

Student Fee Advisory Committee
Thursday, February 16th, 2023
10am-12pm
Virtual Meeting

Attendees

Graduate Students: Siddharth Srivastava,

Undergraduates: Luis Garcia-Chavez, Karina Mara, Kevin Carranza

Administration: Carina Salazar, Erinn McMahan

Faculty Rep: Dr. Alison Chu

SFAC Advisor: Christine Wilson, Burt Harris, Charles Turner

APB Advisor:

Absent:

Luis R. Garcia Chavez calls the meeting to order at 10:09am.

1. Approval & Review of Agenda

- a. **Luis Garcia-Chavez** asks for a motion to approve the agenda for today's meeting
- b. **Siddharth Srivastava** motions to approve the agenda and **Kevin Carranza** seconds.
- c. Agenda is approved.

2. Unit Review Presentation (Siddharth Srivastava)

- a. **Luis Garcia-Chavez** asks if **Siddharth Srivastava** is ready to present.
- b. **Siddharth Srivastava** says he's ready to present and begins by sharing his screen and outlining the four units he was responsible for researching: Community Programs Office, Student Legal Services, Student Loan Services & Collections, Early Care & Education.
 - i. **Community Programs Office (CPO)**
 - **Overview**
 - a. CPO serves as the university's multicultural center under the division of student affairs
 - b. The department has: 31 professional staff members, 250+ student staffers, 500 volunteers
 - c. Material needs addressed through several programs including: Bruin Meals program, Food Closet On the Go, Food Box Distribution, Commuter Van Service, CalFresh, Grocery Bundle Program, Technology
 - d. Key programs under SSF Temporary funding: Math Success Program, the Leadership Fellows Program, and the FITTED Program
 - i. Both the Math Success Program and the Leadership Fellows Program have been negatively impacted by inflation and the pandemic

- e. The Student Feedback mechanism uses: interest forms, program evaluations, direct feedback emails, 1:1 meetings
 - i. The metrics used: registration records, attendance trends, social media engagement
- **Organization Chart & Permanent & Temporary Funds**
 - a. **Siddharth Srivastava** shows the committee a screenshot of the CPO organization chart
 - b. **Siddharth Srivastava** explains that he has pointed out and differentiated between permanently funded positions and temporary positions funded by SSF
 - i. Permanently funded positions: Director of Student Life and Development; Associate Director; Associate Director of Business Services; Student Services Supervisor; Community Service Advisor
 - ii. Temporarily funded positions: Math Success Program Student Staff; Leadership Extern Fellows Student Staff
- **Finances**
 - a. SSF Carry Forward:
 - i. Had carry forward SSF funds in “Assistance & Infrastructure”
 - 1. COP plans to utilize this carry forward in job recruitment and workshops for recruitment especially towards the Math Success Program (MSP) which has been negatively impacted
 - 2. COP also hopes to hire 2-3 math counselors
 - ii. Minimal carry forward in commuter services
 - iii. Will be used to fund programs into FY24 which no longer funded by SSF
 - b. Non-Salary Expenses:
 - i. Used mostly to support infrastructure including: supplies, technology, event rentals
 - ii. Overall expenses are projected to continue in the future at similar levels
 - c. Temp Funds unintended spending:
 - i. Small portion of funds which were allocated for assistance programs were used for technology related spending
 - d. Dwindling temp funds:
 - i. To address diminishing temporary funding, COP has started fundraising and grant writing from UCLA and beyond

- ii. Perform physical labor to reduce costs
- iii. Increased voluntary efforts
- e. Impact of pandemic and shift to in-person:
 - i. Jump in overall demand about 3x increase compared to previous years
 - ii. Inflation has also affected the unit's ability to hire student staffers due to increase in minimum wages

ii. Student Legal Services

▪ Overview

- a. The center provides necessary, high-quality legal assistance to all graduate and undergraduate students regarding a wide of legal related problems: landlord-tenant, domestic violence, sexual violence/harassment, immigration etc.
- b. Engages in an active education and outreach programs such as mobile legal clinics
- c. Permanent SSF funds support 99% of the Student Legal Services
- d. Temporary SFAC funding supported-immigration attorney and the incremental cost of summer attorney and clerks
- e. Student Feedback Mechanism – Client satisfaction survey and received over 90% student satisfaction
- f. Reaching out to student populations
 - i. Attend resource fairs throughout the year (virtual or in person) information in University publications, distribute brochures, top results of “UCLA Legal”
- g. Evidence of broad impact on student population in need

