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

<table>
<thead>
<tr>
<th>CHAIR</th>
<th>ATTENDEES</th>
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<tbody>
<tr>
<td>☐ Marsha Gable</td>
<td>☐ Asma AbuShadi, Tech Programs Manager/IT</td>
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<tr>
<td>☐ Jason Allen, UMOJA Counselor, Coordinator</td>
<td>☐ Maria Denise Aceves, Counselor/Articulation</td>
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<tr>
<td>☐ Susan Berry, Student Engagement Coordinator</td>
<td>☒ Wayne Branker, Admissions and Records Supervisor</td>
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<td>☒ Patrice Braswell, A.R.C. Coordinator</td>
<td>☐ Nedra Brown, Associate Dean of Athletics</td>
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<td>☒ Carl Fielden fill-in for Patrice Braswell</td>
<td>☒ Barbara Gallego, Front Office Supervisor, Financial Aid</td>
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<td>☒ James Canady, Counselor/Chair</td>
<td>☒ Wayne Branker, Admissions and Records Supervisor</td>
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<td>☒ Michael Copenhaver, Director Financial Aid</td>
<td>☒ Daniel Hernandez, Financial Aid Supervisor</td>
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<td>☒ Ángel González, Director of Student Development</td>
<td>☒ Gabrielle Gosselin, CalWORKs Counselor/Coordinator</td>
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<td>☒ Denise Schumley, Academic Senate President</td>
<td>☒ Pearl Lopez, EOPS Counselor/Instructor/Chair, Maria De La Cruz fill-in for Pearl Lopez</td>
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<td>☒ Sarah Moore, Transfer Center Coordinator</td>
<td>☐ Karolia Macias-Madrigal, Counselor/SSSP Coord</td>
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<td>☒ Juan Carlos Reyna, Title V Director</td>
<td>☒ Renee Nasori, Career Services Supervisor</td>
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<td>☒ Matthew Ring, Mental Health Counselor</td>
<td>☐ Lida Rafia, Dean of Student Success &amp; Equity</td>
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<tr>
<td>☒ Aaron Starck, Dean of Admissions &amp; Records, &amp; Financial Aid [CHAIR]</td>
<td>☐ Michaele Toral, PUENTE Counselor, Coordinator</td>
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<td>☒ Beverly Warren, Associate Dean of EOPS/CARE/CAFYES &amp; CalWORKs</td>
<td>☐ Sara Varghese, Dean, Student Affairs</td>
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<td>☒ Heriberto Vasquez, Outreach Coordinator</td>
<td>☒ Beverly Warren, Associate Dean of EOPS/CARE/CAFYES &amp; CalWORKs</td>
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<thead>
<tr>
<th>RECORDER</th>
<th>GUESTS</th>
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<tr>
<td>☒ Graylin Clavell</td>
<td>☒ Natalie Ray</td>
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## ROUTINE BUSINESS (5 Minutes)

### 1. Welcome and Introductions (5 Minutes)
- N/A

### 2. Additions/Deletions to Agenda
- N/A

### 3. Approve Meeting Notes & Follow-up
- N/A
**NEW BUSINESS (90 Minutes)**

| 4. Extended Hours Assessment (James Canady) | The Council discussed the issue with marketing of extended hours to better inform the students. Currently, students receive information on extended hours through email, Facebook, and Grad Guru. One of the issues with marketing of extended hours is marketing them to late and not knowing what weeks are going to be utilized.

Some suggestions were made to formalize extended hours for the next 2-3 years so that departments can better market for it and alert students farther out, as well as utilizing a rolling electronic screen that could display hours and dates open. The latter suggestion would require funding and approval from the campus/facilities.

Wayne Branker mentioned that the Facilities Committee has released to constituency groups a Five Year Master Plan Project Priority list of possible new projects, one of which is for campus signage.

Natalie Ray asked the Council to examine what is our strategy, and what services should be available and when before requesting a message board. * Aaron Starck asked that this be a follow up item at the next SSC meeting. Aaron then acknowledged that one issue is not fully recognizing or knowing what students need due to the lack of ability to track them.

