



Student Services Council Meeting
 Wednesday, August 19, 2020
 11:15 AM – 12:15 PM

Minutes

District / Division Goals

- Goal 1: Increase First-Year Persistence by 2%
- Goal 2: Increase Completion Rate by 2%
- Goal 3: Increase completion efficiency by 1%

- Goal 4: Increase course success by 1%
- Goal 5: Improved math/English through-put particularly for disproportionately impacted groups

Focus Areas: To increase the number of credentials awarded and the number of students transferring to UC/CSU and decrease the number of accumulated units:

- Improve access from application to enrollment through the **expansion of the New Applicant Outreach Project** to include all disproportionately impacted groups; and implement the following by Fall 2020: an enhanced **website, Colleague Self-Service / single sign-on, MyPath, Ocelot Chatbot** and **NextGen** electronic workflow.
- Improve persistence and through-put by replacing excel spreadsheets with **Automated Student Education Planning** by Spring 2021 which would include the ability for students to update their contact information and program of study.
- Improve completion and retention by re-examining the provision of **proactive student support** services regardless of physical location.
- Decrease the number of accumulated units by expanding the **front-end transcript evaluation** process and by working with the Academic Senate on updating the **credit for prior learning** administrative procedure.
- Increase completion and course success by examining the **role of General Counselors and Categorical Counselors** in support of the Guided Pathway model.

Committee Members Present					
x	Tina Duenas		Sue Huizinga	x	Nick Webb
x	Nadia Elwood	x	Tim Johnston	x	John Yu
x	Sandra Hamilton-Slane	x	Carlos Reyes		
x	Allie Hancock	x	Buffy Tanner		
Guests					
	Robert Bowman				
x	Jerry Brown				
x	Amber Perez				

1) Approval of Minutes

- a) August 5, 2020 Minutes: Buffy Tanner motioned and Sandra Hamilton-Slane seconded to approve the minutes with slight format adjustment. All in favor, Carlos Reyes abstained.

2) Student Equity: Social Justice / Anti-Racist Campus & Action Plan

- a) The Council agreed to the idea of continuing the Chancellor’s Office conversation in future meetings.
 - b) Particular focus on directly meeting student needs.
- 3) Guided Pathways - Providing / Coordinating Student Support Services in a virtual environment**
- a) Maintaining engagement / communication
 - b) Addressing students’ holistic needs
 - 1) Tim Johnston updated the Council that we are still collecting information regarding the collection of Food Resources list and the Electronic Forms Priority list. Tim asked members to send the information to James Konopitski.
 - 2) Council Comments:
 - 1. The Council discussed the preparedness of students and that due to many uncontrolled circumstances the students are reporting an under preparedness at the beginning of the semester – specifically with their need for the textbooks. Office of Instruction sent notification to faculty requesting consideration.
 - 2. The Council discussed the issues with synchronous and asynchronous classes. Students may be confused by optional vs. required participation.
- 4) Budget**
- 5) Discussion Agenda**
- a) Committee Bylaw’s Review / Committee Membership
 - 1) The Council agreed that specific titles may need to be eliminated and position titles become more generalized and recommended combining Instructional member representation with Extended Education. Carlos agreed to represent both.
 - 2) The bylaws will be available for the Council to edit and comment before final approval.
 - b) Website
 - 1) How should we represent our equity initiative on the website?
 - 2) How should we represent student support services on the website?
 - 1. Council Comments:
 - i. The Council was in general agreement to have a more prominent display on the website of the services within Student Services.
 - ii. Nadia Elwood volunteered to lead a discussion with Susan Saephanh about creating these web facing resources, per current Council’s discussion.
- 6) Action Agenda**
- a) Board Policies / Administrative Procedures – Second Reading
 - 1) None.
 - b) Board Policies / Administrative Procedures – First Reading
 - 1) AP 5140 DSPS / PACE – The Council tabled per Sandra’s request.
- 7) Information Items / Other**
- a) Instructional Council
 - 1) No updates.
 - b) Technology
 - 1) No updates.
 - c) Area Updates / Announcements
 - 1) Buffy stated that A&R and Financial Aid had over 650 voicemails prior to the start of the August 15th-16th weekend, but the numbers have dropped down to 200 voicemails and continue to fluctuate. Emails continue to fluctuate and Admissions and Financial Aid are working hard on getting responses back to the students.
- 8) Meeting adjourned at 12:17pm**

NEXT MEETING:

The next meeting is scheduled for Wednesday, September 2nd from 10:30am – 12:30pm via Zoom
Minutes recorded by: James Konopitski