

Student Services Area Council Zoom Meeting
December 17, 2021, 11:00am-12:00pm

Chairperson: Robin Dreizler

Recorder: Alicia Guevara

Members: April Bernabeo, Breeanna Bond, Angie Cholico, Marco Colom, Audrie Devera, Junnette Fariolen, Cody Hagemeyer, Brian Krause, Coleen Maldonado, Lucy Nelson, Toni Newman, Ali Shaheen, Diane Swendell, Henry Ta, Nina Wong

Attendees: April Bernabeo, Breeanna Bond, Marco Colom, Audrie Devera, Brian Krause, Coleen Maldonado, Toni Newman, Nina Wong

The meeting began at 11:00 a.m.

Review of the November 9, 2021 Draft Meeting Minutes

1. There will be a Back-to-Campus Lunch and 6th Annual Tenure Reception on February 10th.
2. No changes were made to the minutes.

Vaccine Mandate for Students

1. At the last COVID-taskforce meeting, they shared that a significant number of students have been reaching out because they will be in between doses by January 3rd. COVID-taskforce offered to provide a deferral process for those who are in between doses or are not allowed to get the second dose until after January 3rd.
2. For students attending classes in Spring, the deadline to get their second dose will be February 10th.
3. Updates will come from World Back to Work and ITS:
 - a. They are working on the verification that students have met the mandate
 - b. Programming: Students get notices when they log in to the portal/schedule builder that reminds them of the mandate, how to upload vaccine information, how to create the account. It will notify them that they are blocked if not fully vaccinated or meet a religious or medical exemption.
4. Students and staff should be referred to the COVID webpage on our website so that messaging stays consistent.
5. Students have through January 3rd to get vaccinated and will begin getting dropped from in-person classes on January 4th.
6. Personal Restriction (PR) – Students will be restricted from registering in in-person classes if they have not met the mandate or don't have an exemption. They can still register for online classes.
 - a. A student was enrolling in an in-person Chemistry class, but then told by the professor that it was fully online. Robin will speak to Executive Cabinet because classes needed to be updated in the schedule if they have been switched from in-person to online.
 - b. IT will get the list of students who have not met the mandate from WBTW and upload it into Colleague which creates the PR. Students will see the messaging when they log in

to the portal. Discussions are being held regarding privacy rules. It will need to be decided which employees get access to those files. In the meantime, employees can ask Robin to verify if a student is cleared. No protocol in place yet. This also applies to special programs.

7. Dual enrollment faculty adjuncts are only available to teach online. High schools have already been told that ECC classes would be in-person in Spring 2022. Deans are having a hard time finding faculty that will teach in-person.
8. Faculty that are teaching online still need to be vaccinated unless they have an exemption.

Return to Work

1. The President stated in yesterday's Town Hall that there is no Remote Work AP or policy. It will be up to the discretion of the manager to determine who is allowed to work remotely. The requests will be submitted to the area VPs for approval. No one will be given a 40-hour work week to work from home unless they have an exemption.
 - a. Robin stated that it has been more effective to provide more remote student services because of the volume of students taking classes online, but can that remote work be done on campus? It will be up to the manager.
 - i. Brian stated that there is no space for student workers to come on campus who support students online in the High Tech Center. He would like to keep the virtual and an in-person High Tech Center.
2. Robin worked on the original AP draft and intended to write it as though we are not in a pandemic. We need a remote work policy regardless of a pandemic. In the future, if we could provide remote services that may open up space for more labs, classes, advising, etc.
3. We should also consider the needs of our adult re-entry/working students. Maybe more students would take advantage of services if they were offered remotely. Students were rushing from work and trying to get home after class, so Student Services was seeing minimal foot traffic.
 - a. Instead of having Student Services building open until 7pm, 2-3x a week, take services to the students.
 - i. Suggestion is that twice a month a financial aid advisor sets up a table in the lobby of the MBH building or CAT building.
 - ii. Residual costs leaving the Student Services building open later.
 - iii. Another suggestion is to have a financial aid advisor or counseling advisor go to the students' classes to give announcements (services, deadlines, etc.)
 - iv. Robin is in committees where there has been discussion about the best way to communicate with students. The best method might be through their ECC email account. Reminders can be sent via text to them. Focus groups with students have been done in the past, so that is something that can be revisited. Professors are telling students to contact them through Canvas. Audrey will bring it up to ASO.
 - v. There needs to be more discussion regarding our phone system for staff instead of going through Google voice. Robin will bring it up to IT.
4. Coleen requested a list of technology available that can be used for communication with students. Primarily looking for group text because that can't be done on Google voice.
 - a. Robin mentioned that Ross thinks the solution will be our Customer Relationship

Management (CRM) – an Ellucian Colleague product that takes students who apply at ECC Apply and their data comes to our CRM and through the CRM we should be able to do communication management.

b. Brian brought up that there are 4 new technologies in the SRC that can be used campus wide for staff and students. He is working with the LRC to get them up to date with technology. There might be other programs used on campus that are beneficial to everyone.

c. Robin suggested a student focus group to see what the students want.

Hours When We Return – Winter, Spring 2022

1. Hours for Winter will be the normal hours for breaks and/or Summer. Communication will be sent out.
2. Student Services is looking into what Saturdays they want to stay open depending on what services are required on or around the start of the term. Most likely will be open February 5, February 12, February 19, and possibly February 26 the last day to add classes.

The meeting ended at 12:00 p.m.