

**University of California San Francisco  
CHANCELLOR'S STUDENT SERVICES FEE ADVISORY COMMITTEE**

Meeting Minutes  
February 15, 2022

**Members Present:** Woodger Faugas (Chair), Gurbinder Singh, Jeanmarie Gonzalez, Jane Vosteen, Nam Nguyen, Hoang Dang, Leila Lu, Diana Do, Alina Luk, Cody Stroupe

**Faculty Present:** Jennifer Kinder (Chair)

**Ex-Officio Members Present:** Jennifer Mannix, Alece Alderson

**Staff Present:** Jennifer Rosko, Matthew Tout, Taylor Mayfield

**Absent:** Claire Ogee-Nwankwo

**1. Welcome & Introductions**

Woody opened with an introduction and the previous meeting minutes were reviewed and approved. Jennifer went over different methods for how this committee could approve proposals. Several students expressed that the group was content with the proposals as is, but a few were interested to see what type of information Student Health & Counseling Services was going to present.

Q: What was the completion rate of the Student Services Survey?

A: The goal was for 30%, and 29% is what was achieved with almost 1,000 responses.

**2. Proposal Presentations**

**Student Health & Counseling Services**

Jeanne Stanford and Charles McDonough presented from SHCS. The department is taking measures to address hiring issues that has arisen as a result of the pandemic and staff turnover. Recruitment is underway for a new AVC/Executive Director, a Director of Quality Compliance and Risk, two physicians, a nurse, and a counseling psychologist. Current staff have been working extra hours to prevent a loss in services to students.

The request for funding is for a little more than \$2million. Charles provided a primary care utilization chart by program and year which was requested ahead of the presentation. He also gave context that some students likely have coverage under their parents and thus would not utilize SHCS services. Also, visits were down in 20-21 compared to 19-20 which may be the result of the pandemic and less staff in the clinics.

Q: Are students currently serving in rotations in the clinics?

A: No, there currently aren't any students working in the clinics, only 3<sup>rd</sup> year residents who aren't students.

Q: What has been a driver in the staff turnovers and how could it be avoided?

A: One case was a resignation where this individual was leaving to become an educator. The other resignation was for personal reasons to be closer to their family. Several retirements also occurred.

Q: Are search firms involved in any of these recruitments and what role do job posting sites serve in filling these positions?

A: UCSF HR already has a robust internal search team. Also, it's difficult to go through an independent firm as HR already has contracts with firms and leverages those options when needed.

Q: Given the reduction in FTEs and lower utilization how did Student Health pivot?

A: At the beginning of the pandemic, it took some time to establish telehealth as an option as well as the clinic needing to be shutdown for two weeks to decontaminate due to several cases of exposure. After hours helplines were also established.

Q: What is reciprocity?

A: It's an agreement with other UCs that students can use these services at other campuses and vice versa.

### **3. Recommendations to units**

A motion to approve all proposals was made and approved by all.

In general, it would be helpful to get data on student involvement for each of these units and what steps or initiatives are being taken to increase student outreach. Also, it would be helpful if units provided 3-year trend data going forward.

Student Life has a fantastic job staying accessible, especially with the food market.

The Office of Career and Professional Development has been doing a fantastic job, pivoting effectively to the pandemic.