

COSAF Assessment and Recommendations

Student Services Fee

Survey Closing Date: 5/3/19

Action Item# 088

As the oversight body for the Student Services Fee (SSF), the Council on Student Affairs and Fees has provided the following written feedback after an in-depth review of five SSF funded departments:

ACADEMIC ASSISTANCE AND TUTORING CENTERS

Presentation Date: 4/19/19

Presenters: Carol Hunter, Inez Anders

- The AATC does important work that is complimentary to academics and supplements student success. Their presentation was informative but did lack how they allocated their student services fee which should have been presented to us as they receive a substantial amount of the SSF. They definitely should have an increase in their budget as the student population grows and different needs should be addressed.
- The AATC is an incredibly valuable resource and they deserve more support. They run a very efficient organization and I am impressed by all of the career staff's work in maintaining this resource. I think the AATC would benefit by continuing and furthering outreach to first years as students benefit the most from the tutoring center when they are aware of it's services before they are in dire need of assistance.
- Please subcategorize of the Operational/other Costs, and possibly the number of paid professional staff and students.
- After seeing their presentation I understand the burden this department has and where our student money is going. I realize that most decisions aren't necessarily in the hands of the staff of the department however they do control the immediate. My recommendation to give them more money is not because I feel they have earned that money. Academic assistance and tutoring I feel only helps people that are already performing well and have ample financial resources. Statistics are not posted publicly on staff hired (both student and staff) and FTE's in actuality. To me, this department is failing severely to meet the demands of the school and the students paying for these peoples' paychecks. For example, you go into tutoring and tutors have maybe 1 hour left, you spend 45 minutes teaching them how to tutor you based on your specific lecture, then they leave without helping you or tell you they don't know. In the math tutoring areas you don't have a single page on a website that has all tutoring across the entire campus and when you do get to the math center across from the geology building. You will find math 21 tutors twiddling their thumbs while 17abc and 16ab students are challenged. I don't care what the problems internally are with this, the only focus should be the student. A math tutor should be able to tutor a student at any point within their studies and understand the math. If not, stop hiring students and hire professionals with less hours and you will get a greater productivity than now. Raise the bar for once.
- I was glad to learn more about the AATC during the presentation. It seems like they are very frugal with the money allotted to them. I approve of the rigorous hiring process and continual evaluation of tutor success. The tutoring center is definitely a valuable student resource for success. The center should continue their outreach efforts to incoming and continuing students. It would be fantastic if the tutoring center had more funds to expand it's current operation.
- Would it be possible to include a tutor evaluation for drop-in tutoring sessions? I was excited to hear about the new tutor training requirements, is there any evaluation of the efficacy of these trainings going to be occurring? It would also be helpful to hear which grade levels you are primarily serving.
- It would be great to see personal stats (improvement in course grades) in addition to testimonials to further capture the impact behind the tutoring centers.
- Worthwhile program. Increase the consistency of tutor quality. Would be interested in increasing funding to expand services and student access.
- I think there needs to be a greater focus on student feedback. Make sure to let the tutors know to ask their students to fill out a satisfaction survey. There were several concerns at the meeting that students might have to wait to see a tutor for a while, and that they often times don't have the knowledge to help these students out. Maybe also a list of frequently asked topics that students regularly need help with can be incorporated into a list--so that tutors may brush up on this in order to effectively help students.
- I feel that they are a great resource for students.

