University of California San Francisco  
CHANCELLOR’S STUDENT SERVICE FEE (SSF) ADVISORY COMMITTEE  
Final Meeting Minutes  
March 17, 2015  
5:30 – 7:30 PM  

Members Present: Cameron Walsh, Michael Le, Henock Woldu, Niki Arab, Greg Zahner, Nima Emami, Kevin Hartman, Flora Rutaganira, Ashley King, Christina Parodi  

Faculty Present: Dan Dohan, Maxine Papadakis  

Ex-Officio Members: Gar Forman, Lisa Raskulinec  

Staff Present: Jennifer Rosko, Mike Clune, Angie Marinello  

Absent: Matthew Tout, Carol Takao, Pete Croughan, Polina Pulyanina  

Cameron called the meeting to order at 5:35 PM. He motioned to approve the minutes and the Committee voted in favor.  

Cameron informed the Committee they would review the bylaws since the budget and proposals were approved by the Committee in the prior meeting.  

Jennifer informed the Committee of some edits pertaining to the bylaws and that there would be voting on the changes.  

Nima asked who would be responsible for action plan items. Jennifer said if something needs to be done based on the bylaws, SAA would be responsible. Jennifer encouraged first year members to return to the Committee next year so there is a mix of new and returning members. She then informed the Committee any student who has a voting privileges are allowed to attend the Council on Student Fees (CSF). The next CSF meeting is in April and there are 2-3 volunteers so far, but more are allowed. Cameron can’t go, so a proxy will be voted on. CSF has meetings year round, but UCSF is unique and doesn’t have as many meetings as other campuses.  

Cameron then asked if anyone has a motion to approve the bylaws. Kevin motioned for approving the bylaws and the Committee voted in favor.  

Jennifer asked the Committee to make any specific recommendations they have related to the proposals.  

Arts & Events: Cameron asked the Committee what exactly they are looking for. Jennifer then asked if they have any data they would like to request. Nima said, “We discussed at the current rate of funding, the reserves would be gone in 3 years.” Jennifer reminded him he is able to make recommendations for the units and the Committee. She advised the Committee to encourage streamlining budgets for the units, and not to set a specific number. Lisa mentioned if the Committee no longer covers merits or
benefits, that saves SSF. Lisa then mentioned the Committee can recommend the units find other revenue sources to cover merits and benefits next year.

Nima asked if the units have their own reserves and if we know what those numbers look like. Lisa said some do, and you can see some funding information on the proposals.

Lisa brought up a past incident where SOM conducted a survey of recently graduated students and said it would be helpful for the other schools to do the same.

A staff member recommended a survey be created for next year’s students to evaluate different services used and not used by students. Cameron said a survey for all students who use the library would be good, then mentioned the library would like to put an area on the 4th floor just for students but funding is an issue. Lisa said they also need to hear what you [the students] want, and input would be really important.

Michael said, “Since we don’t have this existing yet, it feels prudent to have this there. Are there other services other than the library to include?” He then suggested to either go in all at once, or address what is relevant for Committee next year. Jennifer then said this would be a new undertaking the campus hasn’t done, and it can take time to develop.

Cameron suggested having one survey that encompasses everything, and is broken down by who is using the services. It’s easier if everything comes from one form. Lisa gave an overview of campus surveys that guide takers to appropriate questions based on answers provided. Jennifer mentioned it also requires students to take the survey and mentioned this would not be a short survey to complete. Cameron said it would be great for GPSA to encourage other students to take the survey. The Committee discussed some ways to require students to take the survey and withhold degrees until the survey is completed. Staff responded and said it can’t work exactly as so, but Jennifer knows of some ways UCLA has implemented something similar.

Kevin would like Family Services to track the progress of their pilot program and see if the actual amount of users using the service are using it consistently to merit the cost. Cameron would like next years’ Committee to review the numbers and evaluate if they are cost effective. Ashley is curious to see how outreach efforts resulted.

Henock suggested to pass on surveys and recognized they are “great”, but feels what’s important after attending events is if the students are learning or working together. He would like to see something come out of these events other than attendance numbers. He would also like to know if resume workshops are resulting in internships, and suggested the survey should include where students are ending up. He noted every year the units have a loss and it would be helpful to see the number of attendees and which attendees are benefiting from these events. Henock said students will show up, take the food and not participate in the event.

Jennifer said the challenge is finding a tool to track that data. The cost of the technology can be high too, and doesn’t think this is something that can happen in one year. She ensured the Committee that units
would like to have this data, but the technology isn’t there yet. Jennifer then reminded the Committee it is also the responsibility of the students to return with feedback.

Maxine asked how much of the resume workshop with OCPD can be a module, and look at other modalities. Nima mentioned another question would be how many of the services offered have been migrated online, can you log on and chat with someone at OCPD? Nima said some of the most effective services online are being able to instantly chat and share documents. Jennifer said SAA did pilot this, but no one used it. She also mentioned all of the channels of advertising were not successful, and asked if they have any recommendations. Nima said it would be helpful to have the icon on a website, and going online can be sufficient and cut costs. Jennifer said they set-up video conferencing for SAA, registrar, etc. at Mission Bay.

Henock mentioned students in the School of Pharmacy can send an email out to specific groups and track the success based on how those student groups benefited from it. Some schools have student help within the school, such as SOP, and other organizations do a good job of getting information out.

Jennifer mentioned recruitment is the biggest challenge among students.

Gary said the hardest thing is getting information out to even a staff level, and asked what would be the most effective tool? There is so much information CLS doesn’t know how to get it out there.

Flora said RCO’s are good with communicating. There will have to be an intermediate source where students meet on the topic.

Nima suggested a tab labeled “Student Services” be included on the SAA website. Kevin then said that would do what the inside guide already does. Flora then said that should do it because in the graduate division students don’t hear about it.

Christina mentioned ASSN members are vocal and it is helpful. They announce events in class, and would like to know if it’s possible to do.

Flora asked if there are there five questions the Committee can send each unit that are uniform across each service, and if instead of a big survey, are there three questions we can ask to cut down the time.

Jennifer said it is important to break it down a little more. Depending on how the Committee implements this, the same questions will be asked. The Committee could include communication as a section on the survey.

Nima mentioned at UC Berkeley, URLs were very straightforward, and that is not the case at UCSF. Jennifer said SAA received feedback showing students use Google to search.

Michael said the Committee needs to make recommendations that can be followed.

Niki asked how much SHCS makes by charging student’s insurance.
Jennifer informed the Committee high-level recommendations should go to the Chancellor, and the units can be informed of more specific recommendations.

Christina asked if there is a possibility for this Committee to span across the academic year. Jennifer said student schedules are unfortunately difficult to coordinate. It would be difficult for voting purposes and the ins and outs during meetings.

Jennifer asked the Committee if they have any other recommendations to feel free to contact her or anyone on the Committee.

Nima asked if the Committee can have more specific data and can make more specific recommendations for next year. Jennifer asked if Nima would like more demographics, and Nima said yes, but not by each response, he would like the right level of extraction to provide good information.

Flora said some of the data provided includes post docs. Jennifer said post docs cannot participate.

Jennifer informed Committee she will reach out to them next year to ask if they would like to be a member again. She then let the Committee know they may receive some communication from Synapse regarding upcoming changes.

Meeting adjourned at 6:32pm.