



Student Services Council Meeting
 August 23, 2017 • 9:00 AM
 Room 2314

MINUTES

Committee Members Present					
	Stacey Bartlett	X	Sue Huizinga		Jenna Barry Highfield - Guest
X	Sharon Brisolara	X	Tim Johnston	X	Sara Phillips - Guest
	Tina Duenas	X	Becky McCall	X	Natalie Tucker - Guest
X	Nadia Elwood		Kevin O'Rorke	X	Greg Smith
X	Sandra Hamilton Slane	X	Leann Williams		

CALL TO ORDER

The meeting was called to order by Tim at 9:00 a.m.

1. Approval of Minutes

It was moved by Sandra Hamilton Slane and seconded by Leann Williams to approve the Student Services Council August 9, 2017 minutes with revisions. All in favor to approve the minutes.

2. Program Introductions – UMOJA, Hispanic Outreach

Introductions were made of the staff currently supporting the new UMOJA program: Rashan Williams, UMOJA Coordinator, Nate Stidum, UMOJA Coordinator, Jerry Brown, Project Lead of UMOJA and Sonia Randhawa, Counselor. Goals are to help students be successful academically, provide counseling, as well as social opportunities and goals for community outreach. There will also be a mentorship component to the program, which they consider to be an important component of the program. Want them to be able to transfer to a four year university and be successful. Rashan and Nate have office space in the Student Life office. Tina, Allie, Taylor and Sharon will be providing support to the program. UMOJA will have a Welcome Day booth to generate enthusiasm and encourage student sign-ups for a September 15th information session. They plan to survey students to gain more perspective on student identified needs. While they have the framework for the program, additional input from the students will give insight into their wants and needs. Also in the works is the creation of materials to share about the program with staff across campus.

3. Alternative Scheduling – Greg Smith (9:15 – 9:45)

The Student Services Council invited Greg Smith, Director of Human Resources, to come share about alternative schedules, so that the team would have a common framework. There is a great deal of interest in the learning how the alternative schedules work when it comes to sick time, vacation time, and holidays.

The District brought the alternative schedule concept to the negotiation table for consideration by CSEA. The impetus was to create flexibility for serving students, as well as address staff needs and how alternative schedules could offer flexibility for life/work balance. Greg has met with current CSEA President Chris Petersen and they have had positive discussions. Greg is working out writing out guidelines.

Alternative schedule options include:

- 4/10 schedule. Work 40 hours over 4 days and you get one day off. Most may want to extend the weekend and ask for a Monday or Friday off, but could request a Wednesday.
- 9/80 schedule. The schedule must be considered as a 2 week band. Employee works 9 days in a two week time frame and works 8, 9 hour days. Then the person gets one day off, often the second Friday during the two week time frame, but could be another day.
- Four 9 hour days and then one 4 hour day is another variation.
- Other variations leaves a lot of flexibility. Example Work 8.5 hour days and then a 6 hour day.

Alternative schedule holiday considerations:

- 4/10 schedule. Rule #1 you get 8 hours of holiday pay. So if you have a Monday holiday and you don't want to change your schedule, then you would need to use 2 hours of leave time to cover that full shift on Monday. Another option is to revert to a standard schedule during a week that includes a holiday.
- 9/80 schedule. A full week of 9 hour days. Week one work 45 hours. Week two work 35 hours, bringing total to 80 hours. If holiday that Friday I am off, I can convert to a regular. Another option is to move the holiday to Thursday, and staff person would get Thursday and Friday off.

Formal schedule changes:

- Changes can be made up to four times a year for following terms: Fall, Winter, Spring and Summer. Mandating changes requires a 30 day notice. If the employee is on board the change can take place immediately. Recommendation to write the schedule through the end of the year, even if there is a possibility it could change at the next term.

Time Card Questions:

- Payroll will first reach out to HR with questions regarding time cards, and if HR cannot resolve they will reach out to the department involved.

Other things to consider:

- If someone is out on leave and an emergency comes up and you call in a staff person who is off, they only claim the time they work. They do not claim leave time, plus the work hours.
- Planning ahead for holiday breaks when staff has more than one day off in a week.
- Part time staff are not affected by this at all. Part time staff's holiday pay is pro-rated based
- Vacation leave can be used for anything staff person wants, but with advance requests.
- Sick time is for personal use, personal sick time, and personal medical appointments.
- If significant other, or child is sick then one uses Personal Necessity.
- Personal Business can be used for anything. Full time staff receive 3 Personal Business and 4 Personal Necessity days each year and are pulled out of sick time. Consider that unused sick time adds on to one's retirement package at the end and can benefit one financially.

