2021-2022 Tuition and Fee Committee
10/8/2020 Meeting Minutes

☒ Sam Miller  ☐ Elijah McCoy  ☒ Rebecca Hart
☒ Dawson Spencer  ☒ Elizabeth Tait  ☒ Trina Orr
☒ Alison Joseph  ☒ Hunter Willis  ☒ Linda Davis (non-voting)
☒ Cameron Herte  ☐ Kierra Hannon  ☒ Donna Reynolds (non-voting)
☒ Deidre Hopkins  ☒ Nancy Brendell

Special Guests: Robert Walker, Bryant Barnett, Kellie Angelo Monteith

Review Minutes for October 1 Meeting
• Add a bullet to financial aid metrics, Trina Presented and discussed
• Minutes approved as amended

Review of Residential Room Rate Increase Proposal
• Bryant Barnett, Executive Director of Residential Living
• Presented and discussed the proposed room rate increase
• Residence halls are fully self-supported, no state fees are used
• Summer revenue from conferences was not received this year due to Pandemic
• Proposing an average 2.25% increase to cover annual increases in utilities, supply prices, and personnel
• Residential Living budget presentation is available @ dsa.wcu.edu
• Questions
  o The money paid for rent does that go toward RA Salaries?
    ▪ Yes
  o Will there be RA’s for the upcoming summer?
    ▪ If we are housing students on campus for the summer, yes
  o Is this a typical room rate increase?
    ▪ Yes, for the last 3-4 years. The last exception was the year that Noble was brought on line which was approximately 11%. Higher level amenities results in a higher rate.
    ▪ On the website is a mandatory fee charge history, since 2016-2017
  o Comments from Honors College members, why are these rooms so expensive when other buildings are newer and nicer.
    ▪ Mr. Barnett thanked for the feedback.

Review of Book Rental Fee Increase Proposal
• Robert Walker, Director of Campus Services
• Program is unique among most universities
• Reduces the cost of text books for students by as much as 75%
• Proposing a 5.2% increase to cover the cost of textbooks and increasing facility costs
• Financial Aid uses this to amount as part of the Cost of Attendance and survey’s students to encompass the cost of books and supplies
• Questions
  o At what point is the fee going to become too much where the rental system isn’t going to save students money?
Good question and complicated. Frequently asked why don't we have E-books; similar to buying a DVD or subscribing to Netflix. We don't have a magic number but if it ever becomes detrimental to students we will do away with the program. Over the last decade, the textbooks have increased on average 5.17% each year. We have typically increased less than this amount.

- Is there a committee whose sole job is to research and prevent this system from becoming too expensive?
  - The Bookstore and Book Rental Managers do this as part of their core mission.

- What does the bookstore do to help keep down the cost of supplemental books and texts?
  - Work closely with faculty and find alternate methods of getting materials for students that faculty require. Also work with the Library.

Review of Health Fee Increase Proposal

- Kellie Angelo Monteith, Associate Vice Chancellor for Health and Wellness (Campus Recreation & Wellness, Health Services, Counseling & Psychological Services, in charge of SCRT)
- Kim Gorman, Director of Counseling & Psychological Services
- Pam Buchanan, Director of Health Services
- Proposing an 11.5% increase, $350 per year
- Long list of things that have been needed for some time
- Mindful of what will help our students in need
- Increase in the mental health needs of our students on campus
- Combined our administrative staff a few years ago to allow for ease of experience for students and cross trained staff which helped with staffing needs
- Wait times have increased as student enrollment has increased, one staff member would assist in both departments
- Need for an additional Psychologist which could supervise interns and masters level students and to expand quick access capacity
- Partnered with Residential Living a few years ago and received support for a Counselor in Residence but could use an additional position to allow for assistance each on upper and lower campus
- Need another mid-level practitioner, preferably with a mental health background, to replace retiring physicians and to address higher student enrollment and to offer additional services
- Some positions are 11 month and some are 12 month
- Out of space in Bird for lab and provider safe and will need to expand the building

Questions

- Positions with CAPS and is such a serious issue, everyone is struggling since we didn’t have a Fall Break and students are suffering. Some students do not feel comfortable being filmed in their own space and must wait longer. Would these positions need to be filmed.
  - These providers would be licensed providers so they would not need to be filmed.
- Hear often there is a wait to see someone at CAPS, often several weeks?
Last year implemented a quick access clinic which allowed for same day appointments. Found a model that fit for our center and campus. Students can walk in and can wait they can be seen the same day. Adding these positions would allow that to be expanded. After quick access, there is typically a bi-weekly appointment schedule. If more is needed may refer to someone in the community.

- What about emergency situations?
  - Ask students to give us a call so we can screen appropriately and will work with students immediately to figure out what is going on to keep that student safe. We have after hours and weekend service available.

- What about wait times at Health Services?
  - Students that need normal routine general health care this semester has increased due to not being able to access it since March. Dedicated more resources to that than what we had planned.
  - Seeing respiratory related illnesses as well as Covid.
  - Accustomed to seeing patients within a 24-hour period but we are seeing that increase this semester.

- Consequences for missed appointments?
  - Health Services does not charge a no-show fee but they do follow-up immediately try to re-schedule and providers may reach out as well.
  - CAPS no financial consequence for not showing but do reach out to make sure everything is ok and may results in a longer wait time for next appointment.
  - Use the patient portal to help follow-up with students.

- Mentioned saving money for building and space issues, is there a conversation about a ramp for students with mobility issues who have to get up the hill and back down?
  - We have talked about this for years. I am not a fan of the ramp as it would need to go all the way down the hill and would be extremely long due to the grade and very expensive. There are several options that we are looking at and encourage students to come to the back instead. Do not have the answer yet but looking at options. Would like a merged lobby to assist with traffic control as well.

- Are there steps on the second level?
  - There is a driveway and parking area and building out into the parking area would hopefully allow for immediate access to the elevator. Must also consider EMS access.
  - If a student with a mobility issue calls in advance will make arrangements for CatTran to pick them up and drop them off.
  - The Counselor in Residence position has been wonderful because they can meet with students in Balsam and is much more accessible.

Wrap Up
- With the room rate looking at a 2.25% increase, $150 per year. Book rental about $16 per year increase. Health Fee $350 per year.
- $152 annual cost of increase or 1.1% for undergraduate students. Graduate students pay the same for mandatory fees but pay a lot more for tuition.
- At meeting next week the committee will review the survey.