**Student Fee Advisory Committee Meeting**

**2325 Murphy Hall**

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

**Tuesday, January 22, 2019**

**Present:**

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

Undergraduates: Christina Wang, Neemat Abdusemed, Paulina Macias, Nicole Corona Diaz

Administration: Deb Geller, Associate Dean of Students and Deputy Title IX Coordinator, Mike Cohn, Director of SOLE

Faculty Rep: Karen Rowe, Professor

APB Advisor: Ellen Hermann (Ex-Officio)

SFAC Advisor: Marilyn Alkin (Ex-Officio)

**Absent**:

Barbara Wilson, UCLA Housing & Hospitality

**Call to Order**

* 1. **Jazz Kiang** called the meeting to order at 4:32pm.

1. **Approval of Agenda**
   1. **Jazz Kiang** suggested amending the agenda to strike the approval of minutes for January 15.
   2. **Neemat** **Abdusemed** moved to approve the agenda as amended. **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. N/A
2. **Unit Presentation: Central Ticket Office (CTO)**
   1. **Jazz Kiang** opened the floor for Paul Abramson and Jamal Johnson to present on CTO.
   2. Central Ticket Office Overview
      1. Mission – To provide access to UCLA events through excellence and top quality service to customers
   3. Enhance Campus Experience
   4. CTO Org Chart
   5. CTO Student Interaction
      1. Window Service
         1. M-T 10am – 4pm
         2. Friday 10am - 5pm
         3. 48,892 Transactions are with UCLA Students - 78% of all transactions
         4. 140,184 tickets/access are provided to UCLA Students – 79% of all tickets
      2. Online - 84% of CAP/DIA student tickets distributed
      3. Telephone - Less than 3%
   6. Student Interaction 2017-2018
      1. UCLA Events – 433, 211
      2. Intercollegiate Athletics – 224,602
      3. Commencement – 105,672
      4. Culture Nights & Special Events – 38,743
      5. Center for the Art of Performance – 5,079
   7. Discounted Tickets – 8,931
      1. Movie Passes
      2. Theme Parks
      3. Transit
   8. Student Services Goals and Objectives
      1. Gives students more flexibility to purchase
         1. Understand Students have class
            1. Starts major distributions by 8am
            2. Reduces wait time where possible
            3. Prefill Commencement tickets
         2. Better utilization for Bruincard
         3. Online where possible
            1. Bruin Bash
            2. Spring Sing Vouchers
            3. Theme parks
      2. Offering new discounted tickets
         1. Big Bear Snow Summit
   9. Student Awareness
      1. Website
         1. Producers/Client’s Website
         2. CTO: [www.tickets.ucla.edu](http://www.tickets.ucla.edu)
      2. Twitter - @uclacto
      3. Facebook – UCLA Central Ticket Office
      4. LinkedIn – UCLA Central Ticket Office
      5. Collaborating & Programming
         1. ORL to engage students
         2. Den Board of Directors
         3. SOLE
      6. Digital Video Board at CTO
   10. Student Services Fee Funding Request
       1. Seeking new funding
       2. Reduce barriers to student groups using their services
          1. Provide ticket management of events at no cost to the group
          2. Provide free ticket distribution for free student events
          3. Groups still responsible for costs associated with event staffing and credit card fees and ticket printing
       3. Collaborate with SOLE to ensure this is successful
   11. Contact Info:
       1. Paul Abramson - [pabramson@tickets.ucla.edu](mailto:pabramson@tickets.ucla.edu) – 310-206-4491
       2. Jamal Johnson - [jjohnson@tickets.ucla.edu](mailto:jjohnson@tickets.ucla.edu) – 310-206-4495
   12. **Jazz Kiang** opened the floor for questions:
   13. **Nicole Corona Diaz** asked how much the administrative fee was per group and if $7,500 was the holistic amount. Paul Abramson and Jamal Johnson replied that it depended on the size of the event. **Jazz Kiang** asked if the fees were based on each venue having a set administrative fee or a percentage of the overall cost of the event or number of attendees. Jamal Johnson replied that it depended on the size of the venue and details of the event.
   14. **Deb Geller** asked what the payroll title is for the employee whose salary the $15K would partially offset. Paul Abramson and Jamal Johnson did not have an answer. **Deb Geller** also asked if their plan was to put approximately $10K of salary of a full-time employee, plus benefits, on this fund. Paul Abramson and Jamal Johnson answered yes. If they do not waive $15K in RCO fees in a given year, the plan is to process payroll transfers in PATH to take part of the salary off SSF funds and create an SSF carry-forward. Paul and Jamal Johnson answered yes.
   15. **Christina Wang** asked what services students use if they do not purchase through CTO’s services due to the cost being too expensive. Paul Abramson responded they primarily use Eventbrite.
   16. **Neemat Abdusemed** asked if they have worked on digitalizing ticket services. Jamal Johnson responded they are consistently working on digitalizing services. **Neemat Abdusemed** asked if it is a goal for CTO to look into digitalizing ticket sales that are not currently online. Paul Abramson responded that this is a goal. **Neemat Abdusemed** asked if the students they hire go through a customer service training. Jamal Johnson answered yes.
   17. **Deb Geller** suggested a better alternative that would accomplish the same goal would be to give $15K to SOLE to create a fund to offset RCO CTO fees. **Mike Cohn** was amenable to that.
3. **Unit Presentation: Community Programs Office (CPO)**
   1. **Jazz Kiang** opened the floor for Tony Sandoval to present on CPO.
   2. Tony Sandoval stated the mission of CPO is to build and nurture an inclusive and diverse community of scholars and leaders who are committed to giving back to historically marginalized communities by engaging, educating, and empowering students to develop and execute student-initiated, student-run outreach, service and retention programs. He stated that FTE is important, however in 2003 when they became a department they were not given a budget to serve their population. They have struggled with referendum fees that Student Affairs and/or Student Services Fees should be supporting. If he were to rank, first would be FTE, secondary would be budgetary components. They have challenges when they receive SSF funds because as much as they would like to spend the funds, the institution runs slow when purchasing and/or paying bills. Last year there was carryforward because of the delay on purchases. If SFAC was unable to make a recommendation to the Chancellor, he would then have a conversation with Vice Chancellor Monroe Gorden to make sure that that the programs at CPO are fully funded. If there were a lack of support, he would then look into alternative funding internally or externally.
   3. **Jazz Kiang** opened the floor for questions:
   4. **Javier Rodriguez** asked how has the Formally Incarcerated Externship Program maintained their funding and the amount of student usage after the LCC expired. Tony Sandoval responded that they have always hired formally incarcerated students. Unfortunately they only had funding for 1 year and it was not renewed for a second year.

