

Student Services Area Council Zoom Meeting  
May 12, 2020, 2:00pm-3:00pm

Chairperson: Ross Miyashiro

Recorder: Lucy Nelson

Members: April Bernabeo, Breeanna Bond, Angie Cholico, Marco Colom, Junnette Fariolen, Jackie Iniguez, Brian Krause, Ann Libadisos, Toni Newman, Diane Swendell, Henry Ta, Nina Wong

Attendees: Ross Miyashiro, Lucy Nelson, April Bernabeo, Breeanna Bond, Angie Cholico, Marco Colom, Brian Krause, Ann Libadisos, Toni Newman, Diane Swendell, Henry Ta, Nina Wong

The meeting began at 2:09 p.m.

Introduction of new member Henry Ta, Counselor in the Career Center.

Virtual Commencement – cap and gowns are optional. 63 graduates submitted their photos so far; only 10 were in cap and gowns.

CARES Act – disbursement will begin Wednesday or Thursday this week. \$500 per student will be distributed to those who have a complete FAFSA on file, have an expected family contribution (EFC) under \$15,000, and are enrolled in 6+ units (based on enrollment as of March 3). \$250 per student will be distributed to those who meet the same criteria but are enrolled in 3-5 units (Based on enrollment as of March 3).

Ross's House Party will be scheduled in December, pending the COVID-19 situation.

Registration Issues – a lot of students reported having technical problems this morning with summer priority registration. Refer students to the Welcome Center for real-time help in Cranium Café.

Fall 2020 classes will be offered fully online for the 1<sup>st</sup> eight weeks. Will offer in-person labs (practicing social distancing) during the 2<sup>nd</sup> eight weeks, for classes that are essential for students to take in-person. Students in labs that were cancelled or they received EWs in the spring will need to take the class over again. Please direct A&R questions to Steve Waterhouse and/or Lillian Justice.

Budget Reduction

1. Facing an economic downturn worse than 2008-09 for California Community College funding according to the Executive Vice Chancellor. ECC is looking at plans to make us more efficient to avoid layoffs and furloughs, and because we no longer receive funds from partnership with Compton to rely on. In 2008-09, categorical programs were cut by 40%.
2. The State has the biggest deficit in its history - \$54 billion.
3. What is core mission of Student Services at ECC? What are the essential services we provide for our students? Those are the areas not to cut. Ross will present a narrative and graph to Cabinet on the core mission of Student Services.

4. First to be cut are TNCs, TCs, and adjuncts. After that will be furloughs and layoffs.
5. Discussed Temporary Non-Classifieds (TNCs) – temporary employees who do not do the same work as classified employees. Can we identify the key TNCs we need to keep and switch them to Temporary Classifieds (TCs)? You can, but TCs are not permanent, too. The longest you should have them is a year - enough time to run a successful recruitment to fill the permanent position.
6. Student Services Vision and Values:
  - a. The Warrior Experience provide all students with adequate support and excellent student experience.
  - b. Maximize, innovate, and integrate technology. Improve access and processes for students and efficiencies to allow for value added services and support.
  - c. Map and evaluate processes for simplification. Improve internal departmental and intra-departmental processes.
  - d. Inspire Warrior Pride through intentional marketing and consistent messaging so students feel connected, cared and nurtured.
7. What at our core do we do for students to ensure they graduate from college? It is essential to protect services students cannot live without. People who interact with students every day, the front-line staff, know best what students need the most.
8. Recommendations:
  - a. Provide equitable access to student services – all departments fall under the equitable umbrella. Customer service goes hand-in-hand with student services. Know the questions students aren't asking.
  - b. Need to provide personal touch. Provide a level of follow-up and follow-through, i.e. calling students back. Need to save as many people as we can to provide follow-through. Student services is student contact, face-to-face, in-person, on phone.
  - c. Keep up-to-date information.
  - d. Need to keep Warrior Welcome Center more than ever if we lose our hourly help. That is where students will be sent.
9. Is there a timeline for the cuts? The Governor's budget May revise should be announced this week. There will be an August revise this year because state taxes are postponed until July.
10. Ross will bring the core services discussed today to the Combined Managers meeting on Thursday for review and then to his direct reports on the following Monday. This committee is asked to meet again the week of May 25 to review the updated core services.

The meeting ended at 3:21 p.m.