GROSSMONT COLLEGE
Student Services Council
December 16, 2019
1:30 p.m. – 3:30 p.m.
70-066
MINUTES

CHAIR
☒ Aaron Starck, Dean of Admissions & Records, & Financial Aid
☐ Asma AbuShadi, Tech Programs Manager/IT
☒ MariaDenise Aceves, Counselor/Articulation
☐ Jason Allen, UMOJA Counselor, Coordinator
☐ Caroline Althaus, College Cashier
☒ Susan Berry, Student Engagement Coordinator
☐ Wayne Branker, Admissions and Records Supervisor
☒ Patrice Braswell, A.R.C. Coordinator
☒ Nedra Brown, Associate Dean of Athletics
☒ James Canady, Counselor/Chair
☐ Martha Clavelle, Dean of Counseling Services
☒ Michael Copenhaver, Director Financial Aid
☐ Barbara Gallego, Front Office Supervisor, Financial Aid
☐ Gabrielle Gosselin, CalWORKs Counselor/Coordinator
☐ Daniel Hernandez, Financial Aid Supervisor
☐ Denise Schilmeyer, Academic Senate President
☒ Pearl Lopez, EOPS Counselor/Instructor/Chair
☒ Karolia Macias-Madrigal, Counselor/SSSP Coord
☐ Sarah Moore, Transfer Center Coordinator
☒ Renee Nasori, Career Services Supervisor
□ Lida Rafia, Dean of Student Success & Equity
☐ Natalie Ray, Counselor
□ Juan Carlos Reyna, Title V Director
☐ Matthew Ring, Mental Health Counselor
☒ Veronica Romero, Counseling & Assessment Supervisor
☒ Aaron Starck, Dean of Admissions & Records, & Financial Aid
☒ Sara Varghese, Dean, Student Affairs
☒ Heriberto Vasquez, Interim Director of Student Development/Outreach Coordinator
☒ Beverly Warren, Associate Dean of EOPS/CARE/CAFYES & CalWORKs
☒ Courtney Williams, Associate Dean of Student Services & SSSP

ATTENDEES

RECORDER
☒ Graylin Clavell
☐ Lorena Ruggero, Dir College & Community Relations
☐ Catherine Webb,

GUESTS

ROUTINE BUSINESS (5 Minutes)

1. Welcome and Introductions (5 Minutes)
The meeting began at 1:36pm with introductions.

2. Additions/Deletions to Agenda
| 3. Annual Unit Plan (Catherine Webb) | Catherine Webb started the SSC meeting off with discussion of the Annual Unit Plan (AUP). It forms a bridge between allocation process and the longer term, more comprehensive program review. For a 6 year cycle year one would be for setting goals and requesting resources; year two through six is updating progress and requesting resources. The AUP enables departments to respond quicker to these needs. The AUP is not identical to program review but they are related. The AUP enables departments to pull information to utilize in the more comprehensive program review. **Graylin will request an electronic copy of the AUP from Catherine.**

The AUP enables writer to reflect what factors are assisting progress as well as hindering progress, as well as sections regarding student success and student equity. Also in the AUP is a section regarding planning for future projects to start the process in what resources will be needed to accomplish this project and organize the work ahead.

Catherine Webb will be the liaison between the Faculty Staffing Committee and the departments who have already submitted a faculty requests.

AUP is not intended to be as massive writing project as program review can be. It involves describing the planning landscape, potential implications, informing of needed resources, and planning accordingly.

**Catherine has an AUP FAQ which Graylin will email out along with the minutes.**

The calendar cycle is not to go into effect until Fall 2020. The beta draft of the AUP is due February 28th, 2020, and department deans should be copied on those submissions. Final drafts of the AUP are tentatively scheduled to be due in October, 2020.

The AUP is intended to assist in facilitating planning dialogue and rationale for the resource requests departments are making. There is a link for feedback on the AUP at the bottom of every page of the AUP.

There are tentative AUP and Review Workgroup Sessions that Natalie Ray developed. The three dates are February 6, 13, and 20. Please see the attached flyer for which divisions will meet on those specific dates.

Natalie Ray will be presenting at the Flex Week division meeting regarding Counseling department programming to assist in getting started on the AUP. |
| 4. Monday, December 23rd Service Hours (Lorena Ruggero & Aaron Starck) | Aaron Starck announced to the council that president’s cabinet agreed to close building 10 at noon for student services, and those employees that wanted to leave at 12pm would need to take vacation time as employees would still be scheduled to work until 6pm.

Lorena Ruggero informed the council that these hours can be posted on the website, utilize a-frame signs in front of building 10 and 60, as well as around campus, including in the parking lots.

