



Student Services Council Meeting
 December 14, 2016 • 9:00 AM
 Room 2314

MINUTES

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

I. CALL TO ORDER

A. The meeting was called to order by Tim at 9:06 a.m.

B. APPROVAL OF MINUTES

1. It was moved by Tina and seconded by Sandra to approve the minutes of the November 30, 2016 Student Services Council meeting with changes. The motion passed unanimously.

C. DISCUSSION AND ACTION ITEMS

1. Annual Area Planning Process: Finalized initiative rankings and scores due. Tim confirmed that another two column ranking list would be emailed. Those who already submitted and are satisfied can let their reporting stand. Last call for rankings is Friday, December 16th at noon. Rankings will be presented at the January 11th meeting. Adjustments can be made and confirm process. Kevin will have finalized list for College Council meeting on January 17, 2017. Last request to let Natalie know if there are any other changes today.

2. STU Course – ad hoc committee: Sandra inquired if anyone had spoken to Frank or Theresa before they put out a search for hire? She shared that counselors in her area have concerns about it. Response was that Instructional Council met the next day. Sandra wished to see if they would be willing to meet with a small group of counselors, including Kendall, and a few student services administrative staff. Sharon also asked to

participate and mentioned that it was a natural opportunity for someone to speak to the integrated plan. Tim asked for a recommendation and stated it could be addressed at the Instructional Council meeting the next day. It was moved by Sandra to present at Instructional Council and seconded by Tina.

3. Student Concerns Procedures: Tim stated he would follow up with Will as he had the impression Will was addressing it with Instructional Council, because it is a requirement of accreditation. As a side note Tim shared that the first accreditation draft is almost complete and that over the break Kate and Iva will review. In the spring, all stakeholder groups will have an opportunity for review and input. The accreditation team will visit in October.

Tim shared that the Student Concerns Procedure varies from department to department. They want to see if there are consistent issues and be able to compare approaches. There are two points of contact: Instruction and Student Services. Will had taken the lead on Instruction.

Sharon asked how often we receive complaints. Tina responded that we receive them every day, but it varies and some are minor, while others more involved. Sandra questioned how they are being tracked and resolved. Nadia added that it would be beneficial to have a tool so that there was a way to follow up, and perhaps even use an anonymous survey to learn how it was addressed and resolved. Tim stated that there would need to be some element of anonymity, but that a way to track would be ideal. Becky also confirmed needing to have a tool. It was commented that there is a difference between concerns, complaints and grievances, and attempting to resolve issues before they become formal grievances. Sharon suggested having categories, but allow for qualitative data. Tina asked if this could fit into Maxient, which has five categories. Tina elaborated that they track and refer to the appropriate person via an email. The program allows them to track patterns with students. Tina shared that a Maxient training was already scheduled on Monday, December 19th in room 2049 from 10:00 – 11:00 am. Tim stated he would follow up on the Instruction plan and that staff could proceed with the Maxient training to see if it might be a good tool to use. Nadia also asked if Starfish would provide some tracking tools. Tim shared that the focus would be on Early Alerts and Ed Planning.

4. Retreat:

- a) Time & Place:

Council was asked if they had a preference between spring or summer for the retreat. Becky suggested spring and Sharon added that Friday, March 10th,

which follows a Flex day, could be a good day. Council was asked if they preferred off campus or on campus. Sandra suggested the McConnell Guest House. A backup idea suggested was SCOE. Agreed to make a day of it. Sandra asked about including other managers that don't attend the Student Services Council meetings. There was agreement regarding including Nick, Amber, Sue, as well as Buffy and Peter.

The agenda for the retreat would be distributed in advance and Tim asked for contributions to the list of topics.

b) Topics to Include:

- (1) Accreditation
- (2) SSLO's/SAOs evidence review and cycle of improvement
Review how to collect evidence and implement
- (3) Student Services Building
Facilities committee is already working on plans and ideas. Can request a concept-to-date from Morris. Suggestion already floated to have a small group go on field trips to look at some other campuses for ideas.
- (4) Other
 - (a) Website Design – come to general agreement on concept
 - (b) Integrated Plan
 - (c) Program Reviews,.
 - (d) Reporting/Data - need to have information to reflect on outcomes and activities. Review is not helpful if the information needed is absent or inaccurate. Tim added that there is a priority for a data warehouse. If Toni could devote a great deal of her time to create it, the data warehouse could allow for comparison studies/reporting.

