**Executive Committee Minutes of October 13, 2021**

I.  CALL TO ORDER at **12:02 PM**

II.  ROLL CALL
**Present:** Angelica De Leon, Kabir Dhillon, Mirna Maamou, Jose Simon Carmona, Zaira Perez, Martin Castillo, Erik Pinlac

**Late:** Krisstina Caro

III.  ACTION ITEM - **Approval of the Agenda**
**Motion** to approve the agenda of October 13, 2021, by **M. Maamou,** second by **J. Carmona,** motion **CARRIED.**

IV.  ACTION ITEM - **Approval of the Minutes of August 4, 2021**
**Motion** to approve the minutes of August 4, 2021, by **J. Carmona,** second by **M. Maamou,** motion **CARRIED.**

V.  PUBLIC COMMENT – **Public Comment is intended as a time for any member of the public to address the committee on any issues affecting ASI and/or the California State University, East Bay.**
No public comment.
**2:01**

VI.  UNFINISHED ITEMS:

    A.  ACTION ITEM: **Government Officer Concerns**
    The Executive Committee will take action on approving Senator of CLASS Neilah Peku's performance improvement plan.
    **Motion** to move the Executive Committee to take action on approving Senator of CLASS Neilah Peku's performance improvement plan, by **K. Dhillon,** second by **M. Maamou,** motion **CARRIED.**
    **K. Dhillon** states this came from the Personnel Committee and the reason it is here is because this is the Executive Committee, then in a very short period of time, we are going to have our meeting with President Sandeen. We wanted to make sure this was approved as soon as possible. The performance plan has 2 pieces, it is attendance at Board of Directors meetings,

1

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which was an issue that Neilah was struggling with, and communication. We are ensuring that she is checking in with our support team and 7 points of contact which includes Simon Krisstina. When it comes to weekly tasks, we are ensuring that she is sending that in an email. The way it is going to be reviewed before a Board of Director meetings which is reviewed every single meeting. For the communication, that is also reviewed weekly which is delegated to Simon and Krisstina to make sure they are communicating with her and whoever is in the support team she is a part of. For weekly tasks, we will be able to view that because those are sent to us. That is the Performance Improvement Plan in its entirety which we are going to do a 1 month period. On November 13th, it is going to be invalid, then if the agreement is violated, it would go back to Personnel and then Personnel would discuss what to do moving forward.

**A. De Leon** asks if there are any more discussion or questions.

**Motion** to approve the Executive Committee to take action on approving Senator of CLASS Neilah Peku's performance improvement plan, by **ALL,** motion **CARRIED.**

**4:30**

B. INFORMATION ITEM: **MyCompass Student Portal**

The Executive Committee will be informed on the new MyCompass Student Portal.

**Veronica Salvador** shares their screen and introduces themselves that they work in Administration and Finance department.

**V. Salvador** states I do a lot of project management which means that I work hand in hand with our ITF department. This is one of the collaborations that I am most excited about! I wanted to let you all know that because you are the voice of the students, and it is very likely that students may come to you with questions about it. I want you to know all about the new MyCompass Student Portal. Today, I will cover what exactly the Compass Initiative is, who are the accountable thought partners which is what we are calling our leadership, the outcome of its efforts, and where is it headed. This is a larger initiative, which seeks to capture the 360 degree view of the student using technology. So essentially imagine a place in the future, where, if a student goes to the Student Health Center, they will go to EIC, Housing, etc. Any staff member in those key areas will be able to see all those visits the student has had. The student portal is one kind of window in that larger vision of having insight into the Cal State East Bay experience for that student and hopefully collecting data that will empower everybody to make better decisions according to potential gaps in the student experience. The portal itself is a tool with interconnected technologies that we hope to empower students faculty and staff with data driven decision making and clear measures of success. For the accountable thought partners, we have representatives from each of these

