Student Services Council
Monday, December 4, 2017
1:33 pm – 3:09 pm
ASGC Board Room – Note the Room Change

MEETING MINUTES

Attending: Jason Allen, Caroline Althaus, Susan Berry, James Canady, Mario Chacon, Martha Clavelle, Michael Copenhaver, Cindy Emerson, Marsha Gable, Barbara Gallego, Nallely Geck, Gabrielle Gosselin, Karolia Macias, Sarah Moore, Renee Nasori, Gloria Pollard, Lida Rafia, Juan Reyna, Heriberto Vasquez

Not attending: MariaDenise Aceves, Thomas Armstrong, Wayne Branker, Patrice Braswell-Burris, Daniel Hernandez, Tate Hurvitz, Pearl Lopez, Matthew Ring, Luma Shamon, Aaron Starck, Michele Toral, Jacqueline Valdivia, Jacky Valenzuela, Sara Varghese, Courtney Williams, Dianne Woodson

Recorder: Graylin Clavell

Review of SSC Charge and Composition

1. Agenda Review

2. Hot Topic Agenda Items

   a. Review SSC Charge & Composition
      - **Student Services Charge:** Last time membership and charge was revised was May 2014. We have a lot of new programs, positions, and committees to look at and add. Do we add/pull people off at the SSC. Preliminary hearing since so many committee members are out today. Charge is complete according to Michael Copenhaver.
      - **Charge:** “This council identifies issues of common concern in providing student support services; develops joint plans and strategies for addressing issues; and facilitates coordination of Student Services across all program areas.”

   b. Items that could be possibly added to the charge & composition:
      - **Basic Needs** – Standing Agenda item on the agenda?
      - **Barbara Gallego** suggested we add technology needs.
- **Heriberto Vasquez** added that Facility Project Proposal needs should be considered being added as well.
- **Marsha Gable:** Annual Staffing Requests considered being added.
  1. Numerous positions added: Outreach Coordinator and Student Engagement, Title 5 Director, CalWorks, UPS Chair, SSSP Coordinator: do we add all positions and coordinators or just group them under a specific areas.
- Meet over lunch on December 18 to further discuss any changes of the SSC Charge and composition

c. **Student Services Mission Statement & Goals**
   - **Follow up on December 18**th
     - We did finalize a mission statement: “**Fostering student success, growth and achievement through support, guidance, and empowerment**.”
     - Comprehensive reviews should be submitted to Dr. Gable and cc’d to Graylin by Friday, January 26th, 2018; Program review will begin in February 2018
     - Writing team will give a 20 minute presentation highlighting the great things and assessment your department is doing and some of the challenges; Goal is to focus on continuous improvement and focusing on the students at “the core of what you do”; We have a fantastic template and handbook to assist you through this process
     - Reviews will be February-May with the final presentations with the President in early June, and the final polished product due June 28th submitted electronically to Dr. Gable and Graylin Clavell.
     - SSPRC will provide commendations and recommendations for your department (10:00am-11:30am Loc. TBD)
     - Schedule of department presentations are final
     - **SEE SSPRC GROUP 1 TIMELINE HANDOUT ATTACHED FOR DEPARTMENT PROGRAM REVIEW SCHEDULE**

   d. **IEPI Menu of Options & Institutional Effectiveness Plan**
      - Dr. Gable spoke about the IEPI handout (**ATTACHED**)
      - **3 Areas of Focus:**
        1. Streamlining the college participatory governance structure and improving communications about decision-making w/constituent members
        2. Fully integrating planning and resource allocation process
        3. Better integrating learning outcomes assessments into integrated planning.
      - Review handout and be prepared for the IEPI visit on Wednesday to make yourself knowledgeable in the information presented and participate and give feedback.
Dr. Gable noted that there was not enough time in the group meetings they have on the one day visit.

It was noted that these meetings/visits have more presence of Student Services participation and more conscious effort to be more inclusive; these meetings are very instructional heavy and student services absent.

Send/email feedback to Dr. Gable on this information.

e. **Lida Rafia touched on the ATD Visit:**

Lida spoke about the 4 year partnership with ATD which assists in holding us accountable in our outcomes. The ATD plan came before the strategic plan and that the **Outreach Engagement Retention** was from the ATD plan and was folded into our strategic goals. This ATD visit is heavily focused on guided pathways. Why Guided Pathways handout *(ATTACHED)*. From the State Chancellor’s vision.

Create Clear Curricular Pathways to employment and further education; Help students choose and enter their pathway;

Pathways are a framework in which we get to create it.

Fear of students losing their ability to explore, which is not true.

