**

* 1. ***Amy Pojar*** and ***Sam Nahidi*** introduced themselves and their office and goals. The office serves students holding Visas, postdocs, faculty, staff and employees and UCLA, as well as UCOP. They provide counseling, hold workshops and information sessions, host the ambassadors program, peer-to-peer programs, trainings across campus to all, etc. they serve over 120,00 students and scholars from over 120 countries around the world, and had over 14,000 points of contact last year. Challenges and innovation initiatives—volume is a main challenge that their office faces, regarding the VISA work that they do, as well as diversity of needs. Technology is being utilized for speed, accuracy, and to address the volume.
     1. ***Richard*** thanked them for their time, and opened the floor for questions. ***Katie*** asked about their plan for utilizing online services, ***Amy*** noted that forms will be online, for ease of processing, though students are still encouraged and wanted at the office. ***Barbara*** asked what their sales and service note is within their budget. ***Sam*** noted that their sales and services is made up of Visa and document processing when requested. ***Jazz*** asked about the transition to the new Director of Dashew. ***Sam*** noted that the search is paused for a more suitable time for the office as a whole, as they are currently within the administration cycle, and will begin again soon, potentially within winter or spring. ***Barbara*** asked if there is a governmental agency they are reliant upon. ***Amy*** noted that there is a government agency, and computer programming can be used for items that don’t require close looks by individual staff. ***Karen*** asked if the needs of Dashew can be piggy-backed onto the processes being done by SAIT. ***Amy*** noted that they are currently in talks for that transition. ***Sam*** noted that ideally more things would be moved to MyUCLA, which would create an ease of service. ***Jazz*** asked about the UC’s cap on non-resident enrollment and how that may affect Dashews work. ***Amy*** noted that for the moment, it means that they get to be innovative and creative. ***Nicole*** noted that there is a discrepancy is the table three and the total permanent amount, and the table four total temp funds, which moves into table five of the SSF’s listed. ***Nicole*** asked what the justification for the carryforward balance from last year, ***Sam*** will follow up regarding the budget discrepancy, and the carryforward amount is due to changes in leadership, and projects put on hold. ***Paolo*** asked if they can differential between SFAC and departmental carryforward. ***Sam*** will get more information on this topic and follow up with the group. ***Barbara*** asked if the UCOP processing charges are part of the sales and services fees, and ***Sam*** noted that it depends on the category of the visitor, which is usually a scholar, and is charged. ***Karen*** asked is the school of law and school of business contribute to the student service fees, Sam noted that they are self-supported, and do not contribute to the funds. ***Richard*** thanked them for their presentation and answers to their questions.

1. **Call Letter Development**
   1. {Discussed during Executive Session}
2. **Announcements**
   1. ***Richard*** noted that four unit reviews will take place next week.
   2. ***Marilyn*** asked if a discussion regarding Executive Session should take place during the following week, though funding is always discussed within Executive Session.
3. **Adjournment**
   1. A motion was made by ***Katie*** and seconded by ***Mike*** to adjourn the meeting. The vote passed unanimously. Meeting was adjourned at 6:34pm.