3 areas. For Academic Affairs, it is Philip Cole-Regis which he is the manager for academic programs and initiatives. For Student Affairs, it is our former Registrar and now AVP of Enrollment Management, Angela Schneider. On the Admin and Finance side, it is myself, CIO Jake Hornsby, CTO Gene Lim, and Twinkie Mistry who is our Director of Enterprise Information Services and she oversees the Development team. We have accomplished the student portal and I will not be showing a demo in the interest of time, but I will send you the link where you can view the video overview if you have not already. Essentially what we are offering is the version 1.0 which offers an actionable to do list. This means that we currently have a to do list in mycsueb but there is no link next to it that tells you how to get rid of this, what should you do, or what it is. Well, with a compass portal, you are able to see all the to do items, click on them, then it gives you a short description and tells you how to complete the item. Usually that is a link to mycsueb, so this portal is not going to replace mycsueb because that is the system of record on our campus, and we are not going to change that. Instead, we are leveraging this and integrating with PeopleSoft, Blackboard, Bay Advisor and bringing all of these students systems together in one place. We also are displaying a unit progress meter which is a simple meter on how many units the student has taken and how many are complete which is usually 120 Instead of the student having to log into Bay Advisor to see who their advisors are, we are bringing that in the forefront into the homepage of the student portal. What is new in the system is that now we see who the student success team is because before this, if a student did not know whether they are supposed to login to Bay Advisor then they do not know who their advisor is. Now that information is pulled directly here. This is a one stop that we are branding. The students are able to enter questions here. We do have the EIC, which is an in person, one stop shop. We know that student could go there, ask any question, and be helped by the staff. This is the same staff that is now helping the students virtually. There is a place on the student portal where a student can ask a question, and it is triage by that same staff to begin with, and then that staff will move the case as the module is case management. It will move that query from the student to the appropriate department or take care of it themselves. That is a brand new feature that I think is going to help all of our students. Especially the students that are first gen students who have not had the benefit of experience from an older siblings or parents. I think this is a neat tool for them to be able to get help immediately in one place without having to having to search our website, trying to figure out who their advisor is, or who do they go to for help. On the homepage, the students will have a glance of their course schedule. If they are enrolled in classes in that term, they will see their Professor and department chair. We want visibility into them knowing what department and college they belong to and easily have the instructor email address to copy and paste. These are some of

the features available for version 1.0. We did have student focus groups as we built this, because this is for students who are the focus in building this out. However, as you may know, sometimes it is a little bit hard to get that student interaction and engagement. Especially with something that at the time which was a very far away concept to them and not visual. When we had our focus groups and we showed them the portal, these are the words that they use to describe is as yes, 9 out of 10 they would recommend it to their classmates, they would come back to it either frequently or occasionally with some saying multiple times a day. They do consider the benefit and value of it being a one stop shop and being easily able to check their finances, unit progress, and make advisor appointments. They liked the layout and organization of the portal as well. As I said, this is the beginning, we are working very closely with our faculty and Academic Affairs area as the stakeholders. We are not creating whole new data sources and the stakeholders that own the degree audit report and all our students systems. We are asking them what things they would like to see that would benefit the students. We are essentially using the application for graduation as a marker because how do you measure success as adoption is one way, but realistically, we hope that with this portal we are going to be removing administrative barriers. We are going to be making things much easier for students that and helping the administrators as administrative staff to be proactive. As we get data about usage and data, there might be gaps and making up for that. In making informed decisions, the application for graduation was a couple weeks ago so we are saying a year from now, let's reflect back, look at the data, get the student feedback, see how we have done, and what we think we are going to do. We can possible see what the number of applications for graduation and the number of virtual requests, and what was the turnaround time for the resolutions. I do not think in person we can measure that, but this tool will let us measure that. We have high hopes and reflect on the many students' success stories that will be captured along the way. I wanted to show you the resources that we are providing to students. We have sent out a couple email blast for them to go to this website which gives a web page with information about the portal, it has the video overview. From the MyCompass site, they are able to answer a question, press need help and ask that they thought. There is a feedback button that goes directly to IT and is managed directly by IT, because if a student has an idea if something is not working, we want to make it as easy as possible for them to get help. Lastly, students can always open an issue with the Service Desk, we highly have encouraged staff to do so on students behalf and they are reachable by many methods, as you can see down below. What I ask of your organization is to give it a try and the URL is mycompass.csueastbay.edu. Please help us champion it as we think it is amazing tool. We are also going to need help collecting student feedback. As I said, we have had students focus groups, but we were all in the room together,

