

COSAF Report | Recommendations & Comments

Review: **Student Services Fee**

April 26, 2024

Action Item #2024-123

Student Services Fee Background

The [University of California Student Tuition and Fee Policy](#) (Regents Policy 3101) states that Student Services Fee revenue:

...shall be used to support services and programs that directly benefit students and that are complementary to, but not a part of, the core instructional program. These services and programs include, but are not limited to, operating and capital expenses for services related to the physical and psychological health and well-being of students; social, recreational, and cultural activities and programs; services related to campus life and campus community; technology expenses directly related to the services; and career support.

The [Guidelines for Implementing the Student Services Fee Portion of the University of California Student Fee Policy](#) state that “services and programs funded by the Student Services Fee should be broadly available to all students.” The guidelines interpret Regental policy and provide some flexibility to campuses regarding the use of SSF revenues, in consultation with student fee advisory committees.

COSAF Review

In Fall 2023, the Council on Student Affairs and Fees (COSAF) created a subcommittee to review report templates provided by 32 campus departments receiving Student Services Fee (SFF) funding.

The mission of the subcommittee was to review each department’s SSF budget, their use of funds in 2022-23, and projected use in 2023-24. The subcommittee then selected five departments for further review and asked them present to the full Council in Spring quarter, 2024.

Following the presentations, all Council members had an opportunity to provide their feedback via a Qualtrics survey. The results are summarized on the following pages.

Student Health and Counseling Services

Paul Kim, Director of Counseling Services

Presentation Date: 4/5/24

It was helpful to learn that the SHCS only provides counseling services on a short-term model and that they give the same level of service to all student (regardless of insurance). It was also encouraging to hear that they've had recent success in hiring more counselors. I wish them luck with hiring more!

Student Counseling Services is necessary to support students. However, I think that Student Health and Counseling Services could be more effective. Many students who struggle with mental health will not reach out for help, and I believe that Student Health and Counseling Services must dedicate more resources to reach out to the student population. I am glad to hear that the new recruitment position has helped Student Health and Counseling Services get close to full staffing. The uses of SSF funds are appropriate.

The student health and counseling services presentation was great. I do think that the extra allocation of mental health resources are necessary.

I believe the student health and counseling services specifically in reference to the counseling aspect is using the Student Services Fee revenue as mandated by policy.

Although the presentation was cut short, I learned a lot. I was particularly interested to see that less than 20% of our students used the counseling services. I wonder if the SHCS is only able to see these students with their employee capacity or if not enough students are taking advantage of the counseling services. Additionally, while I understand the temporary counseling service model, I do hope that the SHCS can explore longer services. I think it would be extremely beneficial to students who cannot physically visit a therapist due to transportation concerns and/or students who do not have a safe space to take virtual appointments with their own therapists. If students are paying a fee for these counseling services year round, then the service should be available to them as many times as they need. I hope UC Davis can make this model better to significantly help its students as the campus has recently leaned into mental health importance.

the presentation was very informative, shedding light on their short-term counseling model. However, there's a potential concern for individuals on ship. Since they're insured through the campus, should they be placed under this framework?

The presentation did a great job with explaining how the counseling side of this department works and why they are limited drop in visits.

The presentation was very informative and the total expense increase aligns with more nurses and nurse practitioners being hired.

Excellent presentation. A large number of our students benefit from this service. We should continue to fully support it.

I feel that our fees are put to good use and, with additional funding from campus, they do a good job providing services. I recommend campus continue to backstop funding.

From their presentation, it is evident that the SHCS are making a great effort to continue making counseling services continuously more accessible for students which I think is important at a collegiate level.

Student Disability Center

Jennifer Billeci, Executive Director

Luis Couto, SDC Specialist

Presentation Date: 4/19/24

The SDC uses the Student Service Fee appropriately to provide equitable accommodations. The community-building efforts of the SDC are admirable and essential to fostering an inclusive space on campus for people with disabilities.

It's great to hear that the SDC is actively increasing the number of students they serve each year and are searching for new ways to increase their accessibility to students.

The student disability center presentation was very informative and the two presenters are passionate about helping those students and promoting inclusivity.

The SDC had a very insightful presentation on what their funds are used for. I think they should keep receiving this revenue as it plays a big role in the academic success of many students.

It was nice to hear about the current impact of the SDC so far and their future plans. I look forward to seeing more innovative outreach methods from them.

The SSF makes up over a third of the SDC budget and should continue to do so. The SDC and its accommodations are such a vital student service for many students on our campus. I loved their idea of last year hosting the first graduation for the students of their community to really foster a sense of community among them.

I think campus and COSAF need to show we value and appreciate our students with disabilities by advocating for these allocated funds and supporting their programs! Compared to other programs that we grant money for, this program is more of a need than many. I think they do great work and we should continue to support the center in their endeavors in any way we can!