**Javier Rodriguez** also asked what resources have been allocated to market this program and why CPO has not asked SFAC for funding, when CPO has stated that they were going to. Tony Sandoval responded that they have to prioritize their requests and they work within the system of Student Affairs who review their goals. They decided within managers to focus on basic needs, serving their typical student population, which are students of color. There was a focus made present to them that there would be other administrators working more closely with the formerly incarcerated student population at UCLA. He also stated that the Formerly Incarcerated Externship Program marketed under CPO will be amended. **Javier Rodriguez** stated that there are other student programs on campus that hire students who have been formerly incarcerated.

* 1. **Nicole Corona Diaz** stated for 2019/20 there is over $183,000 in new requests. She asked if the priority was for basic needs since there are many requests that do not cover basic needs. **Nicole Corona Diaz** asked if basic needs are a priority for the committee to look at. Tony Sandoval responded that basic needs is an existing request and that it is a continuing request from last year. **Nicole Corona Diaz** asked what the specifics of the new professional development program are and how they are different from the programs that the Career Center is offering. Tony Sandoval stated that minoritized students might not use the Career Center. However there is a linkage with the Career Center. The professional development program is not new. It was a sub component that they applied for in 2016/17 for funding for travel to conferences, travel to meetings, transportation sources, clothing support, and professional development opportunities. **Nicole Corona Diaz** added that there are programs already on campus that are similar to the programs at CPO.
  2. **Denise Marshall** asked about the reclassified fiscal officer. Tony Sandoval stated that it has worked out excellently. He believed that after an audit in fiscal year 2015/16 they decided to restructure things differently on how they deliver services to the students.
  3. **Deb Geller** asked about the reclassification of the Admin Specialist to Admin Analyst and if the reclassification has already happened. Tony Sandoval said yes. She asked about the funding request for the commuter van service and how they came up with a 25% increase. Tony Sandoval stated that gas and maintenance are expensive and they will have to buy new vans to be ADA-compliant. They also have to comply with minimum wage compliance. **Deb Geller** also asked how they calculated the funding requested for TIF and that it seemed high for the number of FTE. Tony Sandoval replied because they have a lot of staff. **Deb Geller** asked about the new Assistant Business Officer position and what they would do if that position were not funded. Tony Sandoval responded that they had to “roll” with the position because it was a new FTE for the office.

1. **Unit Presentation: Scholarship Resource Center (SRC)** 
   1. **Jazz Kiang** opened the floor for Angela Deaver Campbell to present on SRC.
   2. Angela Deaver Campbell stated that the SRC is a joint undertaking of the UCLA College and the Student Fee Advisory Committee. The Center opened in 1996 with a three-fold mission:
      1. to provide undergraduates with support throughout the scholarship process
      2. to centralize and make scholarship information more accessible
      3. to make scholarship information and the private scholarship process more cost-effective
   3. Everything is free for students. They have a library of books, but most books are online.

