

FROM: Student Affairs Policy Committee

DATE: May 1, 2023

ACCOMPLISHMENTS:

SAPC's final meeting for 2022-23 is May 3. At the Committee's April 12 meeting, we discussed the [new mandatory meal plan](#) for all incoming freshmen living on campus, which launches in Fall 2023. Lexi Czopek, the Assistant Director of Meal Plan Programs in the Student Unions, addressed SAPC's questions about costs, deadlines, options, waivers, scholarships, "last-mile" funding, and other details. SAPC will work with Czopek to get out an informational email to faculty. Czopek is also willing to present to Faculty Senate in September 2023.

This spring, SAPC investigated a range of student concerns (e.g., Writing Center, campus security, mandatory student fees, dorm maintenance and lack of toilet paper on weekends, availability of water refill stations on campus, and difficulty making appointments with Student Health Services). The report with SAPC's preliminary findings is included below.

**The committee would also like to make Senate aware of the following student- and course-related news and resources:**

- SAPC supports students' efforts to extend the availability of [fare-free rides on Sun Tran](#).
- Throughout the summer, many students experience food insecurity and turn to UA Arizona's [Campus Pantry](#). Students who have leftover CatCash and meal plan money can buy items at the Highland Market (corner of 6<sup>th</sup> and Highland) or Arizona Market (in the Student Union) and donate them to the Campus Pantry; purchased items can be dropped off at the Info Desk. [Monetary donations to the Campus Pantry](#) also can be made online.
- In order to have course materials included in Pay One Price (the UA BookStores' flat-rate course materials program launching for all undergraduate students in Fall 2023), faculty should submit [textbooks and course materials adoption](#) – both digital and print – through the [Collection Adoption tool](#) as soon as possible and no later than **June 15**. Please see the [frequently asked questions for faculty](#) or email [payoneprice@arizona.edu](mailto:payoneprice@arizona.edu) for more information.

GOALS:

- Have active representation from ASUA, GPSC, and Student Success & Retention Innovation
- Continue to support basic needs initiatives and increase awareness of resources
- Explore student-affecting policies that changed and reverted during the pandemic to assess their continued applicability
- Continue to actively seek information about current student challenges and concerns; the committee welcomes contact from our colleagues about any student issue you may hear about; please email co-chairs Cheryl Casey ([ccuillie@arizona.edu](mailto:ccuillie@arizona.edu)) and Diane Ohala ([ohalad@arizona.edu](mailto:ohalad@arizona.edu)).

## Preliminary Findings Re Grievance Letter

Investigated by Faculty Senate's Student Affairs Policy Committee

4/28/23 Report

**Background.** On 3/7/23 the Co-Chairs of the Faculty Senate's Student Affairs Policy Committee (SAPC) and student government leaders received a forwarded letter via email from Faculty Chair Leila Hudson. The 2/14/23 letter from a University of Arizona Professor raised multiple student concerns about our campus that arose during classroom conversations. SAPC and student leaders were tasked by Chair Hudson to follow up on the listed student concerns. SAPC convened on 3/15/23 to discuss the letter and to gather preliminary information about each issue (some information gathering is ongoing). What follows is a list of the grievances raised and SAPC's preliminary responses. SAPC is happy to continue working on any or all these items as directed by the Faculty Officers.

**Grievance 1-Writing Center Practices.** Concerns were raised about programs offered by [Think Tank's Writing Center](#) (WC) and about compensation for peer tutors. Specifically: "...the WC, unlike in the past, was 'employing' 'peer' instructors: **'free consultations by appointment with trained and certified peer tutors.'** [Moreover, for a whopping \$50.00, a lot of money for many of our students, the Center offers advanced writing services.] Several students had in fact acted as 'peer' writing instructors, but they are not paid wages and they felt exploited by the system."

