

Board of Director Meeting Minutes of August 24, 2022

I. CALL TO ORDER at **12:06 PM**

II. ROLL CALL

Present: Ashmita Ahluwalia, Arazeli Barragan, Tyler Luevano, Krisstina Caro, Ashley Medeiros, Nolan Calara, Jilian Manlapaz, Aleah Largo, Michelle Serratos, Heela Popal, James Trayer, Josephine Cabeza, Carlos Aguilera, Martin Castillo, James Carroll, My-Lan Huynh, Steve Spencer, and Sarah Nielsen.

Absent: Krystle Tonga

III. ACTION ITEM - **Approval of the Agenda**

Motion to approve the agenda of August 24, 2022, by **K. Caro**, second by **A. Medeiros**, motion **CARRIED**.

IV. ACTION ITEM - **Approval of the Minutes of July 14, 2022**

V. **Motion** to approve the minutes of July 17, 2022, by **J. Manlapaz**, second by **H. Popal**, motion **CARRIED**.

VI. 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.

4:20

VII. UNFINISHED ITEMS:

A. ACTION ITEM: **ASI Chair Appointment [Closed Session]**

The ASI Board of Directors will take action on the next ASI Chair.

Motion to move the Board of Directors to take action on Chair Appointment in **CLOSED SESSION** by, seconded by, motion **CARRIED**.

Closed session enters at **12:11 PM**.

Closed session returns at **12:16 PM**.



A. Ahluwalia states that it does not mean we will not prioritize those positions. We are still going to take care of Greek students and Transfer students by splitting those responsibilities among the Board of Directors.

M. Castillo states that all the college senators, director positions, and everyone in the meeting stipends are accounted for. We did cut specific grants, such as if they were not seated over the summer, we saw that as an opportunity to save money.

J. Carroll recognizes the hard work of everyone who has been a part of the budget conversation especially Michael Ryan, Doris, and previous Executive Director Erik. I believe everything we are faced with is not a unique situation but a tremendous opportunity to spend this year planning about how the budget will be for ASI and what the priorities need to be. The University has to do that based on enrollment numbers, and we will continue to partner with them to get better projections for enrollment, ultimately driving our budget.

Motion to approve the Board of Directors to take action on ASI Budget, by **ALL**, motion **CARRIED**.

18:06

VIII. NEW BUSINESS ITEMS:

Motion to amend the agenda to move from New Business Items B to unfinished item C by **A. Ahluwalia**, seconded by **A. Barragan**, motion **CARRIED**.

18:40

A. DISCUSSION ITEM: [Review and provide feedback for the payment fee reminders sent by the campus to students](#)

The ASI Board of Directors will discuss the payment fee reminders led by our Registrar, Karen Mucci.

K. Mucci will email students three different fee payment deadlines. She has been trying to provide students with the information they need. Some students are unaware of separate payments are an option, and we are trying to target everyone that might get this reminder.

A. Medeiros asks if this email will be sent to all students or only those that owe money.

K. Mucci states this email will only be sent out to the students that owe money.

A. Medeiros suggests changing the email's wording from "you may be dropped" to "you owe money" on the title.



A. Barragan suggests adding a student's name to the email to make students more inclined to read the email. Shortening the information or inserting a link to take the student to a page with more details due to the abundance of information within the email could overwhelm the students.

J. Manlapaz asks if there is a way to customize the email to see outstanding balances for students. We know the cost will alarm the students about the emails being sent out.

K. Mucci states that this had not been an option since the start of the payment fee reminders, and a new draft would be required to compensate for this idea. This would be a difficult task since it would require collecting data from another website for different students. We are trying our best to make the students notice the payment fee reminders through the form emails.

N. Calara wonders if Karen is in charge of the text's students get from Cal State East Bay.

K. Mucci states texts are sent out when concerned about fee payment.

N. Calara states that perhaps sending out additional text messages will help with students not noticing payment fee reminders in addition to a follow-up email.

A. Ahluwalia suggests sectioning up the email instead of one long paragraph and agreed with Ashley about changing the visuals.

S. Spencer asks whether the pending students get a warning because there have been previous incidents of pending students that got payment fee reminders.

K. Mucci states that from her understanding, the office does send out emails to pending students.

S. Spencer states that the email caused confusion to students and pointed out errors in the payment fee email. The document was inaccurate and confused students about their payment status.