and that was a certain kind of feedback. I think they were nice, and we had groups testing it in production, before we went completely live. They were a little bit more honest because we were not in the room, which we want to know how it is working, what we can do better, and what exactly is needed. We worked with what we had but we want this to be student focused and driven. Then marry that with the needs of our faculty and stuff. It is available on the CSUEB homepage on the menu if you click on the menu and you will see it in the top bar. For right now it is also available on one of the pictures on the front page. It is also available on the CSUEB mobile app. I did take a look at the usage of that, and it is actually used to get a map information for students to find their way around and transit schedule for the shuttle. We wanted to provide in as many, many areas as we could and a couple more email blasts are coming. I know Kabir mentioned that we could possibly work with somebody on the Board to help us as we are developing the features. We want to have some student body and  student representatives to say what the stakeholders are wanting as any feature. I am really excited about the future of this portal, and I will open it up for questions. Thank you!

**A. De Leon** asks if there are any discussion or questions.

**J. Carmona** states I wanted to say thank you for bringing this to us! I know how important it is to have like these sources and I really appreciated.

**A. De Leon** states we have seen through ASI the  graduation and retention rates. I think the biggest issue to that, and the biggest obstacle is advising. This could be really helpful with l that boundary and barrier that you were mentioning. On our end, we are very excited about this! I know we will be more than happy to support bringing this out to students and making sure that they are aware of the actual portal. Thank you so much for presenting this to us!

**V. Salvador** states I appreciate it. Thank you so much for the helpful comments. I know that students have a chatbot that is mostly used by first year students. They are entering MyCompass app into the search bar and it is not an app yet, it is a web based, but it is mobile friendly which I forgot to mention. It is built and designed to be viewable on the phone and on the iPad. We fully tested all that and it looks great, but it would be nice to get it in the app store at some point.

**17:26**

VII.    NEW BUSINESS ITEMS:

    A.  DISCUSSION ITEM: **Resolution Demanding the Acquisition of the University Union and Recreation and Wellness Center**

The Executive Committee will discuss the Resolution Demanding the Acquisition of the University Union and Recreation and Wellness Center.

**K. Dhillon** states everyone is free to look at the resolution, but I can summarize it. This resolution is to take a stand, our stance on the University Union and Recreation Wellness Center. What is happening on the university campus is that there is no student input in the University Union or the RAW. That is an issue because those two entities are funded by student fees. It would make more sense that anything that is funded by students, should have oversight and governance by students and not the administration. What we have seen for the last 7 years is the administration has managed these entities and, quite frankly, the quality and the services of these entities have gone down. With the Union, there are reduced hours and there has been programming with the RAW, but we have equipment that is from another decade which is not up to date with fitness standards. Also, with limited hours, these 2 entities are not able to do what we would love them to do, and do not have that full capacity. The reasoning that the administration has given us, it that they are unable to handle these 2 entities and I do not think that argument quite stands anymore. The administration has been overseeing these buildings for last 7 years and we can see how that management has been going which is not going well. This resolution also calls for creating the outlet for student governments or student governance over those entities. That would be with the creation of the University Union student board and RAW students. They are not a part of the Board of Directors, but they would be under it and would be chaired by the Director of Programming for the University Union Board and the Director of Wellness for the Recreation Board. With that, you are also going to have students at large on those sports so that creates again more opportunities for leadership experiences and more students to have a say in these buildings as we see across the CSU. Other campuses are able to do it successfully whether that is having a say in the operations of the University Union or REC Center. Creating a student board as well since there is not that input and because of that, I think that is part of the reason why the quality has gone down. I think of what other campuses can do, and we can certainly do it. I believe ASI is fully able and capable at the moment, to acquire these entities.

**E. Pinlac** states I wanted to mention some of the things that historically there was a resolution for us to establish governing board for both of these entities and we have not reapproached that conversation. The last 3 years, I looked at our records and we had plenty of people to these things, but I do not remember exactly what happened as there might be some miscommunication, but we did establish that part of it. Having student input is very valuable and especially for these buildings. I think that they are built for students by students because the resolution referendum was brought on by students. Back when I was a student, I think my first year here is when they passed the recreation wellness center and the

University Union. I am in support of getting more student input there, but I do think that we do need to look at it, because budget wise, both those areas do have challenges. This year we are facing a little bit of a crunch with our budget which is where the challenges are going to be with this. There will need to be some sort of referendum. Either for those 2 for ASI or both. I think that actually all 3 entities need a referendum at some point within the next 5 years.

