

Student Services Area Council Meeting Minutes

February 12, 2019

Present: April Bernabeo, Diora Hong, Brian Krause, Ann Libadisos, Ross Miyashiro, Lucy Nelson, Toni Newman, Odinah Angeles-Recio

The meeting began at 3:33 p.m.

Review the December 18, 2018 meeting minutes

1. SRC is now using the math writing software EquatiO and is testing Microsoft Stream.
2. The Student Services Center targeted move-in date is April 8, 2019.
3. Meeting minutes were approved with no changes.

New Concept of Customer Service in the New Student Services Center (for Evening Students)

1. 12.4% of ECC's student population are evening students.
2. Combo day/evening students = 20.3%.
3. First-time students who are evening students = 9.5%
4. Evening students do not have access to many services. With enrollment currently stagnant, there is room to grow evening programs.
5. What evening students need to be successful:
 - a. Counseling
 - b. Academic support
 - c. All services day students receive and same level delivery of services
 - d. Student engagement
 - e. Goal and clear path to the goal
 - f. Classes that are formatted to fit their time management
 - g. Food & coffee
 - h. Tutoring
 - i. Technology
 - j. Universal Design
6. What does ECC do special for night students?
 - a. Counseling stays open until 7:00pm.
7. What could ECC do special for night students that we do not do now?
 - a. Keep food services open at night and provide coffee vending machines. The food truck does not stay late – usually leaves around 5pm.
 - b. Keep the Bookstore open in the evening or provide vending machines with scantrons and other school supplies.
 - c. Provide options for childcare – ECC is no longer a licensed facility for childcare services.
 - d. Provide Saturday and Sunday classes.
8. Simple Plan
 - a. Have all services available at night.
 - b. Teach eight-week sessions (hybrid classes).
 - c. Provide prospective students with Ed Plans in a simplified format.
9. Not Simple to Do
 - a. Required collaboration of many departments/administrators/faculty.
 - b. Re-formatting classes to fit 8-week session and weekends.
 - c. Modify personnel to offer all support services at night.
 - i. Ross is working to hire two evening classified managers.
 - ii. The night duty dean would have an office in the SEA Center.
 - d. Student Services building must be finished.

10. Next Steps?

- a. Ross will give this presentation at the next Council of Deans meeting. He will add some recommendations from Area Council.

11. Area Council Recommendations and Discussion

- a. Provide services students need to be available in one location in the new Student Services Building.
- b. Provide security, food, coffee, and shuttles.
 - i. Does ECC have enough shuttles?
 - ii. Campus lighting improved when replaced with LED lights.
 - iii. Campus Police will have a small substation located in the hallway on the first floor of the new Student Services building.
- a. Universal Design Learning provides flexibility for students. Audio/video lectures provided by instructors would be available to view for students who miss their class.
- b. Provide customized, one-on-one, on-line tutoring available 24 hours – i.e. on Whiteboard.
- c. Promote new ways to teach through technology.
- d. Provide technology help by keeping labs open in the evening.
- e. Provide shuttle service transportation between buildings open at night and parking lots.
- f. Change campus' too quiet atmosphere in the evening. Suggested adding music. Increase student engagement by providing more activities at night.
- g. Use Workplace to capture and advertise evening activities.
- h. Set up fairs for evening students – make students feel valued. Need ECC employees to promote and participate in evening events.
- i. Keep the Financial Aid office open at night.
- j. *Campus Calibrate - Knock on Door* feature connects students with their counselors and can provide real-time video workshops.
- k. Need to look at trends for types of training/courses/programs students want.
- l. Focus marketing to single parents and the local community.
- m. Open Warrior Pantry during evening hours.
- n. Plan an open house in the new Student Services building to include evening students.

New Employee Recognition Program – *Applauding Warrior PRIDE*

1. Replaces the Applause Card program and developed by a design team composed of campus constituents.
2. When considering an ECC employee for a Warrior PRIDE award, the individual's actions should drive ECC's mission of making a positive difference in people's lives and/or reinforce ECC's core values – PRIDE- People, Respect, Integrity, Diversity, and/or Excellence.
3. Recognition is online and instantaneous. Any current employee – administrators, students, TNCs, full time, part time faculty and classified staff, and Campus Police may be recognized.
4. The person who submits a recognition would need to know the name of the person's supervisor. Staff may contact HR for the names of supervisors. Students can use the concierge service in the new building to find out the name of the person they would like to recognize and their supervisor.
5. The person recognized has the option to have their name in the President's Newsletter.
6. The new program is currently going through collegial consultation, with a tentative start date of March 1, 2019.
7. Employees cannot self-nominate themselves and managers cannot self-promote their own departments.
8. Kudos are the rewards of the program.
9. Suggestion: add links to the Applauding Warrior website in MyECC, both in the student portal and staff side.

The meeting ended at 4:40 p.m.