▪ Organization Chart & Permanent & Temporary Funds

- a. **Siddharth Srivastava** shows the committee a screenshot of the organization chart
- b. **Siddharth Srivastava** explains that he has pointed out and differentiated between permanently funded positions and temporary positions funded by SSF
 - i. Permanently funded positions: Director; Counseling Attorney
 - ii. Temporarily funded positions: Counseling Attorney; Counseling Immigration Attorney; 2-3 Work Study Clerical Assistants

▪ Finances

a. SSF Carry Forward

- i. At the end of 2021-2022, carry forward SSF funds was at \$112,507 and was about 24% of the FY budget for 21-22

- ii. The unit notes that they have been frugal so that they can afford vacation pay for two of their former attorneys who have been with them for over 3 decades
- iii. Student Affairs will be recapturing 33% of this carry forward which will be around \$37,000
- iv. The carry forward will be used to pay for staffing costs and incremental summer costs
- v. The carry forward will also be used to offset \$10,000 loss from providing free services during the remote period
- vi. Expected carry forward for 2022-2023 to be around \$62,000

b. Non-Salary Expenses

- i. Relatively low overall around 9% of budget for FY 2021-2022 and projected to be around 6% for FY 2022-2023
- ii. Overall lower due to fewer in-person activities but is projected to increase

c. Temp Funds Unintended spending

- i. The unit claims that they did not receive temporary funds for FY 2021-2022 but **Siddharth Srivastava** shows the committee the trend report that states they received about \$35,000 in temporary funds
- ii. For FY 2022-2023 will be used to pay for an immigration attorney

d. Dwindling temp funds

- i. Due to the high costs of an immigration attorney and full-time legal assistant these roles have been the most challenging to fill
- ii. The unit has been pulling funds from the carry forward and about 22% of the caseload is immigration services/immigration related cases and have been impacted by the dwindling funds

e. Impact of pandemic and shift to in-person:

- i. Overall the shift from in-person to online has not affected the unit negatively
- ii. The unit notes that they were able to have a seamless transition from in-person to online and have been told by students that they prefer zoom appointments rather than meeting in person
- iii. During the pandemic the unit lost about \$10,000 because they waived all fees for students

f. Impact of inflation

- i. Overall, it's difficult to compete with the private sector so there are fewer and fewer attorneys which mean longer wait times for students

iii. Student Loan Services & Collections

▪ **Overview**

- a. This unit also goes by the UCLA Financial Wellness (FW) which directly supports undergraduate, graduate, and professional students with their financial well-being and relationship to economic stress, money-management and social class identity development
- b. For 22-23 SFAC funds were used for some of FW's advertising, marketing, and promotional materials budget
- c. Feedback is received by evaluation forms, surveys, and follow-up emails
- d. FW is actively trying to phase off of using SSF funds and intends to be funded by the SLS&C (FELSS) department, Wescom sponsorship and UCLA Basic Needs committee
- e. Student outreach is utilized by flyers, newsletters, and provide competitive pay as an incentive
- f. 60% of the students served are first-generation

▪ **Organization Chart & Permanent & Temporary Funds**

- a. **Siddharth Srivastava** shows the committee a screenshot of the organization chart
- b. **Siddharth Srivastava** explains that the following positions are permanent: University Registrar and Executive Director; Financial Wellness Program Director; Financial Wellness Program Coordinator
- c. The following position is funded by temporary funds: Graduate Financial Wellness Consultants

▪ **Finances**

a. SS Carry Forward

- i. FY 20-21 carryforward of \$38,273.08 used to fully fund undergraduate student workers for Summer-Spring 21-22 and part of the Program Coordinator salary
- ii. FY 21-22 carryforward of \$11,174.82 of which \$7,487.13 will be spent total and \$6,452.10 on promotional activities

b. Non-salary expenses

- i. SSF not used for salaries this year instead most of the spending went to marketing, advertising, and promotional material

- ii. The unit is actively seeking collaborative support from the UCLA Basic Needs Committee and Wescom to support their efforts

c. Temp funds unintended spending

- i. Currently there are no plans for unintentional spending

d. Dwindling temp funds challenge

- i. 50% reduction in undergraduate peer coaches employed
- ii. The unit is currently looking for assistance from other bodies such as Bruin Guardian Scholars Program (BGS) to meet staffing needs

e. Impact of pandemic and shift to in-person

- i. 1:1 appointment requests have jumped to four times the pre-pandemic numbers
- ii. Virtual workshops are preferred by most students but the unit offers hybrid options for those who prefer to meet in person

f. Remote modality period impact

- i. FW lost about 67% of its funding from Wescom Credit Union for the 2020-2021 year
- ii. Lowered overall expenses through the cancellation of in person event expenses
- iii. Reduced its peer coach team size by 50% reducing costs on in-person coaching

g. Inflation impact

- i. Increased prices of marketing and goods
- ii. High inflation has not affected the unit's ability to provide student services yet
- iii. Student salaries to keep up with competitive rising student wages

iv. Early Care and Education (ECE)

▪ **Overview**

- a. UCLA Early Care and Education (ECE) operates three centers that provide early learning and care services to the UCLA community including faculty, staff, and students
- b. ECE utilizes SSF funds to bridge the gap between funding received from CDE (California Department of Education)/CDSS (Department of Social Services) and the full cost of a childcare space
- c. ECE gathers information from parenting students at the point of certification for services

- d. Annual family survey on measures aligned to the National Association for the Education of Young Children (NAEYC)
- e. Annual re-accreditation process is used as a measure of quality and effectiveness
- f. SSF Funding childcare is the essential service funded by temporary funds
- g. Teaching positions are permanent for ECE despite the use of temporary SSF funds
- h. ECE recruits student employees by using typical UCLA job sites, as well as advertising on the ECE website
- i. Collaboration between ECE, Bruin Resource Center, and UCLA Recreation to increase visibility
- j. Enrolled undergraduate students through a federal grant
- k. Materials needed are for recreational and curriculum materials for children, salary costs, etc.
- **Organization Chart & Permanent & Temporary Funds**
 - a. **Siddharth Srivastava** shows the committee a screenshot of the organization chart
 - b. **Siddharth Srivastava** explains that the org chart that he was able to find does not specify which positions are temp and perm
- **Finances**
 - a. Carryforward
 - i. FY 21-22 had a carryforward of \$58,564 smaller than previous years
 - b. Non-salary expenses
 - i. Usage fee charged by the University Apartments to operate the University Village Center
 - c. Temp Funds unintended spending
 - i. Spending was only used where intended
 - ii. Funds were used to support salary and benefits of teachers and staff
 - d. Dwindling temp funds challenge
 - i. Largest expense is salary
 - ii. ECE continues to struggle in filling open entry level teaching positions due to competitive wages in job market
 - e. Impact of pandemic and shift to in-person
 - i. Shortage of teaching staff, people's preference for virtual care
 - ii. A positive was that ECE has increased health and safety practices which will remain a long-term goal
 - f. Remote modality period impact

- i. Enrollment shortages and closed classrooms which resulted in the loss of parent fee revenue
- ii. Impacted ECE's ability to fill spaces and hire teachers

g. Inflation impact

- i. Inflation and rising costs of staff salaries have impacted ECE's overall budget
 - ii. ECE continues to pursue other funding opportunities
 - iii. Impacted their ability to enroll additional families in the program
 - iv. Looking at alternative vendors for materials to reduce costs
- c. **Siddharth Srivastava** concludes his presentation and asks if anyone has any questions.
 - d. **Christine Wilson** does not have a question but she goes into detail as to why some units claim that they don't receive temporary funding.
 - e. **Luis Garcia-Chavez** asks if CPO provided more information as to what the Math Success program and the Leadership Fellowship program do?
 - i. **Siddharth Srivastava** finds where CPO describes both programs:
 - "The Math Success Program allows underserved students to support each other in ensuring that they can succeed in this their coursework. Additionally, it encourages students from low income, racially minoritized backgrounds to complete STEM and help science course work through academic support and workshops."
 - "The Leadership Fellowship Program provides students of low income, marginalized backgrounds with opportunities to professional experiences and networks that support their career."
 - ii. **Christine Wilson** adds that the Math Success Program is a peer mentoring program created to support those in STEM fields. **Christine Wilson** also adds that the Leadership Fellowship Program used to act more like an externship program back when the unit had more money.
 - iii. **Kevin Carranza** also adds that the Math Success Program is run by students in the sense that they act as the tutors and mentors.
 - f. The committee wrap up their questions for **Siddharth Srivastava**.
- 3. Unit Review Presentation (Kevin Carranza)**
- a. **Luis Garcia-Chavez** asks if **Kevin Carranza** is ready to present.
 - b. **Kevin Carranza** says he's ready to present and begins by sharing his screen and outlining the four units he was responsible for researching: Office of Student Conduct, LGBTQ Campus Resource Center, Center for Accessible Education, Central Ticket Office.
 - i. **Office of Student Conduct (Student Conduct Committee)**
 - **Overview**

