

Student Services Area Council Meeting

November 8, 2019, 9:00am-10:00am

SSVC 245

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

The meeting began at 9:05 a.m.

Review of the Draft September 10, 2019 Meeting Minutes

1. According to the Student Services managers, all offices including Campus Police are all set for the Student Services Building Open House on Wednesday, November 13 at 2:00pm.
2. CARE & CalWORKs sent out a link to their Amazon registry, making it easy to purchase gifts for the CARE & CalWORKs Warrior Toy Drive.
3. The minutes were approved with no changes.

Status of the Student Services Building

1. All repairs in the new Student Services building should be complete by the end of November.
2. Committee members reported issues not complete:
 - a. Chunks in the A&R front counter still need repair.
 - b. Some partitions in A&R and SRC are still missing ending caps
 - c. Student Equity & Achievement office has a broken hinge not repaired.
 - d. SRC is still waiting for a replacement TV in a test accommodation room damaged when it arrived.
 - e. SRC front counter still needs lowering.
 - f. The first and second floor lobbies will get more furniture and telephone charging stations.
 - g. Floors in offices need cleaning – is it because the building is still under contract with the construction vendor?
 - h. Problems with electrical in A&R occur even when a small desk fan is plugged in.
3. Ross will meet with Director of Facilities about these issues.

Brainstorming Ways to Help Students in the Halls/Lines in the SSB

1. Tablets are not working as a solution to alleviate long lines in the Student Services Building. Tablets do not interface with Colleague. Can direct students to the Warrior Welcome Center lab as long as they have their student ID number. One of the main problems student have is not remembering their login IDs. May use student ambassadors in the lab to help students.
2. Other concierge service suggestions:
 - a. Purchase a queueing system that notifies students when to return to the line. 'QLess' queue management system is expensive, around \$60,000-\$80,000/year.
 - b. Assign staff/ambassadors to walk the lines.
 - c. Implement Cranium Café so students can video chat with a live person.

- d. Use Campus Calibrate to check students in by text. Tablets can access Campus Calibrate. Software is already set up in Warrior Welcome Center and the Village. Ross will try to schedule meeting with the software company.
- e. Students do not know how to ask for what they need. For the next meeting, table discussion about students who do not know the right questions to ask.

Presentation: What Does Equity Mean?

- 1. Ross wanted feedback from council members on his presentation on equity.
 - a. What does closing equity gap look like? Educating ourselves about disproportionately impacted populations. Accepting and respecting differences in behavior. Full respect and empathy, understanding what first generation means in math and English and other disciplines. Understanding family responsibilities and work. Intentional vs passive support.
 - b. In a support center – find out what students need and type of help needed and provide it. Have all personnel trained in equity mindedness, be trained on multiple methods for support in math, English and other disciplines. Collect data.
 - c. Feedback
 - i. Important to present equity information to student clubs and ASO. Students with a voice will counter any faculty or staff complaint about hearing too much about student equity.
 - ii. Give equity presentation to every employee in student services.

The meeting adjourned at 10:01 a.m.