**Response to Grievance 1.** SAPC consulted with Think Tank leadership and confirmed that Think Tank (and, therefore, the WC) pays all tutors an hourly rate; they are official student staff. They also get paid for any work functions, such as training, attending classes if required, and any events they facilitate. In addition, tutors get compensation increases as they progress through their training and College Reading and Learning Association (CRLA) certification levels. A tutoring position description can be found here: [Undergraduate Student Employment Opportunities | Think Tank](#).

Think Tank does offer a fee-based service of \$50 in addition to all the free services provided (in-person, Zoom, and feedback loop). However, students rarely need this option because Think Tank promotes and encourages students to utilize free support first. It is quite rare for students to use fee-based writing appointments. Typically, fee-based appointments are used when students want to meet for a longer session with professional staff (who hold a Master's degree or PhD) versus a peer tutor. Last year, Think Tank had 12 paid Writing Center sessions, compared to 5,400 visits for free writing appointments. Two years ago, the difference was 5,484 free writing appointment visits versus 20 paid sessions ([see 2020-2021 annual report](#)).

*It would be helpful to know if the students who had acted as unpaid writing tutors cited in the letter were working for Think Tank specifically, or through some other organization or unit. This would help SAPC investigate further as all tutors employed by Think Tank (peer or otherwise) should be compensated for their work.*

**Grievance 2-Campus Safety.** Specifically: "Security is number one. We have known for a long time that students do not feel safe and that traumatizing events have occurred on campus, in the dorms, and adjacent to university properties. Some 'events' have been covered up and they know it."

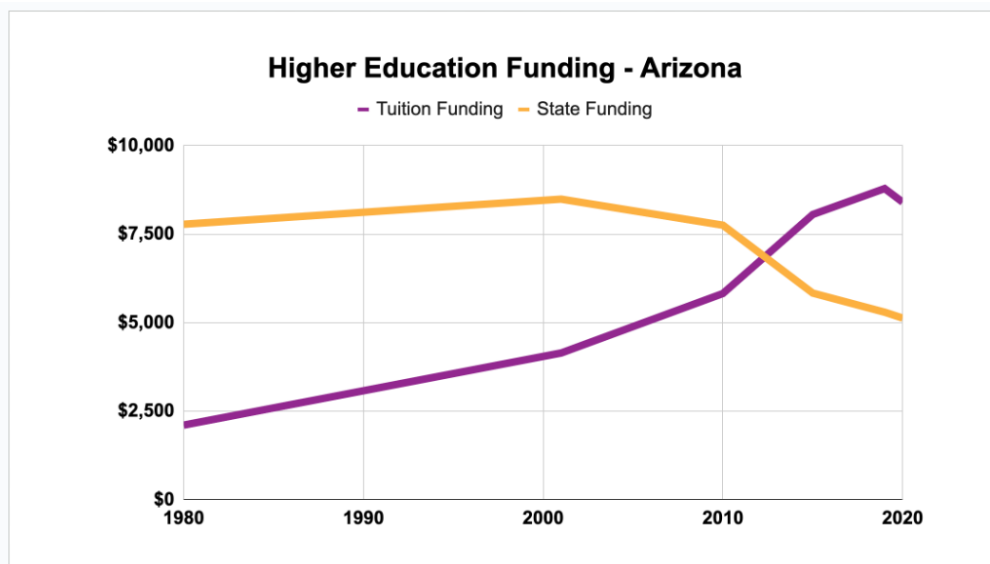
**Response to Grievance 2.** Much attention has recently been directed to this issue, including disclosures and events that took place after the current grievance letter was received. Specifically,

SAPC notes [the interim report](#) issued by the General Faculty Committee on University Safety for All, its subsequent [letter of resignation](#), the release of the [PAX Group Report](#) by President Robbins (see also the [Current Issues page](#) for President Robbins video statement and additional information), and the Vote of No Confidence in President Robbins and his management team issued during the 3/27/23 Special Meeting of the Faculty Senate.

*SAPC notes that any member of UArizona and the surrounding community can submit comments and concerns about campus safety and the PAX Group report via this [Qualtrics Survey](#), the link to which is also housed on the [Current Issues page](#). SAPC encourages our colleagues and students to share their concerns directly. SAPC notes that the letter also references events that “have been covered up.” If the wish is for SAPC to research these specifically, more information about the events in question is needed.*

**Grievance 3-Student Fees.** Specifically: “The explosion in the number of shady ‘fees’ comes second in importance. The Bursar’s Office hits the students up for endless fees that drew condemnation from all. One student shared a print-out of this student’s bursar’s account. I counted 11 – yes, eleven – fees, including a fee for using the UA library, and a special fee for being a ‘first-year’ student, collected per semester!!”

**Response to Grievance 3.** SAPC shares concerns about the proliferation of mandatory student fees, including program fees and course fees. As is apparent from the image below, when the State of Arizona began decreasing funding for state universities, these fees (and tuition increases) were seen as a way to increase needed revenue.



Source: [State Higher Education Executive Officers Association](#)

As far as transparency is concerned, all student fees and their approval dates are listed on the [Bursar website](#) under the Tuition & Fees tab. They are also listed on the [Academic Administration page](#), which includes an explanation of the process for approval of student fees. As noted there:

“An advisory board compiled of students from a variety of campus populations, with oversight from an advisor, is a key element in determining student fee allocations. Requests for new **Mandatory Fees** or changes to the amount of existing

Mandatory Fees are submitted through senior leadership, generally the Provost or CFO. The requests are reviewed and evaluated by senior leadership keeping in mind the overall cost of student attendance. Supported requests are vetted with student leaders and student groups for feedback and subsequently submitted to the Arizona Board of Regents (ABOR) for approval. ABOR approved Mandatory Fees are implemented through the Office of Budget and Planning in coordination with the Bursar's Office and the cost of attendance data on the UArizona website is updated.”

To clarify, the Bursar's Office does not create fees; it collects fees that have already been approved according to this process. The last new, approved fee was the Sustainability Fee in 2021, but there are yearly proposals to the Arizona Board of Regents regarding tuition and fee increases (see the President's announcement about [2022-23 increases](#); ABOR approved the [requested tuition and fee increases for 2023-24](#) at its 4/21/23 meeting).

To address the IT/Library Fee specifically mentioned in the letter, the UA Libraries don't charge students to use facilities, resources, or services (rare exceptions are [cost-recovery fees to use 3D printing, laser cutting, and vinyl cutting materials in CATalyst Studios](#) and printing at [CATPRINTS kiosks](#), which are managed by the Student Unions so the Libraries don't set prices or receive revenue from them). The library portion of the mandatory IT/Library Fee is spent in ways that directly benefit students (e.g., technology lending, which is in high demand by students). The Libraries meet regularly with student government leaders so that there is transparency and input on how student library fee money is spent.

SAPC notes that students can opt out of or request a refund of some fees under certain conditions. Students should check the [Fee Descriptions page](#) for details. For example, graduate students can [request a refund for the Athletics fee](#). On a per-term basis, students also can opt out of the Student Media Fee by submitting a [request form](#) and request a waiver of the Health & Recreation Fee based on specific criteria. Other fees (and tuition) are refundable if a student drops to 0 units, if refund deadlines are met. Students can learn more on the [Refund Policies page](#).

*Finally, SAPC notes that any student (graduate or undergraduate) can [apply to be on the Advisory Board for the Student Services Fee](#), so this is a way for students to directly voice their concerns.*

**Grievance 4-Unsanitary Environments/Exploitation of Cleaning Staff.** Specifically: “As we have known for years, Senior Management, has exploited the labor of the cleaning/maintenance staff. Students in dorms said that often there [sic] maintenance halted from Friday afternoon until Monday and that things like toilet paper ran out over the weekends. This is particularly an issue in the women's dorms. Unsanitary environments for students during a pandemic is criminal. The students themselves observed that the cleaning staff was overworked and underpaid—taken advantage of.”

**Response to Grievance 4.** With respect to the unsanitary conditions on weekends noted in the letter, SAPC confirms that the dorms have very limited housekeeping services on the weekends. Custodial staff do take trash out of the common areas, including lounges and community bathrooms, and will replace paper products as needed. There are also cleaning supplies and vacuums available at each dorm's front desk for check out by residents. If there is a need for paper products or a spill that needs to be addressed professionally, there is 24-hour callout staff as noted on

[Housing & Residential Life's Dorm page](#). If there is a need on weekends or after hours, students should first contact their RA or Hall Director (see below for how maintenance and work requests may be submitted for issues that occur Monday-Friday).

For the sake of clarity and to distinguish the responsibility of staff vs. students, SAPC highlights the following information from [Housing & Residential Life's FAQ page](#):

- Under Amenities & Services, *How often are rooms cleaned?* Students are responsible for cleaning their own rooms. Custodial staff members will clean community bathrooms, lounges, and other public areas on a regular schedule.
- Under Amenities & Services, *How often are bathrooms cleaned?* Custodial staff members clean community bathrooms on a regular schedule. If a student is assigned to either a suite, pod or private restroom space, they are responsible for cleaning their own restrooms\*. Students in a suite, pod, or private restroom are required to provide their own toilet paper, paper towels, and shower curtains. A list of suggested items to bring can be found [here](#). Proper cleaning methods and best practices will be provided to students upon their arrival and will be discussed with students by dorm staff. \*Exceptions will be made through the accommodation process through the [Disability Resource Center](#) if the assigned student requires that their restroom be cleaned.
- Under Amenities & Services, *How do I submit a maintenance request?* University housing residents and staff can file a maintenance or custodial work order in [My UAHome](#) to request a problem within a residence hall be fixed or corrected. Work requests submitted online are tracked and checked several times a day, Monday through Friday. In case of emergency after hours, students should contact their RA. (SAPC also notes that there is a specific [Submit a Maintenance Request](#) page on Housing & Residential Life's webpage.)
- Under Amenities & Services, *How do I submit a work order?* Speak to your RA or the on-duty RA and then submit a maintenance request via [My UAHome](#).

*Although it is beyond SAPC's scope to address perceived inequities with facilities maintenance staff, anyone in our campus community may [provide feedback directly \(although not anonymously\) to Facilities Management](#) itself. SAPC also notes that concerns like those mentioned in the letter have been raised many times by faculty and staff on behalf of our campus colleagues who work in custodial services.*

*Of current relevance, if concerns about unsanitary environments are related directly to the number of available cleaning staff and/or the workload distribution of current cleaning staff, then this may be something to be raised with Senior Leadership and/or the administration offices of the UA Facilities Management Department directly. In the short term, SAPC notes that additional data on the magnitude of this issue would be useful (e.g., is this a problem for all dorms or only specific dorms? Is the problem a lack of communication to RAs and students on how to access the 24-hour callout service? Is there data about weekend custodial requests by students/RAs?).*

**Grievance 5-Lack of Free Water Stations.** Specifically: “The students are smart and have figured out why there is very little ‘free’ water in fountains anymore on campus. They are being forced to purchase bottled water at enormous profits. So, this is a part of the much larger dilemma of residing in a ‘Food Desert’ that the UA has become over the years. They know about corporate greed.”

**Response to Grievance 5.** Students who live on campus can find the locations of water filling stations in their dorms by going to Amenities and Services at [Housing and Residential Life's FAQ](#)

[page](#) and clicking on the question, *Where can I find the water-filling station or ice machine in my dorm?* This brings up a list of all dorms on campus with the locations of the water-filling stations and ice machines in each dorm.

In addition, SAPC confirmed with Trevor Ledbetter, Director of the Office of Sustainability, that the [UArizona campus map](#) has been updated to identify water refill stations across campus (see Sustainability > Water Bottle Refill Stations). The map is a collaborative effort between his office; the office of Planning, Development, & Facilities Management; and Students for Sustainability. Ledbetter noted that there are at least 154 water refill stations on campus (and more likely 175+), a total that does not include regular water fountains. With Ledbetter's assistance and permission, Appendix A lists the locations of water bottle refill stations. Ledbetter also expressed his willingness to talk directly to anyone on this issue ([tledbetter@arizona.edu](mailto:tledbetter@arizona.edu)).

With regard to the comments about UArizona as a Food Desert, there have been many recent efforts to address this, including the [new mandatory meal plan](#) (open to all, but mandatory only for on-campus freshmen starting in Fall 2023) and the forthcoming campus grocery store to be located where the Highland Market currently sits. This will be a subsidized grocery store that will maintain affordable prices (consistent with off-campus grocery stores), which will alleviate the need for students to travel off-campus to shop for food and allow those with no transportation to acquire reasonably priced food on campus.

SAPC connected with Lexi Czopek, the Assistant Director of Meal Plan Programs in the Student Unions, and with Todd Millay, Executive Director of the Student Unions, both of whom were quite willing to meet with SAPC. Czopek joined SAPC's April 2023 meeting to answer many questions regarding efforts to increase food security on campus. Czopek also noted that the meal plan was developed over several iterations and involved student groups as well as Campus Pantry. There is built-in flexibility (it's not a one-size-fits-all plan), opt-out dates, waivers, and scholarships, among other things. The availability of a variety of food to suit all diets is also being actively addressed, including renovation to parts of the Global Center to help meet these needs. As noted earlier, the meal plan's pilot year is the 2023-24 academic year.

*SAPC recommends that Lexi Czopek (and/or Todd Millay) be invited to a future Faculty Senate meeting to inform our colleagues about the meal plan and other efforts to ensure that students can obtain food and maintain nourishing diets during their time at UArizona. Czopek has indicated she is available to come to the 9/11/23 Faculty Senate meeting. Additionally, SAPC plans to work with Czopek to email information about the mandatory meal plan to all faculty prior to its Fall 2023 launch.*

**Grievance 6-Insufficient Student Health Services.** Specifically: “Student Health Services have proven, unequal to the task, insufficient—even before the pandemic—and students have difficulty making appointments to see any medical staff. As is universally true across the country, most student health needs are in mental/behavioral health, but the UA SM has proven once again inadequate, if not dangerously indifferent.”

**Response to Grievance 6.** This issue is one that SAPC has been called upon continuously to address. The committee has investigated similar concerns in years prior and has assisted in moving the needle regarding student health concerns, particularly mental health concerns. The demand has

always been greater than the supply, but the pandemic basically wiped out any gains in accommodating student health and wellness and exponentially increased the need for services.

Currently, UArizona's Counseling and Psych Services (CAPS) functions on something similar to an urgent care model. They open up the slots for in-person appointments (self-scheduled [counseling and consultations sessions](#)) every Friday (typically afternoon) for the following week and once those appointments fill up (how quickly this happens varies) then students may have to wait until the next week to find one. However, they have cancellations and if students are checking they might be able to find an opening during the week. Additionally, they have virtual appointments available that students just have to call to make — if students would like to make one of those, they can call the front desk at 520-621-3334 and request that, and can typically get in pretty quickly.

Another option that is new is the [resource and referral appointments](#) — often they find students just need help finding a provider off campus who takes their insurance and so these appointments can help with that — they are also now ACCCHS consultants which really helps those students experiencing financial challenges. CAPS offers [group sessions](#); some are completely free and others are \$10/session. They also have a workshop series, which often touches on topics similar to what they may be discussing with a therapist — these are \$30 for 3. There are also ways for students to access services if they are experiencing financial hardship, they just need to contact CAPS. CAPS also has the RISE program/peer counseling, and site-based services (Cultural and Resource Centers/Life Management at CALS, ISS, and Vet Med). [Togetherall](#) is also free to students and provides an anonymous online forum for student.

*SAPC also notes that in his recent [Recap of the April 14 University Safety Update Briefing and Other News](#) on 4/21/23, President Robbins noted pathways for mental health assistance on campus for both students and employees. He also committed to investing further in CAPS in his address to Faculty Senate on 4/10/23.*

## Appendix A: UArizona Water Bottle Refill Stations

Station ID	Building Name	Location	Room Number
1	Shantz	Main Entrance	Annex Wall
2	Sonett Station	Southeast corner of Sonett Building	
3	APACHE	Room 138	
4	Arbol de la Vida Residence Hall	Lobby B100	
5	Arbol de la Vida Residence Hall	B106	
6	Sonora Residence Hall	102	
7	Babcock Residence Hall B	B101	
8	Cochise Residence Hall	Room 9 in the basement kitchen	
9	Coconino Residence Hall	100 Lounge	
10	Colonia De La Paz Residence Hall	L114	
11	Coronado Residence Hall	100B	
12	Gila Hall	100M	
13	Graham Residence Hall	Room 123	
14	Hopi Lodge Residence Hall	1N	
15	Kaibab Residence Hall	100F	
16	La Aldea	159H	
17	Likins Hall	Lobby 100	
18	Manzanita Residence Hall	110	
19	Maricopa Residence Hall	Lobby 100	
20	Navajo Residence Hall	Outside room 141	
21	Pima Hall	138	
22	Pima Residence Hall	111	
23	Posada San Pedro Residence Hall	Outside rooms 110 and 112	
24	Pueblo De La Cienega Residence Hall	Outside rooms 110 and 112	
25	Villa Del Puente Residence Hall	Outside rooms 110 and 112	
26	Yuma Residence Hall	Outside room 109C	
27	Gittings	Outside room 130	130
28	Gittings	Inside room 130	130
29	Gittings	Inside room 124	124
30	Gittings	Next to room 16	16
31	Gittings	Near room 10	10
32	Gittings	Inside room 121	121
33	Gittings	Outside room 110	110
34	Gittings	Next to room 129-B1	129-B1
35	Gittings	Outside room 201	201
36	Gittings	Outside room 58	58
37	Main Rec Center	2 stations outside room 201A	201A
38	Main Rec Center	To the right of room 216	216



39	Main Rec Center	Near inside track 228	228
40	Main Rec Center	Inside room 207	207
41	Main Rec Center	Inside room 201	201
42	Main Rec Center	Outside room 110	110
43	Main Rec Center	Outside room 136	136
44	Main Rec Center	Inside room 125	125
45	Main Rec Center	Inside north gym room 127	127
46	Main Rec Center	Inside north gym room 127	127
47	Main Rec Center	Inside south gym room 130	130
48	Main Rec Center	Inside south gym room 130	130
49	Main Rec Center	Next to room 156	156
50	Main Rec Center	Inside weight room	Weight room
51	Main Rec Center	Inside Room 170	170
52	Steward	outside Room 150	
53	Steward	outside room 178	
54	Steward	outside room N120	
55	Steward	outside room 251	
56	Steward	outside room 203A	
57	Steward	outside room 286	
58	Steward	outside room 381	
59	Steward	outside room 352	
60	Steward	outside room 338	
61	Steward	outside room N315	
62	Steward	outside room N412	
63	Steward	outside room 456	
64	Steward	outside room 493	
65	Steward	outside room 587	
66	Steward	outside room 555	
67	Steward dom	outside room D200	
68	Steward	outside room N210	
69	Steward Annex	inside room 6C	
70	Steward Annex	outside room 6C	
71	Steward	outside room 23	
72	USB	outside room 508	
73	USB	outside room 408	
74	USB	outside room 212	
75	USB	outside room 322	322
76	USB	outside room 112	112
77	BSRL	outside room 109	109
78	BSRL	outside room 13	13

