

Internal Affairs Committee Meeting Minutes of April 23, 2021

- I. CALL TO ORDER at **4:03 PM**
- II. ROLL CALL
Present: Brittney Golez, Alexis Caringal-Holmes, Aa'ishah Riaz, Arazeli Barragan
Absent: Tameem Tutakhil
- III. ACTION ITEM - **Approval of the Agenda**
Motion to approve the agenda by **A. Riaz**, second by **A. Barragan**, agenda **PASSES**.
- IV. ACTION ITEM - **Approval of the Minutes of April 16, 2021**
Motion to approve the minutes of April 16, 2021 by **A. Barragan**, second by **A. Caringal-Holmes**, motion **PASSES**.
- V. PUBLIC COMMENT – **Public Comment is intended as a time for any member of the public to address the board on any issues affecting ASI and/or the California State University, East Bay.**
No public comment.
- VI. UNFINISHED ITEMS:
No unfinished items.
- VII. NEW BUSINESS ITEMS:
A. INFORMATION ITEM -Student Portal Presentation & Demonstration
The Internal Affairs Committee will be informed on the new Student Portal presented by Andy Mayeda and ITS.
Andy Mayeda states that he and Michelle Young have a dual role in IT. We are known as IT partners and we circulate the campus to provide service. **Michelle Young** states that they are co-managers for the campus and help with technology needs.



Veronica Salvador states that she works in administration and finance. I am director of administration processes, which means that I liaison with different departments on campus to provide business improvement. I received my bachelors in business administration from Cal Poly. **Philip Cole-Regis** states that he represents the interests of academic affairs. I am the manager of projects and initiatives. I interface with a complex web of stakeholders for various projects and initiatives on campus. **B. Golez** states that she is the ASI Vice President of Communications and this is her senior year. **A. Barragan** states that she is a second-year majoring in business administration with a concentration in marketing.

A. Caringal-Holmes states that along with working with ASI, she is an outreach advocate and coordinator for the Smith center in the college of business and economics. I am a senior studying for my bachelors in psychology and I will be graduating as well.

A. Riaz states that she is a fourth-year student currently pursuing biology and biochemistry. **Andy Mayeda** states that he will be presenting some slides. We would like to hear your thoughts and feedback. The student portal is a new portal for students. The goals behind this project is to present a system where finding and acting on information is made easier for students. We bring in data from multiple systems. There is a lot of information put into one spot. Hopefully students can use it for things needed. The system is complementary and is not a replacement for MyCSUEB, which is the system of record. The systems that we integrate into the portal are Blackboard and Bay Advisor, where advising appointments are. The first roll out of this system will be to the fall 2021 freshmen. The demo that we are about to show is from a test environment. Students will have the ability to go to MyCSUEB or Bay Advisor. There are six pages that we will go through today. **Veronica Salvador** states that she can begin the introduction. This system will serve as a one-stop-shop. We are currently aware that students can access Blackboard, MyCSUEB and Bay Advisor. We wanted to create a system where students can find everything in one place. Students can track their progress, schedule appointments, and solve any other university business. As we have met with different student groups, they have mentioned that they like the way the portal is laid out. This is currently test data and we are going to highlight key features of the portal. We built the portal to be mobile responsive and it will be visible on any mobile device. We will pull in your profile information using your preferred name from our system. At the center of the site, you can see your to-do list made up of items that you would normally see on MyCSUEB. We are providing students with two to three options. Some items can be temporarily removed from the to-do list and can be saved for later. You will have the ability to ask questions for more information and it will take you to the respective department that owns that to-do item. When you select the take action button, it will instruct you to a link.



Phillip Cole-Regis states that all classes for the current term are listed on each student's portal. One of the nicer features that we pushed for is access to your final exam schedule. The final exam schedule on the current website is quite difficult to read. The top right lists the upcoming appointments with advisors. We are working on expanding the departments that students can schedule appointments with. In the academic's portion, you can see the progress towards your degree and general education status. Students can see their number of units for each semester and grade point average trends. **Veronica Salvador** states that for the student finance page, student feedback was gained. There are different amounts listed, but it does not show the total amount when a student wants to make a payment. On the portal it lists the outstanding charges, pending financial aid, and the total due. Underneath, there is a make a payment button and it takes you to the portal to make a payment. In the future, it would be nice to integrate it. There are many enhancements that will be coming, for now we are putting things in one place. There are two ribbons at the top of the page that list the most important items to complete. This is essentially what we wanted to show you all.

Phillip Cole-Regis states that the program has been tested by students in different programs. We spoke to students in multimedia and computer science about the layout and the artistic identity of the portal. We are starting to organize more test groups with students to determine what feedback will be given. Given the option between MyCSUEB and the portal, students have chosen the portal. **Andy Mayeda** states that they are trying to find a balance so that everything can be easily accessed. We have a list of feedback from other students and we will continue to catalog those ideas and comments. What is the best way to promote the portal that does not cause messaging fatigue? **A. Riaz** states that it is worth using all mediums to communicate. When I was a freshman, I was not aware of how to apply for clusters, but others did. **A. Caringal-Holmes** states that she agrees with A. Riaz. When I was transferring with a friend, my friend received more information about resources that I did. **A. Barragan** states that the most important part of this is trying to get the incoming freshman to use it. The portal can be introduced to the freshman and incoming transfer students during orientation. I work for orientation and I did not know how to explain Bay Sync. If you promote it on social media, it would be cool to have a video explaining how to use it. **B. Golez** states that the portal is cool. For the communication and marketing strategies, different departments use different communication platforms. It would be great to educate departments about the portal for them to advertise it to students.

