

SBVC

Student Services Council

AGENDA

September 24, 2020

10:00 a.m.-11:30 a.m.

President's Conference Room - ADSS 207

Members:

Student Services Mission: To provide a system of support services that enhances student success and achievement of educational goals.

	A	P		A	P
Dr. Scott Thayer			Justine Plemons		
Andrea Hecht			Kathy Kafela		
April Dale-Carter			Larry Brunson		
Ariel Davis			Marco Cota		
Carmen Rodriguez			Maria Trujillo		
Celia Huston			Michelle Crocfer		
Cindy Huerta	X		Oscar Rodriguez		
Deanne Rabon			Dr. Raymond Carlos		
Elaine Akers			Sam Trejo		
Fermin Ramirez			Shalita Tillman		
Jamie Herrera			Sharaf Williams		
Joanne Hinojosa			Veada Benjamin		
Joseph Nguyen			Yancie Carter		

TOPIC

DISCUSSION

FURTHER ACTION

DRAFT

1. Enrollment

Scott:

We had the community meeting last night which was much needed and productive.

The first census has past – 20 percent of the semester. We are a little soft on the numbers – about 4,300 FTES where we were a little over 5,000 last year. We do anticipate to reach our target which is 10,700. Last year we reached 11,000 FTES. That number has been adjusted for numerous reasons. We have short term classes that continue to be offered throughout the semester. We look at the students we currently have to see how we can best serve them and support them in their classes. We have the online tool through Cranium Café and we have many different virtual avenues to help them. I believe students just want to know their message has been received. Even having an automatic reply saying, “Thank you for contact us. We will get back to you in x amount of time.”

We just wanted to share the update from the last meeting; it’s an annual meeting. It’s the first virtual meeting and hopefully the last. We had a lot of feedback and breakout groups to receive input. Would anyone like to chime in on last night’s meeting?

Marco:

I think it went well across the board. I’m surprised in some ways and how well and the level of services provided to students as access and retention wise. There were many good points that we need to look at and address but overall it was a good meeting.

Elaine:

It’s really impressive at how much has been done this year. People really feel connected right now. It’s a side effect of this virtual environment that we get to connect with leadership. And I think it’s a product of everyone working together against a challenge and conquering the challenge. I think the mood of the campus is good considering we all don’t like this virtual environment.

Scott:

Those points are good. People have really risen to the occasion.

	<p>Sharaf: The aeronautics example was great.</p> <p>Scott: Yes. It was a nice touch to show that we still provide the core functions. If it's student services or whatever it is it's still available. Change is difficult. But it creates an opportunity to learn something new.</p> <p>Any other thoughts on the meeting last night?</p> <p>Shalita: It was refreshing to have and share that feedback so that we can really get a better understanding of the needs that are required for the students to be successful.</p> <p>Scott: Yes, that's a great point. It will help us understand if we are going in the right direction.</p> <p>Elaine: Another thing I was struck by is we actually have stable leadership now for the first time in 15 years. I also like seeing the students there. It was just an optimistic night for me.</p> <p>Scott: Those are great points. Which is a great segue into the ISER report. We get to highlight what we do on our campus.</p>	
<p>2. ISER Report Review a. Section 2.C. Student Support Services</p>	<p>Scott: Review of ISER Report</p>	

3. Other

Scott:
Announcements?

A & R staff had another diploma pick up for students.

Sharaf:
We have Undocumented week through the dreamers center the 19th through the 23rd so we'll send out a flyer to share.

Elaine:
Yes, we have a student ambassador named Christina Torres. She's a student wellness ambassador. She wants to do some wellness events on nutrition, exercise and mental health issues. If you have a department meeting with students that you want to invite her to let me know.

We still have our tent event tomorrow at 1pm. Students need to make connections and they can do that there.

We started a stress solution small group which is already full but we're having new things coming up in that regard. We're still available to see students online.

Scott:
Ray, do student ID's cards have their student ID numbers?

Ray:
Yes they do. They snap an appropriate picture of themselves and email it to us.

Scott:
Is there any way for them to pick it up?

Ray:
Yes. We try not to have too many students on campus but yes we are able to have them come by and pick it up.

Scott:
Great. Any other announcements?

Kathy:
Yes we have application workshops going on. We have a TAP application going on right now.

We have one-on-one appointments with university reps. Cal Poly just set up their appointments. That is available.

Cindy and I are working on doing a Transfer 101 conference where 3 days for each of the CSU and US and 3 days for the private schools. The flyers will be coming out soon. Cindy would you like to add to that?

Cindy:
Yes. All of that we're posting on canvas, we're on Instagram and that's a good way to connect with our students.

Deanne:
I'd like to add that STAR is doing our recruiting. Please let your students know. We will take applications for another week or two.

Scott:
Congratulations for STAR getting funded for another 5 years.

Veada:
Congratulations!

We just had our diploma pick up where we had about 130 student pick up their diploma.

As far as the forms are concerned, we are looking into the Laserfish which we would have to purchase the license for it. Crafton is using it and we would like to streamline it.

Scott:
Great job for admissions and records for their events.

Any other announcements?

Larry:
Yes, I wanted to remind everyone we're having our Virtual Disability Awareness Fair from 12-2 pm. We've been working really hard to put this together. It's going to be amazing. Shout out to our marketing department. We will be giving away prizes and swag. I'm really excited about it and thank you in advance for your support.

Scott:
Great. One topic is going paperless has been a topic and we've been diligently working on going paperless. We will be virtual through the May 2021 and a decision will be made on summer and

fall sometime in the spring. It's a great opportunity to go paperless.

Ray:

Scott, could we create a taskforce to or workgroup to capture the online process. My biggest fear is that we will revert back to paper forms and I'm just hearing it from a lot of students that the online process and forms is so much easier for them as well.

Scott:

I just think about the electronic signature and how beneficial it has been. It has been a big hurdle to have to sign and scan paperwork back.

Joanne:

Can I just follow up with what Veada was saying about Laser Fish; is that something other programs can get onboard with?

Veada:

Absolutely. Larry is the contact person. Most departments are on board. It's really streamlined. Also, we wouldn't have to scan those forms and they would go directly into our imaging system. It's just easier for everyone. Scott, were you at any of the meetings Larry hosted?

Scott:

I have a copy of the meeting Larry hosted with the information of Laser Fish. I can have Kathy send that out to you. Yes I think that would be great.

Marco:

We used Laser Fish for our orientation. I think we need decide as a campus whether we would like to use the service.

Scott:

The Student Services Council is the committee that takes recommendation to the college council. If the committee would like to recommend Laser Fish we can do that.