Student Services Area Council Meeting Minutes
June 11, 2019, 2:00pm-3:00pm
COMM 201

Attendees: Odinah Angeles-Recio, April Bernabeo, Junnette Fariolen, Brian Krause, Cheryl Kroll,
                 Ann Libadisos, Diane Swendell, Nina Wong

The meeting began at 2:06 p.m.

Review May 14, 2019 Meeting Minutes
1. The minutes were approved with no changes.

Planning
1. ECC's Planning Vision for Success will go through the consultation process starting in the fall.
2. Educational Master Plan covers all plans (Facilities, Staffing and Technology) and are long-range. Strategic plans are short-range plans with initiatives and objectives. Initiatives are measureable and objectives are more specific to meeting the initiatives. Initiatives meet the goals of the master plan. Projects funded by the College help close the equity gap and fit with the Strategic Plan and Educational Master Plan. More staff should be involved in their department and unit plans and program review. The next step is budget development and implementation (allocating resources). Are plans making an impact internally and/or externally and are they in compliance with state and federal policies?
3. Program Review for student services - how do we get everyone involved in their department's planning?
   a. Start with the manager and trickle down to the employees; otherwise, the employee has no connection to or integration with their own processes. Only fund what you need to help students succeed in meeting their educational goals.
4. How do we determine student success? There are four metrics from the state:
   1) Student centered funding formula - measures the number of full-time equivalent students (FTES), equity, student success (students who earn degrees, pass math first year, etc.), and student success metrics (retention). Our overall fall to spring retention rate is 70% - a percentage point below the state average. The Honors Transfer Program (HTP) has a 94% retention rate.
   2) Student equity & achievement overlap closing the equity gaps. Looks at different retention access and completion for disproportionately impacted (DI) populations i.e. veterans, men of color, LGTBQ, pacific islanders, etc.
   3) Vision for Success – statewide initiative to close the equity gap; applies to all areas and divisions. Four goals: increase by 20% the number of students who acquire degrees, credentials, certificates or specific job skill sets; increase by 35% the number of students transferring to UC or CSU; decrease the average number of units accumulated from 87 to 78; and increase the percent of exiting CTE students who report employment in their field of study by 10%.
   4) The state believes that all four metrics will be met by implementing the four pillars of Guided Pathways:
      i. Clarifying the path
      ii. Getting on the path

            iii.   Staying on the path

            iv.   Ensure learning

5. Will train and instruct managers at the Student Services Managers Retreat in ways to involve their staff in planning.
6. Are students encouraged to join a program? Students who are part of South Bay Promise are required to join a program. Discussed tracking students who are not part of a program through Hobsons Starfish/Early Alert. The system is successful if 1) classroom faculty use it and (2) we have an intentional intervention process in place. Intervention processes include in-person meetings with counselors, tutoring, etc. Discussed creating intervention teams.

Enrollment Services Center Services To Be Offered

1. Will change the Student Equity & Achievement Center name to the Enrollment Services Center and open 8am-7pm, Monday-Thursday; Friday hours to be determined. The center lab will have computers and staff from financial aid, admissions & records and assessment. The SEA Center will move to the Student Equity & Achievement office and oversee the Village.
    a. Will create intervention teams based on student needs.
    b. A team from the state will come in late September- October to train staff on how to upload student data into CalPASS. Julieta's Outreach team will upload data into CRM Recruit to better inform students.
    c. Next step will be to determine support for math and English courses.
2. Aside from A&R, Assessment, Counseling and Financial Aid, what other services do students need?
    a. A peer or staff/ambassador to connect with to walk them through and help complete processes
    b. A checklist for the steps students should follow and where they need to go.
    c. Scholarships
    d. Concurrent enrollment – services for high school students.
    e. Connection to other programs and information students do not know about – create banners advertising programs
    f. Student government
    g. Tablets for ambassadors to use the SLACK app for communication and information sharing
    h. Create QR codes linking students to information about services in the building
    i. Registration assistance
    j. Use the computer lab for registration, financial aid, etc.
    k. Train staff with information provided by each department. Train staff how to resolve issues and not continuously send students to other departments. Front end staff should have the most knowledge of all services. The more knowledge the front staff have, the better they can guide students in the right direction. All staff should have tour of all offices/departments. Train employees to anticipate what students want before they ask. Discussed Disney's "Be Our Guest" customer service training.
3. Discussed changing Special Resource Center name so it is not associated with 'being special' or having a disability.
4. Discussed creating a campus team-building event in the spring - 'PRIDE Olympics'. Each department will develop their own teams to compete against other departments in different events. Ross will discuss in Cabinet.

The meeting adjourned at 3:18 p.m.