

## Student Services Area Council Zoom Meeting

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

Chairperson: Ross Miyashiro

Recorder: Lucy Nelson

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

Attendees: April Bernabeo, Breeanna Bond, Katherine Bonilla, Marco Colom, Brian Krause, Ann Libadisos, Ross Miyashiro, Lucy Nelson, Toni Newman, Nina Wong

The meeting began at 2:02 p.m.

### Review Draft June 9, 2020 Minutes and Updates

1. The African American Center has been placed on hold until a college-wide committee is formed to come up with recommendations.
2. SEA Program do not have to make cuts to their 2020-21 budget.
3. Guided Pathways does not have the funds to offset other funds we're losing. They have a limited budget with only 2 more years left.
4. The minutes were approved with no changes.

Katherine Bonilla is the new ASO Director of Student Services and this is her second year at El Camino College.

Student Services Response to Race and Equity/Black Lives Matter -Topic discussed at the Management Team Retreat consisted of two parts: Race and Equity, and Race and Equity and Police Services.

1. Race and Equity
  - a. How can Student Services support a black student center? There will be a new African American male physiologist starting this fall to conduct workshops. Other support includes the Warrior Closet, financial aid direct support, mentoring programs, probation workshops, and CalFresh/Fresh Success. Most importantly, ask students what they need from us.
  - b. How to promote race and equity agenda, and close all equity gaps, making ECC a safe, welcoming and respectful place for students of color? Focus on our relationship with Academic Affairs – work less independently and have a more seamless relationship. Strengthen cohorts that work i.e. MESA, FYE. Ensure Student Services is a major player and component of Guided Pathways.
2. Area Council suggestions on how to address Race and Equity:
  - a. Create an advisory board that would consist of community leaders. Ask the community what would be helpful. We can include several communities especially with our feeder schools.
  - b. Ask students what they want and develop qualitative research from their response.
  - c. Is there a better way to offer services than the traditional front counter method? Some students have questions or need help during off hours, too. Chatbot is an artificial intelligence software application that we will use and have already provided answers to about 850

- questions related to financial aid and A&R. If the program does not have an answer to a question, it will take a message so we can respond.
- d. The biggest concern for students right now especially in a remote environment is being able to get in touch with someone live. A higher-level Google phone will help. Video chat is very helpful and one of the best ways for students to be in touch with someone face-to-face.
  - e. Students have expressed they don't really know who to contact or how to contact someone when they have questions. Can we create a virtual information center on ECC's main page?
    - i. We have the staff and technical means. We have a video link that we can add to ECC's main page with up to three people monitoring the link at all times. We need to make the video link more well-known.
    - ii. Video chat from Counseling is done through Campus Calibrate. Suggest putting all departments' video-chat links in one place with links to all topics.
    - iii. First thing new students do is Google for information. Right now, if it takes the student to the ECC main page, all they see is COVID-19 information.
    - iv. Students connect with their high school counselors. Maybe their first point of contact is with Counseling. Or with a Welcome Center staff.
  - f. Create YouTube videos/tutorials for each department as a starting point. There are about 35-60 available video slots through the same company who created our Chatbot app, but we need to give them content. Because of the pandemic, the project was put on hold.
  - g. Use social media to connect with students. EOPS/CARE/CalWORKs created videos in Instagram.
3. Race and Equity and Police Services - integrating police services with student services.
    - a. Managers talked about changing the narrative and how to integrate police services in each office.
    - b. Hope to add 4-5 more officers.
    - c. Will be doing more community outreach.
    - d. We are diversifying our police force.
  4. Area Council suggestions on Race and Equity and Police Services:
    - a. Coffee with the Chief and other officers as well.
    - b. Ask our students about officers' uniform – do they feel intimidated when officers are in uniforms? Is it less stressful if officers were wearing a suit/tie instead of a uniform? Maybe ask officers not to wear their uniforms for special events and when meeting with student groups. There is a cadet station outside SRC and some students didn't want to come into SRC when they saw someone sitting there in uniform.
    - c. Find ways for students to get to know officers and ways for officers to familiarize themselves with students. Officers could learn names of some students on campus and get to know them on a more personal level. It takes time to establish those types of relationships.
    - d. Social media - would like to see an Instagram page just for Campus Police.
    - e. Before the pandemic, Campus Police was heavily involved with EOPS/CARE/CalWORKs events with parents and their children. But not sure how to do the same virtually.

#### Working Remotely

1. Ross Miyashiro may ask ITS, with funding from Student Services, to purchase the higher-level Google phone so that 10 people can answer calls made to one phone number. Staff on administrative leave could help answer phone calls from home.
2. Katherine Bonilla (ASO) - for students at the beginning, remote learning was different, difficult and a huge change to adjust to. Now she feels students are adapting to online teaching.

3. Marco Colom (Financial Aid) - all Financial Aid advisors are working online. Staff have volunteered to help answer emails. Marco is doing outreach and working on presentations for EOPS. He created virtual workshops giving students more of a visual understanding of processes i.e. how to go find and understand their award letters. His presentations are shorter, but more informative.
4. Toni Newman (Counseling and Student Success) - Counseling does not have a main phone number right now and they receive many phone calls daily. Some staff have separate Google phone numbers. Dipte Patel is working into getting a main phone number for Counseling set up.
5. Breeanna Bond (EOPS/CARE/CalWORKs) - May see a decline in student persistence in CARE/CalWORKs students. Students are putting off their schooling to see what will happen with their children's schooling. The number one method students reach out is by text – some students don't like to video chat for others to see their homes or have their kids involved. Anxiety and depression is high, but a lot of students were able to access their providers quickly or talk to a therapist virtually.
6. Nina Wong (Campus Police) – The Cleary Act deadline was extended. Made ergonomic corrections at home. Microsoft Teams has been very helpful – more secure video than Zoom.
7. Ann Libadisos (SEA Program) – Has less interruptions working from home to allow her to focus more on her work. The downside is no access to printing and scanning.
8. Please ask your direct supervisor when you need to go to the office to work and then notify Campus Police when you arrive at the office and when you leave. There are staff from Veterans, EOPS and A&R coming in to work in the Student Services Building and staff from Student Development to work in the Warrior Pantry.

The meeting ended at 2:57 p.m.