Observations made by those who worked both weeks of extended hours were that the first week services were utilized with steady student traffic, including the first Saturday, but that the second week and Saturday of extended hours were hardly utilized and saw little student traffic. Carl Fielden added that the A.R.C. students primarily come in during the 10am-3pm time period and do not come in for the extended hours.

The lack of evening extended hours participation begged the question of how many evening students do we have and how many are utilizing extended hours?

Barbara Gallego mentioned that extended hours does impact the way they staff their student workers as well as student worker morale. Student workers do not get overtime. The reality is that departments need to spread the student workers out.

Juan Reyna suggested opening up the computer lab and logistically reinvent the process to minimize the amount of staff needed covering only the bare minimum of services for those days to cover the necessary items and limit the amount of staff needed.

**Follow-up SSC Agenda Item:**

- Continued discussion on Extended Hours: How we staff extended hours, what is provided and who is providing it? Convocation impact? What data to track? Bookstore, should they be open same hours as building 10 and 60 during extended hours? Marketing?
**5. Technology and Data Needs**

(Aaron Starck)

Aaron Starck spoke to the council about creating a collective voice and work towards a list of Student Services Technology needs and a body that can represent Student Services for these needs. What common things does each department have that can benefit from specific tech needs:

1. **Student Scheduling**
2. **Sharing of Core Data w/All Student Services Departments**
   - Primary Student Info, ED plans, etc.
   - Greater discussion as to what data could be shared
3. **Central Process and Platform of Communication to Students**
   - For static information that would reach all departments automatically
4. **Appointment Reminders**
5. **Ability to update records from multiple locations**
   - This suggestion needs a broader discussion
6. **Digital Footprint**
   - Where the student has been, what services they have utilized, events gone to
   - Swipe Card
7. **Required Reporting System**
   - ex. Degree Audit System for federal requirements
8. **Sharing Reports**
   - Student Tracking
   - How do we create access to this data
9. **Online Event Room Reservation System and Resources**
   - Extra resources (tables, chairs, canopies) for on-campus events
   - Storage for resources
10. **Standing Agenda Item for Technology/Data needs at SSC**
11. **Behavioral Intervention Software**
    - Maxient
12. **Equipment**
    - Acquiring and replacing equipment and how to budget appropriately for purchasing of technology
    - Accessibility review of technology purchases
13. **Common planning and calendaring**
    - SSC meeting as a working meeting to generate common calendar of events. Aaron suggested an event assistance team of student workers to assist with setting up events and having a possible storage area with extra resources (tables and chairs). Would require some basic safety training.

New website will be rolled out at the beginning of the new year.

The TVs in building 10 and 60 could be better used to display hours of operation, important information and school related items instead of cartoons and other shows. Currently IT controls what is on those TVs. The request is being made to switch control of those TVs to Student Services.

What is required for Federal Financial Aid? Paying students for classes that they need?

Next steps are to have follow-up with these requests and review the list of tech requests on the IT List compiled back in May, 2019.
6. Student ID Cards (Wayne Branker)

Wayne Branker mentioned to the council that currently the National Suicide Hotline and Crisis Hotline will be added to the back of the Student ID Cards. Wayne asked the council if there would be any other information the Council would like to add to the back of these ID cards. It would be static information only, and only one or two more items to be added.

The following suggestions on what to add to the ID cards were:
- Student and Mental Health information
- Food Pantry and Shelter information
- CAPS information (for lost items and/or late night contact info)

Wayne will do a mock-up of the ID card and the Council will review at the next SSC meeting in October to decide and submit orders.

7. DEPARTMENT UPDATES (10 Minutes)

8.

9.

10. WORK AHEAD

FOLLOW-UP

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<th>Who</th>
<th>Item</th>
<th>Timeline</th>
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NEXT MEETING: Monday, October 21, 2019, Distance Learning Room (70-066) / 1:30pm-3:30pm