University of California San Francisco
CHANCELLOR’S STUDENT SERVICES FEE (SSF) ADVISORY COMMITTEE
Planning Meeting Minutes
April 18, 2013

Members Present:
GSA- Jason Tien (co-chair), Rebekah McLaughlin, Lawrence Lin, Melissa Hendershott, Thomas Young, and Schola Matovu

ASUCSF- Thomas Dunehew, Doug Jacobs, Iveta Markova, and Michael Yang

Faculty Present: Don Kishi (co-chair)

Ex-Officio Members Present: Eric Koenig, Angela Hawkins

Staff Present: Michael Villanueva, Yen Lara

Absent: Lisa Raskulinec, Renu Gaur, Josh Biddle

Call to Order (time): Jason called meeting to order at 6:10pm

Welcome:

Synapse:
Steve Chin, Managing Editor, provided overview of Synapse. Synapse was rebranded and their newspaper and website was redesigned. There were cost savings of $30,000 by designing their own website using Steve’s web development skills, $4000 in printing, $? in office expenses. Outreach efforts include weekly, smartphone friendly eNewsletter via subscription to reach out to a wider audience. Synapse is a vital media outlet to departments and collaborate extensively with departments and other UCSF programs (e.g. via Facebook and Twitter). Ad revenue has steadily decreased over last several years but efforts are being made to increase revenue in future years.

Three student editors shared their positive experiences with Synapse and expressed that Synapse is one of the few places in UCSF where students from different schools/areas can overlap and share their experiences.

Questions:
What are outreach efforts for those students that don’t use online media sources? Steve responded that there is heavy student foot traffic outside their office, students who are writers, and their newspaper racks are strategically placed on campus. Efforts are also made to reach out to students in different schools to be writers. Steve will follow up with the suggestion to put a rack in front of Genentech Hall at Mission Bay.

Is there a way to track readership of newspapers, online website traffic? Steve responded that this is not currently being tracked but could be a way to do this.

What positions does the SSF salary budget fund?

2012-13 salary budget:

<table>
<thead>
<tr>
<th>FTE</th>
<th>Type</th>
<th>Salary</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.00</td>
<td>Managing Editor</td>
<td>$50,000</td>
<td>$4,200</td>
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<tr>
<td>0.50</td>
<td>OSL Assistant II</td>
<td>$40,759</td>
<td>$14,510</td>
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<tr>
<td></td>
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2013-14 salary budget:

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<td>$15,733</td>
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<tr>
<td></td>
<td>Total</td>
<td>$120,759</td>
<td>$56,133</td>
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Eric provided some history on Synapse budget - Steve is the only staff position funded from Synapse. There used to be 2.5 FTE but now only one. The previous SSFAC approved a change where the .90 Assistant III position that used to solely support Synapse now also supports a variety of programs (e.g. Office of Student Life). Eric will work with BRM to show this differently on fund analysis.

**Has Synapse ever approached the Medical Center for funding?** No, most of Synapse’s content is for students plus Medical Center have their own newsletter.

**Is an app being considered?** There is an app already for Inside Guide so it may not be prudent to have another app. There is some discussion regarding adding content to existing app rather than creating another app.

**Learning Resource Services:**
Peggy Ryan, Director, provided background of her experience and how LRS relates to students with disabilities and special needs. There are individual consultations and strategies developed to assist students to succeed in their studies along with group consultations and workshops. For instance, there could be a group of students who study together and strategies are developed to help leverage their skills. Major goal of LRS is to normalize the service. Peggy quoted that “smart doesn’t mean you don’t need support”.

**Questions:**
- **What is utilization among the different schools?** Schools request/market the workshops to their own students.
- **Is there data that LRS support results in students’ success?** Collecting data is challenging though some data is collected.
- **What are the outreach efforts taken?** Schola suggested reaching out to student directly for Nursing, such as a speaking event during their noon hour events. Peggy mentioned that there is a presentation held during orientation although reaching out to students is a challenge for all student services, particularly during orientation, since departments like to focus services that are a priority for students and student services, such as LRS, may not be a priority.
- **Do schools provide funding for LRS since services are directly related to academic mission? Why is LRS funded by SSF and not considered a core service to students?** Eric explained that LRS started in 2009 as a result of focus on increasing mental health support so SSF was increased where a portion was specifically earmarked for mental health support. Angela mentioned that if funding was requested, there needs to be a distinction made between academic “class” needs related to the mission vs general academic needs since state funds cannot be used for academic needs that are not related to coursework.

**Student Health and Counseling Services:**
Adele Anfinson, Director, and Susan Rosen provided overview of accomplishments over the year. Examples include a new Electronic Medical Record system (EMR), all clinical staff is now credentialed, the wait list for mental health visits was eliminated, a mental health expert from UCB is shared with UCSF, and Facebook was re-invigorated as an outreach/communication tool. Outreach efforts are made directly to schools vs waiting for students to approach SHCS. The utilization rate is high where 80% of students visit SHCS (~2200 out of total  of 2900 students).

**Questions:**
- **What is the percent of no-show appointments?** Adele responded that historically, the rate is about 6% though she will confirm. Overall evaluation results for services being useful scored high at 4.62 out of 5 with 5 being highest.
- **What is the funding request?** 0.5 FTE $59,738 for salary/benefits for dietician.
Campus based fee (USHIP) increase from $47 to $105 annually which will generate $129,000 to offset their budget cut in the SSF fund in 2013-14. Copay also will increase and other revenue streams are being explored, such as billing insurance for those patients who don’t pay USHIP.

Susan addressed concerns regarding the dietician being a duplicate service to the nutritional counselor in Fitness & Recreation. Distinction made for dietician vs nutritional counselor where the dietician is a clinician (RD) and is a billable appointment whereas the nutritional counselor is not.

Approval of the 11/8/12 and 11/14/12 meeting minutes
Approved by committee

Voting: None at this meeting.

Adjournment: Meeting adjourned at 8:12pm.