I really appreciate their effort in trying to accommodate as many qualified students as possible. However, I would like to see more effort in trying to help reach out to students from low-income households.

Really great service. Unfortunately I don't have a lot of specific helpful critique/praise

I admire all the work the SDC is doing to make sure students know they exist as a service. There are many services they provide to students with a broad set of abilities, who might not consider themselves "disabled." I encourage the program to continue considering radical shifts to communicate this broad set of services to reduce the barriers to ask for services.

I commend the action plan for high visibility and ideas being explored via the peer mentorship program. Given that services must be provided only after careful and conscientious review of each individual's needs, aiming to provide inclusive programming options likely maximizes awareness and participation among the people that need it.

Graduate Studies

JP Delplanque, Vice Provost & Dean

Erum Abbasi Syed, Executive Assistant Dean

Presentation Date: 4/19/24

Great to see them a part of the SSF receiving departments!

I find that Graduate Studies is providing excellent resources and spaces for graduate students.

Graduate Studies is very student-oriented and is a great use of student services fees! It was great being able to hear from them and learn more about what they do and provide for students.

The Graduate studies presentation was great. Both of the presenters addressed all questions and highlighted the importance and use of the fee.

The Graduate Studies presentation did a great job on presenting what they use the fees for and it is clear they have huge impact on many students.

The presentation was very informative and thoughtfully put together. The graduate studies department are doing a great job at supporting grad students and campus as a whole.

I feel as though often graduate students are overlooked within the population of UCD students just because of the sizeable difference in their makeup of the population. Especially given the high costs associated with attending graduate school and since this fee is primarily allocated for the Graduate Studies Student Financial Support Team I would continue to allocate the portion of the fee to this purpose.

One of the things that makes UC Davis so esteemed and widely sought after is our graduate programs. We cannot boast about having the top veterinary school, along with other amazing programs, without supporting our students. As the main department supporting all graduate students, I would like to see this program supported in its entirety.

Although im not a graduate student, I believe that the fees are being appropriately utilized to enhance the graduate student experience and body.

Really great service. Unfortunately I dont have a lot of specific helpful critique/praise

I am please grad studies is working to improve the continued appointment process for GSR and TA positions. To offer students a lower appointment than their qualifications and continue to force them to demonstrate they meet these qualifications signals that these staff are NOT valued. I am please Grad studies is working to fix this and says it will get better. I encourage grad studies to pursue mentor training for faculty with grad students. Current programs focus on helping grad students cope - no doubt a useful skill - but mentorship is a two sided relationship. I hope grad studies begins providing trainiings to faculty to improve the damage grad-faculty relationship.

The services provided by Graduate Studies are both vital and high quality. My experiences with this unit have been overwhelmingly positive and I believe they are eminently agile and capable stewards of ths fee fundng.

Student Information Systems

Sonja Colbert, Chief Operating Officer, IET

Meggan Levitt, Assistant Vice Provost, IET

Juan Zaragoza, Financial Analyst, IET

Presentation Date: 4/26/24

Student Information Systems is critical to the function of the University. In general, I can easily imagine that 6% of IET is for Student Services outside the classroom. It is hard to justify that Banner falls into this category, however. I suggest that IET looks at other services for SSF Funds or divide funding proportionally amongst its services, like with IT support. I don't believe a funding swap with another department is necessary.

It's great to hear that SIS has been actively making changes after presenting in front of COSAF last year. I still feel a bit uncomfortable with the fact that student services fees are funding the Banner and OASIS aspect of SIS as I view these as being necessary for academics. I believe funds could be moved internally so that IT support services and the computer lab (which I believe are complementary to academics, but not academic services themselves) receive all of the SSF funding going towards SIS.

I would like to thank IET for listening to our recommendations from last year. I appreciate the time and effort they have put into trying to find internal funding swaps. In the future, I would like to see possible swaps for SSF going to Banner and Oasis. I feel these two are primarily geared towards academic success of our students. Though not directly in the classroom, the two platforms are crucial for both being able/eligible to be in the classroom to begin with.

The use of the student services fee is crucial for supporting students daily activities. It ensures security, facilitates communication, and offers a central hub for organizing our academic resources.

The IET is fundamental to both the college and its students. A swap of funds was suggested as a possibility, and I would approve of it.

I really appreciated how these presenters listened to COSAF's recommendations from last year regarding which of their systems are integral to the learning versus complimentary too. I think if they can orchestrate internal funding swaps as they spoke about to ensure the funding usage is more so going towards its intended use of the complimentary aspects this would be a lot more favored by the council.

SIS gave a great presentation on what their use of the SSF revenue goes too and how they are planning on doing fee swaps in order to better use student fees that will be beneficial for us all.

I'm not too concerned with how they define what is core to the educational goal, because that seems like a legal definition and conclusion. Regardless, the campus does not operate without some of these services. Even the supplementary services are crucial to a significant portion of our student population's success and needs to thrive as a UC Davis student.