Lorena also mentioned an email to the students with winter hours as well as what services will not be available and when. All out going voice messages to state the hours and operations for outgoing messages. Martha Clavelle asked departments to please post hours and when your office will reopen on your doors. Posting hours on student computers as a screen saver or having a paper taped to the screen with the hours.

Lorena said she would follow up with Dave Steinmetz on the TVs on what is on the TVs in building 10. |
|---|---|
| 5. Spring Extended Hours (Aaron Starck and James Canady) | James Canady spoke on the need for data to reflect on the extended hours. Veronica Romero pulled data for the past two years to showcase the attendance times. Martha Clavelle explained the data to reflect that anything before 8am and after 6pm did not produce numbers warranting the early morning or late afternoon extension. Martha proposed a student services station that would have 2-3 employees to man those stations so that the few students can still be served and the division does not exhaust employee resources.

Aaron Starck suggested collecting data and propose a recommendation to the president in writing stating the conclusion of the data.

The week prior to school starting and the first week of school the hours would be 8am-6pm, Monday through Thursday, 8am-3pm on Friday, and Saturdays would be 9am-2pm.

Courtney Williams recommended not starting extended hours the Saturday of MLK Holiday as many employees participate in the parade that weekend, and moving the first Saturday of extended hours to the following Saturday, January 25th, and the second Saturday, February 1st. First week of extended hours would be January 25th – February 1st, and the second week would be 2nd of February - February 7th. Saturdays will only be in effect for Building 10. Building 60 and CalWORKs will not be open on Saturdays.

Please email James Canady the data as well your written recommendation to him.

There needs to be follow-up on the idea of a triage station or stations in replace of extended hours or in addition to. |
| 6. | Financial Aid SAP requirements (James Canady) | Counseling 095 Academic and Financial Aid planning course is for those students that have not met Satisfactory Academic Progress (SAP). Roughly 35% of the students are not meeting SAP. Students that take Counseling 095 course do better in this area. Title IV does not allow the ability to mandate a student that is receiving financial aid attend such a course or workshop, but James would like to utilize Counseling 095 courses to be more intentional to address this issue and need. What is the best way to get a large amount of information to the students with the ability for them to digest it properly?

Michael Copenhaver informed the council that Financial Aid would be happy to partner and provide information on any financial aid topics as long as they are given fair warning and the department can plan for it.

Career Services offers workshops on financial aid as well.

There needs to be further discussion on Financial Aid requirements for students as well as a presentation possibly from Dr. Amy Ramos regarding collecting data from students. |
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<td>7.</td>
<td>January Meeting Date (Graylin Clavell)</td>
<td>Next scheduled SSC meeting will be Wednesday, January 15th from 9am-11am in College Conference Room.</td>
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### DEPARTMENT UPDATES (10 Minutes)

| 8. | Getting Back on Track Workshops (Karolia Macias) | Karolia Macias announced to the council the “Getting Back on Track” Workshops for those students who need assistance in understanding their academic status and in completing a readmission petition.

Students at Cuyamaca are not able to petition facing this issue without attending one of these workshops. Grossmont students do not need to attend this workshop to petition. |
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<td>9.</td>
<td>Career Services (Renee Nasori)</td>
<td>Adult Re-Entry open house will be on Friday, January 10th at 10am.</td>
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<td>10.</td>
<td>Student Engagement (Susan Berry)</td>
<td>Susan Berry handed out a Student Engagement flyer on 6 Ways to Help for Faculty that has food, housing, and utility and bill resources on the back. Graylin will email this along with the minutes.</td>
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<tr>
<td>Who</td>
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<tr>
<td>Aaron Starck and James Canady</td>
<td>Data and Written Recommendation for Extended Hours</td>
<td>January 2020</td>
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<td>Aaron Starck &amp; Asma AbuShadi</td>
<td>Technology &amp; Data Needs / Key Technical Projects</td>
<td>TBD</td>
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<td>Wayne Branker</td>
<td>Student ID Cards and utilizing extra space</td>
<td>TBD</td>
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<tr>
<td>James Canady &amp; Aaron Starck</td>
<td>Financial Aid Services/Counseling 095 Discussions</td>
<td>TBD</td>
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<td>Aaron Starck</td>
<td>Student Intervention Programs Discussion</td>
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<td>Aaron Starck</td>
<td>Financial Forecasting Challenging Times</td>
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<td>Martha Clavelle</td>
<td>Triage Stations</td>
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The meeting ended at 3:25pm.

**NEXT MEETING: TBD**