

Student Services Council Meeting Minutes

November 1, 2011

10:30am – 12pm

Board Room

Present: Cynthia Simon, Robin Darcangelo, Erin Vines, Mostafa Ghous, Gale Anderson, Steven Springer, Jocelyn Mouton, Carolyn Moore, Lisa Collins, Peter Cammish, Candace Roe, Ona Smith, Shemila Johnson. Via video conference: Teresa McLeod, John Siefert

1. Robin introduced and welcomed new member Shemila Johnson, Coordinator of Outreach and Marketing, to the council.
2. Minutes from the last meeting and Agenda were approved by council members.
3. Erin informed council that the job description for the Career Placement Coordinator should go to the Board on either Nov 2nd or Nov 16th for approval.
4. Outreach Brochure:
 - Council Member Ideas:
 - Create one document for outreach to include list of programs/degrees/certificates. No more separate dittos handed out during outreach events.
 - Use “Community Report” as a template
 - Possibly use “How to Get Started” as a theme
 - Should be simple and easy to read
 - Review For-Profit examples to come up with ideas on approach
 - Include links to resources for all Student Services Departments
 - Create brochure in other languages, starting with Spanish
 - Challenges:
 - Finding resources to accurately translate brochure in foreign languages.
 - Possible solutions:
 - Utilize foreign language instructors at SCC
 - Utilize Arturo Reyes for Spanish version
 - Teresa has contacts with the Hispanic Chamber of Commerce
 - Utilize campus clubs:
 - SACNAS – Society for the Advancement of Chicanos and Native Americans in Science
 - SHPE – Society of Hispanic Professional Engineers
 - MSS – MESA Student Society
 - SOL – Society of Latinos
 - SISAA – Support for AB540 Students
 - Outcome:
 - Shemila will begin to gather ideas from all service areas and start the process of developing the brochure. She will provide an update during our next council meeting.

5. Discussion regarding SCC becoming a Hispanic Serving Institution:

- If all other populations remain the same, we will need approximately 700 more Hispanic students to qualify for the Hispanic Serving Institution Grant
- Council members were concerned with the amount of resources available to Hispanic students. Opinions were expressed that efforts should not only be spent for recruitment, but also in increasing the support services offered to Hispanic students.

6. Hours of Operation Survey:

- Peter provided a first draft of the 13 question survey and explained how the survey will work
- Survey was initially created with questions regarding service hours and has now expanded to include general customer service satisfaction questions
- Students will be emailed a link to access the survey
- Survey will utilize skip logic to bypass unnecessary questions
- Peter requested feedback via email prior to the next council meeting
- Questions/concerns posed by council members:
 - When will the survey be sent to students? During peak times, i.e. registration time?
 - How will this impact virtual students?
 - Will there be a link posted on our website?
 - Access concern for students without computers
 - How will the survey results be used to create change?
 - Should we include other service areas as well? I.e. Transfer Center, Student Development, MESA, Veterans, Assessment, and Tutoring?

7. Retreat Committee Update:

- Cynthia presented update following the team meeting. Date and time have been confirmed as: March 9, 2012 from 9:00-3:00. Location has not been confirmed. Possible locations were discussed as Solano County Office of Education and CoPart. The team is open for suggestions.
- Potential Topics for Event:
 - Customer Services (outside resources)
 - Address Accreditation Report
 - Departmental Planning
 - Three-Year Plan
 - Strategic Planning Process
 - Service Area/Student Learning Outcomes
 - Linkage-the campus Mission Statement with the Strategic Goals to the SAO/SLO's
 - Other suggestions/recommendations
- Team estimates there will be 40-50 people in attendance
- Robin has suggestions/contacts for a Keynote Speaker
- Retreat will be mandatory for staff and Optional Flex-Cal for faculty
- Cynthia requested suggestions and ideas regarding location, speakers, and topics via email

8. Virtual Students Committee Update:

- The Virtual Students Committee members (Erin Vines, Robin Darcangelo, Cynthia Simon, Jeff Lamb, and Tracy Schneider) met and discussed the following topics:
 - Goal: Ability to completely serve students online
 - Challenges: Is this goal a real possibility? Are there regulations in certain areas prohibiting complete online service? Are there operational and/or philosophical challenges?
 - Accreditation guidelines regarding access and service
 - Changes to online counseling will be provided to IT by January

9. Closure Committee Update:

- Questions were raised on how the plan will move forward. Committee asked for review and input from council members. Gale will email the plan to the council with the intent of gathering input and/or approval. We will re-visit the status of the plan during the next council meeting.

10. Harambee Proposal Review:

- Peter informed the council that he will be emailing the Harambee Proposal to the group for review. Dr. Karen McCord is requesting feedback and input on this proposal and is requesting approval during the next meeting.

11. Active Shooter Exercise:

- Council was reminded that there will be an active shooter drill on Nov 22, 2011. During the drill several campus buildings will be closed.