

## Student Services Council Meeting Notes

September 6, 2011

10:30 am-Noon

Board Room

**Present:** Cynthia Simon, Carolyn Moore, Amy Utt, Erin Vines, Gale Anderson, Robin Darcangelo, Barbara Fountain, Ona Smith, Jocelyn Mouton, Mostafa Ghous, Lisa Collins, Steven Springer, John Seifert, Teresa McLeod, Dr. Laguerre

- **Permanent Reg Lab?:** Many concerns such as how to staff, traffic upstairs during peak times, who uses which spaces when, FYSI use?, how continue career placement?

Task force to meet and further discuss; report back to SS Council by 9/20/11. Erin, Barb, Robin, Carolyn. Decision to be made by 11/1/11. Barb responsible for calling meeting.

- **Student Services Fall Hours:**

Erin-drop in appointments very successful; will continue. Slowing down after first two weeks so probably no need for extended hours.

Cynthia-FA lines quite long. Students not using technology. Handing out loan packets very cumbersome and needs to be improved upon.

Ona expressed that closing for two full weeks was incredibly helpful and worth doing again.

A&R-good. Very few lines or complaints.

DSP-Carolyn expressed that helping their last minute students extremely time consuming and challenging since last minute folks tend to be higher maintenance than the other students. "1<sup>st</sup> choice of late deciders" very true and problematic.

Most agree that timeline/deadline would alleviate chaos students go through and employees are subject to during that time frame.

Dialogue with key people needs to occur. Will be called by Carolyn. Objective to establish guidelines/standards that could be in place for start of summer/fall 12. Focus on how each of us/our areas can help other employees/areas.

- **Closing for Flex-Debrief**

Consensus that it was not well enough advertised and people didn't know which departments, if any, were open at all. Need to have list of closures decided on year in advance and posted everywhere. Also, if all offices close, at least have some student workers in some areas who can answer basic questions, direct students to locations, etc.

Jocelyn, Amy, Gale and Ona to meet and make recommendation at next SSC meeting.

- **Staff Development:** More important now than ever. Since have fewer people, those we do have need to be at the top of their game. New budget allows for \$100 per classified staff member for training for professional development. \$200 per faculty member.
- **Fall Retreat:** Committee (Erin, Amy, Cynthia) has not yet had a chance to meet. They will convene and report back to SSC at next meeting. Perhaps hold off on retreat until spring in order to give students notice of office closures.
- **2012 Objectives:** Foster excellence in learning. We need to do following items and be sure we have activities listed that support this objective.

Review our activities?

When review together?

Report to ALG in January – all to be prepared to discuss at December meeting

- **NEW Priority Registration Groups?:** Many interested in creating more priority groups such as CalWORKs, orientation (higher priority?), FYSI, MESA, drop priority of students who have MORE than a certain number of units, give higher priority to first time freshmen. Problem for some students is that they need priority to avoid falling out of the sequence of their courses and then missing classes they need during term in which offered.

Barb to bring copy of current process to next meeting for all to review.

- **Web Pages:** Everyone needs to check their Web pages in the **new version** of Solano.edu. Tentative go live is spring 12 priority registration kickoff so late October.
- **Virtual Students:** Group has not yet had a chance to meet. Erin will convene members and they will report back at next SSC meeting. How are we serving our online only students? What do we need to be doing that we are not doing?