D. Area Updates:

1. Sandra shared that as of December 9th the EOPS applications were closed. They are at about 860 students and will probably get up to around 1000. The Fall 17 semester applications would open about February. They can accept the CARE and foster youth students year round. Sandra confirmed sending a general email to counselors about the closing of the EOPS applications.

E. Other Announcements:

1. Week prior to winter break, staff in 100 building working 8:00 am – 4:30 pm with half hour lunches. During the winter break Ronda will work in her office 2215A and Natalie will work in the Student Success Center.
2. The new Financial Aid Bookkeeper/Scholarship Coordinator is Wendy Atkins. Her previous experience included working for the City of Redmond, and for a school district as an admin. Wendy received her keys and logins on her first day. The Financial Aid Department is fully staffed now. Julie Fisher is also anticipated to return in January.
3. Roberta Kelley is the new Administrative Secretary I for the Office of Institutional Effectiveness.
4. Recruitment of up to two A&R Tech II positions is underway. One is to replace Linda Maloney and up to a second as necessary.
5. Recruitment underway for a part-time admin for Access & Equity. Closing on December 14th. New admin will share space with TRiO staff.
6. Tonight, the Board of Trustees will decide on whether or not Hobsons Starfish will be adopted. Starfish \$36k implementation which will be covered by the Chancellor's office, and then a \$28k deferment software grant. Plan to start with the Early Alert portion in Spring 17 and fully implement in Fall 17. The Ed Plan portion will follow perhaps initially in Fall 17 and then into full implementation in Spring 18.
7. Common Assessment – Still no update on implementation. No more Compass as of Dec 2nd. Made jump to Multiple Measure placement and working with IT on data trails, as well as staff to ensure information is being entered consistently. Leann shared that the Assessment Center closed afternoons 1:00 pm – 5:00 pm on Tuesdays and Thursdays and all day Fridays. Kathy Miller is assisting with scanning in A&R during those time frames. Leann added that students need appointments for Pearson Vue, and instructors work with her for makeup and special testing. Nadia asked if math testing was still being done. Leann responded that Accuplacer is being used, and students can also do self-placement. Question posed regarding the Assessment Center and if information had been updated for students. Tim responded that updates were underway and would follow up to confirm they were completed
8. SSSP – Last year \$2.2 million. This year \$1.2 million. Lengthy conversation that the allocation was not based on actual services provided. Recalculated at the 80% rate of \$1.6 million. Conversations – promises to clean up data. Internally strong pitch to see data before it is reported. Compelling evidence that services provided were different from the reported numbers.
9. Student Services News Flash updates will continue to be prepared by Sharon and Kevin.
10. A meeting regarding the HIM Baccalaureate was attended by Becky, Matt Gallmeister and Mindy Marlatt on December 13th. Becky shared that they broke out into separate work groups to have conversations. She stated they walked away with things that they need to

be doing. Becky will work on compiling some information and will send that out. A follow up meeting will take place that includes Becky, Mindy, Matt, Kathy Royce, Tim and Janet Janus

11. Tim shared that the HIM Accreditation visit went well.
12. Online Education Initiative (OEI) has been having a slow roll out. Tech people are working things out. Financial Aid Dept. is also working things out. Last week James indicated probably not going to roll this spring. Becky – have 8 colleges to start in the first roll out, but in Fall 17 more colleges drop in. Hoping enough colleges will work through it this spring to work out the kinks.
13. Nadia went to training in Iowa with people coming for Flex day. Two hour process. Flex activity.
14. Amanda Henderson had a baby boy and named him Sutter.
15. Nick's twin boys were born three months premature. They are named Julian and Elliott. Nick is coming in for 4 hours a day right now, until the babies can go home.

Parking Lot:

- AP/BP 5010 / AP 5011 Admissions and Concurrent Enrollment
- AP 5055 Enrollment Priorities

F. **NEXT MEETING**

The next meeting is scheduled for Wednesday, January 11, 2017 at 9:00 a.m. in room 2314.

Recorded by:

Michelle Fairchild
Administrative Secretary
Enrollment Services