**M. Castillo** states I agree with Erik. I think additional data is probably needed to strengthen this resolution. I hear you say things have gone down in the last 7 years, but I am not sure what that means as what it was like prior to 7 years ago that made it so much better. Part of that comes from a programming perspective, as it always provided the programming. I don't know that UU has ever done programming. The RAW did not exist before 2011 which they do programming in the building's themselves, and then the fitness realm, Therefore putting in some data on what that actually means that it has gone down and a presentation. There is a lot of history, and I can pull that up somewhere. I want to say in 2012 or 2013, Erik you can help me with that ASI are the ones that gave these over to the university because they could not handle it from a budget perspective. Right now, the university subsidizing benefits and part of salaries people that are working. At least in its current budget situation, it does not have it. You will have to do a referendum, one way or the other. So, knowing all of those pieces before you actually make a demand for something will be helpful for the university or the institution itself, but the organization of ASI, because you do not want to take on something that is going to end up ultimately hurting you. Essentially you all are here for another half year and then the next group has to take it on so let's make sure that it is really solid and not putting ASI in in a worse situation than what they currently are in.

**E. Pinlac** states you know what if we develop this more in partnership with the university, as in you have representatives on that board that are the Governing Board for those entities. We have ASI representatives there and then other University Union representatives on the board, either as advisors or however it may be. I have been doing a lot of research recently on private, public, and basic collaboration. I do not want to go too far off topic, but I was you know thinking about this, also in in terms of our of looking at like  the Child Care Center seeing is more of a partnership and not a full ownership.

**K. Dhillon** states I think for one, I am not sure how the legalities worked around the ownership of the building. I am not sure what that looks like and if you have that information that would be awesome. I think there is no student input on anything which is the main piece on why we are asking. It has been under ASI and recognize as the voice for students by putting it under ASI, so we have that direct pipeline. If there was a conversation on creating a Board of Directors, a governing body, not an advisory board for this two buildings that

would be great. Right now, we are not seeing candid conversation, which is a bit off, but again, we are willing to come to the negotiating table with the university to talk about this more and do something that works well for the student body. At the end of the day, students are paying for this, and it is really student buildings. A solution needs to be created around that in regard to fees that needs to be decreased to include the cost of living adjustment. When you have the cost of living adjustment, you do not have to increase it every 5 years, because It is already done.

**Motion** to extend the meeting by 5 minutes, by **K. Dhillon,** second by **M. Maamou,** motion **CARRIED.**

**M. Castillo** states I think it needs to be strengthened and or from some of the things you were saying Kabir, I think that is right on point with what I am trying to get information and can provide. I am happy to do that, just let me know.

**E. Pinlac** states the ownership of the buildings is to the state of California. It is all built through bonds so that is why it is structured that way. It was contracted to run the operations in the building and that is why we got server operating revenues. That is what it was called in our budget at the time. To lay out the structure of how the who owns the buildings in the land it is the state which the agency is in charge of them, the management is the university.

**A. De Leon** asks if there is more discussion or questions.

**29:00**

VIII.    SPECIAL REPORTS:
No special reports.

**29:16**

IX.    ROUND TABLE REMARKS
**A. De Leon** states we have a meeting with President Sandeen at 1 PM. If you are joining in person, I know we already know, but there is also a zoom link as well if you would like to join through Zoom. As a reminder for everyone, President Sandeen can only be there for the first 30 minutes, we had to adjust the agenda, but for the rest of the 30 minutes we can still have the meeting.

**29:51**

X.    ADJOURNMENT at **12:32 PM**

Minutes approved by:
**President/CEO & Vice Chair:**
Name: Anjelica De Leon

8

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_ANJELICA DE LEON (Jan 22, 2022 14:53 PST)_

Minutes approved on:
**01-19-2022**
Date: