

Counseling & Student Services  
Division Council Meeting Updates  
Wednesday, September 24, 2014

Appointment Center

- Currently seeking to hire two student workers to provide coverage in the mornings from 8:30am – 1:30pm or 2:00pm. T. Barragan-Echeverria is in the process of hiring student workers and she will work with L. Perez in cross training the students to work in the Appointment Center and Career/Transfer Center.
- There was a glitch in the online appointment system on Friday, September 19<sup>th</sup> and as a result students were unable to book a counseling appointment until 6pm. There may be a lot of open appointments this week.
- The students are encouraged to search online for any appointments that may be available due to cancellations.
- Toni Newman is the new Student Services Technician in the Appointment Center who previously worked in the Child Development Center.

Athletics

- Currently working on the Scholar Baller and Triple A evaluations. Scholar Baller recognizes students that have a cumulative grade point average above a 3.0. The students will be recognized during the season at an ECC home game. Triple A recognizes students that have a grade point average below a 2.5 or are in remedial classes with assigned tutoring.
- In the process of Team Scholar nominations for the spring sports. The criteria is based on the following:
  - 80% of the team needs to pass 12 units within the season
  - The overall team grade point average needs to be above a 3.0
  - The team needs to perform well on the field.
- There are 100 points possible for the Team Scholar. 80 of the 100 points are focused on academics with the remaining 20 points are derived from the accomplishments on the field. The men's and women's cross country and women's volleyball teams received the Team Scholar award in fall 2013.
- All student athletes need to be reminded to meet with their general counselor and athletic counselor. The transfer grade point average for student athletes increased from a 2.0 to a 2.5. The total required passing units increased from 24 units to 27 units. This change will take effect in July 2015. The student athletes can visit the athletic counselors to book their counseling appointment.

Career Center

- The fall 2014 Career Center event and workshop flyers have been distributed and posted.
- The Career Center committee decided to host the Career Expo and Majors fair on Tuesday, April 14, 2015 on the Library Lawn.

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- The counselors' schedules are being blocked for the classroom presentations. The classroom presentations support the SB 1456 mandate to help students declare a major. The presentations also provide an opportunity for counseling faculty to collaborate with instructional faculty.
  - Dr. Ragan asked what percentage of faculty invite counselors into the classrooms. V. Nguyen stated that every semester an invitation letter is sent and she will give Dr. Ragan an update on the number of responses.
- Career orientations are being scheduled
- In the process of completing the Career tour schedules. The career tours are off campus and are designed to give students an idea of a particular career field. All company tour suggestions are welcomed and V. Nguyen will follow up on the recommendations.

EOPS

- For fall 2014, over 600 applications were received and 355 new students were accepted in the program. More students would have been accepted but there were issues with enrolling students in their classes to meet the 12 unit requirement for the program. For the MIS reporting purposes, students have to either be served or the program must exit them out if they don't have units, and the majority of the students were in 0 units.
- The current population is 1,152 students and 142 students are CARE students which are single parents.
- Over 500 book vouchers were dispersed this semester totaling \$130,000. Students who qualify for the book vouchers have higher retention and success rates. There is a limited amount of funds for the book vouchers and they are dispersed on a first come, first served basis.
  - Dr. Ragan was impressed to hear that the book vouchers were all distributed in a short period of time.
  - D. Brown stated that the book vouchers were distributed so quickly because of the EOPS communication effort through the use of Facebook, ECC webpage, and mass mailings.
- In the process of completing progress reports for students
- Students are required to attend workshops that will begin on October 2<sup>nd</sup>
- The spring applications will be available in either late October or early November. The application information will be posted on the website and it is updated regularly. Notification will be sent once the spring application date is confirmed.
- Dr. Ragan stated that it was mentioned that EOPS wants to target at least an additional 400 students in the spring semester. She suggested for the counseling office to refer students that may qualify.

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- Students who are interested in the program can also complete the online contact card. It will notify them when the applications are available.
- Dr. Ragan wanted to know if our failure to get the students classes was due to unavailability in basic skills or entry level courses or was it because of classes at a higher level, or is it across the board?
  - S. Bennett stated that from her experience with student athletes who receive early registration in April or May are dropped from their courses in late July because they have not received their financial aid. In her opinion, students that are dropped from classes due to nonpayment are a huge factor in why students are not able to register in at least 12 units.

Matriculation/SSSP

- In-person and online orientations are available
- There are two in person orientations and six probation workshops scheduled per month. The orientations and workshops are not fully booked because it is not peak period.
- In the process of revising student probation letters which will be dispersed next month.
- The notifications for students that are on probation level I and level II are posted on MyECC after the student logs onto his/her account. If students are on probation level I, they are given instructions to complete the Student Enhancement Workshop and meet with a counselor to develop a current educational plan. If students are on probation level II, they are asked to meet the requirements by November 13<sup>th</sup>.
- They will continue to schedule probation workshops throughout the year but as the semester ends, the availability of counselors is low based on their contract schedule. It is advised that probation students be encouraged to attend the workshops early and to not cancel their appointment.

Announcement: Fine Arts – G. Castro

- The fine arts department is scheduling workshops to encourage students to apply for their associate's degree. Students are encouraged to know the proper sequence of classes for their programs. The fine arts faculty is facilitating the presentations and G. Castro answers questions regarding prerequisites and deadlines for filing graduation intents. She also promotes the Transfer and Career Center resources.
  - Dr. Ragan stated the fine arts faculty understands that increasing degree attainment is one of our goals. She asked if they are modeling this for other academic divisions.
  - G. Castro stated that the Fine Arts division modeled their workshops from the Humanities division.

*Dr. Ragan acknowledged Dr. Fallo as he joined the meeting.*

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Financial Aid

- Due to a glitch in the system, the financial aid disbursement date was not on September 5<sup>th</sup> as Dean Garcia planned. The disbursements were a couple days after September 5<sup>th</sup>. Students were notified of the glitch on the financial aid website.
- For all students that attended summer 2014, the financial aid office is going to do recalculations on the students 150% maximum timeframe. In the past, students that had attempted 90 units met with a financial aid counselor and were locked into their major.
- Due to the Title 4 regulations, it's now 150% of a student's maximum timeframe. For example, the lock in list number is 90 units because only 60 units are required for an Associate's degree at ECC. The 60 units are the 100% of the degree goal and half of 60 units results in 30 units.
- Recent policy states that not all students 150% maximum timeframe is 90 units due to the high unit majors. The financial aid office completed these calculations manually last semester. For example, a student transferring to CSU Long Beach as an engineering major is considered a high unit major due to the completion all the general education courses, math courses, and physics courses. These students 150% maximum timeframe was calculated to almost 170 units. The nursing majors 150% maximum timeframe was calculated to 120 units.
- If students attended summer 2014, they need to wait for the financial aid office to make the 150% recalculation of their lock in list. If students did not attend in summer 2014, and they are at 90 units, they need to make an appointment with the financial aid counselor.
  - Dr. Ragan asked if there was an announcement made to students about summer attendance beforehand.
  - B. Flameno stated that she was not aware of an announcement from Dean Garcia or the financial aid office.
- At this time, they are not sure how long the process will take.
- If a student needs to complete an appeal and they don't have 90 units, the academic counselor should make a one year educational plan from fall to fall or spring to spring.
- If the student is planning to appeal for fall and their grade point average is below a 2.0 or they don't have the required 67% or higher completion rate of all units attempted, they do not need a lock-in list. The student will need to complete the appeal and a one year educational plan. The student is not required to meet with a financial aid counselor. The EOPS worksheet cannot be substituted for the educational plan. If there are questions, B. Flameno is available to assist.
- The Compton Center does not accept the paper educational plans. They will only accept electronic educational plans.

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- Students have every right to appeal even if they don't meet the appeal reasoning criteria. If a student turns in the appeal and they are denied, they can only appeal their financial aid once a year.
- If a student decides to not appeal in the fall, they can appeal in the spring. If the student appeals for the same reasons, the appeal can only be submitted once per year. B. Flameno encourages students that submit the appeal to make copies of their appeal and documentation. The financial aid office will not return any documents to the student.
  - Dr. Ragan asked who chairs the appeals committee and who serves on the committee.
  - B. Flameno stated that the appeals committee is chaired by Martha Burgess, the Satisfactory Academic Progress Coordinator. The appeals committee is comprised of different personnel on campus such as financial aid staff, administrators, and academic faculty. Counseling faculty has been asked to serve on the committee in the past but have declined because of the difficulty to deny a student based on the limited student reasoning criteria. B. Flameno does not participate on the committee.

*Title V Graduation Initiative – B. Flameno*

- The Title V Grant will be hosting workshops for graduation petitions on Tuesday, September 30<sup>th</sup>, Wednesday, October 1<sup>st</sup>, Tuesday, October 7<sup>th</sup>, and Wednesday, October 8<sup>th</sup>.
- Students that are close to graduating should attend the workshops. Students are asked to bring their unofficial transcripts in case there are issues accessing the online transcripts.
  - Dr. Ragan asked if students are aware that they are part of the Title V Graduation Initiative program and if there is a defined core of Title V students.
  - B. Flameno stated that the Title V Grant is intended to be Hispanic serving but is open to all students. Mailers are sent to students as a reminder to schedule an appointment during the Title V counseling hours.

*Project Success*

- All new students were invited to attend the Project Success new student welcome day.
- There are currently 37 new students in the fall 2014 cohort and there are approximately 125 students in the program.
- The new name for the Project Success mentors is Madaba which is Swahili for mentor. All new students are being matched with a mentor who is either a faculty or staff member on campus. The students are encouraged to meet with their mentor at least twice a month.
- The Umoja Conference is scheduled for November 2014. All new and continuing students that are interested in attending the conference must submit a one page essay. All

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continuing students must have at least 2.5 grade point average and all new students must fulfill the requirement of mandatory math tutoring. The program has budgeted for 6 new and continuing students to attend.

- In spring 2014, the program awarded a \$500 scholarship to a continuing student. The first \$250 disbursement was made earlier this semester to assist with the purchase of textbooks and other school expenses.
- There are 3 math tutors in the program and students not in the program can be referred to the math tutors.  
Students are scheduling their appointments to complete their student educational plan. The new students meet with N. Barber and the continuing students meet with B. Mims. Students are also encouraged to meet with the counselors early in the semester before the registration period.
- The program collaborated with the financial aid office for Martha Burgess to present at the Human Development 10 class. The students were able to get a better understanding of the financial aid process and their questions were answered.
- In fall 2015, the Ethnic Studies 1 course will be added to the program class schedule. Currently first year students are enrolled in human development 10 and library science 1 courses. For next fall, the ethnic studies course will be added to the schedule.
  - Dr. Ragan asked if the Umoja Conference will include tours of the colleges in San Diego.
  - N. Barber stated that the students will not attend a tour but there will be universities at the conference including HBCUs, CSUs and UCs. The students will also attend various workshops.

### SSTARS

- In the process of planning for the SSTARS breakfast in spring 2015. The last major fundraiser was held in spring 2013 to celebrate 10 years of SSTARS.
- Naomi Castro, Director of the Career Pathways, will be contacting the student services programs on the campus to determine the activities for the upcoming year, best practices, and how they envision the future of SSTARS.
- The committee will be planning for the SSTARS spring 2015 breakfast
- The meetings will begin in October on the first Wednesday and third Wednesday of the month.
  - Dr. Ragan asked if there is a defined cohort for SSTARS.
  - C. Weston stated that the SSTARS program is a committee of all the student services programs on campus. SSTARS evolved out of the Counseling and Student Services Division retreat in spring 2003. Due to state budget cuts, there was an increased need for all the programs on campus to work together. For over 10 years, the student services programs have met on a regular basis in focus

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groups and different activities to raise funds to support student services. One of the major components is student grants that are awarded every year for transferring and continuing students on campus. The grants are usually awarded at the advisory meetings. There are eight community members on the advisory committee and they meet twice a year.

SAO

- The Student Learning Outcomes were changed to Service Area Outcomes. The Counseling Division was asked to change the SLOs so that they reflect more of the services that are offered to students.
- The SLOs focused on what the students learned and the SAOs are focused on the services that counseling provides to students.
- The new counseling SAO is posted in the division and reads as follows: The Counseling Division will increase students' utilization of support services on campus.
- The counseling session survey for 2013-14 consists of 10 questions. The first seven questions are focused on student demographics. Questions 8, 9, and 10 are designed to find out whether or not the students are getting the information regarding services offered. Question 8 reads:
  - Are you more aware of the services and resources offered to you on campus?
    - 95% answered yes, which is very good considering that 88% of the students that were surveyed are continuing students.
  - Question 9 reads: Have you ever used any campus services and/or resources before?
    - 64% said yes and 35% said no
  - Question 10 reads: Based on your counseling appointment today, are you planning to use one or more of these services this semester or in the future?
    - 98% said yes
  - The SAO committee members are M. Beth-Barrios, J. Pon-Ishikawa, S. Bennett, and S. Sabio. The committee is planning to provide a follow-up email to students in the middle of the year to share resources that may be more relevant for them to utilize.
    - Dr. Ragan asked if they captured the student data through a random sampling of students.
  - M. Barrios stated that all the counselors were asked to give the survey to the students after the counseling appointment. The committee met two weeks ago and they are planning to give the same survey. The committee would like to see if there are any differences in the data this year.
- The committee welcomes suggestions on how to distribute the surveys to students.

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SRC

October is Disability Awareness Month. There are several activities available for students and staff.

- On October 2<sup>nd</sup> - 3<sup>rd</sup> the library is going to have their open house and on October 3<sup>rd</sup> they will focus on disability awareness. There will be a presentation designed for students with disabilities on October 3<sup>rd</sup> in Library 102 at 1pm.
- On October 23<sup>rd</sup>, SRC will have an open house for students, staff, and the community from 1pm – 4pm. There will be interactive presentations including a wheelchair obstacle course. This open house will help to make the community aware of what it is like to have a disability.
- On October 30<sup>th</sup> there will be a discussion on Audism at the Social Justice System from 3pm – 5pm. Audism is a negative or repressive attitude toward deaf or hearing people.

Transfer Center

- The university fair will be on Thursday, October 9<sup>th</sup> from 10am – 1pm on the library lawn. There are 75 colleges/universities confirmed to attend. There are flyers posted every month including the monthly calendar which advertises the transfer center upcoming events.
- The application for CSUs will be available on October 1<sup>st</sup> and the first workshop will be on October 7<sup>th</sup>.
- The UC personal statement workshops will be available for those students who need assistance with their personal statement for the UCs.
- The admissions workshops to UCLA will be this week.
- The USC admissions workshop was well attended and USC representatives participated.
- The university tours are being scheduled

Meeting adjourned.