

Student Services Area Council Meeting

February 11, 2020, 2:00pm-3:00pm

SSVC 245

Attendees: April Bernabeo, Marco Colom, Brian Krause, Ann Libadisos, Ross Miyashiro, Lucy Nelson, Toni Newman, Diane Swendell, Nina Wong

The meeting began at 2:07 p.m.

Review of the January 14, 2020 draft meeting minutes

1. The minutes were approved with no changes.

Old Business - All

1. Restructuring of the SEA Program meeting is scheduled for next week on 2/20/20. Will be meeting this week to discuss/set-up analytics. The program will close student equity gaps. Committee members were encouraged to attend the ECC Annual Planning Summit – the speaker this year will address ‘lagging and leading indicators’. Leading indicators statistically affect lagging indicators. The SEA Program will fund leading indicator-type activities.
2. At another meeting, Idania Reyes will give a debrief on the food and homeless conference she, Ross, Sharonda Barksdale, and Kim Cameron attended last Thursday and Friday. Ross brought back contact information that will help our homeless students. Ross will propose creating a ‘Warrior Wellness Home/Center’ putting all resources for students such as the Warrior Closet, CalFresh, housing office, mental health, cultural center and Warrior Pantry, in one location in the Communications Building. Resources will be available to all ECC students.
3. Need to make sure there are enough ambassadors and signage to help students around campus construction detours. Major construction will start in March 2020.
4. Update on ATM machine – School’s First needs to decide on another location for ATM machine, but ECC is considering using another banking institution. Negotiations with School’s First will continue since they fund the costs for the ATM machine. School’s First no longer wants their ATM embedded in a wall and prefers a freestanding machine.
5. There are constant problems with the FloWater machine in the Student Services building.

Customer Service Training – Brian Krause and April Bernabeo, All

1. Need to incorporate customer service training that involves all staff. Ideas discussed:
 - a. How do we build camaraderie among staff in the building and learn about other services offered?
 - b. Each department can host a party to help form relationships and provide more interaction with other staff in other departments.
 - c. Need to work on how much student information staff can access to help students.
 - d. Need to learn and understand other departments’ student population i.e. Veterans, SRC, Foster Youth.

- e. Never send a student to another office unless you contact the office to give them a head's up.
- f. Know who to contact for help in each department.
- g. Create department cheat sheets. Diane Swendell will create a cheat sheet for A&R to use as a template. She will bring it to the next meeting.
- h. Invite staff from other departments to department meetings. Develop an understanding of who handles what service.
- i. Ross will start up the all-staff meetings again after the service windows in the Student Services building are secured.
- j. Share and update process flowcharts and cheat sheets.
- k. Radical incrementalism – tackling problems in small increments and being vigilant to get something done no matter how long it takes. We have seen small changes in the campus climate since President Maloney started.
- l. Employees forget that students come first. Staff need to shift their old perspectives to provide better service to our students.

Future Agenda Items

1. The only agenda item for the next meeting will be to discuss setting up cross training for all student services.

The meeting adjourned at 3:18 p.m.