**Student Services Council Meeting Agenda**

**Wednesday, August 19, 2020**

**Committee Members:** Adela Esquivel-Swinson (chair), Rodrigo Lopez (CCC), Ariana Velasco (Matriculation/EOPS CARE), Folu Afolabi (A&R), Maria Garcia-Gonzalez (TRiO), Kimberly Reed (FA), Geoffrey Hulbert (DSPS), Estelita Spears (Counseling), Isabel Duenas (Outreach & Engagement), Ingrid Larsen (LCC), Cirilo Cortez (LCC Administrator)

**Committee Members Present:** Adela Esquivel-Swinson, Lisceth Brazil-Cruz, Ingrid Larsen, Geoffrey Hulbert, Caren Fernandez, Ariana Velasco, Estelita Spears, Folu Afolabi, Kimberly Reed

**Committee Members Absent:**  Isabel Duenas, Rodrigo Lopez, Cirilo Cortez,

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| **Agenda Item** | **Information/Discussion** | **Action/Follow-up** |
| 1. **Welcome & Introductions**
 | **Attendance:**  |  |
| 1. **Approval of the Agenda**
 | **Corrections to Agenda:** **Additions to Agenda:**Add CalWORKs and Patricia to Committee Members **Agenda Approved:** Approved on consensus  |  |
| 1. **Approval of the Minutes**
 | **Corrections to Minutes:** **Approval of Minutes:** Approved on consensus  |  |
| 1. **2020-2021 Operating Agreement**
 | **Discussion:** Follow up on deliverables have not happened, how do we know we are meeting the goals? We don’t have any information from the past to show how we have met the deliverables. Will come back to deliverables at the next meeting – designating time to review and discuss/prioritize. * Purpose Statement
* Membership
	+ Add CalWORKs – Invite Patricia
	+ Update Chair to Adela
	+ Remove CalWORKs from Ariana
	+ Add Ariana to Matriculation
	+ Update Steve to Cirilo
	+ Update Student Rep – vacant
* Meeting Schedule
* Deliverables
 | Lisceth will send over the committee effectiveness survey. Will follow up at next meeting to update. Invite MESA to attend meetings. Large population of STEM students. Update name from Student Services Council to include Support Programs.  |
| 1. **Area & Program Updates**
 | * A&R
	+ Busy since March registration started, moving remote.
	+ Finding a process to operate and complete forms virtually.
	+ Been improving website, communication channels to students, more improvements to come.
	+ Students tend to go to A&R first, helpful to collaborate and cross train with other departments.
	+ Phone calls coming through for regular A&R specific calls, getting started with CANVAS, etc.
	+ Changes are coming: figuring out processes for self-service, waitlist management for instructors to add students.
* Counseling
	+ Shout out to A&R and their responsiveness while working from home.
	+ Monday, August 17, 2020 80 drop-in students, Tuesday, August 18 75 drop-in students, as of 11:28 am August 19th 19 drop-in students.
	+ Issue with dismissed students delaying meeting with counselors trying to get in classes this week.
	+ Adjuncts went through the list of dismissal students to try and get their petition’s in.
	+ Open class list would be helpful during this time.
* DSPS
	+ Department has picked up within the last three weeks, students are waiting until the last day. 20 students dropped in on Monday.
	+ Working on getting systems dialed in smoother, adobe sign has been expanded to test proctoring forms – three signature process, DSPS staff can initiate the form for the student, flow system sends to student to sign, then sends to instructor. Everyone receives a final copy once all signatures are completed. Downfall, Geoff is the only staff member who has access to Adobe Sign in DSPS.
	+ Scheduling check-in appointments approximately 5 days after meeting with the student as follow-up/case management. Zoom and screen share are used a lot with students to help walk-them through various steps
* EOPS/CARE
	+ April held down the fort over the summer with Ari trying to shift focus to A&R and Outreach.
	+ Changes to program: required appointments are looking different, trying to get students used to using Cranium Café, meeting with staff.
	+ Temporary EOPS Specialist was hired – Edwin Ortega-Beltran started last Friday.
	+ Challenges when it comes to recruitment, keeping students informed although CANVAS page is set up, trying to get students used to the online format. Trying new ways to do outreach in a virtual world. Figuring out how to manage staggered staffing schedules.