It was very informative; I feel that the Student Information Systems does great service for students here and they do well in terms of ensuring that their funds are being spent in a manner that follows guidelines.

The student information system presentation was very informative in that provided details about the alternative options that would happen if the students do not support this fee.

I think that Student Information Systems are integral to the student experience and it is really difficult if these systems don't work properly. I think that these systems facilitate academic success and their job is to assist classroom work not be part of the actual classroom.

I appreciate the effort going into finding appropriate uses for the SSF. I believe the policy, as written, allows even seemingly vital systems like Banner to be supported as it is not used in the classroom as part of the teaching mission. Rather, it is a support program that allows for the organizational aspects of tracking class registrations, etc.

I appreciate them moving money to more appropriate use the SSF for its intended use (i.e. not supporting core instruction). While ambiguous, I struggle to see how Banner cannot be considered core to instruction and the institution. I believe this should be prioritized.

Why not take some of the money and make ASUCD whole with this? I'm sure students would rather that then subsidizing administrative functions that are not well suited for the fees' intent.

Of items currently used and well suited for the fee, I find the open access computer rooms (not the instructional computer classrooms) very appropriate for this as it adds to the student resources and community outside of just a course environment.

Associated Students UC Davis

Greg Ortiz, Business Manager

Francisco Ojeda, President

Presentation Date: 4/26/24

Permanent staff are essential for the function of ASUCD and all the services it provides to students. I think that a gradual phasing out from using SSF Funds is appropriate. With the ASUCD Base Fee increasing and the high carry-forward that ASUCD currently holds, I believe ASUCD will be fine without SSF Funding in the future.

I believe that removing ASUCD's SSF funding and having them transition to being fully funded by the base fee was an appropriate decision. The Base fee is increasing each quarter at a drastic rate, so I believe these incoming surplus funds could easily make up for the lost SSF funding in 1-2 years. Additionally, the Base fee is meant to be used to "maintain" current ASUCD operations, and to me, I view funding the salary and benefits of the 5 HQ staff as falling under this criteria.

I appreciate Greg's presentation and the information he gave the Council on the SSF reduction in the coming years. I was glad to hear from him that ASUCD can absorb the \$500,000 loss and find ways to support themselves through other funding sources and fees. I hope this reduction will allow other departments receiving SSF to function at higher capacities that are beneficial for our students.

The department is very student centered in respect to both their employee(s) and the community that they serve. I appreciate the impact they are making with the use of the SSF.

Since the SSF given to ASUCD seems to be dissolving in 2 years, I see no issue distributing those funds. It will give them time to find other sources for funding.

I appreciated ASUCD's willingness to be flexible with regard to changing their budget from the SSF revenue. Given that they already get the base fee which increases pretty substantially quarter to quarter and the SSF fee now only making up 2% of their budget I hope that they will still be able to be successful in the services they offer, even if it means perhaps having to begin charging for services they would otherwise waive such as rental room fees.

I appreciated the presentation that ASUCD gave as it gave great insight on how they will be re-allocating funds to make it up for the funds they will no longer be receiving from SSF.

Instead of the 500k roll out over the next four years, I wonder if it is beneficial to shorten to 400k, find funds to make up the <100k needed, and have another year taken care of (5 over 4 years).

They've done a great job in reallocating fees from reserves and ensuring that all of their staff and student workers are taken care of.

The ASUCD presentation provided a breakdown of what salaries are covered under the student services fee. I really enjoyed how descriptive the presentation was and how it addressed questions from last year's cosaf meeting.

It was a great presentation and very thorough!

ASUCD is doing a great job and have been good stewards of funding. Sometimes it is unfortunate that fiscally responsible groups have to subsidize under-funded or ill-fated programs as a result of their having done the right things.

I found it troubling and hypocritical that we were told that APPROPRIATELY allocating SSF away from SIS would not free up SSF money for other uses, but allocating away from ASUCD (which is well in line with the fee contributing to student benefits) does give extra money to Student Affairs? This is picking and choosing what serves admin the best.

Yes, everyone is being asked to do more with less. However, this re appropriation of ASUCD fees without giving them an alternative funding source is *contradictory to how the SIS portion of the fee is being handled*.

I do not like ASUCD, but I don't think their full-time staff should face a salary cut. Furthermore, we constantly hear from Student Affairs about retention and the need for good employees. Why is this not a concern for ASUCD? Are we not worried that staff turnover will make an organization (with a large budget and large control of how other fees are spent) less efficient and remove much needed guidance and oversight for student leaders? This is foolish and short sighted to end a use that has been in place since the 1970's.

Student Affairs - please rethink this and take a long-term pragmatic approach. You might have plugged a hole in one of your boats, but you just tore a hole in another one (full of students!).