Andy Mayeda asks A. Barragan about the general studies classes. **A. Barragan** states that the general studies classes are classes that are mandatory for freshmen to take. It helps to



prepare students for the transition from high school to college. The instructors for those classes educate and provide a tutorial on how to use the portal.

Phillip Cole-Regis states that if they want to involve GS classes, the director of general education would need to be contacted to incorporate the portal into the courses.

Andy Mayeda states that they want to ensure that they are not overdoing anything. We will create a name for the portal.

Phillip Cole-Regis states that he believes that peer academic coaches work with GS classes.

I will have to check. **Veronica Salvador** states that the calendar currently shows important

dates from the list on the school's website. **Phillip Cole-Regis** states that the calendar will

be specific to each user instead of a general calendar. **B. Golez** asked if it is possible to

integrate the Bay Sync events into the calendar on the portal. It would be really useful.

Phillip Cole-Regis states that there has been conversation with Kenrick Ali about

incorporating those events. **A. Riaz** states that it would be interesting to incorporate a feature

that will minimize certain things that students do not utilize. **Phillip Cole-Regis** states that

there have been conversations about being cognizant of noise and signal. Less is more

impactful and we want to distill it to actionable or relevant items. We want to hone into each

student's experience. **A. Barragan** asks if the whole concept is to bring all of the website

into one. **Andy Mayeda** states that that is the goal. CSU Apply is connected to PeopleSoft

and MyCSUEB. Some people become lost on MyCSUEB. A. Riaz mentioned having

preferences and it is something that we will try to incorporate. **Phillip Cole-Regis** states that

the systems of record are still in place. The project was initially called Compass to help

people find their way amongst the systems. It is supposed to be a tool to help you navigate

and find information. **B. Golez** states that on the right side of the website, there were quick

links. It would be good to hyperlink the horizon email underneath the Blackboard link. I use

my horizon email and Blackboard religiously. **A. Riaz** states that in a virtual environment,

students find it difficult to access Zoom and other applications. It would be nice to have a

link that provides access to the Knowledge Base. Having a link to direct people to the Help

Desk would be better than waiting on the phone. **Andy Mayeda** states that they have not

heard suggestions about adding the Help Desk. This is another valuable resource to have.

We want to send a survey and the presentation. As you complete the survey, there are

reference points to the six pages you looked at. I will send an email that will have the

Qualtrics link. The survey is nine questions and feel free to add additional thoughts. This

group has been the most valuable to speak to. It is clear that you represent the students and

this is valuable for us. Thank you so much for meeting with us. I hope you all have a great



weekend. **B. Golez** states that she will send the recording to everyone. Thank you for including us.

45:35

VIII. SPECIAL REPORTS:
No special reports.

IX. ROUND TABLE REMARKS

A. Caringal-Holmes states that there was something that she wanted to discuss. The other girls and I are on the Programming committee. Someone on the committee brought up an important issue. I am going to read what I had said. Transfer students find it difficult to receive academic counseling or proper guiding. Marlo Spooner mentioned that he did not receive counseling until he was fully enrolled into school. He wants to ensure that everyone gets the support they need. A. Barragan mentioned that when students attend orientation, they receive more information about resources. I was unable to attend my orientation, but did the Blackboard orientation. The experience was not the same. I agree with A. Riaz that the school is biased to native students than transfer students. I wanted to bring it to the table to see what can be done.

A. Riaz states that she is a native student and received information from orientation. Many students complained that they did not receive the information needed and some were told to go to general departments. You cannot tell a student to go to a general department because that may not be the person you are supposed to speak to. There are many subsections that students need access to, but do not.

A. Caringal-Holmes states that coming to campus, she was unaware that general education classes were required. I was unaware about the two-day orientation.

A. Riaz states that Cal State is known for being one of the universities that is pro transfer student. It does not make sense that transfer students struggle.

A. Caringal-Holmes states that prior to the one-on-one campus tour, she would not have known about certain resources.

B. Golez asks if the orientation team is lagging on being resourceful to transfer students.

A. Caringal-Holmes states that she does think that the orientation team could do better, but does not want to place all of the blame on them. It is the set up in general on how to transition from point a to point b. It is not the same when things are done virtually, especially in a pandemic. I do not know what a solution will be or who to speak to. I would not blame orientation entirely; it is the set up.



A. Barragan states that during orientation, there is only so much that can be said. We cannot provide advising for legality reasons and we are not advisors. For freshman orientation, advisors attend, which is a part of the twenty-five initiative that the CSUs sent out to have freshman graduate on time. There should be transition advisors during orientation for transfer students.

B. Golez asks if the transfer orientation is different from the freshman orientation.

A. Barragan states that usually, freshman orientation is two days, but transfer orientation is one day. When we went virtual, everything became the same. During transfer orientation, there is only some much that can be done.

A. Riaz states that she is glad that A. Barragan mentioned orientation and there is only so much that the orientation team can do. The university needs to fix something. The lack of information given to the transfer community is appalling. B. Golez, I wish you were at the Programming committee meeting. It was eye opening. There is only so much we can do as a committee, but whoever can do something should listen to the conversation.

A. Caringal-Holmes states when a student has more questions, they are told to communicate with their community college advisor. Assist changed their programming because it was not up-to-date. I was not aware of AACE and I found out eventually.

B. Golez states that she would like to discuss solutions and how to help. We can either extend the meeting or end it and go straight into conversation. We can adjourn and continue the conversation.

X. **ADJOURNMENT at 5:00 PM**

Minutes reviewed by:

VP of Communications & Chair

Name: Ashley Medeiros

Minutes reviewed on:

Date:

