

California State University, Dominguez Hills
Donald P. and Katherine B. Loker University Student Union, Inc. (LSU)
Board of Directors Meeting Minutes ♦ Friday, April 10, 2020

1) Call to Order and Attendance

Chairperson, Anthony Thompson, called the meeting to order at 10:08 am. This meeting was held via video conferencing due to the COVID-19 pandemic.

<u>Present</u>	<u>Absent</u>	<u>Staff</u>	<u>Guests</u>
Anthony Thompson	Dr. Thomas A. Parham	Dean Lelm	Deborah Wallace
Johnathan Thomas	Dr. William Franklin	Melissa Bancroft	
Patrice Bonds	Matthew Smith	Jamie Leal	
Rihab Shuaib		John Stigar	
Erick Garcia		Israel Sandoval	
Christian Jackson		Gloria Medina	
Cecilia Ortiz		Ana Maria Celis	
Makonnen Tendaji		Victor Gonzalez	
Zach Ritter		Linda Brown	
Roshni Thomas			
Tamala Lewis			
Adam Kasarda			
Wayne Nishioka			
John Menary			

2) Approval of Agenda

Secretary Patrice Bonds moved to approve the agenda for April 10, 2020. Community Representative Tamala Lewis seconded the motion.

The motion passed unanimously.

Motion passed 8-0-0.

3) Approval of Minutes (March 6, 2020)

Vice Chairperson Johnathan Thomas moved to approve the minutes for March 6, 2020 Board Meeting. ASI Representative Rihab Shaib seconded the motion.

The motion passed unanimously.

Motion passed 8-0-0.

4) Chairperson's Report

Chairperson Anthony Thompson reported he is actively recruiting through programming events, has help draft a resolution, and developing an organizational statement to ease attention during this time.

5) Director's Report

Director Cecilia Ortiz introduced the new Academic Senate Representative and Professor of Earth Sciences Dr. John Menary.

Director Ortiz reported that the LSU has entered the annual financial audit. Since the last Board meeting, a lot of time has been spent responding to the COVID-19 pandemic and maintaining operations on campus to continuously support the institution. Director Ortiz and Assistant Director Jaime Leal, have identified revenue losses during the pandemic and additional costs incurred as a result of addressing the COVID-19 response. They are currently working with the campus to submit any relevant documents to Federal Emergency Reimbursement Agency (FEMA). The organization is continuing with facility projects that were initiated prior to the campus shutting down and cautiously monitoring those projects while maintaining social distancing. The building is closed to the public, only allowing limited number of essential employees, and continues to support its tenants during this closure.

Director Ortiz reported on continuing conversations about the future of 1910 Café and Lounge with University partners: Foundation and University President Thomas A. Parham. The Finance and Executive Committees will hold an emergency meeting to discuss the potential funding for the project. At the request of University President Parham, a special Board meeting will be scheduled to discuss this topic.

Director Ortiz introduced Temporary Building Manager Dean Lehm. Due to all Loker Leaders working remotely, he is supporting Services Manager Israel Sandoval and the maintenance team during the COVID-19 pandemic.

6) Personnel Committee Report

The Personnel Committee met on March 18, 2020 to discuss supporting the basic needs in the line of information on campus and has activated BOD Student-at-Large recruitment. The committee had no items for the April Board meeting. The next scheduled meeting will be on April 15, 2020.

7) Public Comment

No one from the gallery addressed the Board.

8) New Business

a. COVID-19 Operations

Director Cecilia Ortiz presented the LSU Operations During Global Pandemic Spring 2020 report, highlighting the LSU's response and timeline. For the safety of the campus community, on March 6, 2020 the LSU cancelled the On the Road Trip: Warner Bros. Studio Tour, all activities and events were migrated to online engagement platforms. The Leadership Team activated planning of the Business Continuity Plan (BCP). The LSU deployed sanitation resources for employees reporting to work, resources such as antibacterial wipes and gloves. On March 14, 2020 all the public spaces in the facility were rearranged to support recommended social distancing protocols. The LSU closed the following services: Games Room, Nap Room, Meditation Room, ballrooms and meeting rooms. Following the directives of the Governor of California and Chancellors Office, on March 16, 2020 all vulnerable employees were asked to stay home and work remotely. On March 23, 2020 the building's operational hours were modified, there was a distribution of Virtual Private Networks (VPN) resources to the workforce, the Information Desk and Administration Office closed. Following a Chancellor's Office order and at the request of the University President's Office, on April 1, 2020 the building closed to the public.

Assistant Director, Engagement & Development Melissa Bancroft presented the Student Programming: Activities & Development section. She shared that the LSU workforce is at 81% with a 19% vacancy, and 75% of its Student at Large (SAL) positions filled. All employees will continue to have trainings & development opportunities through monthly Leadership Forums, Google Suite certification training, and Clifton's Strengths-based trainings. Prior to the COVID-19 pandemic, the LSU expected to initiate over twenty three programs. The LSU is now delivering up to thirty six virtual programs which caused a 21% increase in activity engagement. The primary social media platforms being used for community-focused virtual programs are Instagram, Zoom, TikTok and YouTube.

ASI President, Christian Jackson arrived at 10:34 AM.

Assistant Director, Engagement & Development Melissa Bancroft gave a Marketing overview of recent, current and future engagements. They produced digital assets such as social media ads, web sliders, website updates, Toro link, YouTube, and building printing signage. The LSU has over 3,741 followers on Instagram with projections to reach 4,000 by June 2020. Assistant Director, Engagement & Development Melissa Bancroft shared that the LSU website continues to have high and frequent visits. A resource page was created for visitors and an internal informational page for LSU employees.

Assistant Director, Facility Operations John Stigar presented on the current available services. The Reservations & Event Services, Information Services, and Administration Office are available with limited hours via phone and online. To substitute pre-pandemic wellness services such as the Nap Room and Meditation Room, the LSU has launched virtual Wellness Wednesdays and Fitness Fridays campaigns. To substitute pre-pandemic recreation service like the Games Room, the LSU plans to launch e-game rooms. The following services are paused: printing services, TV Lounge, hydration station, Lactation Suite, ticket sales, meeting rooms and ballroom bookings.

Assistant Director, Facility Operations John Stigar shared the Facilities: Day-to-Day & Long Term Projects. On-site staff have taken care of the day-to-day responsibilities such as open and close the building, support tenants with access and projects, contract custodial support, and conduct walkthroughs to maintain facility integrity. Night custodial continues to clean the restrooms and conduct weekly sprays of Citra-Cide in the facility. Long-term projects will continue as planned. Projects such as the 1910 Café & Lounge project planning, ballroom air wall resurfacing, carpet installation for the meeting rooms and Games Room, and surveillance cameras installation.

Assistant Director, Business Services Jaime Leal presented on the Business & Commercial: Building Closure Fiscal Impact. The LSU reviewed the overall fiscal impact of the pandemic, identifying revenue loss, expense reduction and operating reserves. Projections were calculated based on the following assumptions of full student fees collection, full collection of university rent, full recovery of tenant utilities & services, and LSU operation will continue be closed until June 30, 2020. The LSU projects a loss of \$58,976 in total revenue, which takes into account revenue generating areas: LSU services, interest, facility rental, and commercial retail space. The LSU projects to increase its operating expenditures, and save in utilities & services, repairs & maintenance, events & costs (activities), employee salaries & benefits, custodial contract, and campus wide programs. The LSU expects an expense reduction of \$133,599 in total expenses. There is a capital outlay of major projects totaling in a \$59,544 in loss. the LSU expects an overall expense ts a reduction of \$74,055 yielding an overall surplus of \$15,079.

The organization has compiled tenant's remote hours of operation to inform and promote their services to the campus community. The organization continues to support tenants with access to the facilities to attend to on-site business; only essential employees are allowed on the premises one to two times a week. The University Bookstore is on-site during limited hours to fulfill online orders.

Director Cecilia Ortiz gave an overview of Human Resources initiatives to support the LSU employees. The LSU sends all employees ongoing *Messages from the Director* to provide updates on operational changes and address frequently asked questions. The LSU established an employee webpage on the LSU website, assigned an ergonomics training to all telecommuting employees, provided resources (i.e. supplies, ergonomics tools) to telecommuters as requested, initiated a non-medical basic needs program (selling items at cost) for employees, initiated an employee assistance program (EAP) for professional staff, and covered the cost of parking permits for professional staff from April thru June. The organization does not have a telecommuting guidelines nor policy. Current organizational policies do not allow any telecommuting but given the nature of the pandemic a policy needs to be established.

The goal of the organization is to maintain all employees until the end of the Spring 2020 semester. As the end of the semester approaches, the University will determine if the campus will remain close through Summer 2020 or potentially until Fall 2020. At the moment, there is not enough information to know the future of employment statuses within the organization.

The Business Continuity Plan indicates which essential employees are to be on site and who are asked to work remotely and given the nature of this pandemic, employees who have certain medical conditions or are of a certain age are to work from home. Those employees who are not vulnerable to COVID-19 are kept onsite are: Director Cecilia Ortiz, Assistant Director Jaime Leal, Services Manager Israel Sandoval, and Temporary Building Manager Dean Lelm. As needed onsite employees are: Support Services Coordinator Giselle Atallah, Temporary Marketing Assistant Victor Gonzalez, and Program Coordinator Gloria Medina. All Loker Leaders and remaining professional staff are working remotely.

In terms of Fiscal Planning, the future is uncertain and at present, the unknown factors are the date as to when the campus will reopen, what will happen with the category 2 fees and enrollment projections in the subsequent semesters. Based on historic catastrophes such as the Northridge Earthquake, '07 Economic Downturn and NorCal Wildfires, the LSU is running financial model with a 20%-25% decrease in enrollment. The LSU is running financial model if the building remains closed to project the decrease in revenue from the conference center operations, printing services, Games Room, rent collected from tenants and other operational areas. The organization does have reserves in the local operating and stateside account that are intended to cover operating costs for unprecedented situations.

Director Ortiz shared that the goal of the organization is to work with campus to be able to prepare a proposed budget with the Finance committee in May and present it at the Board at the June Board of Directors meeting.

b. Emergency Telecommuting Guidelines

The University Human Resources department developed Emergency Telecommuting Guidelines for University employees and shared it with the auxiliaries of the campus.

Director Cecilia Ortiz reviewed the guidelines and made changes to fit the type of organization LSU is.

Existing employee policies do not allow for telecommuting as a normal force of operation but during an emergency crises. Director Ortiz pointed out that there needs to be language set in place that establishes what the expectations are in the event of an emergency. The policy clarifies the definition of what is considered an emergency situation, who is eligible, and determines who is necessary to work in the event of a crisis.

The guidelines give clear expectations for employees and supervisors, work standards maintained during the extent of the emergency and once concluded, covers job responsibility for the telecommuter and their work assignments, established work hours and etc. There is also an indemnity waiver of what property they are responsible for, what materials can or cannot be shared, expectations around sensitivity and confidentiality, and expectations around leave requests.

Alumni Representative Erick Garcia moved to approve the Emergency Telecommuting Guidelines Policy as they have been presented. ASI President Christian Jackson seconded the motion.

The motion passed unanimously.

Motion passed. 9-0-0

c. Executive Director Evaluation

Executive Secretary of the Personnel Committee Melissa Bancroft presented on the overview 2019-2020 Executive Director Evaluation process and the responsibility of the Board. The process will begin in May and is conducted annually by the Personnel Committee.

The Board and professional staff of the LSU are the main participants in the evaluation. The evaluation has seven categories in which both the Board and the staff will evaluate the Director's performance. The evaluation results will be presented to the Board in the June Board of Directors meeting.

d. BOD Recruitment Activities

Assistant Director, Engagement & Development Melissa Bancroft presented on the BOD Student-At-Large Recruitment for the 2019-2020 academic year. All current Student-at-Large appointed members are expected to graduate in Spring 2020. Therefore it is imperative to actively promote and recruit directors.

Due to the COVID-19 pandemic and stay at home orders, many of the live recruitment events were cancelled. Four events have been identified and moved virtually. Two of the four events have past – Toro Trivia BOD Edition, and Instagram Live Takeover BOD Edition. The LSU has launched the Tag a Toro Contest, were followers/students can tag a friend who they considered a good student leader. The campaign thus far has resulted in one

applicant. The LSU has also partnered with the Career Center to promote the Board of Directors positions and advertise the application.

The process began with preparations in March, recruitment began in April, in May the Personnel Committee will conduct interviews, and in June the Board of Directors will appoint students to the Student-At-Large positions. Currently there a total of two applicants.

9) Public Comment

No one from the gallery addressed the Board.

10) Announcements

11) Adjournment

Chairperson Anthony Thompson adjourned the meeting at 11:44 a.m.

Approval of minutes: _____ or _____
Secretary, Patrice Bonds Chairperson, Anthony Thompson

Date of approval: _____