

COSAF Assessment – Student Services Fee

Academic Assistance & Tutoring Center

Action Item #2021-037

Carol Hunter, Executive Director

Sara Hawkes, Director

Kevin Sitz, Director

Inez Anders, Director

Presentation Date: 4/16/21

It a campus group that benefits a large range of students. They have a well established business model and would use the funds to further benefit students .

This resource seems pretty essential, especially come finals time. I would like to see some additional advertising on campus (though I understand these services are already in high demand). I think this program meets the needs of the broader campus.

I have used this service before and I support the use of Student Services Fee revenue for the AATC.

The academic assistance and tutoring center is an essential service for undergraduate students. But I have seen many upper-division undergrad and graduate students searching for tutoring services regarding computer programming. I suggest AATC add new tutoring services for general programming, such as Python, MATLAB, R, and C++. These services may not be limited to a specific course, but they will help a large student population in need.

Thank you for your presentation! I appreciate the pivot you had to undertake due to the pandemic. I recommend surveying students and academic advisors about what courses they would like to receive support. I hope funding will be provided to expand academic tutoring to further support our large student population.

I would love to know if their drop-in advising zoom meetings are recorded for later referral/if a student couldn't attend. But overall, they seem to prioritize having top-tier tutors and teaching practices which I appreciate. I also didn't know they had a submission service for writing assignments, I may actually use that.

The increase in students seeking academic support doesn't surprise me as the virtual learning environment is a tough one. I hope to see an increase in support so students can be better served.

Great job being future-oriented by already thinking about what online or asynchronous services will be continued. As a comment, the scheduling system on Oasis is difficult to navigate, especially when you might have several different tutors with varying time slots. Is it possible to work with the IT team that controls Oasis and create one calendar with every professional staff member in a department listed? Perhaps have different colors for each person? One calendar would make finding appointments much easier as well.

The presentation was clear. As a tutor from community college, the tutoring system at the Academic Assistance and Tutoring Center is a great resource. Perhaps open tutoring labs could be useful on specific days of the week (after the pandemic). Sacramento City College had used this method in their MathLab where specialized tutors (in calculus, statistics, linear algebra) helped tutor students on a walk in basis.

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Educational Opportunity & Enrichment Services

Arnette Bates, Executive Director

Raynell Hamilton, Director

Hope Medina, Director

Presentation Date: 4/16/21

I liked what the speakers had to say. Looking at their website, it seems friendly and easily used. I support the workshops and trainings this service provides.

The Educational Opportunity & Enrichment Services offers a nice service, but as a veteran and a transfer student from Texas, I did not see much of the services or resources when I came to Davis. I would like to see more collaboration with the university to get in touch with transfer and veteran student who petition the application process and get accepted on short notice. This was my experience and I found myself stumbling in my first quarter trying to adapt to the quarter system, the pass times, where the VSC even was, my parking pass, etc. It was chaotic and required a lot more on my end that could have been mitigated through pro-activeness. I was added to the email list, so that was a plus!

Thank you for your presentation! I think what was not mentioned was the pre-graduate advising as we heard a presentation from them last week. Another comment is include in your # of students chart how many students are identified as re-entry students or EOP students. This will help the listeners understand how many students are utilizing the services. Final comment is the strategies taking to further support students. Thankful to see the expansion of re-entry student services and affinity groups, but unsure what are the next steps.

I like that they focus on marginalized and minority communities on our campus who might have a harder time dealing with the transition and culture shock college can be.

The presentation was clear and informative.

For the Veterans Success Center, perhaps you could highlight some student Veterans publicly for their service, assuming you have their permission. VA has a blog that frequently accepts public nominations for Veterans to be highlighted.

Crucial services that need funding to support minority students!

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LGBTQIA Program

Monae Roberts, Director

Presentation Date: 4/16/21

It is a new and growing area in Davis that would benefit a developing group of the student population. There is a well established plan and resource bank available therefore would be appropriate for funding.