Student Success and Equity Taskforce = Standing Item

f. **Integrated Plan Update (SSSP, Student Equity, Basic Skills, Title 5) Lida Rafia**

Created a student success and equity taskforce last semester with about 38 participants which framed our three different initiatives: Basic Skills, SSSP, & Student Equity); Crosswalk to find common threads between the three initiatives; Questions on the **Four Pillars of the Guided Pathways:**

1. Create clear curricular pathways to employment and further education
2. Help students choose and enter their pathway
3. Help students stay on their path
4. Ensure that learning is happening with intentional outcomes

Issues at hand that Guided Pathways can assist with:

1. Unclear roadmaps for students as well as support services that lead to specific careers/employment and further education
2. Students are taking roughly 90 units for a 70 unit program
3. 25% of students drop off between fall and spring and about 50% of the students drop out from fall to fall
4. The need for scaling and evaluating our high impact programs and practices
- It requires numerous signatures (VPs, President, Academic Senate, and Board), which the board meets in January. There will still be time for more dialogue between now and the board vote in January.
- State funding with request on where and what these funds will be used for; SSSP, Basic Skills, and Student Equity are combined into one plan as far as funding goes; currently figuring out how much money we have in each initiative to leverage; Basic Skills & Equity will need to use a document which will tie the funds to the use i.e. use, what outcome did it serve, etc...; hoping for February would be the goal to get the initiatives all up and running funding wise; Have to apply for January funds; Request has been sent to cabinet just waiting on a response; Assumption is salaried personnel on Equity is funded, but amounts are not finalized. Tracking and accountability is now the key for funding in these initiatives
- Once implementation happens how do we measure the outcomes? How are you going to measure your success and what data are you going to use? Internal, other? It is up to each program area to accomplish these results.
- Student Success and Equity Taskforce to be added as a standing item in February for Student Services
- Leads for the sub-taskforce are Lida, Courtney, and Sean
- Feedback, comments, edits due by December 22nd
- Important to have conversations on how and when SS is engaged and whether it feels it is engaged? Seek the value and resonate with me, and is it a “Shoe that I can wear?”

3. **Standing Agenda Items**
   a. **New Hires**
      - **Career Services**: Internship Job Developer and a Educational Case Manager
      - **Financial Aid**: Hired Diana Barajas as the new Financial Aid Specialist
        1. Responsible for co-coordinating Guardian Scholars Program & Financial Literacy Program, and will eventually assist in financial aid outreach
      - Replacements for Jim and Sylvia have been hired
   b. **Upcoming Events**
      - ATD Visits on December 5, 2017
      - IEPI Visits on December 6, 2017
      - UMOJA End of Fall 17 Reception, December 6, 2017 (Griffin Gate / 4pm-6pm)
      - Adult Reentry Open House, January 12th at 11am
        1. Contact Renee for a table
4. Department Updates

a. Basic Needs Updates
   - Barbara gave an update on the Basic Needs liaison general email: Grossmont.BasicNeeds@gcccd.edu
   - Staff advocates and contact information is all on the Basic Needs website as well as the MediCal and CalFresh contact info
   - Developed for housing and food insecure students
   - If one on one with a student in crisis walk that student over to liaison, Mike, Susan, or Barbara
   - Business cards have been created and posted them campus wide.
   - Gizmo’s Kitchen newsletter – Gizmo’s Grub (ATTACHED)
     1. Highlighting those involved in the program on the newsletter to enable those students in need to have face recognition with those associated with the program

b. Heriberto gave an update on Outreach – online request for campus tour
   - Any group larger than 12 people using specific departments do not need to use the online form, but if not use the form and schedule with the proper ambassadors.
   - A request for integrated training for other department ambassadors
   - Expand training and certificate training programs for students and prospective employees
   - Ambassadors and SSSP are finalizing the onboarding process for the upcoming semester, looking to private and charter schools to increase outreach

c. Renee Nasori reported that on a new Job Readiness Training Program
   - Close to 20 students completed the recent training in customer service, FERPA, time readiness, student tours
   - Have a pool of job ready students
   - Those students seeking on-campus jobs refer them to Renee

d. Susan Berry reported on the following:
   - Grossmont is officially registered to participate in the MLK Day parade
   - Susan and Heriberto are working on a Safe Zone training for clubs and student workers starting in the Spring semester
   - Faces of Grossmont project pics on highlighting who our community is, telling stories of the multiple identities of who our students are which will have many different phases including

e. Michael Copenharver announced the hiring of financial aid specialist, Ms. Diana Barajas.
- Responsible for co-coordinating Guardian Scholars Program & Financial Literacy Program, and will eventually assist in financial aid outreach

f. **Sarah Moore reported the following:**
   - CSU and UC application deadline was November 30th but some have been extended which Ms. Moore is currently working on a list of those have extended
   - Counseling offices may be inundated the next several weeks asking for assistance on calculating student GPA
   - January 22nd – supplemental for SDSU
   - January 31st – require transfer academic update for UC’s

g. **Title 5**
   - FYE program and website is up, a lot of info is still pending; piloting program Spring 2018

h. **Down 4 counselors and worried about the depletion of staff**
   - Adjourned 3:09pm