

Student Services Area Council Zoom Meeting
February 8, 2022, 2:00pm-3:00pm

Chairperson: Robin Dreizler, Ross Miyashiro

Recorder: Alicia Guevara

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

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

The meeting began at 2:03 p.m.

Review of the January 11, 2022 Draft Meeting Minutes

1. No changes were made to the minutes.

COVID Mandate and Potential Drops

1. About 2,200 seats of students will be dropped which is about 5% of the overall enrollment. Robin, Lillian, Steve, and ITS continue to get emails from World Back to Work confirming when a student is fully vaccinated and should not be dropped.
2. Students think February 10th is the deadline, but it is not. The mandate went into effect January 3rd. There were notices put on the website with timelines to follow. The second dose should have been completed by January 26th.
 - a. Outreach and The Welcome Center have been sending messages to students who have not met the mandate with instructions on how to upload their vaccination. Crystle Martin created a video that's on the COVID webpage.
 - b. By Thursday, it should be down to 600-700 individuals affected who did not get vaccinated in time. They will only get dropped from in-person and hybrid classes.
 - c. Steve Waterhouse and Lillian Justice have been given access to the WBTW platform. They are matching phone numbers, emails, DOB, etc. that could possibly link a student that is already cleared. As of yesterday, they still have about 700 more to review. Students will not be dropped until that list has been reviewed by ITS and then by Lillian and Steve.
 - d. The drop might take place around 4 p.m. or 5 p.m.
3. According to surveys, a certain percentage of students want to be back on campus. However, that might have changed after Omicron. Other students are still hesitant to come back on campus and like the flexibility of online classes.
4. Most of the messaging that has been sent out has been directed towards students who have not met the mandate.
 - a. Robin will double check with Ann O'Brien to ensure that there was an email blast to all students regarding the mandate regardless of vaccination status.

5. Marco requested something that he can post on their social media for Financial Aid. Robin will ask Julieta to send the messaging that she's been sending out.
6. A lot of buildings will be opening on Saturday. WBTW staff will be walking around campus to ensure that students are wearing wristbands. Robin will also help WBTW decide where their staff will be stationed to check for wristbands.
7. Robin has created a QR code sheet with general services for students that WBTW can give to them. Currently discussing making it poster size and posting it around campus.
8. Send any student inquiries to ECC@worldbacktowork.com. They respond and copy Robin.

Building and Service Hours/Start of the Spring 2022

1. The building will be open 10 a.m. to 3 p.m. in person, Monday through Thursday and 9 a.m. to 1 p.m. on Fridays. Remote hours will go until 7 p.m., Monday through Thursday and 9 a.m. to 4:30 p.m. on Fridays.
2. There is another Saturday event on the first day of classes. It is to help students reach out to instructors and ask for add codes or help them if they already have one.
3. If there is a need, hours will be extended for the Welcome Center.
4. Students like being served remotely. However, there are some that need in-person services because they need to bring documents or they need someone to help them on the computer.
5. We are considering bringing the services to the students. If there are a significant number of classes in the Humanities Building or Math Business Allied Health Building in the evening, might set up a table in the lobby with a counselor. Staff were working at the old Student Services building until 7 p.m., but students were not going.

Other Updates

1. It will be up to the manager in charge to decide how they set up work schedules remotely for student workers. They need to be accessible at all times. It may not be possible for all offices.
2. Call Center is in the process of getting software approved. There's been a lot of network issues. The center will most likely be up and running in March.
3. EOPS and CARE are low on applications. Their services have increased. The book voucher is \$400 and the grant is \$500 and CARE went up to \$2,000.
4. Outreach is sending a reminder to students regarding the dates for the vaccine mandate. The last reminder will go out tomorrow to give staff time to respond to any inquiries.
5. The SRC will be providing services for classrooms, but they are having a hard time finding workers. If you know of any students who would like to work flexible hours, contact kjohnson@elcamino.edu or jpino@elcamino.edu for an application.

The meeting ended at 2:50 p.m.