



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), Becki Reyes (Financial Aid), Folu Afolabi (A&R), Estelita Spears (Counseling), Ingrid Larsen (LCC/Counselor)

Members Absent: Maria Garcia-Gonzalez (TRiO), Todd Sasano (DSPS), Isabel Duenas (Outreach & Engagement), Rodrigo Lopez (CCC/Classified)

Chair: Genevieve Siwabessy

Resource: Sonya Horn (Registrar)

Recorder: Marrisa Boswell (Student Services)

MINUTES

Wednesday, March 20, 2019

10:30AM-12 PM

ROOM 727

- I. Introductions / Check-In
- II. Approval of Agenda
 - Approved by consensus
- III. Approval of Minutes – February 27, 2019
 - Approved by consensus
- IV. Area & Program Updates
 - EOPS tried one last recruitment with current FYE students. Working with TRiO to plan their banquet happening on April 18th. During debrief discuss normalizing a schedule for the event.
 - Last year's honors banquet included 6 programs, we had to limit the number of guests students could bring - none. Looked at the point of these recognitions, split off bigger programs that way student's families could be involved. Discussion about normalizing a calendar for commencement activities. Regularly having the certificate ceremony and student recognition banquet on the 2nd Friday of the month.
 - Victoria will be doing the FAFSA workshop for the Career and Financial Aid Fair. Scholarship deadline is approaching Friday, March 22.
 - The \$10 student health fee will no longer be waived for CCPG students. Working on communication to students and internal communications to the campus as well. Sonya will not be dropping students who only owe this fee in the first semester. Message to students at Jumpstart. IT should add a popup that gives a disclaimer regarding the fee similar to the 10 days to pay.

- A&R electronically submitted ADT out of 94 most were in progress for spring. Those missing one class, approximately 10, were still verified and rolled into summer with a note that they should be completed by the end of summer. Students needing to complete are rolled into summer and are responsible for enrolling in their needed class. Currently entering graduation students into Colleague. Caught up with certificates and have mailed them out. Will focus on Spring 2019 degrees and Certificates. Fall diplomas and certificates have been sent out.
- Counseling had two sessions of training for part time adjunct counselors. A lot of time to go over best practices in counseling. Comments were made that sometimes they feel overwhelmed especially during walk-in times. Preparing to do high school ed plans at Pioneer 90 and WHS 40 students. Outreach team has made efforts to do the MMAP before counselors actually go out. For the first time students are supposed to be able to leave and register. For retention purposes - target these students and do a follow-up/case management for the next semester during September/October slower times. Good training on academic renewal and how it works and is interpreted. Women's History Month panel 10-15 students attended, Aracely, Desiree, Ariana were on the panel.
- LCC - LCC has an awards banquet on Friday, May 10th & Commencement on Friday, May 17th. Had a very successful Si Se Puede event with approximately 85 participants. Earth Day is an upcoming event which is a huge recruitment day in Lake County. 1 out of 15 new students attended the event and ended up becoming a student.
- Commencement - we are moving the time earlier to start at 6:30 rather than at 7:00 to beat the darkness. Will be messaged out to ALL WCC by end of day on Friday. Looking for student speakers. Please encourage students to participate. Student Recognition Banquet will be held on May 16th to honor our scholarship recipients, GPA recipients, Veterans, and MESA.
- AB 705 Implementation sounds like they are getting closer into finalizing the course taking options. Still trying to figure out the registration piece.
- Guided Pathways a question came up about how the ed plans were reflected in the system. Procedural issue to have the process tightened on our end in Colleague. It is being corrected. Outcome of metamajors was not communicated out.
- Student Equity Plan – Gen and Siria are working on what was already completed and what we can still do. Delay is coming from waiting for data from the state.

V. Action Plan Review

- Phillip will be posting all of the action plans submitted by the Deans electronically to be looked over by faculty and staff.

VI. Students of Concern

- # of students of concern situations have come up. Most recent one, a couple of weeks ago was very elevated. We need a process that we can predictively go to when situations arise.
- Student comes in, in distress, no one at Communicare office, the door was locked, although it should have been available. Behavioral Specialist was in a student appointment from 12-1 and Marge NP is done at noon. Her practice has been to lock up. Now there is a sign posted on the door when counseling is in session.
- Looking into a rollover call, if the front desk person is not in counseling, having the call go to April or Meagen who are connected with counselors.
- Checking in with the counselors and their students in case of an interruption is needed. Crisis

- Counselor of the day with an alternate.
- Will send out a link to the committee for “Kognito” training.
 - Ingrid is attending a training to help with the legal and ethical duties
 - Put a procedure in writing
 - Counseling department to have a crisis counselor identified by day with an alternative.

VII. Student Services Team Professional Development

- Work Life Balance
- Branding/Publications
- Cross Training / Work Impactions

VIII. Emerging Interests

- Continue Professional Development and Students of Concern conversations
 - Connect with your teams for shared interests and tasks/activities that impact multiple offices.
 - Do the Kognito training and bring back your comments and interests.

VI. **Next Meeting:** Wednesday, April 17, 10:30am-12pm