- a. Unit aims to provide fair and unbiased hearings for students accused of violations of the UCLA's student code of conduct
 - b. An example can be cheating in class
- **Organization Chart & Permanent & Temporary Funds**
 - a. **Kevin Carranza** shows the committee a screenshot of the organization chart
 - b. **Kevin Carranza** explains that its unclear which positions are funded with permanent or temporary funds from his research
 - c. **Kevin Carranza** explains that currently there 5 different titles, 14 different positions, and 2 open positions
 - d. This unit uses SAIRO for feedback
 - e. Unit review for this unit indicates that hearing coordinators, volunteer advocates, training costs, and hearing logistics are paid for using the student service fees
- **Finances**
 - a. Ending balance remained relatively low until 2021-22
 - b. Had a negative balance during FY 2020-21
 - c. Plan on using carryforward from 2021-22 to supplement assistant dean position
 - d. 33% of carryforward was recaptured leaving them with about \$96,366
 - e. Non-salary expenses are going towards office supplies, conference travel, and advocate software (database for conduct cases) This is expected to continue
 - f. Stated that they do not receive temporary funding in unit review
- **Impacts**
 - a. External Impacts to Unit
 - i. Experienced increase number of reported conduct cases
 - ii. Remote modality period was beneficial for student outreach
 - iii. Hearing processes have been delayed as a result of increased cases and fewer staff
 - iv. Staff salaries and student salaries were raised as a result of inflation
 - b. Unit Impacts to Campus
 - i. Recruits student employees through UCLA networking venues
 - ii. Connects with UC wide entities for guidance on how to reach all of the student population

- iii. Allows students to dispute alleged cases of cheating
- iv. Does not provide material needs; refers students to university resources like ECRT & CAPS

ii. LGBTQ+ Resource Center

▪ Overview

- a. This unit hopes to provide support for undergraduate and graduate students of all genders, sexual and romantic orientation through community building events, resources, counseling, outreach training, consultation, and advocacy

▪ Organization Chart & Permanent & Temporary Funds

- a. **Kevin Carranza** shows the committee a screenshot of the organization chart
- b. **Kevin Carranza** explains that 1 position is partially funded with SSF temporary funds and 10 are fully funded with temp funds
- c. 2 are partially funded with SSF permanent funds
- d. Unit review responses indicates that allocations allow for the employment of 3 fulltime staff members and the function of 12 paid internships
- e. Other SSF related expenses include trainings, weekly affinity spaces, and advocacy efforts
- f. The unit has 4 subcommittee co-leads (2 per subcommittee; 4 positions currently open; compensation about \$750 per year
- g. 6 general subcommittee members (6 positions open; compensation about \$500 per year)
- h. 10 advocacy ambassadors (10 positions available, no compensation)
- i. Uses survey forms, testimonies, and focus groups to collect metrics; hires interns to parse data and summarize findings

▪ Financials

- a. Ending balance has been inconsistent, but has improved over the last 2 years
- b. Temporary fund allocations have significantly increased over the last 5 years
- c. 33% of carryforward was recaptured, leaving them with \$84,569.28
- d. Non-salary expenses are going towards programs and services such as ceremonies, affinity spaces, and community building programs
- e. Salaries seem to be heavily dependent on temp funds; will rely on program liquidations and private funding if SFAC funds are not ongoing

- **Impacts**
 - a. External impacts to unit
 - i. Despite pandemic, strong online engagement helped maintain demand
 - ii. Remote modality period was beneficial for student accessibility
 - iii. Over the pandemic, operating costs plummeted but resurged as in-person returned
 - iv. Staff and student salaries were raised as a result of inflation
 - b. Unit impacts to campus
 - i. Recruits student employees through UCLA networking venues and by contracting cultural and ethnic orgs
 - ii. Provided 14 testimonies which echo sentiments of validation and comfort
 - iii. Provide snacks via CPO food pantry cart
 - iv. Provides safer sex and menstruation supplies
 - v. Partners with TransUp to hos gender affirming clothing swaps
- iii. **Center for Accessible Education (CAE)**
 - **Overview**
 - a. The unit hopes to serve as a resource on disability related information for students
 - b. Hopes to create an accessible, inclusive, and supportive learning environment
 - **Organization Chart & Permanent & Temporary Funds**
 - a. **Kevin Carranza** shows the committee a screenshot of the organization chart
 - b. **Kevin Carranza** explains that 2 career positions are funded with SSF permanent funds (both of whom are disability specialists)
 - c. CAE sends end of year surveys to registered students
 - d. Works with SAIRO for goal planning and intended outcomes
 - e. Established faculty advisory board meets with student organizations to receive direct student input
 - **Financials**
 - a. Relatively consistent ending balance
 - b. Temp fund allocation has consistently remained low during and after pandemic
 - c. Permanent fund allocations were identical in FY 2018-19; 2019-20; 2020-21; 2021-22