- Feedback from Jamie in HR to Becky was the challenges of switching schedules in the middle of pay periods. Suggested starting on the 1st of the month. Perhaps 15th of the month could also work.

Differential pay Information - Contract specifies differences in pay depending time of the day.

Breakdown of shift differentials for a bargaining unit member whose work shift begins:

- At 12 noon, or later, but before 3:30 p.m., an extra one and one-half percent/month (1 ½ %).
- At 3:30 p.m., or later, but before 9:00 p.m., an extra three percent/month (3%).
- At 9:00 p.m. or later, but before 6:00 a.m., an extra five and one-half percent/month (5 ½ %).

4. SAO/SSLO – comprehensive survey – Sara Phillips - Handout

Proposed Outline for the Student Services Survey was provided and was open for discussion and suggestions.

Matriculation Process

- Admissions and Records
- Financial Aid
- Assessment Center
 - Would like to keep it since it is part of the core matriculation.
- Counseling/Transfer Center
 - Separate out Counseling from Transfer Center
- Enrollment Services

Other Student Services List

- Add TRiO to the existing list.

Demographic/General Info

- Will include the demographic information listed in outline, but for New/Returning Students -
 - Add number of semesters attended

Discussion points included with the outline:

- Do we want this survey to be anonymous?
 - Optional for students to include ID numbers.
- Do students access services at multiple campus locations?
- 4-point satisfaction scale?
 - Yes.
- What's missing/other thoughts?
 - Send Sara an email if one has addition thoughts.
- Student life surveys = retrospective pre/post toward end of semester.
- Dorm surveys = retrospective pre/post toward end of academic year.

Consider:

- Things which are percolating for the Service Area Plan.
- Reaffirm the two year plan that includes collecting data in the Fall, reviewing in the Spring. Then follow up with evaluation.

Sara will draft a survey after receiving follow up feedback. Sara will plan to have it prepared in a month for the September 20th meeting.

5. "One-Stop" Pilot Update / Discussion

a) Management Structure

Student Employment services as it currently exists in Student Services will end on August 31st with Leann's retirement. Student Employment is moving to HR. Justina Meeder will be the point of contact.

b) Hours of Operation

Student Success Facilitators from Financial Aid are training with Admissions and Records Student Success Facilitators from 2:00 – 6:00 pm Monday-Thursday. One window is dedicated to those seeking Financial Aid assistance. Have found there are at times more students in line seeking financial aid assistance, but there has been only one financial aid staff person in A&R.

Suggestion that Student Ambassadors could assist with guiding students to where they need to go. They could also inform students waiting in line about other programs and services on campus.

6. Technology Priority List

Meet regularly with IT to review the Student Services priority list. Meetings have evolved into three sections:

- First is to look at issues that have come up in prior two weeks.
- Second is to use the bulk of the meeting for advancing a particular work issue. For example drilled into the scanning process in A&R at yesterday's meeting. Identified problem, possible solutions, and then next steps.
- Third beat is to identify the next big topic to revisit at the next meeting.

Proposed to James to share from time-to-time the IT Priority Matrix on the SSC Agenda. While the IT/ES meeting focuses on Student Services topics, they want to provide an overall view of everything that IT is working on in addition to the Student Services requests/projects. Goal is to reach consensus in Student Services on priority lists for IT.

7. Health Services Fee

Morris approved waiving the Health Services Fee for out of the area online students. The IT Dept. is investigating how to implement. Plan to determine if it can be implemented in Spring 2018, or if it will need to go into effect Fall 2018. If an online only student who resides outside the Tri Counties area question paying the fee we can waive it this semester.

8. CCCApply Application – review services – HOLD OVER

9. Area Updates

Enrollment Services Update

Possible contract with Ferrilli to assist with the Hobson's Starfish Implementation

Michelle position change to assist with Hobson's

Natalie will work behind Michelle and Ryan will be working behind Natalie.

Becky working on the bigger picture plans for Financial Aid and A&R, and the One-Stop Vision.

10. Other/Announcements

Parking Lot:

First-Year Experience

SAO / SSLO Data Collection

TracDat - screen update

CCSSE/Adult Learning Focused Institution (ALFI)

Guided Pathways

Concurrent Enrollment Fees

Hobsons Starfish update / branding

Early Alert workflow

Marketing plan / marketing

Website

Program Review

Regroup

Dub labs app

FAQ

Guided Pathways

Learning goals / progress checks

Increase access/support

Student success – no wrong door

Application follow-up workflow

NEXT MEETING

The next meeting is scheduled for Wednesday, September 6, 2017 in Room 2314.

Recorded by: Michelle Fairchild, Administrative Secretary, Enrollment Services