J. Carroll states that the email could include a link that directs students to the portal.

37:20

M. Castillo asks how many students does this impact? We were sending emails to the Alumni Board and studying who responded to them and many of our minority and younger alumni were not responding to the emails. How do we communicate with them moving forward? Does anyone have that data on who responds to the emails we send, and is it an access problem? We came up with the belief that older Caucasian Alumni males had computers and smartphones



owe.

K. Mucci states no one has asked for those as far as I am informed, but it is not run by our office.

S. Spencer states we ask for the list every semester, but we are told that we cannot have the list.

M. Castillo states he can get Steve the list for the students.

J. Cabeza states that echoing what Nolan and Aleah said if the students are not answering emails, another way to reach students could be via Blackboard, Canvas, or text message. If emails are a problem, how can we get them?

N. Calara states sometimes I get emails where the font is bold essential words. Many students are visual people, and we would prefer certain words highlighted or a picture to demonstrate what we need to do.

H. Popal states I am fortunate enough that my parents pay for my tuition, but is there an email to send to families? Or is it only sent to students? I am associated with Greek Life, and we have the option to have emails sent to our families as well.

K. Mucci states that, unfortunately, we do not send families emails, but students could forward the email.

H. Popal asks if there is anything that can be done to inform families.

K. Mucci answers no.

M. Castillo states it is a good idea, but we do not have the family member information emails since it is the student's account, but we can explore that idea.

J. Trayer states that to go back to what Nolan said, is there a way we can bold the subject line, use the word "Urgent," and use bold colors?

K. Mucci states that we could look into using different colors and formats to help us with the subject line.

M. Serratos states that another thing we could do is make the installment plan visible. I previously had experience with that where I was unaware that installment plans are accessible.

Motion to table Discussion Item A review and provide feedback for the payment fee reminders sent by the campus to students by **A. Barragan**, second by **H. Popal**, motion **CARRIED**.

1:20:03



B. ACTION ITEM: [Policy Agenda 2022-2023](#)

The ASI Board of Directors will take action on the ASI Policy Agenda for the 2022-2023 school year.

Motion to amend the agenda to move New Business Items B to unfinished item C by **A. Ahluwalia**, seconded by **A. Barragan**, motion **CARRIED**.

19:22



K. Caro states that our third priority is strengthening the campus community.

C. Sandeen states that Kabir was involved with this concept and supports this concept. I would love to find out a way to get this concept through. The previous events, such as Ice Cream and Cookie Decorating, were a great turnout. Events similar to those hosted previously would significantly add to that concept of strengthening the campus community. Events such as campus awareness month could be more immersive or hav



entails how much total expense everyone was approved for. If there are any questions regarding the budget, do inform me or meet up with me so we can discuss it.

K. Caro asks if are there any questions or discussions.

1:27:50

E. INFORMATION ITEM: SI Tutors for all classes

The ASI Board of Directors will discuss SI Tutors in classes.

A. Largo states that it was brought to my attention by my professors and classmates about their concerns regarding Supplemental Instruction tutors for the class. To get a Supplemental Instruction tutor, you must meet the previous semester's threshold and for that, the professor has to hand out multiple Ds and Fs according to my understanding. I wanted to know if there is any way we can get a Supplemental Instruction tutor.

K. Caro states that Supplemental Instruction is a program the Student Center for Academic Achievement holds for classes at risk of failing or many students dropping the class. Getting a Supplemental Instruction tutor for all types is problematic because it has to get approved and essentially petitioned. There is a form student have to fill out to get Supplemental Instruction. However, Student Center for Academic Achievement does offer tutors for all majors. If you could work with them because I 2iiu923c81mf (Q233 0 g0 G2iiu923)49(81mf (Q233 0 g0 G2iiu923)49(81mf



Achievement Director. I am unaware of their process for their funding, but perhaps the answer will aid their budget due to student needs.

1:31:40

IX. SPECIAL REPORTS

No special reports.

1:32:29

X. ROUND TABLE REMARKS

A.



Minutes reviewed by:

Chair of the Board

Name: Krisstina Caro



Krisstina Caro (Sep 7, 2022 16:49 PDT)

Minutes approved on:

09-06-2022

Date:

