

Student Services Managers Meeting
Thursday, September 26, 2013
Minutes

Called to Order: 2:15 p.m. (room 431) **Adjourned:** 4:10 p.m.

Present: Jose Ballesteros, Robin Darcangelo, Barbara Fountain, Jerry Kea, Shirley Lewis,

1. Importance of Student Success and Support Program (Shirley Lewis)

Suggested planning and implementation timeline

- ◆ State wide prior enrollment to S14
 - Ed Code
 - Existing Title V
 - Continuing Students in good standing & new, fully matriculated students
- ◆ Updated Board Policy last spring mandated
 - Barbara F. will make sure it is posted online.
 - College enrollment prior similar to College of the Canyons
 - It could be set up to take the student's picture and attach that to the form
 - 1st: Veterans, Foster Youth, CalWORKs
 - 2nd: DSP, EOPS, continuing students w/99.9-20 units in good standing ??
- ◆ Student Success Act – 08/09 budget cuts
 - Student Equity – all have access and equitable resources
- ◆ Requirement: Plan to implement Student Success Services

Policy Development & Formal Adoption

- ◆ Fall
 - How we are going to organize?
 - Needs to be campus wide
- ◆ Resources
 - Laurie Gorman has password to look at policies and procedures that apply to our areas
 - We need to take what attorneys have done and apply to us
 - www.ccleague.org (get password)

SB1456 – Senate Bill (SSS)

- ◆ Mandated to establish policies and processes
 - Orientation
 - Assessment
 - Ed plans
- ◆ Who is exempt from service (we will be funded by the number of students who go and complete this service)
- ◆ Appeal procedures
 - People could lose priority if they don't go through the process
 - Look at priority loss vs. academic dismissal

SSS Policies

- ◆ Make sure they are developed, adopted and approved by January/February

Workgroup Considerations

- ◆ Start envisioning how this will work
 - A workgroup has to write a Student Services Program (September/October)
 - Look at orientation, assessment, counseling and Ed Plans
 - Barb F./Barb P./Shemila
 - Look at sequence of delivery (Example: Ed plan before assessment before registration) ??
 - Ed Plan
 - Scalability
 - Increasing access of use of technology (find balance between face to face and online)
 - Make sure SARS tracking services is given to students

SSS Program Plan

- ◆ Committee to write plan
 - Mandated services – orientation, assessment, counseling/student ed. Plan
 - How to staff and fund – budget considerations
- ◆ September/early fall – Look at academic standing procedures

Academic Standing Process (see example)

- ◆ Early ?? Model
 - Faculty don't use SARS – they need to start because of the funding involved

October 2013

- ◆ Take a look at the timing
 - Registrations & enrollment - Cutoff for mandatory services
 - Enrollment Management – Class availability

October/November 2013

- ◆ Shared Governance budget considerations – which committee?
- ◆ Strategic Proposals – How do we get the activities that meet the criteria to be the priority for strategic proposals?
- ◆ What will have a big impact on access and success for students?
 - Get this to top of budget radar (Oct/Nov)
- ◆ Matriculation Budget
 - SSSP – Discuss with Cabinet agenda line item budget
 - Has Governing Board had study session on the scope of the program
 - Really valuable

January 2014

- ◆ Initial draft
 - How to notify students
 - Email blasts – already out to all within 75% of 90 unit max
 - Signs
 - Nothing in Banner tagging Ed Plan completions – working on it
 - Orientation, assessment, Counseling/SEP
 - Exempting – needs to define appeals, exceptions and exemptions
 - Umoja, Vets, Puente & Mesa orientation, Nursing Career Fair
 - Can these be counted as meeting the orientation requirement? Do they have elements that can count? Do they cover enough of other elements?
 - Core elements that need to be in every orientation

- ◆ In a year we will be able to have students register from online Ed Plan ??
 - Mentoring students
 - Students need to know their goals and what their major is
 - Students will monitor

January –March 2014

- ◆ Test/Practice

March 2014

- ◆ Plan is final and getting ready for approval by April

April 2014

- ◆ Registration begins for fall

May 2014

- ◆ Test/Practice
- ◆ RP Group Summit – some are going

2. Telephones

- ◆ Financial Aid/Admissions & Records – call center
 - Get alerts when someone waits too long
 - SW ?? is good tool

3. Student Services Retreat – S14

- ◆ Last year's retreat was not effective
 - Need to plan for something different this year

4. Outreach

- ◆ Marketing & advertising to increase outreach - we are all doing this
 - Better understanding of what outreach is
 - No one will be doing work they aren't already doing
 - Don't send anyone out alone
 - Send people who will represent us well
 - Shemila will manage the calendar
 - Keep her informed
 - Public folder ??
 - Master outreach ??