

**ASSOCIATED STUDENTS
CALIFORNIA STATE UNIVERSITY FULLERTON, INC.**

Operations Committee MINUTES February 6th, 2019

CALL TO ORDER

Douglas Kurtz, Chair, called the meeting to order at 1:32 p.m.

ROLL CALL

Members Present: Barillas, Duncan, Kurtz, Nikopour, Torres

Members Absent: Aldazabal, Grino

Officers Present: Allen, Evans, Fehr, Tapper

Officers Absent: Martin

Guests Present: Lionel Lawrence

*Indicates that the member was in attendance prior to the start of Unfinished Business, but left before the scheduled ending of the meeting. [According to the by-laws, a member of the committee who does not remain until the scheduled ending for the meeting (3:00 p.m.) is considered not to be in attendance.]

**Indicates that the member was in attendance for a portion of the meeting, but not in attendance prior to the announcement of Unfinished Business. [According to the by-laws, a member of the committee who is not in attendance prior to the announcement of Unfinished Business is considered not to be in attendance.]

Kurtz asked for a motion and a second to excuse Allen because she would need to leave the meeting at 1:50pm. There were no objections. (Torres-m/Duncan-s)

APPROVAL OF AGENDA

The agenda was approved as presented. (Torres-m/Duncan-s)

APPROVAL OF MINUTES

The minutes for the January 23, 2019 meeting were approved as presented. (Torres-m/Duncan-s)

PUBLIC SPEAKERS

None.

UNFINISHED BUSINESS

None.

REPORTS

a. Chair

Kurtz reported the following:

1) The TSCBOT currently has two vacancies.

2) Just like last semester, we will also have a Student Art Show this semester and a winner will be chosen. Then at the end of the year, the committee will decide which art piece to purchase.

3) During today's meeting, we will continue our discussion about the programs and services assessment and we will also be getting familiar with the TSC budget in preparation for the TSC budget approval in a couple of weeks.

**b. Programming
Liaison/Trustee,
TSCBOT**

Barillas reported the following:

- 1) The programming survey report is now finished and I am waiting on final approval from Duncan and Kurtz in order to start sending the reports.
- 2) Working with other ASI Programs to see if there are any opportunities to collaborate on big events.

**c. Director, Titan
Recreation**

Tapper reported the following:

- 1) Intramurals start on 2/5/19.
- 2) First Outdoor adventure Hike is sold out with 12 people signed up. They will be taking a hike to the Hollywood sign.
- 3) Instructional programs have started this first week. It is free this week so that people can try out the programs before they sign up and have to pay.
- 4) National Recreation Day 2/22/19 – SRC is partnering with ASI Union and Special Programming to bring the In N Out truck to the event. Spread the word and join us that day.

NEW BUSINESS

**a. Discussion: Programs
and Services
Assessment**

Kurtz stated he reviewed the doc the committee had previously worked on and he organized it a little to ensure that anyone reading this could understand it. He started by reviewing all of the potential questions that would be asked to program or service users when assessing a program. If we can't have any actual program users answer the questions then we would utilize the service ourselves and answer the questions.

Torres suggested having the questions be more direct and ask about ease of use. Evans and Allen agreed because these types of questions would provide more detailed answers that we can then use. Allen advised to think backwards when creating questions.

Evans suggested having questions where users would rate their answers. Duncan agreed and suggested a scale of 1 to 10. Tapper suggested reducing the rating scale to 1 to 5. Kurtz agreed.

Evans stated that all programs are different and suggested having a set of standard questions for all programs and then specific questions by program.

Kurtz stated he would make all the edits suggested and would create a template. The template would then be tested on the DIY workshops.

**b. Discussion: Review of
Past TSC Budgets**

Kurtz stated that in the next weeks to come, the committee will have to review and approve the TSC budget for next year. Because of this, he has invited Lionel Lawrence, Director Financial Services, to review with the committee the different parts of the budget from the past years. This will help committee members feel a little bit more knowledgeable about the budget. Kurtz pulled an excel sheet on the screen that has budget versus actual financial data for the budget for the past few years. Kurtz stated he wanted Lawrence to go over the highlight areas. (See Excel Sheet attached to the minutes).

Lawrence introduced himself and stated that he hoped his presentation today would help the committee become more familiar with the budget.

Lawrence started by looking at the income side of the budget and explained the reasons why last year the items highlighted on the spreadsheet were either under budget or over budget. Dining Commissions were more than we expected. For Service Chargeback, IT department went from the ASI budget to the TSC budget creating this variance but next year this variance will not be present. TSU Room Rentals were higher than expected. Fehrn stated that the TSU Room Rentals were \$ 175,000 so the excel sheet is incorrect. There was more income but not as huge of a variance. Computer Service income reduced because the mainframe is out of service now. Movie Ticket income was also low due to a lot of amusement parks moving their ticketing online. Interest Income is high because we have had a few interest hikes.

