

## STUDENT SERVICES COUNCIL OPERATING AGREEMENT

### Committee 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.

The Student Services Council is guided by the Division's mission and values:

### Student Services Mission Statement

*We are dedicated to providing comprehensive, innovative, supportive programs and services that promote the academic success of our students.*

### Student Services Values Statement

- **Student-Driven:** *The students' experience shapes our programs to ensure that services are student driven and focused on success.*
- **Respect:** *We strive for respect, integrity and honesty in all actions and communications.*
- **Diversity:** *We foster and embrace differences among all students and employees and strive for equity in our programs.*
- **Excellence:** *We strive for the innovative and efficient delivery of student focused services in order to support academic success.*
- **Empowerment:** *We empower students to take action to further their education using the tools, resources and information needed to succeed.*
- **Collaboration:** *We foster an environment of positive teamwork and collaboration among staff and faculty within student services and with our community partners to support the student's transition to and success in college.*

### Meets District Goal/College Strategic Direction

District Strategic Goal # 1: Student Success and Access

### Meets Accreditation Standard

**Standard II: Student Learning Programs and Services-** The institution offers high-quality instructional programs, student support services, and library and learning services that facilitate and demonstrate the achievement of stated student learning outcomes. The institution provides an environment that supports learning, enhances student understanding and appreciation of diversity, and encourages personal and civic responsibility as well as intellectual, aesthetic, and personal development for all of its students.

### Committee Norms

Operates under the Woodland Community College Committee Norms.

Member	Position	Term
Siria Martinez	Dean of Student Services (Chair)	Standing

Ariana Velasco or designee	EOPS/CARE/CalWORKS	Standing
Maria Garcia-Gonzalez or designee	TRiO (SSS, SSS-ESL & ETS)	Standing
Kimberly Reed or designee	Financial Aid	Standing
Vacant	Matriculation	Standing
Todd Sasano or designee	DSPS	Standing
Isabel Duenas / Alberto Miranda	Student Engagement and Outreach Classified	Standing
Estelita Spears	Counselor	Standing
Ingrid Larsen	Counselor/Lake County Campus	Standing
Steve Wylie or Designee	Executive Dean/Lake County Campus & Colusa County Campus	Standing
Rodrigo Lopez	Student Services Classified/Colusa County Campus	Standing
Folu Afolabi	Student Services Classified	Standing
Diana Gomez	Student Rep	Semester

#### **Meeting Schedule**

The Student Services Council will meet once a month on Wednesdays from 10:30 a.m. to 12 p.m.

#### **Quorum**

Not necessary.

#### **Deliverables**

In specific, the Council serves the following purposes:

1. Improve Student Services service delivery to students;
2. Increase student engagement efforts
3. Improve student service policies, processes, and procedures
4. Keep abreast of the latest student success research to inform service delivery improvements
5. Conduct and coordinate annual strategic planning efforts to identify year to year objectives for the improvement of Student Service policies, procedures, processes
6. Develop and coordinate ongoing opportunities for communication and professional development for all Student Services staff
7. Provide input into the development of the college's SEA Plan and budget
8. Discuss recommendations for the implementation and continuous improvement of related student success programs and services using institutional data on student outcomes

The Student Service goal areas are:

- Strive for the continuous Improvement of services and programs using data to inform decision-making.
- Ensure clear communication for students, staff, and the community about our programs and services.
- Use technology to create efficiencies and improve service delivery for our students.
- Support the ongoing professional development of staff and faculty in Student Services.

<b>Operating Procedures</b>
<p>Council members will:</p> <ul style="list-style-type: none"> <li>• Report back to the department and programs they represent and will seek input on any policy, procedure, issues, or changes under discussion.</li> <li>• Attend all Council meetings or send a designee.</li> <li>• Keep abreast of meeting minutes and Council discussions.</li> <li>• Be responsible for responding to requests for input in a timely manner.</li> </ul>
<b>Recommendations</b>
<p>Recommendations are forwarded to the Student Services Dean, College Council, PIE, and/or President for review and approval as appropriate.</p>
<b>College Communications</b>
<p>Agendas and minutes are posted on WCC's website: <a href="https://district.yccd.edu/pages/wcc-new/CommitteeDetail.aspx?aid=56">https://district.yccd.edu/pages/wcc-new/CommitteeDetail.aspx?aid=56</a></p>
<b>Subcommittee</b>
<p>A subset of standing committee; members organized for a specific operation that may or may not be time-bound.</p>
<p>Not applicable</p>
<b>Taskforce</b>
<p>A selected group of experts charged by a standing committee or council to carry out a specific time-bound activity.</p>
<p>Not applicable</p>
<b>Work Group</b>
<p>A standing group usually appointed/approved by an authoritative body to carry out a specific project or event unrelated to College governance.</p>
<p>Adhoc workgroups are convened on as needed basis; Current workgroups in progress or planned include: TBD as needed</p>