

Student Services Area Council Zoom Meeting  
May 10, 2022, 2:00pm-3:00pm

Chairperson: Ross Miyashiro

Recorder: Alicia Guevara

Members: Jana Abulaban, April Bernabeo, Breeanna Bond, Angie Cholico, Marco Colom, Junnette Fariolen, Cody Hagemeyer, Brian Krause, Coleen Maldonado, Toni Newman, Diane Swendell, Henry Ta, Nina Wong

Attendees: Jana Abulaban, April Bernabeo, Breeanna Bond, Brian Krause, Toni Newman, Henry Ta,

The meeting began at 2:04 p.m.

Review of the April 12, 2022 Draft Meeting Minutes

1. No changes were made to the minutes.

Service Area Outcomes: Report Back

1. R. Miyashiro asked members if they asked their respective offices if staff are interested in these trainings and if more people should be involved—the members did not have comment.

Cross-training

1. Everyone in Student Services should know the basics of Financial Aid such as knowing about FAFSA, how eligibility is determined, how financial aid is dispersed, and the different types of financial aid.
2. Difference between an official and unofficial transcript. There is no informational difference, but the receiving institution can ensure that official transcripts have not been tampered with.
3. How many people think cross training would be nice to know, but not necessary?
  - a. It's necessary so that students won't be misdirected. There also should be a contact person at each office, a liaison.
  - b. It's important to know when to refer a student to another area. For example, you can't refer a student to the SRC. If they need help with Financial Aid, they can't be told that they have a disability and should go to SRC.
4. Another part of cross training is knowing when to provide basic information and when to transfer them to another department.
5. The counselor schedules will be added to ECC Connect/Starfish starting in June.

Ross's House Party Update

1. It will be opened to the area later this week.
2. Everyone is allowed to bring a guest.

Announcements

1. B. Bond shared updated data collected for the call center.
  - a. Since opening, about 70% of all placed calls have been answered.

- b. They are working with financial aid to take care of debt write off. If students owe funds to El Camino College, it will be written off and they will be allowed to return.
  - c. Currently have 10-11 working in call center, but would like to increase it next year.
2. H. Ta shared the upcoming [workshops](#) for the Career Center.
- a. He suggested that if you refer students to the resume or interview labs, have them attend a workshop first so that they have some basics in preparation for that or try to make an appointment prior.
  - b. Students can also visit [Career Center](#) page. A lot of accessible resources have been added. Now they are working on marketing across campus.
  - c. R. Miyashiro would like to put an emphasis on career exploration at the beginning of students' careers, perhaps even after they complete the admissions application.
3. The bargaining team will determine the plan once the current MOU expires.

#### Budget and Annual Planning Update

1. The requests from all Student Services departments has totaled to over 4.5 million of extra requests than last year. R. Miyashiro will meet with deans and directors tomorrow to get the final priorities taken to Executive Cabinet.
- a. Student recruitment and enrollment and interfacing with Guided Pathways are two big areas that will be highlighted.
  - b. Executive Cabinet blind score all the requests from everyone's area via a rubric. Then they determine who scored the highest.

The meeting ended at 2:48 p.m.