They serve all schools and colleges and they are not a part of financial aid. SRC services include the following:

* + 1. Drop-in counseling on the scholarship search process
    2. Individual counseling to assist with applications
    3. One-on-one writing assistance
    4. Proofreading services
    5. Workshops
    6. Library of scholarship books and materials
    7. Resource guides and listings for specialized populations
    8. Quarterly newsletter, Strategies
    9. Support via email & telephone
    10. Twitter account and Facebook page
  1. Their mission is to help undergraduates find private sources of funding and to support them through the process from beginning to end so that they do not have to pay for anything. The SRC is requesting funds for five graduate students - Student Affairs Advisor (SAA) positions. These positions include full Fee Awards and Graduate Student Health Insurance Plans (GSHIPs). The funding requested is to supplement the permanent SFAC allocation of $78,010 granted to the Center in the early 2000s. Almost two decades later, however, the permanent allocation is simply insufficient to support the constant rise in UCLA Fees, GSHIP costs and the need for additional SAA staff. The SRC is in dire

need of having the temporary allocation requests become part of the permanent SFAC funding. If SFAC was unable to support the SRC, the SRC would have to reduce their hours. The goal for SRC is to help student graduate with less debt. She added that student debt has now become a part of mental health.

* 1. **Jazz Kiang** opened the floor for questions:
  2. **Mike Cohn** asked if they keep track of students that receive scholarships. Angela Deaver Campbell responded that they count on students to self-report.
  3. **Javier Rodriguez** asked if there has been collaboration with Parent and Family Programs. Angela Deaver Campbell responded yes.
  4. **Zak Fisher** asked if they had a dollar amount of scholarships that students have won over. Angela Deaver Campbell responded that last year the dollar amount reported was $287,000.
  5. **Neemat Abdusemed** asked what their relationship is with ECRT and if they have gotten students sent to them from ECRT. Angela Deaver Campbell responded yes.
  6. **Christina Wang** asked where these scholarships come from. Angela Deaver Campbell stated that the College leverages most scholarships. However, they encourage students to advocate for themselves.
  7. **Karen Rowe** asked who the permanent funds support. Angela Deaver Campbell responded that the student positions are paid by SSF. The Undergraduate Education division pays the permanent positions.

1. **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 to continue discussion from the previous meeting.
   2. **Zak Fisher** added that this is the graduate students’ resolution and that he was asked to present it to the committee. If the committee did not agree with the resolution, he asked the committee to vocalize why. He added that if the committee felt that the topic was inappropriate, then abstain. If they thought it was a good idea, then vote yes. If they thought it was a bad idea, then vote no.
   3. **Denise Marshall** added that she does not owe an explanation for how she votes.
   4. **Karen Rowe** added that they are a committee that recommends funding to the Chancellor. The committee has a credible and long standing relationship not only with Chancellor Block, but also with many Chancellors. This type of resolution politicizes the committee. As a member of the faculty, she would not abstain and she would vote no.
   5. **Zak Fisher** responded that he was not implying that anyone owes him an explanation. He added that if they cannot stand up for the right thing and do what is morally right, then what are they doing. The resolution is about principle. There should not be a crisis management team when they are paying administrators hundreds of thousands of dollars. He stated that it was morally unacceptable. This was not only his view but also the view of the Graduate Student Association. If they do not consider the resolution, they are in a dangerous place. “If we take on the Machiavellian outlook that Professor Rowe wants us to take, we are in a dangerous place. Because if we do not stand on the moral law, we do not stand on anything. We are not going to win any battles with anyone. As he hears these comments, he didn’t hear anything about why this is morally wrong, from a moral point of view.” We are a university and we have a hard time making ends meet and it does not have to be this way. Lastly, he added that this is a conversation that will be happening on campus. The national and local press have taken an interest in this.
   6. **Javier Rodriguez** moved to vote. **Zak Fisher** seconded. With 2 votes in favor, 8 votes against, and no abstentions, the resolution is not adopted by the committee.
2. **Announcements**
   1. **Javier Rodriguez** asked to have a discussion regarding the conflicts of interest regarding the by-laws and asked for this topic to be added to the agenda before deliberations. He also asked if anyone had heard anything from UCOP. **Ellen Hermann** stated that the amount of the one-time funding that will be allocated to the SSF unallocated account is $742,000 and $742,000 will go towards mental health.
3. **Adjournment** 
   1. **Paulina Macias** moved to adjourn the meeting. **Denise Marshall** seconded. With no objections, **Jazz Kiang** adjourned the meeting at 6:31pm.