



STUDENT SERVICES COUNCIL

PURPOSE: The Student Services Council (SSC) is a representative body of all student services programs and departments. The SSC is tasked with improving student service delivery and enhancing the student experience at Woodland Community College. This action-focused, student-oriented council will enable Student Services to increase student success and address service delivery issues in a timely manner by reviewing, developing, improving, and/or streamlining processes and policies. The Council supports Student Services strategic planning efforts and the prioritization of issues for resolution.

Members Present: Ariana Velasco (EOPS/CARE), Maria Garcia-Gonzalez (TRiO), Becki Reyes (Financial Aid), Todd Sasano (DSPS), Estelita Spears (Counseling), Isabel Duenas (Outreach & Engagement), Ingrid Larsen (LCC/Counselor)

Members Absent: Folu Afolabi (A&R), Paula Parish (CCC)

Recorder: Marrisa Boswell (Student Services)

MINUTES

Wednesday, December 19, 2018

10:30AM-12 PM

ROOM 727

- I. Introductions / Check-In
- II. Approval of Agenda
 - Approved by Consensus
- III. Approval of Minutes – October 17, 2018 + November 14, 2018
 - October 2018 Minutes approved by consensus; November minutes will be reviewed at January meeting.
- IV. Area Updates
 - Isabel – Finals are done. Moving towards planning for next year FYE and Welcome Back January 12th. Express Registration will be coming. Welcome Week tabling.
 - Estelita – counseling has been surprisingly busy. Students are attending their appointments. Concern about round the clock coverage for front desk. Helpful to have ambassadors at the kiosk to assist with applications, web advisor, etc. Big rush comes after the first of the year. Possibly have counselors from other departments that are slower, help out with the counselors. More of a presence for a Career and Transfer center in 700 building.
 - Becky– hoping for all grades to be posted and have SAP run by January 7th to update student statuses to know if they have to file an appeal. Loans will be coming next semester. Looking into finding ways to increase financial aid presence at the Colusa Campus for spring. Having someone go out once a month to do workshops and answer questions. Send suggestions to Becky or Kimberly.
 - Estelita suggested that appointments work the best
 - Gen and Kimberly spoke about a virtual presence as well. To have video conferencing with set appointments/walk-in times.
 - TRiO does a FAFSA Love month in February. Hoping to have a scholarship workshop done by a financial aid professional.

- Todd – DSPS finished finals, went smoothly. Hoping to hire program specialist replacement within the next month. Numbers are a little bit down in DSPS. Instructors are shifting to doing exams online on Canvas.
- Ariana – EOPS numbers are steady. Making sure current students are registered and ready to go next spring. Had a stress relief events. Had two CARE Winter Celebration events with a toy drive here and at LCC.
- Ingrid – LCC having a push for enrollment. Numbers are down by 30%. Super Saturday is planned for January 12th. No one is available to be there for financial aid. Phone calls are being made to students to get them registered.
- Rodrigo – not a lot of updates. Getting used to planning for next semester. CCC is having Express Registration as well will be coordinating with Paula. Calling students to get them registered.
- Maria – TRiO is planning for next year. Looking at a larger senior class push in the spring. SSS has a few things outline for the year. Trying to roll out communication devices on campus. Caren will be sending out an official notice, but there is a transition going on with Upward Bound and CCC SSS staff. TRiO is calling their students to get them to register as well.
- Gen working with Isabel to figure out a way to do call campaigns. January 2nd a couple of ambassadors will be able to support with phone calls. Coordinating with counselors to have someone available via phone to help students answer quick questions. Class cancellations will be assessed over the break.
 - Went to a CalWORKs regional meeting and confirmed that CalWORKs generally has an institutional match dollar for dollar. Was claimed by BOG Fee waivers, but can no longer do so. It will have to come from General Fund dollars. This year we are held harmless. End of Year report will need to be done, starting next year we will need to figure out \$237,000 match. Chancellor's office has been receiving inquiries about opting out of CalWORKs. Start exploring options like collaboration with County partners.
 - Recruiting for Director Position as well as DSPS Specialist. Scheduled to close January 11th. Career Counselor position got the ok to move forward and re-open and reconvene the committee.
 - IT updates – Password changes happening over the break. There will be a whole system shut down on January 4th after business hours but may affect students. Upgrading security on our servers. Colleague access will be updated on December 28th. District wide replacement Bizhubs with new ones. Getting rid of all personal printers. Will maintain student lab printers. IT will be implementing Ellucian Self-Service module. Implementing phase 1 of financial aid updates slowly in spring with soft launch in summer. Phase 2 will be a degree audit piece. We will need to find someone to maintain.
 - Counselors and other departments often send students away with printouts. Will they need to get up after every appointment to walk to the Bizhubs.
 - Classified Professional Development January 10th determining whether we are going to be closed to allow participation. Focus guided pathways discussion and AB 705.

V. DISCUSSION: Student Services Survey

- Will be sent out via email, council to provide feedback prior to the break.
- Write out program name instead of using acronyms some students are not aware of what these

mean.

- Wider student population.
- Ambassadors may be piloting the survey.
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VI. DISCUSSION: Academic Renewal – moved to next meeting

- Bring to a counseling meeting and have a training with all of the counselors.

VII. DISCUSSION: Student Services Publications – moved to next meeting

VI. Emerging Interests

VII. Next Meeting, Wednesday, January 16, 10:30am-12pm