I appreciate the support that this program provides students. I liked the idea of the Discord chat and think it will be important for the future of the program. I think the speaker was genuine and had great plans for the year.

I think the LGBTQIA program is important and offers more resources than I initially knew about. I feel the LGBTQIA program would be advantageous to student in the LGBTQIA community and help for better inclusion on campus.

The program is an important support for UC Davis's diversity and inclusiveness. They are fairly using the funding to provide services for a large student population, including creating more inclusive environment for all UC Davis students.

Thank you for your presentation. I think what would help me are numbers of student participants to understand the impact of your services. Also how much students we are not reaching on our campus.

I love that they include intersectionality in their approach to helping LGBTQIA students on campus and that they were able to provide crucial resources to students during the pandemic.

I love that the LGBTQIA Center is continuing to support students virtually. It's great to see the Discord space being actively used and hopefully will push students to reach out for support virtually if they are more comfortable.

The LGBTQIA Program has done a great job with transitioning into an online environment. I hope that it integrates some of the online serves from this year into its normal operations, especially its community wisdom or other community events which not all students can/are comfortable with attending physically.

I think that this program is especially necessary for the UC Davis LGBTQIA community. The presentation was clear and enlightening.

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Operation and Maintenance of Plant

Peter Lentino, Superintendent, Facilities Management

Presentation Date: 4/23/21

Excellent presentation.

Thank you for your presentation! I am still confused how the student service fee revenue is allocated or separated with other facilities operations and services. Thankful though to hear the visibility in understanding different maintenance on campus.

Facilities Management is an essential role of any college campus, regardless of an online setting. It is important that UC Davis maintain its campus beauty for visitors and prospective students in order to maintain attendance numbers. The presentation given was great and it was clear that the use of Student Service Fees would benefit the broader UCD campus. I thought it was helpful to know that this department has 584 employees and is essentially vertically integrating, furthering resource efficiency.

I would like for OMP to allow students to submit maintenance requests. Their website only says to call them for "urgent" building maintenance but that word itself dissuades many students from reporting problems. Additionally, making it phone-call only for students adds another hurdle for students to report problems.

The presentation was great and in-depth. I think their use of the student service fee revenue is well grounded.

It is important to understand the scope of work performed by the office, but I would have liked to have a more focused explanation of how student fees serves students and the importance of that monies for its continued operation.

It was great to hear how this department tackles the amount of acres UC Davis has. I had no idea our campus contained so many things whilst still being eco-friendly.

Good job on maintaining the campus facilities.

Thank you for providing so much detail! I learned a lot.

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Student Disability Center

Jennifer Billeci, Director

Presentation Date: 4/23/21

Excellent presentation.

Thank you for your presentation, services, and support your center provides! My comment is working with Strategic Communications about social media outlets and language to promote your services and bring that anonymity to students.

As a student with a disability, this service has provided essential tools to improve my wellbeing at UCD. I have dealt with similar agencies in the past, but my experience at UC Davis has been the best. I think this is an important service and will be even more important as student come out of the pandemic.

SDC should engage itself with campus-based disability advocacy, such as speaking out against and advising instructors on alternatives to online proctoring services that severely hamper the performance of students with disabilities.

They did a great job in the presentation and I think it's very important to support our fellow students with disabilities. A direct service to students and faculty. I like how they are thinking of better making their services known to the larger community so that the center is not seen as a stigma, but as a element of diversity and inclusion.

I'm glad to see there are no disparities between the academic successes of those with disabilities and those without on our campus. A good support system is crucial for students who have disabilities .

The SDC provides crucial services to many students at UCD. I hope the department can give more assistance to TA and Instructors regarding the exam accommodations for disabled students. TA and Instructors are limited and often find it difficult to schedule the proctoring accommodated students, who are then not well served. The department should provide more proctoring personnel and spaces for the accommodations.

I am happy to see the increase in the number of students served. I hoped there will be continuous efforts to get more students the help they need.