



Student Services Council Meeting
 August 31, 2016 • 9:00 AM
 Room 2314

MINUTES

Committee Members Present					
	Kehinde Adesina	X	Nadia Elwood		Kevin O'Rorke
X	Nancy Berkey	X	Peter Griggs		Sheree Whaley
X	Will Breitbach	X	Sandra Hamilton Slane		
X	Sharon Brisolaro	X	Tim Johnston		
X	Tina Duenas	X	Becky McCall		

I. CALL TO ORDER

- a. The meeting was called to order by Tim Johnston at 9:02 a.m.

II. APPROVAL OF MINUTES

- a. It was moved by Tina and seconded by Peter to approve the minutes of the July 27, 2016 Student Services Council meeting with minor modifications. The motion passed unanimously.

III. DISCUSSION AND ACTION ITEMS

- a. **Regroup Messaging Software – Next Steps** – Tim distributed some information, including a comparison between DubLabs and Regroup, as well as a quotation. The quote is \$7340.00 for one year. This price reflects our partnership with the California Community Colleges, which provided a discount. Tim confirmed that Categorical Funds would be able to cover the cost, partly with SSSP and partly with EOPS. It was agreed by the Council that we move forward with Regroup for a 3 year commitment to be 100% categorically funded. All approved.
- b. **SSSP Credit Budget Review – Second Reading** – Tim reviewed a spreadsheet with the group. New positions were indicated in red. Tim emphasized that he remains sensitive to ongoing staffing commitments, and has also tried to invest in one-time big ticket or marketing commitments. There were no questions.

c. **Debrief First Week**

- On a positive note, Sandra shared that the Foster Youth students were much more prepared this year over last. The CAFYES report noted a 59% success rate for participants vs. 26% for non-participants. 80% of their students were enrolled in transfer/general education classes. Sandra reflected that orientations and assessments were very helpful, and the Summer Launch was also very successful.
- Becky shared that although Financial Aid was short on employees, they tried to be very proactive about the lines. With full staffing and a more fully paperless process, things should become even more streamlined. Becky noted that auto-packaging has made a huge difference, and they have already awarded 76% of Pell grants. The only students that have to turn in documents are those with unverified information; the turnaround for those students is 2-3 weeks out, while in the past it was typically 6-8 weeks. Becky shared that they had 2 disbursements before the summer SAP, which caused some issues with students that became ineligible. Getting the summer grades in can be a challenge because some classes run longer. Will asked if it might be better to do an earlier start for the summer classes that typically run longer, and though it would be helpful, it might not be possible. It was suggested that it might be helpful to include this information in the email to faculty regarding grade due dates, hopefully providing further incentive to be timely.
- Admissions and Records has noted that there are still a lot of students who are choosing to add in person. They are hoping to extend the timeframe on the add code all the way up until census.
- Will added that it would be helpful to have the Enrollment Report explained, as it has important data, but it was agreed by all that it wasn't fully understood at this point.
- Tim distributed a draft of the Fall 2016 Enrollment Services Improvement Plan, which included issues/action steps. His group plans to take this and work through it, addressing the issues moving forward. Sharon B. shared that some of her student ambassadors will be helping with phone calls. Will shared that his team could help with an FAQ for the website.
- Sharon B. asked where we were with the website redesign. Peter noted that Interact suggested a facelift of the website - not to get rid of our current site, but to use a face that would be friendlier for students to get where they want to go. This was placed on hold initially, but it could be brought back up with Kevin. All agreed that this was something we should pursue.

- Sandra suggested we invite Laura to a SSC meeting for a global discussion on hiring. Peter noted that he has worked with Laura on marketing for the job searches.
- d. **AP/BP 5010 and AP 5011 – First Reading** – Tim asked everyone to review AP 5011, which is new and AP/BP 5010, which has some changes in response to suggested League updates. Tim asked if anyone had questions, to bring them back next time for a second reading.
- e. **Draft SAO/SSLO Evaluation Cycle – Discussion** – Kate Mahar has been invited to attend our next meeting to talk about the evaluation cycle and possible changes. In preparation, Kevin asked that everyone bring their data from last year and new SAO/SLOs for this year (which should reflect that data) to our next meeting.
- f. **Area Updates:**
- **Enrollment Services:** Tim shared that the assessment staff and some faculty will be attending a training tomorrow to discuss the roll out of the Common Assessment. He noted that Will has been selected to spearhead the Accreditation effort. Will encouraged everyone to join in! Tina volunteered to participate in critical reading/feedback.
 - **Access and Equity:** Sharon B. announced that Hispanic Heritage Month will be celebrated with various events throughout September. She also announced the Equity Ally Incentive Program, which will provide incentives for students to attend the various Access and Equity events. She is currently working with Laura and Theresa and the Professional Development Committee to bring a speaker, Kimberly Papillon, to campus.

IV. **NEXT MEETING**

The next meeting is scheduled for Wednesday, September 14, 2016 at 9:00 a.m. in room 2314.

Recorded by:

Sharon Strazzo
Executive Assistant,
Vice President of Student Services