MENTAL HEALTH FUNDS

Presentation Date: 4/19/19

Presenters: Margaret Walter, Paul Kim, Erin Curtis

- The presentation was incredibly informative and addressed every point that we as students would have brought up such as budget allocation and amount of counselors they have/will have in the near future. Mental Health is an important issue that needs to be addressed and the Mental Health Funds are doing all they can to address this.
- Mental health support is an important feature of a healthy college atmosphere and I am proud to be attending a school that pays so much attention to that. That being said, mental health resources are vital and more funding should be allocated to this department so that more students can benefit. Additionally, I would like to see more volunteers/peer counselors (like graduate students or upperclassmen) as it would provide invaluable experience for future clinicians, lessen the strain on the full time psychiatry staff, and allow for more students to be seen at more times.
- The services funded by SSF are more and more important for UC Davis undergraduate students in these fast-paced and highly competitive learning campus.
- The funds from students again are going mostly to payroll which I feel should be covered by tuition. However, I understand that there isn't enough money across the board and somethings as state funding fluctuates you must most things around to roll with the punches. The problem is that mental health is an exponentially increasing travesty on campus. Nothing on campus address the root of the problems because everyone within the school tries to delegate their job through e-mail rather than directly getting their hands dirty with students. The stresses are often financial mixed with a lack of caring by faculty for events within students lives. An unwillingness to work with special circumstances and be flexible because professors don't care about anybody but themselves. A good approach to mental health would be to allow those that need it to seek it outside of campus through what should be a separate vast UC Davis medical center. Look at how good UCLA has it and the amount of money they generate from their medical services. Provide the services, allow insurance referrals, and make money doing it. It's a win for the campus and students.
- I was happy to hear that resources are available to all students and that access to students is improving. Outreach and information should be improved; prior to the presentation I was not aware of the mental health resources available to me.
- I understand that these services are extremely costly and that UCOP has mandated the Mental Health Fee. However, it is still a bit shocking that even after students have paid their Mental Health Fee, their Student Service Fee is also supplementing the Mental Health Sources of Funds.
- I appreciate how resources are being fully used! My only constructive criticism is that the services should be better marketed so more students can use them.
- Does well with limited budget. Would like to see Counselor:student ratio decrease. In general, the school needs to publicize more that counseling is covered through UC SHIP and that counselors can help students work through a variety of mental or emotional issues.
- The mental health push has been extremely prominent over the last couple of years. I think more funds should go into developing community resources (CAN counselors) and we need to concentrate on effective advertising
- Appreciate the investments that they are making and always looking for ways to enhance services.

OFFICE OF STUDENT SUPPORT AND JUDICIAL AFFAIRS

Presentation Date: 4/19/19

Presenters: Donald Dudley, Colette Nuño

- The OSSJA presentation was informative but did not include information about their budget allocation. They have a branding issue that needs to be addressed because they provide important services that I did not know about. The general student population knows them as SJA, the people they have to go to when they get in trouble but OSSJA provides much more than disciplinary actions. There is a need for a re-branding because they have the SSF to provide services to students and if no students knows about these services then there is no point in providing funds for those services.
- I would like the OSSJA to provide more information to students about the resources they offer. I only heard about the non-judiciary services because of COSAF and it should be made common knowledge to all students.
- All of the funds go into the salary and benefit support. Are the paid members UCD undergraduate students serving on the Campus Judicial Board?
- This department had the most organized and detailed presentation. Their financial slide was consistent with an actual Profit and Loss report and it showed their finances are on point. My only suggestion would be that the word "affairs" needs to be eliminated. It's negative connotation implies that this is the place for disgruntled academics to punish the students that pay their raise secure salaries. I would support the name "Office of Student Support and Judicial Success". This name allows students to understand that there are also counselors and resources there that can help them. Not just counselors riding a gravy train given their funding is a tragedy of the commons.

- I applaud the OSSJA for doing such a great job supporting students and professors at UC Davis. The office is using its funds very well. My only concern is that the students do not know the OSSJA's purpose very well. This could be rectified with outreach to students. In addition, professors could stop referring to the Office solely as a judicial resource.
- If possible, could you request that more lecturers include contact information for OSSJA not only to address academic dishonesty but also advertising the student support services OSSJA offers?
- I hope in the near future, there can be some work done to better market the student support aspect. I think it is an essential source of support for students, especially when sexual assault is very prevalent in college settings. The association behind this department needs to be broadened.
- Good as is.

UNIVERSITY REGISTRAR

Presentation Date: 4/26/19

Presenters: Erin Crom, Megan Glide Villasenor

- The University Registrar seems academic in nature so there should be a review of this service to ensure that the SSF is being allocated effectively. This department is an essential part of a student's academic progress so this department needs to be reviewed.
- The University Registrar handles their resources responsibly and plan well to provide for all students. I believe it is appropriate to use SSF funds for this department and feel that the allocation amount is equally appropriate.
- The SSF funds support the salaries & benefits of the staff who provide a variety of services to students as defined in the template, such as notary services for transcripts and diplomas. Are there any extra costs when students approach the Office to request some services, like, transcript and diploma notary services?
- The registrar doesn't appear to have a clear understanding of the students needs but does have an excellent understanding of inner corporate style workings. This is wonderful because to the chancellor and UC Davis the needs appear to be getting met yet for students the customer service would be like regarded as terrible. Nobody understands their description simple because people assume most of their data is digital and is supported by IT systems. There needs to be updated language to show students that their money is going to human labor that ultimately needs to manually do a ton of work. Other things that they do place tremendous stress on students without them knowing because they don't take the time to analyze each student case individually. I hope their CPI increases don't only go to raises but to hire more competent staff that doesn't complain when the work load increases with students. The work load increases from year to year and more students attend however, they should be more efficient given they were paid to learn to be efficient over time. Another point is that this department is responsible for a ton of student mental health problems. For example, a student that's struggling and has only one class left, should not have their financial aid package taken away (student loans) just because they are on probation. This department needs stronger leadership.
- The registrar presentation was very short and to the point on its purpose. This resource seems to be an essential part of the students' academic career. Therefore, it does not seem to fall within the Student Service Fee purpose of funding supplemental resources. I recommend a review of the fee's funding sources. I think the best route would be a gradual reduction in funding by the student service fee.
- In the upcoming years, I request that the University budget be evaluated to see if the Registrar's funding could be sourced from a different area. The Registrar is necessary for UCD, but I believe we should attempt to honor the 'Guidelines for Implementing the Student Service portion of UC Student Fee Policy' and attempt to remove 'non-allowable costs' from being funded by SSF. I acknowledge that the funding to the Registrar is not exceeding 3% of the total SSF.
- Important work is being done but the services provided are very crucial to students and academic in nature. I hope that gradually in the future, funds can be allocated from a different source, one that fits needs and purposes for all better.
- This is a key resource for the education of students and should not be funded through SSF fees. I would like to see a gradual reduction in funding from SSF for this department.

STUDENT INFORMATIONAL SYSTEMS

Presentation Date: 4/26/19

Presenters: Meggan Levitt, Viji Murali

- The IET presentation was incredibly detailed with regards to their budget breakdown of the IET's use of the SSF. Many of the services the IET provides, specifically the enterprise student applications, seem academic in nature and are critical for academic success so there should be a review to ensure that the SSF is being allocated correctly. As stated in their report, the SIS provide key student information and curriculum services to the campus community. Their other services such as the IT express help desk and the open access computer labs definitely fall under the requirements for the SSF and do provide a complimentary service to students.
- I was very impressed by SIS's presentation. All staff clearly know the ins and outs of their organization well, and they use their funding wisely.

- No comments. The director is so incredibly sharp that I could not find a single discrepancy in their anything. I think we should increase her outreach to all systems on campus because she clearly has her leadership together. Everything is the most efficient it can be, if anything I would argue they need more money to enact systems at a grander scale and buy in bulk through economies of scale.
- I really enjoyed learned more about the Student Informational Systems in last Friday's meeting. The funds provided by the Student Service Fee are definitely going to good use in the SIS. However, most of the services provided by SIS are essential part of the student academic career including Canvas , OASIS, and Schedule Builder. I do agree however, that Open Access Computer labs ad AV engineering are more supplemental student services. Consequently, I recommend the SIS fund sources be reviewed. I think that the SIS funding from the Student Service Fee could be reduced.
- Thank you for providing a detailed budget commentary to detail what percentage of SSF was funding each of your agencies. In particular, it was discussed that 34% of AV Engineering's budget is supported by SSF. How often are these General Assignment classrooms being used for student meetings to justify a 34% budget allocation?
- Similar but unlike the University Registrar, some aspects of the Student Informational Systems are strictly academic in nature and funding for those aspects should be funded from other sources.
- This is a key resource for the education of students and should not be funded through SSF fees. I would like to see a gradual reduction in funding from SSF for this department.