- d. Non-salary expenses were all associated with space improvement projects (furniture, facilities, IT)
- e. Dwindling temp funds will not have a significant impact because primary operations do not rely on them
- f. Unit use of SSF temp funds for salaries was ambiguous
- **Impacts**
 - a. External impacts to unit
 - i. Staff to student meetings have shifted to virtual platforms
 - ii. Experienced the largest number of exams through CAE during fall 2022
 - iii. Financial needs increased as a result of remote and pandemic environment
 - iv. Increased salary costs due to high inflation
 - b. Unit impacts to campus
 - i. Has 8 student employees
 - ii. 2020-21 survey indicated that 76% of respondents would not have been able to complete college without accommodations
 - iii. 3 testimonials that display gratitude for helping accommodate extenuating circumstances
 - iv. Does not provide direct material needs but refers students to appropriate campus partners
- iv. **Central Ticket Office**
 - **Overview**
 - a. This unit is responsible for servicing, processing, and selling tickets to on and off campus events
 - **Organization Chart & Permanent & Temporary Funds**
 - a. **Kevin Carranza** shows the committee a screenshot of the organization chart
 - b. **Kevin Carranza** explains that the unit has 50 UCLA student employees
 - c. Special events coordinator and customer service supervisor are partially paid with perm SSF funds
 - d. Customer service supervisor is vacant along with financial manger position
 - e. Self-administered surveys appear to be the primary form of student feedback
 - **Financials**
 - a. Ending balances have been \$0 for 4 fiscal years which also implies \$0 in carryforward
 - b. Permanent fund allocations have been identical over the last 5 fiscal years

- c. SSF permanent funds appear to go strictly toward salaries no other expenses were listed to be paid with SSF funds
 - d. No temp funds have been allocated over the last 5 fiscal years
 - i. **Christine Wilson** offers an insight as to why their ending balances have been \$0 and why this is a good thing.
 - **Impacts**
 - a. External impacts to unit
 - i. During the remote modality period revenue took a significant toll as no live events took place; used reserve funds
 - ii. Adopted electronic tickets and prioritized hybrid work schedules
 - iii. Experienced period where workload increased but students were not available for hire
 - iv. Inflation has not had a high impact on the provisions of services
 - b. Unit impacts to campus
 - i. Have a referral bonus program that incentivizes current workers to recommend friends to apply
 - ii. Outreach through tabling
 - iii. Support the distribution of student transit passes and have streamlined the distribution of commencement ceremony tickets
 - iv. Provide discount offerings for certain tickets
 - v. Does not provide material needs, but provides transit passes which make transportation more accessible
 - c. **Kevin Carranza** concludes his presentation and asks if anyone has any questions.
 - d. **Luis Garcia-Chavez** and **Christine Wilson** ask clarifying questions and **Kevin Carranza** explains. No more clarifying questions were asked and the committee moves onto the next agenda item.
4. **Approval of Call Letter & Funding Request Form**
- a. **Luis Garcia-Chavez** explains to the committee that he, **Christine Wilson**, and **Kevin Carranza** worked on the call letter previously and would like the committee to go over their edits and changes.
 - b. The committee go over the call letter together.
 - c. **Christine Wilson**, **Burt Harris**, and **Kevin Carranza** suggest a few edits.
 - d. **Luis Garcia-Chavez** asks for a motion to approve the Call Letter.
 - e. **Siddharth Srivastava** motions to approve the Call Letter and **Burt Harris** seconds. The motion is approved.

- f. The committee move on to the Funding Request Form and **Luis Garcia-Chavez** asks for a motion to approve the Funding Request Form with non-substantive changes.
 - g. **Siddharth Srivastava** motions to approve the Funding Request Form with non-substantive changes and **Kevin Carranza** seconds. The motion is approved.
- 5. Closing Remarks**
- a. **Luis Garcia-Chavez** asks for a motion to end the meeting at 11:47am.

Siddharth Srivastava motions to adjure the committee meeting at 11:47am. **Burt Harris** seconds the motion. The motion passes unanimously and the meeting concludes.