	+ Recruitment numbers are pretty good, more aggressive recruitment in the fall than in the spring. Prescreening through Campus enrollment with ANSWERS, reaching out to those who meet prescreened requirements.
	+ Lake is talking about getting creative and creating a video to share with teachers to get students informed. Fillable application is being shared through CANVAS.
* CalWORKs
	+ Rajdeep is on Maternity leave, Regina is backfilling for Rajdeep. Patricia has come on board as new CalWORKs director.
* Financial Aid
	+ New year work processing. Amount of funds able to pay out lower than usual.
	+ Working on an online system CampusLogic to help with online processing. Paperwork will be submitted through a queue. Program will support Lake campus as well, implementation date was targeted for last week, however because of the start of classes pushed it out a few weeks, started receiving training and hope to implement first week of September.
	+ Work study program is up and going, job postings are listed on the website, FA lost both of their work study students.
	+ New staff in Financial Aid – still going through training some of the things done are time specific those trainings are starting now.
	+ Monday FA saw 30 students in their office.
	+ Dept. of Ed made updates to their site, students are not able to use the computers at the FA hub area to pull up their FAFSA.
	+ Any programs that would like outreach from FA to do presentations – want to support and make staff available to present.
	+ Students are in need to print documents specifically for FA, Kimberly has made it available for the staff to be able to print for them temporarily until we can put something in place to allow students to print.
	+ CARES emergency fund application is on the website. Emergency funds are offered on a first come first serve basis.
* Outreach & Engagement
* TRiO
	+ TRiO got refunded for the next 5 years for SSS/SSS-ESL programs. Able to support 288 students
	+ Graduated about 70 students last year, recruiting about 144 students for SSS programs this year.
	+ Online application with their database has been helpful with getting students registered in their program.
	+ Sent out email to instructors for outreach to their classes.
	+ Pre-college programs are needing to recruit 130 students between WCC and CCC. Figuring out how to serve and recruit students.
	+ CANVAS has been utilized for all of the programs, specialists have been providing information
	+ This year will be writing for talent search grants (2).
	+ Neli and Joanna are working on virtual campus tours, if any departments would like to collaborate. Having other institutions provide workshops.
* CCC
* LCC
	+ Counseling clerical assistant, facilitated phone calls to students on probation and dismissal to get them signed up for workshops/counseling.
* VPSS
	+ Actively working on MMAP form and will hopefully have a solution for Spring registration. Possibly using information from CCCApply and transferring into Colleague to be used for placement.
	+ October will have an update for how we will proceed with Spring semester.
	+ Please include contact information in email, some emails only have title and college include phone number.
	+ Web pages need to be up to date with hours and webpages.
 | Include follow-up to area & program updates. Include best practices that has worked in virtual world, streamline practices, challenges can be address collectively. Collaboration between programs for campus tours, workshops, etc. Lisceth is following up on open class list from Joan.Create a FAQ page – include internet issues/phone issues Idea of “Getting Started” workshops Requests for more training on ANSWERS and Colleague  |
| 1. **Emerging Interests**
 | * Student Services Survey
* Operating Agreement Deliverables
* Presentation from various programs (Tutoring, staff and logistics)
* Distance orientation (intro to CANVAS, etc.)
 | Student Services Survey done every other year, council serves as a vetting of the questions. Survey will be done next year. District will be doing the RISC survey this year.  |
| 1. **Next Meeting:**
 | Wednesday, September 16, 2020 10:30 am  |  |
| 1. **Meeting Adjourned**
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