79	BSRL	outside room 197	197
80	BSRL	outside 497	497
81	BSRL	outside room. 297	297
82	BSRL	outside room 304	304
83	ACBS	outside room 228	228
84	ACBS	outside room 209	209
85	ACBS	outside room 106	106
86	ACBS	in front of room 308	308
87	ACBS	outside room 326	326
88	ACBS	outside room 428	428
89	ACBS	next to room 419	419
90	ACBS	In front of room 401	401
91	Eller	Next to room 121	121
92	Modern Languages	Next to room 223	223
93	Modern Languages	Next to room 268	268
94	Psychology	Next to room 202	202
95	Psychology	Next to room 316	316
96	Psychology	Next to room 503	503
97	Old Engineering	Next to room 161/ GRR	161/ GRR
98	Administration	Next to room 204/206	204/206
99	Douglas	Next to room 104D	104D
100	Centennial Hall	In the Lobby	Lobby
101	South Hall	Next to room 102	102
102	South Hall	Next to room 211	211
103	Herring Hall	Next to room 207	207
104	Gould-Simpson	2nd floor next to elevator	Elevator
105	Gould-Simpson	10th floor next to elevator	Elevator
106	Physics-Atmospheric Sciences	Next to room 326	326
107	Art	1st floor next to the elevator	Elevator
108	Drama	Next to room 116	116
109	Music	Next to room 104	104
110	CAPLA	Next to room 103	103
111	ENRB1	Next to room 101A	101A
112	ENRB1	Next to room 201A	201A
113	ENRB2	Next to room S120	S120
114	Life Sciences South	Next to room 336	336
115	Bio West	Next to room 502	502
116	Bio West	Next to room 520	520
117	Nugent	2nd floor	Landing
118	Bio East	2nd floor - East Stairwell	East Stairwell

119	Koffler	2nd floor - Patio	Patio
120	Mathematics	In the lobby	Lobby
121	Tree Ring-Archives	Next to room 253	253
122	North Rec	Next to room 121	121
123	North Rec	Next to room 289	289
124	North Rec	Next to room 322	322
125	Speech and Hearing Sciences	Next to room 104	104
126	Civil Engineering	Next to room 100	100
127	Civil Engineering	Next to room 206A1	206A1
128	Harvill	Next to room 417	417
129	Harshbarger	Next to room 124	124
130	Harshbarger	Next to room 224	224
131	Photography	Next to room 110	110
132	Medical Research Building	Next to room 203	203
133	Science and Engineering Library	Next to room 107	107
134	Science and Engineering Library	Next to room 203	203
135	Science and Engineering Library	Next to room 311	311
136	Science and Engineering Library	Next to room 403	403
137	Science and Engineering Library	400NW hallway	400NW
138	Science and Engineering Library	500NW hallway	500NW
139	Main Library	A100 hallway	A100
140	Main Library	Next to room B121	B121
141	Main Library	Next to room 238	238
142	Main Library	Next to room 329	B329
143	Main Library	Next to room B426	B426
144	Main Library	Next to room 556	556
145	Main Library	Inside room A502	A502
146	Bartlett Academic Success	Next to room 171	171
147	Bartlett Academic Success	Next to room 271	271
148	Bartlett Academic Success	Next to room 371	371
149	Bartlett Academic Success	Next to room 471	471
150	Bartlett Academic Success	Next to room 141	141
158	Bear Down Gym	Located on every floor near the elevator and restrooms.	
159	Student Union	Within student union near Gallagher Theater	255
160	Student Union	Near Restrooms at North Side of the Student Union	
161	Student Union	Adjacent elevators outside of Student Union	