

Student Services Area Council Zoom Meeting

April 14, 2020, 2:00pm-3:00pm

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

The meeting began at 2:02 p.m.

Congratulations to Breeanna Bond for being selected Classified Employee of the Year!

Review of the draft March 10, 2020 meeting Minutes – the meeting minutes were approved with no changes.

CARES Act Criteria Development

1. Student Services Management Team will meet with the Director of Financial Aid to decide how to distribute the Coronavirus Aid, Relief, and Economic Security (CARES) Act funds. ECC will receive over \$11 million from the CARES Act - where \$5.8 million is to go directly to students and \$5.8m to the institution. We will receive guidance at a later date how to spend the institution portion of the money.
2. Selection criteria discussed so far:
 - a. Expected Family Contribution (EFC), from 0 to \$1200
 - b. Unmet need
 - c. Number of dependents
 - d. Head of household
 - e. Enrollment level
3. Special Consideration to the following populations:
 - a. Foster Youth
 - b. EOPS/CARE and CalWORKs
 - c. AB540 (Dreamers)
 - d. First Gen Students
 - e. Veterans
 - f. DSPS students
 - g. Other suggestions:
 - i. Students who are 18-25 years old, who file their own taxes, dependent, and have parents not receiving additional stimulus money for them.
 - ii. International Students
4. Recommend using the funds for students' basic needs, rent, food, etc., and not for purchasing laptops for students who need them. Laptops (i.e. Lenovo) may be purchased for students by the institution at a cheaper bulk rate. Also looking to buy Mi-Fi hot spots for students and buy in bulk for price breaks.

Ross's Next House Party – Ross did not want to use the taco cart again for the next party. He thought about ordering lasagna and have everyone can bring a salad or side dish. A potluck was suggested.

Tech Support for Students

1. Discussed providing tech support for students, in addition to the Help Desk (technical computer questions) and Distance Education (for questions about Canvas or homework). The phone numbers should be well advertised - Ross will talk to Ann O'Brien about sending message to students.
2. Brian shared with the committee a list of resources across campus for students.

3. Discussed student communication issues: students are reporting they do not receive all email information (through email blasts or through MyECC) even when they have been checking their ECC emails. On the other hand, some students' emails are being inundated with messages. Students have a limited number of ECC emails they can receive. Brian Krause has had a higher rate of response from students using Microsoft Teams. Breeanna uses video and chat with other staff. Easy to send links through chat and channel.

Miscellaneous

1. Discussed predictions of loss of students and retention. Fall predictions are unknown and will be based on multiple variables (i.e. unemployment and the economy). It's important to try to maintain our numbers as much as possible. We need to come up with a game plan by thinking outside the box.
2. Any idea how much longer we will work remotely? Everyone should be prepared to work remotely through summer. ECCE MOU ends June 30 but can be extended for another 30 days. The Chancellor's office recommends continuing online services through the end of fall 2020.
3. Ross will send notification to campus police to remove access to the Student Services building for everyone not approved to work in the building. A&R has 2 evaluators and 2 front counter workers approved to work on campus. Diane Swendell is still waiting for her ECC laptop. HR has an employee loan program with 0% interest for 2 years.

Old Business

1. Ross will have an update on the ATM at the next meeting.
2. Discussed assigning someone from each department to create a 'cheat sheet' chart for their department to be used as a resource by staff in the Student Services Building. Discussed not using job title on the chart since it doesn't reflect what staff do in the office; better to list staff by name and duties and group everyone by similar duties.
3. Due to the pandemic's effect on the economy, President Maloney is asking for possible budget cut scenarios from each area. Proposed no more conference and travel for Student Services next year.
4. The committee will discuss the use of the Wellness Room on the first floor of the Student Services Building when we return to campus. Suggested changing the lock to work with the staff bathroom key. No one has access to this room when it is monopolized for long periods of time by certain students.
5. Cross training for all student services staff
 - a. Create 'Cheat Sheets' for each department
 - b. Write a business process guide (similar to a procedures manual) by writing down all the steps for a process. This can be used for training right away. A&R is working on their process guide by asking staff to write out the processes they work with. The Guide would need to be comprehensive for both in-person and online processes.
6. ASO Upcoming Events - ICC is developing a student community app for gaming through Discord, which will launch in two weeks.
7. Refunds – will be sending a refund list to include only mandatory refunds (i.e. enrollment fees). Recommendation to Cabinet is that ASO and Health Center not give refunds because both departments provide online events and workshops. Parking is still being decided.
8. SRC is not moving to Student Services this year and will remain with Academic Affairs for 2020-21. The main reason was not splitting up curriculum and student services. April Bernabeo and Brian Krause agreed to remain on the Student Services Area Council.

The meeting ended at 2:58 p.m.