

Student Services Managers Meeting
Thursday, May 1, 2014
Minutes

Called to Order: 9:05 am (room 432) **Adjourned:** 10:00 am

Present: Shemila Johnson, Shirley Lewis, Robin Darcangelo, Jose Ballesteros; Barbara Fountain, Jerry Kea, Barbara Pavao,

Absent: Maire Morinec,

Guests: Peter Cammish, Rosie Monroy, Claudia Campos (Counseling)

1. FA, EOPS, Veterans Retreat @ Vacaville (Robin)

New Regulations.

- Customer service – Additional training and seasonal training
 - 8000 new applications and more each week
 - IT is working on loading software for new reporting requirements
 - FA is working on loan default initiations
 - Doing outreach
 - EOPS – almost doubled the number of students
 - Hire an additional counselor
 - Vets Program is doing well
 - Shemila will be at the air show at TAFB
 - Maybe Vets have someone who can man the table with them.

2. Customer Service (Shirley)

Students are getting conflicting information and being transferred/sent from office to office

- ◆ When you answer the phone, you “own” the call
 - Once you answer a call, do all the necessary follow-up and get back to the student
 - Do not transfer a student more than 2 times
- ◆ We have new people and we are not all on the same page
 - Come up with a well-defined process
 - Even Assessment does not have a clear process
- ◆ We need to have customer service training in place
 - Maybe once/semester
 - Student Services would have to develop the training
 - It needs to be written
 - Jerry has a desk reference setup in Vallejo Center
 - He can make everyone a copy
 - Rosa can create “steps to see a counselor” handout
 - Student workers sometimes give out incorrect information
- ◆ Managers: talk to your staff and let them know about “owning” the call, doing the follow-up and getting back to the student with the information.
- ◆ Plan to report back to Dr. Lewis regarding the training plan
 - It’s a District-wide issue and training needs to be implemented
 - People get frustrated when they continually get transferred and do not get answers.
- ◆ We don’t have the tools – we don’t even have a phone book.
- ◆ We need initial training for new employees
 - Formal training in late June/July – to be the first of many

- ◆ All Student Services should be closed for in-service training
 - This needs to be advertised on the web site.
 - Jenny Gonzales (Vacaville) will be doing some initial work on it (gathering information)

3. Strategic Planning (Peter)

- ◆ Cabinet wants more involvement
- ◆ Calendar – reports to Cabinet
- ◆ SPC Sponsors
 - Diane: Deans/Prog
 - Julian: Faculty/PD/Research
- ◆ Non-academic Program Review – Peter gave people feedback
 - Members of Cabinet and Managers get copy of feedback
- ◆ In the future there will be an evaluation committee
- ◆ Review – Cabinet will prioritize staffing, equipment & support
 - Focus on 1 or 2 & prioritize
 - ID where the process broke down
- ◆ All staff (not just managers) should be aware of the plans
- ◆ We need to have a plan for addressing emergencies
- ◆ Cabinet doesn't want to fully engage until managers are fully engaged

4. Outcome Assessment – Customer Survey

- ◆ There should be criteria about what goes to Cabinet
- ◆ Cabinet is handling too many lower-level items
 - Need to focus
- ◆ Need to have ALG meeting with Pam F. and Dr. Laguerre to discuss needs