Lawrence moved into the expense side of the budget and explained the reasons why last year the items highlighted on the spreadsheet were either under budget or over budget. Staff benefit expenses were higher than expected and this is because we have \$530,000 in an unfunded pension liability that was recorded on this line item but should be recorded elsewhere. With a new audit firm this year, we are working with them to see what would be the proper way of recording this obligation. Printing and advertising expenses were also low because we have moved toward marketing digitally. Communications have also decreased because postage is being used less. We overspent in minor construction because of all the minor projects approved last year. Contract wages were high last year because we had to pay for the SRC director salary. Travel expenses were lower because staff didn't utilize travel for professional development. Utilities were hard to project because of the new part of the building but now we have some data and we will be able to project better.

Kurtz thanked Lawrence for the explanation.

**ANNOUNCEMENTS/MEMBERS'
PRIVILEGES**

Torres announced that Breakfast with the Board will be 2/20/2019. Please join us.

Duncan stated Trustee interviews were today and they hope to fill the positions soon. Also, on 2/20/2019 there will be a Ribbon cutting for Pieology.

ADJOURNMENT

The meeting adjourned at 2:39 p.m.



Douglas Kurtz, Chair



Deisy S. Hernandez, Recording Secretary

Assessment of Programs and Services

Template

- The committee looks at a list of programs and services and decides which ones they would like to assess
- Pro-Staff who organize/ run the program or service give a presentation to the committee about said program or service
- Go to the program or use the service and complete the standardized questions
- Present the findings and recommendation to the committee and the said Pro-Staff

Spring 19'

- Test the template as a whole

Standardized Questions Faculty and Students

Questions for the participants and or users of the program or service

- How did you find out about the program or service and how often do you attend/ use it?
- Did you like the instructor, presenter, or employee that helped you today?
- Was the instructor, presenter, or employee attentive?
- How was your experience? 1 to 5 (1 difficult, 5 easy)
- How difficult or easy was it for you to attend the class or use the service?
Rate your experience 1 to 5 (1 difficult, 5 easy) *Ease of use*
- How was the registration process? 1 (very difficult) to 5 (easy)
- On a scale of 1 to 10 how was you
- Is the price and date or time suitable?

Questions for the department that provides such service or program

- The budget of each program or service
- The history of the program or service. Why it started and by who. The attendance or usage throughout the years/ stats.
- How does a student go about using the service or attending the program?
The process to be a part of this

- How our program or service *is matched to* ~~reflects~~ other schools' programs or service's?
- How it was marketed?
- What do you think could be improved?

Purpose

- To evaluate our programs and services so that we continue to improve
- To find what works, what doesn't work, and what the students would like to see
- This will help better our organization and help improve the students' lives

Things to take into consideration

- The time, day, and possible the distinct program that the committee member attends
- Finding students who are using the service may be difficult. Try your best but if you cannot find any students then make a note of that.
- Answer the questions yourself after attending the program or using the service

Programs and Services offered at the TSU

University Conference Center

- Meeting rooms and Study rooms for students, student Orgs, departments and Off-Campus Guests

Titan Bowl & Billiards

- Activities for students, student Orgs, departments and Off-Campus Guests
- Bowling
- Billiards
- Console games
- Table tennis

Information & Services

- Information
- Tickets for theme parks
- Movies
- Sports etc.
- Grand stair studio classes
- Charger
- Bean bag
- Lap desk checkout
- Ticket sales for campus events

Programs & Services Offered at the SRC

Instructional classes

- Ballet- beginner and intermediate
- Belly dancing- same
- Cardio kick boxing
- Gi jiu-jitsu
- Jiu-jitsu- fundamentals
- Hip hop-same
- Salsa- same
- Advanced yoga
- Weight room orientation
- Learn to Snorkel

Drop-in fitness

- Guts butts and thighs
- Titan spin
- Titan barre
- Zumba
- Yoga
- F45
- Aquatics Boot camp-(March)

Titan Outdoors

- Hollywood sign hike
- Mount Zion
- Crystal Cove hike
- Wilderness first aid
- Leave no trace clinic
- Fun Friday's

Rockwall

- Free climb
- Climbing fundamentals 101
- Climbing fundamentals 201
- Climbing Fundamentals 301
- Crate Stacking

Red Cross

- Adult and Pediatric CPR/AED
- Adult and Pediatric CPR/AED with First Aid
- Lifeguard & CPR/FA Pro Rescue Certification

- Water Safety Instructor Certification- (TBD)

Personal Training

- One personal training- (individual, 2-3 buddy training sessions)
- Five personal training- (individual, 2-3 buddy training sessions)
- Ten personal training- (individual, 2-3 buddy training sessions)
- Body Composition Test
- Fitness Assessment

Summer

- Titan Youth Sports Camp (TYSC)
- Learn to Swim

Intramurals

- Basketball
- Dodgeball
- Flag Football
- Outdoor Soccer
- Volleyball
- Indoor Soccer
- Ultimate Frisbee

Towel Service

Locker Service

TSC
3 YEAR BUDGET VS ACTUAL

EXPENSES

	BUDGET FY18-19	ACTUAL Dec 15'18	Over/Under	Over/Under
8065 Personnel Services, FT	2,035,106	933,749	(1,101,357)	-54.12%
8069 Personnel Services, PT	1,406,999	691,313	(715,686)	-50.87%
8165 Staff Benefits	922,264	391,490	(530,774)	-57.55%
8169 Student Benefits	63,236	33,708	(29,528)	-46.69%
8020 Student Leader Awards	41,250	-	(41,250)	-100.00%
8050 Supplies	390,000	133,207	(256,793)	-65.84%
8051 Printing & Advertising	24,400	4,443	(19,957)	-81.79%
8052 Communications	50,200	15,456	(34,744)	-69.21%
8054 Merchandise for Resale	2,700	95	(2,606)	-96.50%
8056 Repairs & Maintenance	152,300	21,051	(131,249)	-86.18%
8059 Minor Construction	160,520	182,112	21,592	13.45%
8064 Contract Wages	-	-	-	#DIV/0!
8074 Contracts/Fees/Rentals	3,545,351	1,560,134	(1,985,217)	-55.99%
8077 Travel	81,300	12,439	(68,861)	-84.70%
8078 Vehicle Expense	3,000	354	(2,646)	-88.20%
8079 Dues & Subscriptions	14,870	3,492	(11,378)	-76.52%
8082 Staff Development	20,250	3,146	(17,104)	-84.46%
8084 Insurance	110,000	35,111	(74,889)	-68.08%
8086 Utilities	730,000	199,990	(530,010)	-72.60%
8096 Capital Improv. & Related Ex	-	273,717	273,717	#DIV/0!
8097 Contingency	30,692	510	(30,182)	-98.34%
8152 Postal Expense	2,000	(614)	(2,614)	-130.68%
			-	#DIV/0!
TOTAL EXPENSES	9,786,438	4,494,903	(5,291,535)	-54.07%

	BUDGET FY17-18	ACTUAL FY17-18	Over/Under	Over/Under
	1,859,417	1,702,761	(156,656)	-8.43%
	1,625,964	1,360,313	(265,651)	-16.34%
	807,756	1,257,688	449,932	55.70%
	75,791	64,795	(10,996)	-14.51%
	30,270	30,270	-	0.00%
	366,524	377,877	11,353	3.10%
	36,837	16,305	(20,532)	-55.74%
	50,713	37,170	(13,543)	-26.70%
	4,140	3,734	(407)	-9.82%
	132,064	110,192	(21,872)	-16.56%
	117,596	674,930	557,334	473.94%
	135,000	1	(134,999)	-100.00%
	3,298,855	3,133,538	(165,317)	-5.01%
	89,893	52,788	(37,105)	-41.28%
	2,850	1,466	(1,384)	-48.57%
	12,203	9,677	(2,526)	-20.70%
	2,000	-	(2,000)	-100.00%
	144,455	110,191	(34,264)	-23.72%
	707,300	564,411	(142,889)	-20.20%
	210,000	1,929	(208,071)	-99.08%
	21,280	1,033	(20,247)	-95.14%
	3,000	1,061	(1,939)	-64.64%
			-	#DIV/0!
	9,733,908	9,512,130	(221,778)	-2.28%

	BUDGET FY16-17	ACTUAL FY16-17	Over/Under	Over/Under
	1,621,739	1,573,501	(48,238)	-2.97%
	1,541,213	1,407,195	(134,018)	-8.70%
	744,895	657,715	(87,180)	-11.70%
	92,707	72,627	(20,080)	-21.66%
	29,520	25,920	(3,600)	-12.20%
	356,573	328,764	(27,809)	-7.80%
	37,767	14,805	(22,962)	-60.80%
	49,845	39,948	(9,897)	-19.86%
	4,268	2,059	(2,209)	-51.75%
	107,590	90,680	(16,910)	-15.72%
	167,620	1,037,716	870,096	519.09%
	95,000	77,148	(17,852)	-18.79%
	3,206,660	2,920,285	(286,375)	-8.93%
	94,344	61,985	(32,359)	-34.30%
	2,850	1,788	(1,062)	-37.25%
	16,037	7,967	(8,070)	-50.32%
	-	-	-	#DIV/0!
	106,778	67,930	(38,848)	-36.38%
	651,300	626,689	(24,611)	-3.78%
	-	-	-	#DIV/0!
	21,280	17,658	(3,622)	-17.02%
	3,000	(2,497)	(5,497)	-183.25%
			-	#DIV/0!
	8,950,986	9,029,883	78,897	0.88%