

**UNIVERSITY STUDENT UNION
CALIFORNIA STATE UNIVERSITY, NORTHRIDGE
BOARD OF DIRECTORS
MARCH 23, 2020
ZOOM VIDEO CONFERENCE
<https://csun.zoom.us/j/132863055>
MINUTES**

I. Call to Order

The regular meeting of the USU Board of Directors was called to order at 12:32 p.m. by Chair Tyrone Carter.

II. Roll Call

Present	Absent	Staff	Guests
Melanie Alvarez	Carroll Brown	Richard Cardona	Frida Endinjak
Stephanie Barboza	Shelley Ruelas-Bischoff	Nick Echeverri	Elizabeth Gutierrez
Tyrone Carter		Jimmy Francis	Deion Turner
Matthew Contreras		Jeremy Hamlett	Edith Winterhalter
Sharon Eichten		Joe Illuminate	
Arrah Ebot Enaw		Jennifer Kim	
Ayana Galves		Sharon Kinard	
Marquita Gammage		Kaila Lavin	
Debra Hammond		Kingson Leung	
Catleya Maralit		Samantha Liu	
Albert Martinez		Jonathan Navarro	
Gabriella Nguyen		Kristen Pichler	
Tammy Rassamekiarttisak		Tim Rasmussen	
Giselle Reyes		Dave Ross	
Diana Vicente		Shelley Sakoda	
		Freddie Sanchez	
		Steven Wein	

III. Approval of Agenda

M/S/P (T. Rassamekiarttisak/ G. Reyes) Motion to approve the agenda for March 23, 2020.

Motion passed 13-0-0.

IV. Approval of Meeting Minutes

M/S/P (M. Contreras / M. Alvarez) Motion to approve the minutes of the February 17, 2020 meeting.

Motion passed 12-0-1.

V. Open Forum

No discussion.

VI. Chair’s Report

Chair Carter informed the Board that in order to allow more time for discussion on more pressing matters, all reports could be found in the meeting packet and should have already been reviewed by the BOD. Executive Director will be the only board member to share their report.

VII. Executive Director's Report

Director Hammond introduced the newest board member, Edith Winterhalter, Associate Vice President for Strategic Business Operations. She will be taking Director Eichten's place on the board upon her retirement starting at the next board meeting. Winterhalter has worked at CSUN for 22 years. She received her Bachelors, Masters and Ed.D. from CSUN. She shared her husband and kids graduated from CSUN or are currently enrolled. She considers them to be a true CSUN family. Director Hammond stated that she is excited and thanked her for joining the USU Board of Directors. Director Hammond added that on March 31, 2020, Director Sharon Eichten will be officially retiring from the University. Director Eichten has left a legacy at CSUN. She has served CSUN in multiple capacities since November of 1977. During her tenure at CSUN, she has always given back to the USU. She served on the Finance, Audit and USU Program Review committees. Director Hammond described Director Eichten as the master editor, and budget guru with advice that looks beyond the now. She is known as a servant leader and caring and compassionate manager. Director Eichten was an excellent mentor, and still keeps in contact with one of her mentees. Director Hammond finished by presenting Director Eichten with a token of appreciation and thanked her once again. Director Eichten said she appreciated all the years of working with the USU. She wished everyone best of luck and to asked that everyone stay safe and healthy during these times.

AS President Vicente departed at 12:54 p.m.

VIII. Action Items

A. 2019- 20 Capital Outlay Reallocation Request

Motion out the Finance Committee to approve the reallocation of \$17,000 from the funds remaining from the completed Plaza del Sol Performance Hall Lights Replacement and Villager 6 Club Car projects to purchase and install a redesigned reception desk for the Computer Lab.

Director Rassamekiarttisak stated that the proposal would be cost neutral to the USU and will not have any fiscal impact. She then introduced USU Computer Lab Coordinator, Nick Echeverri to explain why the Computer Lab needs a redesigned reception desk. Mr. Echeverri explained that there are four main issues with the current reception desk outlined below.

1. The position of the current desk is impeding the ability to provide excellent customer service.
 - a. The location impedes good traffic flow, creating a consistent clustering of people near the entrance of the lab.
 - b. There is a consistent line that wraps around two sides of the desk, preventing patrons from getting assistance, adding to the clustering issue in front of the desk.
2. The current reception desk setup negatively impacts employee feeling of having a safe working environment due to being overly exposed.
 - a. There are no privacy panels or raised counter tops that create a natural separation from the patron and the employee who is sitting at the desk. Good examples of reception desks are the Sol Center and the SRC front desks with raised counters and panels.
 - b. The lack of separation creates instances of awkward and uncomfortable interactions between guests who sometimes are too close to employee workspaces.
 - c. Employees feel they do not have their own personal workspace due to the lack of boundaries between patrons and the employee.
3. The current reception desk setup does not provide adequate working conditions for the employees.

- a. There is only one workstation chair and machine at the desk, yet there are three employees working at any given time. This causes the Computer Lab Technicians to stand for the majority of their five-hour shift. They have reported concerns about tired backs, legs and calves. To address the concern, a second chair was added with a laptop on the backside of the desk so the third Computer Lab Technician can sit further away from the desk among the patron computers.
4. The proposed reception desk enables future service direction of the lab.
- a. The proposed reception desk will have a back counter dedicated for helping patrons with using software/applications on their personal electronic devices, like laptops, tablets and cellphones, reflecting the Apple Store genius bar. Today's generation of students prefer using their own device over using public computers.
 - b. The proposed reception desk will have other standard benefits of a proper reception desk:
 - i. Improved look and feel.
 - ii. Better experience for patrons to seek assistance.
 - iii. Better use of the space and reduction of traffic jams in the high traffic areas.

Director Alvarez asked if there was a way to see a diagram of the proposed desk. Associate Director, Accounting & Finance, Joe Illuminate shared a diagram of the desk. Director Contreras asked if 3 seats would be sufficient with the Renovation and Expansion project or if the USU will have this issue again in the future. Mr. Echeverri stated that students are moving to a more digital environment and the traffic maintains at a steady decline, therefore he does not see the need to expand in the future. Director Reyes asked if now is a good time to complete the upgrades with the current COVID-19 situation. Mr. Echeverri explained that they anticipate purchasing and installing it before the end of the fiscal year. Director Hammond added that it takes a while to manufacture the desk. It makes sense to complete the installation by June, since the Computer Lab is closed during this time. Director Alvarez asked Mr. Echeverri if they have any other needs where this money could go. He explained that they frequently get feedback, but currently there is no major needs elsewhere. Director Hammond added that from a Human Resource perspective, standing for a five-hour shift is sufficient to support the need of the reallocation to complete the front desk project.

Motion passed 13-0-0.

B. 2019-20 Second Quarter (6&6) Budget Report

Motion out of the Finance Committee to accept the 2019-20 (6&6) Second Quarter Budget Report as presented.

Director Rassamekiarttisak and Director Martinez informed the board that the overall financial condition of the USU is solid. The USU's budget is operating within the optimal range for both revenue and expense (50.4% and 45.8%). The USU reported a surplus of \$851,169 and a \$5.8 million cash balance.

Revenues

Total revenue is \$9,272,218, which represents 50.4% of the revised budget of \$18,400,173.

o Rental Income: SRC Lockers & Towels (59.1%)

It is typical for this category to be above the operating range at this time because SRC members renew their semester-long rental services for the spring semester in December 2019. This category is expected to be within the optimal range by fiscal year-end.

o SRC-Related Income (57.5%)

This category is above the optimal range due to the receipt of payment for TUC staff memberships. In addition, SRC members are able to renew their spring semester memberships in December resulting in

revenue exceeding the optimal range. This category is expected to be within the optimal range by fiscal year end.

o **Grant Income [Campus Quality Fee] (0%)**

There was no Grant Income received as of December 2019 because the USU will be submitting its first Campus Quality Fee reimbursement request in February or March. In addition, revenue was reduced by \$28,460 because the amount awarded was less than the approved budget of \$74,000.

o **Interest Income (95.6%)**

This category is above the optimal range because the interest earnings in the System Wide Investment Fund Trust (SWIFT) were distributed at the beginning of the fiscal year. We expect this category to be within the range by fiscal year-end.

Expenditures

Total expenditures are \$8,421,048, which represents 45.8% of the revised budget of \$18,400,173.

o **Staff Salaries (48.2%)**

The budget for this category was reduced by \$35,439 due to the vacancies in the Assistant Director positions in both Diversity and Inclusion and SRC-Fitness & Wellness.

o **Student Wages (49.0%)**

This category had a decrease of \$30,352 primarily due to the reduction in the work schedules for Computer Lab Assistants. Patron traffic in the Computer Lab has been less than anticipated.

o **Postretirement Related Charges (50.0%)**

This category had a negative adjustment of \$117,993. Adjustment to this category is made based on periodic updates to the USU's actuarial valuation report prepared by Demsey-Filliger. Adjustments, either positive or negative, can be significant depending on changes in the discount rate.

There is an unallocated reserves balance of \$338,096 and a capital outlay budget of \$168,147. The USU Foundation account balance is \$299,815.

Motion passed 13-0-0.

IX. Discussion Items

A. USU Response to COVID-19

Director Hammond wants the Board of Directors to stay updated with evolving updates on COVID-19. The majority of USU employees are telecommuting. There are very few employees currently at the office. Those employees who are over 65 years old or have underlying conditions are telecommuting and not working in the office. With the abundance of closures, a lot of the employees have childcare responsibilities that is also making it difficult to work at the office. The employees who are telecommuting have signed or are in the process of signing the telecommuting agreement. Those employees, mainly students, who are not able to work remotely have been granted paid administrative leave (examples are SRC and Oasis employees). The USU is trying its best to alleviate some of the financial impact caused by COVID-19. Director Hammond will also be sharing with the board the USU's Operations Plan at the conclusion of the meeting. Currently, which is all subject to change, the Sol Center Guest Services/Information desk is open Monday – Friday 10:00 am – 2:00 pm. The Computer Lab will also remain open to aid students who do not have access to computers at home. USU RES phone lines will also be staffed remotely from 8:00 am – 5:00 pm. The Pride Center along with the Veterans Resource Center will be open remotely from 10:00 – 2:00 pm as well. The USU is currently learning to do things differently and is looking at how we can move our services online. Director Hammond thanked everyone for being collaborative and open minded during this time. There will be no food services on campus through the end of the semester except for takeout at Geronimo's for the few students who are still living on campus. Director Hammond reminded everyone that social distancing does not mean put your heads down and disengage with others. Rather, she encourages everyone to still be social while still maintaining physical

distancing of 6 feet. Currently, the USU websites are constantly being updated to reflect changes related to COVID-19. At the moment, USU fees will not be reimbursed, as it is considered a Category 2, mandatory fee. The USU needs to be mindful about the financial impact that this will have. It is inevitable that this financial impact will occur, but we are not certain of the magnitude of it yet. Referencing the 1994 Northridge Earthquake, there is a tendency that students return to school during a bad economy, but essentially, we will not know until actual enrollment numbers are released. She noted that there was a 25% decrease in enrollment in the semester after enrollment. Lastly, she thanked the Management Team for meeting daily to plan and re-plan upon constant changes. She also thanked the Marketing Department for the constant updates and efforts to keep communications flowing between our students. Finally, a special recognition to the TSS Department for working behind the scenes to get everyone set up for Telecommuting and the custodial services for their extra work in providing additional sanitation services. Director Contreras asked if the Renovation and Expansion project will be delayed or continue as planned. Director Hammond said that there will be a meeting taking place to discuss the course of action regarding the initial plan. However, we currently need to prioritize and determine if at this moment it is still feasible. At this time, she noted that the plan will not be going to the Board of Trustees this summer. Associate Director, Accounting and Finance, Joe Illuminate thanked the Accounting & Finance Department as they have been playing a key role in keeping the business operations going.

B. BOD Goal #4 Survey

In order to assess the diversity on the Board of Directors and the Committee Members, the USU's Assessment Team has developed a demographic survey. This survey will be going out today and will have a 2-week deadline. Please keep a lookout for an email for more information.

C. BOD Gifting

Director Hammond explained that for the past 3 years, the USU has given some allocation to various campus organizations and departmental initiatives. However, at this time she recommends not giving a gift this year because we are not sure on what our financial plan will look like as a result of COVID-19. The policy states that a gift will be granted only if there is a surplus. We might have it today, but we do not know about next year. We need to evaluate whether we will be able to keep resources and certain projects or services.

D. Updates on USU Elections

Associate Director, Marketing and Programs, Freddie Sanchez, informed everyone that elections are continuing, but fully online. Voting will take place on April 1 – April 2. There are 8 candidates running for 5 of the vacant seats. We transitioned to a virtual campaigning platform. Results will be posted after the poll closes on April 2. Please encourage students to vote.

E. Executive Director Annual Evaluation

Director Hammond informed the board of the Executive Director's Annual Evaluation on behalf of Dr. Ruelas-Bischoff. Members of the board should have received a separate email explaining the process and corresponding documentation. She explained to the board that all evaluations need to be submitted by Friday, April 3, 2020. All evaluation forms should be submitted directly to Dr. Ruelas-Bischoff's assistant, Michael Clemens. Dr. Ruelas-Bischoff, Chair Carter, and Chair of the Personnel Committee, Catleya Maralit, will then meet to discuss the evaluation. A draft will be executed and a review of the evaluation will be given to the Executive Director. At the May 4th, BOD meeting, the board will move into Executive Session, where the finalized report will be given to the board. The board will then vote to adopt or amend it. Director Hammond encouraged everyone to really evaluate her, as she takes them very seriously.

VIII. Announcements

- a. Director Contreras said that elected officials are doing electronic town halls to give more information of what is going on.
- b. Director Eichten said she wishes everyone good luck especially with everything that's occurring. She knows everyone will be able to work through it.
- c. Director Nguyen stated that the Klotz Student Health Center remains open during their regular scheduled hours. Currently, specialty care is unavailable. Booking an appointment through the online system is also

unavailable. To book an appointment they must call. They are also taking walk ins. A prescreening for temperature is taken upon arrival. The Klotz Student Health Center is also planning ahead in case a closure has to occur. Everyone working is in full protective gear at the moment.

- d. Director Rassamekiarttisak said AS President is doing a live chat to help answer or guide students to whom may answer any questions they might have. She is doing it through Instagram, but there is also a comment box on the website.

XI. Adjournment

Chair Carter adjourned the meeting at 2:19 p.m.

Respectfully submitted by,

Debra L. Hammond,
Executive Director