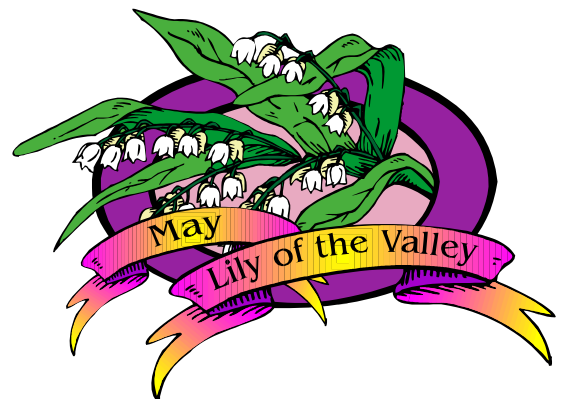


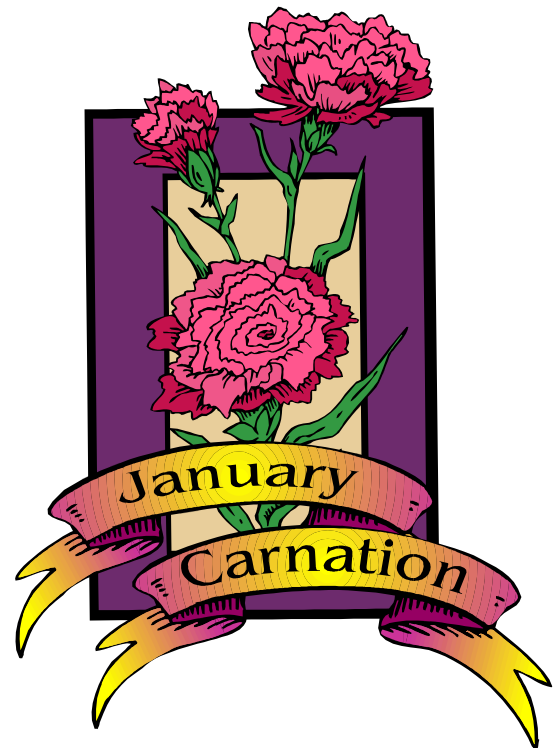
STUDENT SERVICES EXECUTIVE COUNCIL
Administrative Conference Room 214D
May 1, 2008
10:00 am – 12:00 pm
AGENDA

- I. STUDENT LEARNING OUTCOMES—Suzie Ama**
- II. BECOMING A PERSON OF INFLUENCE: Chapter Six—Jill**
- III. MAY RETREAT--Jill**
- **Travel arrangements**
- IV. END-OF-SEMESTER REPORTS & TOOLS—Jill**
- **High School Outreach Plan**
 - **Retention Plan**
 - **Classified Vacation Calendar**
 - **Faculty Contract Days Calendar**
- V. AREA UPDATES—All**
This is where you all connect!



STUDENT SERVICES EXECUTIVE COUNCIL
Admin Conference Room 214D
January 11, 2008
8:30 am – 12:00 pm
AGENDA

- I. STUDENT KIOSKS AND TUTORING
- II. TITLE V REVISIONS
- III. STUDENT SERVICES PROGRAM REVIEW MODEL
- IV. UNIT PLANS
- V. MAIN BUILDING MODERNIZATION UPDATE
- VI. FINANCIAL AID ONE-CARD
- VII. REGISTRATION SPRING 08 and FTES P1 UPDATE
- VIII. ARCC REPORT
- IX. BUDGET UPDATE
- X. SARS
- XI. ANNOUNCEMENTS
- XII. UPDATE ON MAY RETREAT
- XIII. OTHER



Student Services Executive Committee Call-Back Meeting
MINUTES
11-JAN-2008

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 8:30 AM.

B. In Attendance:

Penny Talley
David Cornell
Jill Board
Pam Godfrey
Deb Ernst

Heather Ostash
Joann Spiller
Kathy Salisbury
Paula Suarez

Absent:

Yolanda Vasquez
Jan Moline
Deanna Campbell

Valerie Karnes was in attendance to discuss kiosks and tutoring

C. Approval of Agenda—Reviewed and approved as presented.

D. Approval of minutes from December 6, 2007 meeting—the group reviewed the minutes and action items as presented. Jill has spoken with Jane Harmon pertaining to moving the portion of Sherri Windish’s salary off the TANF budget. That will not happen this fiscal year. Additionally, Jill announced that we will not be hiring any permanent labor on the categorical budgets this fiscal year. She stated that every replacement position will be thoroughly discussed at the Administrative Cabinet meeting scheduled for Monday, January 14th.

ACTION ITEMS:

- Jill will talk with Jane Harmon about Julie Cornett providing assessment at ESCC and using a portion of her salary as match on the year-end Matriculation budget report.
- Heather will talk with Paula Caudill, Greg Kost, and Deanna Campbell to clarify who will be doing assessment testing at ESCC next week.

II. STUDENT KIOSKS AND TUTORING—

Valerie Karnes was invited to attend this meeting to discuss the student kiosks and tutoring. She informed the group that the IT Department has identified some computers that could be used in Admissions & Records and the Counseling area for student kiosks. The group discussed the best location for the kiosks and printers so that students have easy access. It was decided that one computer and a printer would be placed at the A&R window; two computers and a printer will be placed across from the main switchboard, in view of counseling staff. Special Services volunteered to assist by providing student workers to help with the kiosks. These computers will lock out the ability to search the internet and allow students to view and print their schedule only.

Valerie also made some other well-received announcements:

1. The East Wing and main portion of the 2nd floor will soon be wireless for employees only.
2. There are ten (10) new computers the Special Services area. These can be used for match to the DSPS budget report. They were purchased through the Special Equipment Funding.

3. There are also thirty (30) “drawing tablets” identified that could be used for Special Services.

Valerie also stated that the LAC tutoring budget will be supplemented by IT so that all lab aids can also function as tutors.

ACTION ITEMS:

- Valerie will ensure that the cost for the 10 Special Services computers is provided to Kathy Salisbury for inclusion in the end-of-year DSPS budget report.
- Valerie will have Dan Johnson speak with Sherri Windish regarding the lab aids functioning as tutors.
- Deb Ernst will follow up with Valerie regarding the 30 drawing tablets for Special Services.

III. TITLE V REVISIONS/ Request to Repeat vs. Readmission form—

The group discussed the current forms being used for Request to Repeat a Class and the Re-admission form. It was decided that the Re-admission form should be revised in order to satisfy our external auditors. The revision should include a place to mark *FTE* or *not for FTE*. In addition to satisfying the external auditors, the revision would stream-line the process in Counseling by having one form cover two issues. Jill requested that all counselors please use the same form.

Heather brought it to everyone’s attention that, currently the Banner system prevents students from registering for a class if they have two grades for that class, (i.e., W, F).

The group also discussed who can sign off on the Request to Repeat a Class forms. It was determined that Counselors can sign off if the student only has one sub-standard grade and **Ws do not count**. If the student has two or more sub-standard grades, the form will require the signature of the Vice President of Student Services. Jill stated that we do not want to increase FTES on the back of students’ success.

Jill informed the group that Greg Rapalla, at District, is building an ODSST report pertaining to the success of concurrently enrolled students. That should be available in the near future. The committee briefly discussed the 50% concurrent enrollment rule to clarify for everyone.

ACTION ITEMS:

- Dave Cornell will bring up Heather’s concern about the issue of Banner preventing students from enrolling at the District Banner Student meeting.
- Jill will email Greg Chamberlain regarding students paying for a high school concurrent course in order to get it as a college credit.

IV. STUDENT SERVICES PROGRAM REVIEW MODEL—

Update on Financial Aid—Joann Spiller stated that the group has met and is working on SLOs. She stated that the SLOs are coming along. Candace Cornett is in the process of creating a student survey; it will, hopefully, be implemented the 3rd week of the Spring semester. Marc Beam

attended the FA group meeting and requested a copy of the survey be sent to him once it is completed.

Joann Spiller voiced her concern because the enrollment numbers appear to be dropping despite all the recruitment efforts. It appears the number of people applying for Financial Aid is increasing, but the number of peoples actually following through with the FA process is going down. Joann thought it was more affective when recruitment efforts are focused toward the parents rather than the students.

Update on Student Activities—Jan Moline was not present at the meeting and no update was provided. She will be asked to report at the next regularly scheduled meeting.

V. UNIT PLANS—

Jill requested that each committee member bring the draft of his/her Unit Plan to the first meeting they have with her in the Spring semester. She will review each plan with him/her to ensure that it ties in to the Program Review Plan and the college's Strategic Plan. Committee members were instructed to use Spring 07 data only to update the Unit Plan for this year. Then for updating data in Fall 2008, use the annual data which includes FA07 and SP08.

VI. MAIN BUILDING MODERNIZATION UPDATE—

Jill provided a handout of the plans for the main building 1st floor modernization. She stated the final proposal has been submitted, went through DSA, and the bond will be on the November 2008 election ballot. Architect, Chris Addington said the plan was submitted as tail money, meaning we get the amount asked for. At this time, the release of the funds is expected between April – July 2009. Plans for the 2nd and 3rd floors are also available; Jill will be going over those with committee members one-on-one during regularly scheduled meetings with her and then again as a collaborative group. The plans are almost ready to roll out to everyone.

The architects will be invited to attend the February 14th Student Services Committee meeting in order to begin discussions regarding the One-Stop Center. Chris Addington, the architect, has requested we plan very carefully in order to eliminate the need for change orders because change orders are very costly both monetarily and time wise. He wants to have 10% of the funds left over to purchase furniture and equipment. The architects will also attend the May Retreat and have even offered to pay for the staff's expenses.

The Science remodel is scheduled to begin in Spring 2009 and be completed by Fall 2009. That will create space on the 3rd floor for Special Services and Student Services to move into while the 2nd floor remodel is completed. The 3rd floor is designed with movable walls to create an assembly area. This area could be rented out to community groups/organizations for special events and would generate extra money for the college by doing so. The current time line for the remodeling is:

- **FALL 2009**—everyone will move from the second floor to the assembly area on the third floor
- **SUMMER 2010**—the 2nd floor One-Stop area should be completed and everyone will be moved back downstairs.

Student Center Modernization—Jill stated that Chris Addington informed the Modernization Committee, during the last meeting, that there is 1.5 million dollars set aside for the Student Center, which will be remodeled simultaneously with the Science remodel. It will be located on the 1st floor. The 1st floor plans are not set in stone as yet. Meeting dates for the Student Center modernization are scheduled for January 31st, February 25th, March 13th, and April 14th. Jill encouraged committee members to attend the meetings in order to have input toward the Student Center. She also sought input at this meeting and received the following suggestions:

- No carpet! Use linoleum, laminate, or wood flooring in order to increase flexibility of the area.
- Add a reading loft if possible.
- Eliminate the kitchen area and create an open-faced , more contemporary vendor area for food vendors.

VII. FINANCIAL AID ONE CARD—

Jill provided committee members with a Talking Points handout pertaining to the objective of the Financial Aid One Card. The handout listed the advantages to the students and advantages to the District of using the One Card.

Jill and Joann will present the information to ASCC during the spring semester as an informational item only. A full blown campaign is forth coming and hopefully implementation of the One Card will be ready for the Fall 08 semester.

The committee was informed that the bank(s) who are funding the One Card have agreed to put a Cerro Coso ID card into the hands of every student, not just those eligible for financial aid. Paula Suarez voiced her concern pertaining to what concessions might be involved, such as mailing list, etc.

XII. REGISTRATION SPRING 08 and FTES P1 UPDATE—

Committee members were provided with a handout showing enrollment activity for spring registration for all three colleges in the Kern Community College District. The P1 information was not available for this meeting. The numbers indicate fewer students are enrolling overall, but that more of them are enrolling for full-time attendance rather than part-time.

IX. ARCC REPORT—

Jill provided the group with handouts of the 2006-07 ARCC Report and a draft of the 2007-08 ARCC report. This is sort of a report card on how well the college is doing, based on statistical data gathered. The group reviewed the reports and discussed the numbers. She also sought input from the group for inclusion in the self-assessment summary for 2008. Several suggestions were made, prompting her to inform the group that the summary is limited to 500 words or less. This report compares Cerro Coso Community College to a college peer group. The question was posed, “Who is our College Peer Group?” Jill stated she will attempt to find out what colleges/districts we are being compared with.

X. BUDGET UPDATE—

The group was provided with several handouts pertaining to the current budget situation. The outlook is rather bleak for the next couple of year. Jill stated she doesn't think categorical budgets will incur a mid-year cut, but that could change due to lobbying efforts during the special session called by Governor Schwarzenegger. Committee members were instructed to plan for a 10.9% reduction to categorical budgets for the 2008-09 fiscal year. Jill will meet with each member individually beginning the week of January 31st to discuss where the budget cuts should be.

ACTION ITEMS:

- Jill work with Pam Godfrey on scheduling weekly meetings with her.

XI. SARS—

- **Requests for Access**—this item tabled for next meeting.

XII. ANNOUNCEMENTS—

- *2008-2009 Calendar*—a copy of the Board approved 2008-2009 academic calendar was provided to each committee member.
- *Counselors' 43.75 work week*—Jill informed the group that all counselors must show on SARS calendars/schedules a 43.75 hour work week. Thirty of those hours must be for student contact.
- *CSEA Contract Issues*—tabled for next meeting.
- *Confirmation of Spring 2008 meetings*—the group reviewed the regularly scheduled SSEC meeting dates for spring 2008. The dates are:

January 31	April 10
February 14	April 24
February 28	May 8
March 13	

- Pam Godfrey is now the new Faculty Director at Kern River Valley. She is full-time adjunct.

XIII. UPDATE ON MAY RETREAT—

- **Retention Practices at Two-year Institutions**—This item is tabled for the next meeting.

XIV. OTHER—

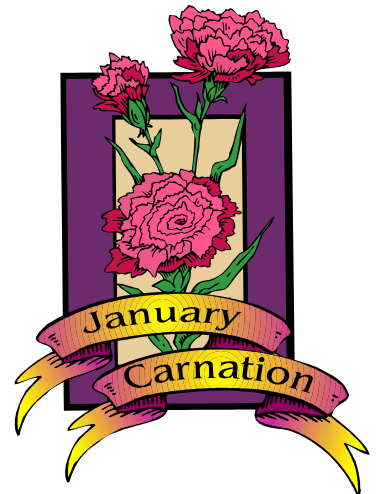
- *Faculty Evaluations*—there are six Student Services faculty evaluations due during the Spring
- *Travel*—Each committee member who plans on attending the Student Services Annual Conference is asked to bring the final details of their travel to the January 31st meeting. Hotel reservations have already been made, but travel arrangements are pending.

The next *regularly scheduled* meeting is Thursday, January 31, 2007 from 10:00 AM until 12:00 PM in the Administrative Conference room.

The meeting was adjourned shortly after 12:00 PM.

STUDENT SERVICES EXECUTIVE COUNCIL
January 25, 2007
AGENDA

- I. Organizational Items
 - Approval of Agenda
 - Approval of Minutes from November 30 meeting
- II. Expending Categorical Funds
- III. Review Final Draft of Student Worker Handbook
- IV. Update from Joann Spiller Regarding How BC Handles Financial Aid Holds
- V. Five-Year Student Services Classified/Administrative Staffing Plan
- VI. Process for Reviewing/Revising Financial Aid Website
- VII. Year-End Retreat to Lake Arrowhead
- VIII. Review Meeting Dates for Spring 2007
- IX. Work Study/Student Authorizations
- X. Announcements



Student Services Executive Committee Meeting
MINUTES
22-FEBRUARY-2007

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:05 AM.

B. In Attendance:

Jill Board	Joann Spiller
Kathy Salisbury	Mary Peoples
Dave Cornell	Jan Moline
Heather Ostash	

Absent:

Yolanda Vasquez	Jane Harmon
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Paula Suarez and Penny Talley were invited and attended this meeting in order to discuss Unit Plans and the Year-End Retreat.

Cori Ratliff was invited and attended this meeting in order to discuss the Student Services portion of the college's website.

C. Approval of Agenda—Reviewed and approved as presented.

D. Approval of minutes from November 30th meeting and review of the Action Items from those minutes.

II. EXPENDING CATEGORICAL FUNDS—

A handout was provided to committee members that listed the remaining balance for the various categorical budgets. Jill will be going over each budget and spending plan with the appropriate individual at their next regularly scheduled meeting with her.

III. REVIEW FINAL DRAFT OF STUDENT WORKER HANDBOOK—

A handout for the latest draft of this document was provided by Joann Spiller. However, this item was tabled until the next meeting due to time constraints.

IV. UPDATE REGARDING HOW BAKERSFIELD COLLEGE HANDLES FA HOLDS—

Joann Spiller informed the group that she had spoken with Joann at Bakersfield College and Virginia at Porterville College to see how they are currently handling financial aid holds. If a student owes more than \$100.00 to the college, they are placing holds on SOAHOLD, which prevents the student from registering. Joann stated that Cerro Coso still has very old holds on transcripts. She said that most should probably be released because the student is already in default or is past the conformity year. This is something that will be addressed as soon as she has the time.

V. FIVE-YEAR STUDENT SERVICES CLASSIFIED/ADMINISTRATIVE STAFFING PLAN—

Jill provided committee members a handout of the proposed Student Services five-year staffing plan for classified and administrative positions. The group reviewed and discussed the plan and made the following additional recommendations:

- Gayle Whitlock suggested changing the A&R Assistant at KRV from a 19 hour per week employee to a full-time 40 hr/12 month position. That campus is growing and needs additional support.
- Gayle and Yolanda suggested hiring a 40 hr/ 11 month Department Assistant position that would be dedicated to the TRiO Program at KRV. This position would be 100% TRiO funded.
- Joann Spiller suggested that a part-time Financial Aid Assistant be hired for ESCC/Bishop. This would be a 19 hr/12 month position to begin with, but could possibly be increased to full-time if the campus growth is sufficient to warrant the change. This would need to be funded by General Funds.
- Mary Peoples stated that the High Tech Center needs additional support. She suggested increasing the current part-time Learning Assistant position to a full-time position. This change would be 100% Special Services funded.
- Dave Cornell suggested making the part-time A&R Assistant position, at IWV, a full-time 40 hr/12 month position.

Once all recommendations had been made, the committee was asked to prioritize the positions. Prioritization was based on the year, in which the group felt the position was needed (i.e., within 1 year, 2 years, etc. through the 5th year). The prioritization is as follows:

<u>YEAR</u>	<u>POSITION:</u>
1	Job Development Specialist at IWV
1	Ed Advisor at IWV
1	Department Assistant II at KRV
1	Special Services Accommodations Technician/Teaching Assistant at ESCC/Bishop
1	Learning Assistant for IWV HTC (change to full-time position)
1	Part-time Department Assistant II at IWV Counseling front office
1	A&R Assistant at ESCC/Bishop
1	Department Assistant II position for TRiO at KRV
2 or 3	Increase A&R Assistant position to full-time at IWV
2 or 3	Full-time Department Assistant II at IWV Counseling back office
2 or 3	Financial Aid Assistant at ESCC/Bishop
3	Increase A&R Assistant position to full-time at KRV
4 or 5	Financial Aid Assistant at KRV

The increased staffing would help prevent reliance on student workers and increase efficiency and effectiveness in serving the students. Jill informed the committee that any part-time position that is to be increased to full-time will involve the laying off the individual currently in that position. All applicants for the full-time position will have to go through the standard hiring process, and there is always the possibility that the individual currently in that part-time position would not be selected to fill the full-time position.

An upcoming agenda item, based on the discussion held today, will be the elimination of dual supervisors of classified staff.

VI. PROCESS FOR REVIEWING/REVISING FINANCIAL AID WEBSITE—

At the next SSEC meeting, the committee will begin reviewing the Financial Aid website. Committee members were asked to review the previous handout (How to Design a Web Site That Welcomes Prospective Applicants) and be ready to make notes for changes/improvement as the website is reviewed. Each department's website will eventually be reviewed, and eventually, Cori Ratliff will be invited to attend a SSEC meeting to discuss the website revisions.

VII. YEAR-END RETREAT TO LAKE ARROWHEAD—

Jill provided a flyer for the Saddleback Inn. This is the suggested lodging for the Spring Retreat, which is tentatively scheduled for May 30 or 31. **Travel requests for the retreat should be submitted no later than May 1st if requesting prepayment for lodging.**

Committee members were also provided a handout pertaining to the CCC All Directors Training, which is scheduled for April 23-25, 2007 in Burlingame, CA. All directors/supervisors are requested to attend with the exception of the TRiO Director, who will be attending a TRiO conference in New Orleans instead. **Travel requests should be submitted no later than March 15, in order to meet the "early bird" reservation cut-off date and secure the lowest registration fee.**

ACTION ITEM:

- Kathy Salisbury will contact the Saddleback Inn to set aside a block of rooms for the retreat.

VIII. REVIEW MEETING DATES FOR SPRING 2007—

The committee determined dates for SSEC meetings for the spring semester. Those dates and locations are:

February 8	214 D Admin Conference room
February 22	LRC733
March 8	Admin Conference room
April 19	LRC733 (SCHEDULE CONFLICT)
May 3	214D Admin Conference room
May 17	214D Admin Conference room
May 30 and 31 st	Spring Retreat at Lake Arrowhead

ACTION ITEM:

- Kathy Salisbury will request that IT set up a computer and projector for the upcoming meetings so the group can review the website for each area of Student Services.

IX. WORK STUDY/STUDENT AUTHORIZATIONS--

ALL student employees will be paid at the rate of \$7.50 per hour, in order to be in compliance with the new state minimum wage law. The group discussed several issues pertaining to student employees and decided that students will be authorized to work on a semester-by-semester basis only and there will be no incremental wage increases, as was our past practice. All supervisors who employ student workers will be provided the updated information.

Committee members were also reminded that all forms created by Cerro Coso must have student ID number rather than social security numbers. She requested that each department destroy all the old forms that ask for SS numbers.

ACTION ITEM:

- Jill will talk with Dr. Retterer and Joann Handeland about having Deems print new forms and making sure the old templates are destroyed.
- Heather will speak with Paula Suarez and Cheryl Fitzsimmons regarding semester-by-semester student payroll authorizations for CalWORKs.
- Dave Cornell will look into securing funds for Veteran's Work Study.
- Jill will talk to Lisa Couch about some Human Resources forms that still request SS number.

X. OTHER

The next meeting is scheduled for Thursday, February 8, 2007.

The meeting was adjourned at 11:45 AM.



Student Services Executive Council

January 26, 2012

MB212

10:00AM – 11:00PM

AGENDA

Vision Statement:

Student Services Executive Council (SSEC) collaborates to ensure an exemplary student services program, which uses innovative approaches to promote student access, retention, and success. SSEC integrates the leadership of all student services to promote institutional responsibility and accountability for student success.

Mission Statement:

The mission of the Student Services Executive Council is to increase community college student access and success by providing effective core services and programs. The council's primary focus is on the coordination of support services to students entering or returning to college and to provide a foundation for student achievement and completion.

- I. **Debrief Start of Spring Semester**
- II. **Degree Works Update**
- III. **Grants**
- IV. **Career Coach**
- V. **Division Plan**
- VI. **Upcoming events**
- VII. **February 9th**



**Student Services Executive Council
January 26, 2012
MINUTES**

Call to order at 10:00 AM.

In Attendance

Heather Ostash	Paula Suarez
Julie Cornett	Kim Schwartz
Dave Cornell	Erie Johnson
Kathy Salisbury	Deanna Campbell
Erie Johnson	

Absent:

Joann Spiller	Corey Marvin
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Materials provided for today's meeting:

- Agenda
- California Education Policy Fund 3-Year grant/Hewlett Packard
- District-wide Student Success Connections and Collaboratives
- TAACCCT Grant: Eight Guiding Principles
- Survey handout

- I. **Debrief Start of Spring Semester**—Heather advised that today's meeting would be shorter than normal due to so many things going on back-to-back. Council members conducted a debriefing of the registration process, wait listing procedures, and the drop for non-payment process. It appears that things went much more smoothly than the previous semester. The group discussed issues that need to be addressed prior to the beginning of the next term. One of the main issues of discussion focused on the confusion and frustration associated with the drop for non-payment process and the ripple effect that occurs. Heather requested that as Financial Aid issues or concerns arise, they be directed to her.

Deanna expressed concern regarding students who are dropped for non-payment because third-party payments are not processed and posted in a timely manner. She also stated that she is hearing from Debbie and Jenine that quite a number of students were dropped even though they were on financial aid. Jenine will forward the names of those students to Heather. Heather explained that some anomalies have occurred with the system and that those issues are being reviewed and hopefully corrected at the District level before our next registration cycle begins.

Dave voiced concern regarding the automated email notifications that are sent out to students. Heather informed the group that it appears a portion of the email instructions were cut off so that the students didn't receive the entire message including the portion that provided specific instruction for logging into their course. That didn't happen to all students, only a few that Heather is aware of. To help alleviate the issue, Heather sent out an email several days before the beginning of the semester reminding students to log into their classes or attend classes to avoid being dropped.

Kathy informed the group that the buildings were locked and that two Fire classes scheduled for Friday evening could not access the assigned classroom. The instructor literally conducted the classes in the parking lot and the weather was extremely cold that evening. Heather explained that institution normally does not conduct classes on Friday evenings so the institution was not prepared. That situation has since been remedied.

Paula stated that the Counseling Department is preparing for the next registration cycle and asked for clarification regarding the enforcement of the required matriculation components; Heather confirmed the requirements will be implemented and encouraged preparation begin now while the counseling area is not so swamped with students. Heather commented that she wants to make sure there is no institutional responsibility for the students not having this important information; she wants to incorporate every means available for publicizing and communicating it out to the students.

Deanna voiced concern about the fact that on the first day the kiosks opened, which is just one week prior to classes starting, a number of text books were not available; this is an ongoing issue for ESCC. All the needed text books were not delivered until near the end of the first week of class. Deanna added that Michael from Barnes & Noble has very responsive to the issue and often drives up there to deliver books himself, but that does not alleviate the issue. Erie shared that there was an issue at KRV involving the inability to accept credit/debit cards; that issue has since been corrected.

Deanna and Erie voiced their concerns regarding the negative impact to students as the result of tuition increases and the BOGG changes. The scholarship program at ESCC will be significantly impacted regarding the number of scholarships they will be able to award due to the increased tuition. That coupled with the anticipation that there will be even more students applying for the scholarships because of their ineligibility for BOGG could ultimately result in a significant decrease in enrollment for some of the sites.

Financial Aid will be fully implementing some changes this cycle that will have a tremendous impact on the students including:

- Significantly increased enrollment fees; going to \$46.00 per unit beginning with summer
- A decrease in BOGG in terms of who will be eligible to receive a BOGG
- Student Academic Progress (SAP) has totally changed and far more students will be placed on suspension as a result

Suggestions for improving services and options for students included:

- Formalize the Student Tuition Installment Payment Plan to help avoid students being dropped for non-payment.
- Allow non-resident students to get on a payment plan because the tuition costs are so high.
- Develop a modified Financial Aid petition/appeal that is not as comprehensive and intensive as the process for students who have lengthier periods of unsatisfactory progress or have over 90 units.

ACTION ITEMS:

- Heather will schedule a meeting with Natalie Dorrell to discuss getting information out to students for Priority Registration, drop for non-payment policy/procedure, and the enforcement of required Matriculation components.
- Heather will work with Deanna and Erie to determine what works best, at ESCC and KRV sites, to get the new policy/procedure information out to the students.
- Heather will meet with the Financial Aid staff on a weekly basis to try and get some things under control.
- Heather will work with the District Office to determine why students receiving third-party payment and students receiving financial aid are being dropped for non-payment.

II. Degree Works Update—Heather provided a brief update regarding Degree Works for council members who were unaware of how things have been progressing. The software has been installed; that was a big project. For the most part, scribing for the current catalog is done; that is a process that takes a fair amount of time for validation and verification. There have been a couple of issues: 1) some of our degree programs are not in Banner so they could not be scribed and 2) there may still be some inaccuracies in the information that will have to be corrected.

This week, technical training is being conducted for IT in terms of implementation and report for Degree Works. Functional training is scheduled to begin week after next; that will be the training for those individuals who will be doing the scribing for Cerro Coso and the directors. We can send someone else as well, such as a Curriculum Assistant if so desired. This is where the validation of the catalog starts.

A meeting is scheduled, February 2, 2012 from 8:30 until 11:00AM which will actually be more of a demo of Degree Works, what it does, and how it functions; this will be done via webinar, making it more accessible to anyone interested in attending. The webinar will also be archived for viewing at a later date. There will also be multiple layers of training provided after that; a series of training sessions for end users (counselors, Admissions & Records staff, and interested faculty). Counselor training will be held first followed by the other layers. Heather commented that this was already laid out with multiple periods of time when things will be tested, validated, piloted, and assessed. Porterville College will be first in the implementation process; they will be piloting the program this semester, which means a lot of the issues and problems should already have been identified and worked out before it is implemented at Cerro Coso. There will also be multiple opportunities for faculty to get in, look at the information, and learn how to use the product as well. A lot of training opportunities have been built in to the front end so that hopefully when it is rolled out to students, it will be as issue free as possible.

ACTION ITEM:

- Heather will send the web link for Degree Works training materials to all SSEC Council members so that anyone wanting to attend the webinar will be able to do so.

- III. **Grants**— the latest grant information available was posted to the SSEC Group site and hard copy provided at today’s meeting. The materials provided sort of lays out strategies and priorities of not just these grants, but other things that are happening side-by-side at the college. Heather explained it is on the agenda basically as an informational item and to provide a reminder/heads up that we have received a few different grants that are going to impact how we do business. Heather was given materials yesterday at the District VP meeting in order to begin developing a better understanding of what the focus and nature of these grants are.

TAACCCT Grant: The way the TAACCCT grants are structured, at their most basic level, they are more specifically related to CTE programs but there is a tremendous amount of overlap in terms of what types of requirements there will be of Special Services programs in terms of how the goals of the grant will be accomplished. Because of how the various areas will be impacted, today’s discussion was aimed at providing materials and getting everyone thinking about impact implications. Heather will be attending a project-management type of meeting at District where they will discuss the timeline and implementation of the grants. She will provide additional information as it becomes available. She doesn’t want anyone to be caught by surprise or unaware of possible impact to their specific areas.

STEM Grant: We will also be receiving a STEM grant; the student’s Success Passport Recommendation has a lot of alignment that coincides with some of the things that will be happening with the grant. For example, common cut scores and common assessment instruments have a much broader implication that just this grant.

California Education Policy Fund’s Hewlett Packard Grant: The grant that will have the most direct impact on student services is also one that there has absolute resounding silence on is the California Education Policy Fund’s (a.k.a. the Hewlett Packard Grant). This grant is pretty narrowly focused in terms of the impact on us. We don’t really receive any direct funding associated with this grant, but we do get support for doing things in the context of a collaborative. This has to do with the common assessment instruments, the common cut-score, and some sort of approach that will allow assessment testing to be more portable. This would allow a student to take the placement test at one place but then use it anywhere they attend school within the state of California. This grant is also very heavily focused on K-12 alignment with the community college system. It has a lot built into it in terms of goals and strategies of working directly with our high school partners and looking at where their core competencies or their standards end and our courses begin, and trying to identify a better alignment of those two things. Paula suggested it would be a good idea to take a look at some of the existing “bridge” models. Heather asked Deanna if she thought there would be support for some sort of summer bridge program for ESCC; Deanna responded that it is a possibility for Mammoth, but not in Bishop. Heather stated that we are moving forward on some articulation efforts but that we have work to do to have an institutional understanding that we can communicate accurately and correctly regarding what our dual enrollment is, what purpose it serves, and how we invest in dual enrollment.

IV. Student Satisfaction Survey—Heather stated that she received feedback from several Council members and thanked them for the input. We will be using the sampling approach to send the survey out to approximately 1,500 students, between onsite and online. The Foundation approved the use of a prize, so we will have a drawing for one or more iPods. The survey is being developed in such a way that a separate entry form for the drawing is included for students who want to be entered. This is a big investment of time and resources, so email reminders will be sent to the students in an effort to get as much feedback as possible. Once all feedback is incorporated, the final document will be sent out to all SSEC Council members for their approval, or not, of the final survey document. Tina Tuttle needs to work directly with Paula Suarez and Kim Schwartz regarding how best to conduct the survey for the areas of Special Services and Student Activities because they are such specifically defined populations and because including that information for all students made the survey excessively long. The anticipated target date for getting the survey pushed out is February 9, 2012, and we currently are in pretty good shape for meeting that deadline.

Committee members spent time discussing how data generated by the survey results will be used. It is hoped that survey results will assist in identifying and targeting areas for professional development. The survey will also allow us to thoroughly review our services and determine areas where we may be unintentionally creating barriers for students.

V. Career Coach—Heather explained that Career Coach is a tool being used in the Gainful Employment reporting that is being done, but it can also be used as a tool used to provide information to students about our programs. It is connected directly to local employment data. Career Coach allows students to be more proactive in looking at our programs, what kinds of local employment opportunities are associated with the program, and serves as another advising Pathway tool. The CTE faculty have been very engaged in making sure that information is accurate and that their programs are accurately reflected. Cost information will be available, making it possible for students to calculate the cost of a specific program before deciding to select it.

ACTION ITEM:

- Heather will send the link for Career Coach Site to all SSEC Council members.

VI. Division Plan—Heather informed council members that the Student Services Division Plan is available online where all the Unit Plans are located. Student Services Unit Plans were used in the process of composing the overall Division Plan for Student Services. Goals, budget plans, staffing requirements, and other pertinent information communicated in the area-specific Program Plans were included in creating the overall Student Services Division Plan document. Information effecting Student Services that was contained in the Annual Unit Plans for ESCC, SOK, and KRV is also reflected in the Student Services Division Plan. The Council will be reviewing the final document when it meets on February 9th.

ACTION ITEM:

- Kathy will post the Annual Unit Plans for ESCC, KRV, and SOK to the SSEC Group site once they are received.

VII. Upcoming Events—

Saturday— the date of the last Cerro Coso’s women’s basketball home games. It is Sophomore Day as well.

One week from next Tuesday—the date of our first men’s baseball home game vs. Porterville College, beginning at 2:00PM.

Friday, two weeks from tomorrow—a leadership event sponsored by RCM is scheduled. Dr. Jones, one of Cerro Coso’s new professors, will be sharing his experiences as a former lobbyist. There will also be four workshops put on by the students. Everyone is welcome to attend.

January 27th—Deanna will be attending a CCLC Legislative Conference in Sacramento and will be there until sometime Monday evening. She and others will be meeting with our legislators and doing some advocacy work. Penny Talley is also attending the conference.

February 3rd—the Student Optimist Club is sponsoring a Masquerade ball. This is their first big club event and sounds like it will be a lot of fun.

February 3rd at KRV—the Student’s Club is hosting a Social Event in the afternoon. They are also in the planning mode now for upcoming spring ceremonies.

February 4th—Athletic Booster Club’s big Celebrity Sports Dinner & Auction is scheduled for this date. Two former NFL football players will be attending and talking to everyone. There are a lot of items for the auction, including a couple of trips, and there will be raffle prizes as well. The event begins at 6:00PM and will end at approximately 10:00 PM. Dinner tickets are on sale at Cerro Coso’s Business Office, the Ridgecrest Chamber of Commerce, Red Rock Books, or through Tom Heck and Kim Schwartz, at \$20.00 per person.

ACTION ITEM:

- Erie will obtain the date for KRV’s Spring ceremonies and confirm it with Heather Ostash.

VIII. February 9th Meeting—Heather will send out a tentative agenda for the February 9th meeting and asks that we let her know if there are other items we would like to have added to it.

IX. Announcements—

There were no specific announcements. There is a lot going on around campus and Heather will try to keep everyone up to date. She encouraged council members to contact her if anything comes up or they have any concerns about anything.

The meeting was adjourned at 11:10 AM.

STUDENT SERVICES EXECUTIVE COUNCIL
Admin Conference Room 214D
February 26, 2009
10:00 AM – 12:00 PM
AGENDA

- I. ORGANIZATIONAL ITEMS
 - Call to Order

 - Approval of Agenda

 - Approval of Minutes
 - Report Out on Action Items

 - Announcements

- II. LUMINIS—Cori Ratliff

- III. CLASSIFIED EVALUATIONS—Jill Board

- IV. BUDGET UPDATE—Jill Board

- V. PROCESS FOR GRANT WRITING—Jill Board

- VI. OTHER —



Student Services Executive Committee

MINUTES

29-JAN-2009

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Jill Board	Yolanda Vasquez
Jim Fay	Deb Ernst
Dave Cornell	Kathy Salisbury
Heather Ostash	Joann Spiller
Paula Suarez	Deanna Campbell
Pam Godfrey	Penny Talley

Absent:

Kimberlee Schwartz

C. Approval of Agenda—reviewed and approved with the addition of “Summer Schedule”

D. Approval of minutes from December workshop—the minutes were approved as presented.

- *Report out on Action Items from January 8th meeting:*

- ✓ Dave reported that Banner does not automatically perform calculations for determining probation. He also clarified that NP is not included in the probation calculation. However, it is included in the overall GPA calculation.
- ✓ The second action item was **tabled** because the counselors have not met to create the form pertaining to remedial coursework 30 unit limit.
- ✓ Dave clarified that Banner does not automatically stop a student from enrolling in more than 30 remedial units.
- ✓ Dave provided clarification pertaining to the GPA calculation when a student retakes a class to achieve a higher grade. Each consecutive grade replaces the previous grade but someone still has to manually submit the paper request. Once the request is processed, Banner will exclude the previous grade when calculating GPA.
- ✓ The sixth and seventh action items were **tabled** because the District Vice Presidents meeting has not yet occurred.
- ✓ It was reported that Banner does not allow students to repeat courses that do not have repeatability. This is causing an issue with PE and orchestra classes for community members who want to continue participating and working out at the college.

E. Announcements—

- *Adjunct Faculty Benefits*

It was announced that adjunct faculty do receive sick leave, as do adjunct counselors. We do not currently know how many hours are accrued each month, but it does affect budgets when a payout occurs. It may also affect the information required on pay memos sent to the Business Office.

ACTION ITEMS:

- Jill Board will invite Clint Dougherty to weigh in on this issue.
- Kathy Salisbury will check with Human Resources regarding the pay memos and whether or not hours for sick leave must be included on the memo.

II. ONE-CARD UPDATE—

Joann Spiller provided the group with an update on the status of the One-Card solution. Kern Schools Federal Credit Union (KSFCU) is on campus handing out information to students and staff. Currently, they are located in the old “storage” room directly next to the Financial Aid Office. Students may go online to complete a card application. There will be a meeting held at the District Office on Monday, February 2nd, to discuss the disbursement application. Joann informed the committee that we will be testing a small group of students (those receiving SEOG) prior to full implementation of the One-Card in March. Committee members asked how the information pertaining to the One-Card implementation will be conveyed to students. Cerro Coso will be posting banners and addressing the College Council about the One-Card at its next meeting. It has already been presented to the Administrative Cabinet. Mailers will be sent out to the Kern River Valley students who receive financial aid. Information is also available on the Cerro Coso website. Joann will be conducting workshops at the local high schools to explain the new process. She explained that students still have the option of requesting and receiving a paper check but that it is a long and drawn out process. KSFCU will also be providing a flyer for each classroom and to be posted on our website. It was mentioned that we must communicate with Deanna Campbell, Greg Kost, Pam Godfrey, and Kristi Lowe at the other sites.

It was announced that faculty and staff ID cards are available and that they can be used to secure the state rate at hotels, etc. IDs will be issued on a term-by-term basis rather than issuing self-adhesive stickers for each semester. It may be possible for them to also issue academic year cards for permanent employees.

ACTION ITEM:

- As part of the marketing plan we will send out an email message to all faculty members requesting that they make an announcement in the classroom about the new One-Card as we do the grand promotion.

III. REVIEW HOMEWORK ASSIGNMENT—

This item was **tabled** for another meeting.

IV. PLANNING DOCUMENT DISCUSSION—

- *Response to Strategic Plan Outcomes:*
A handout for this item was provided. The committee reviewed and discussed each item as it pertained to Student Services. Information for updating this document was provided and Jill stated that she would type the responses into the matrix before returning the document to Dr. Retterer.

ACTION ITEMS:

- Jill will retrieve data off last year's Counseling Plan pertaining to the development of the master schedule of high school visits.
- *Response to Accreditation Action Items for Standard IIB*
A handout was provided. The committee reviewed and discussed the action plans pertaining to the Accreditation Standard II. We did not have enough time to review and discuss all the action plans within Standard IIB. Response to some of the items is as follows:
 - ✓ Action items listed in II.B.1. continue to occur.
 - ✓ Both items listed in II.B.2 have been completed.
 - ✓ Item #1 in the II.B.3.a action plan has been discussed at Administrative Cabinet. We need a plan for updating equipment at ESCC in the High Tech Center because the equipment available is really outdated. We also need to hire a qualified person who can sit down with and help the students within the High Tech Center area.
 - ✓ Item #2 in the II.B.3.a action plan—last summer, Cerro Coso advertised for a part-time Learning Disabilities Specialist/Counselor but there were no qualified applicants. We are still in the process of finding a qualified person. Deanna Campbell informed the group that she has a person in mind.

ACTION ITEMS:

- Jill will review the Action Plans within each Unit Plan.
- Jill will follow up with Human Resources to review the application and resume for the person Deanna suggested.

V. PROGRESS ON CALENDARING MID-TERM SSEC MEETING—

The committee discussed possible dates for conducting the SSEC mid-term meeting on a Friday morning. After reviewing the calendar for CIC and other important meeting dates, it was decided that the SSEC mid-term would be held on Friday, February 20th between 9:00AM – 3:00PM. Lunch will be provided. The location will be determined and everyone will be notified.

ACTION ITEMS:

- Jill and Kathy will make arrangements for lunch.
- Kathy will secure a room for the meeting.

VI. RALLYING CRY/"ONE-STOP ACCESS" —

This item was **tabled** for another meeting.

VII. ITEMS FROM DECEMBER RETREAT—

These items were **tabled** for a future meeting.

- Impact on students regarding fewer printed schedules and how students get the information
- College/campus practices pertaining to registration of students
- Student drop processes
- Book store in the organization

- Signage on our campuses
- CC Online services

VIII. OTHER—

❖ *Swing-space move:*

Members were provided with a handout of the latest version of how the swing-space will look after everyone is moved in up there. The move is scheduled to begin March 23rd and we have a total of ten days to get everyone moved and set up upstairs. It was suggested that all personal items be boxed up and taken home for safe keeping. We were also instructed to identify all boxes and furniture by putting our names on them. The college is hiring movers and they will be supervised by Maintenance and Operations personnel.

ACTION ITEMS:

- Jill will inquire about leaving stuff in the built-in cabinets within the Counseling department downstairs.
- Jill and Jim will clarify with John Daly as to who is actually supervising the moves.
- Jill will check on whether or not the movers will be supplying boxes for packing.

❖ *SSEC Groove workspace*

The committee briefly discussed the newly created SSEC Groove workspace. Most everyone requested another Groove training session because it has been quite some time since we received the original training.

ACTION ITEM:

- Jill will work with Karen O'Conner to schedule a Groove training date.

❖ *Summer Schedule*

It was announced that a discussion took place in the Faculty Chair meeting and that the summer session will be twelve weeks long. However, courses may be built for varying lengths of time. The summer session is scheduled to begin on May 25, 2009. Dr. Fay sent out an email to all faculty requesting they be consistent in building the courses in order to maintain conformity and avoid confusion for the students. Concern was expressed about the summer session beginning so early and the ability to get summer financial aid checks out and the provision of counseling services to students. It was suggested that the first grade roll be bumped up to occur on May 19th vs. May 25th. Additionally, it was suggested that Cerro Coso set a specific deadline for students to apply for graduation and that open registration be moved up by one week. This would help alleviate the surge on services at a time when counselors are not readily available.

ACTION ITEM:

- Joann Spiller will bring up the idea of moving the first grade roll up by one week at the next District Financial Aid meeting.

The next meeting is scheduled for February 12th, from 10:00 AM until noon in the Administrative Conference room (214D).

Meeting Schedule:

~~January 8, 2009~~

March 5, 2009

~~January 29, 2009~~

March 12, 2009

February 12, 2009

April 9, 2009

February 26, 2009

May 14, 2009

The meeting was adjourned at approximately 12:00 PM.

STUDENT SERVICES EXECUTIVE COUNCIL

Admin Conference Room 214D

January 8, 2009

10:00 AM – 12:00 PM

AGENDA

- I. REVIEW OUTCOME OF THE HOMEWORK ASSIGNMENT (Pages 7 – 14)

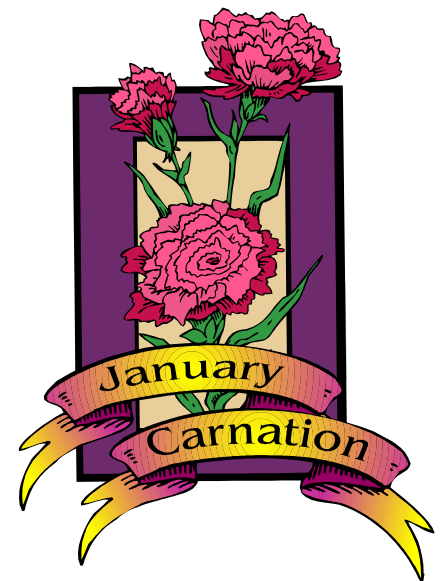
- II. REVIEW TITLE V CHANGES

- III. DEVELOP A PLAN TO ADDRESS OUR RALLYING CRY!
(a.k.a. development of an online comprehensive one-stop)
 - New students and the web
 - Continuing/returning students and Luminous

- IV. ITEMS FROM THE DECEMBER RETREAT
 - Impact on students regarding fewer printed schedules and how students get the info
 - College/campus practices pertaining to registration of students
 - Student drop processes
 - Book store in the organization
 - Signage on our campuses
 - CC Online Services (was that Lori's or Cori's connection)

- V. DETERMINE SSEC MEETING SCHEDULE FOR SPRING 2009

- VI. OTHER



Student Services Executive Committee

MINUTES

8-JAN-2009

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance: _____

Absent: _____

Jill Board	Yolanda Vasquez
Kim Schwartz	Deb Ernst
Dave Cornell	Kathy Salisbury
Heather Ostash	Joann Spiller
Paula Suorez	Deanna Campbell
Pam Godfrey	Penny Talley
Jim Fay	

C. Approval of Agenda—reviewed and approved as presented

D. Approval of minutes from December workshop—the minutes were approved as presented.

II. REVIEW OUTCOME OF THE HOMEWORK ASSIGNMENT (Pages 7 – 14)

The group reviewed the “Overall Assessment” portion of the homework assignment from the December two-day workshop. Due to time constraints, the rest of the homework assignment will be reviewed at future meetings.

III. REVIEW TITLE V CHANGES

It was announced that the group charged with re-writing the Title V changes did not include a Chief Student Services Officer. Upon reviewing the changes, the Chief Student Services Officer Association identified five huge issues.

- (1) The impact of military withdrawals in regards to the ruling on repeats;
- (2) The prohibition on the practice of allowing additional course repetitions beyond the set maximum even if the college does not claim apportionment;
- (3) The discrepancy in the number of course repeats allowed that occurs based on whether the student first receives a non-evaluative grade of a W; and
- (4) The section allowing student to request a W be removed from their record if they reasonably believe that staying in the course would result in discriminatory treatment by the instructor.

These issues will be taken back to the SACC by the CSSO Association. They will also attempt to get a Chief Student Services Officer on the Title V re-writing committee.

Members of the SSEC group were provided a handout of the Title V changes to Chapter 6. A significant amount of time was spent reviewing and discussing the changes and how they will impact the college.

ACTION ITEMS:

- Dave Cornell will follow up on the programming calculations in Banner pertaining to the inclusion of NP in the calculation of probation. (*Reference Section 55031, 32, and 33—Dismissal and standards*)
- Paula Suarez and the counselors will create a form pertaining to remedial coursework 30 unit limit. (*Reference Section 55035—Remedial Coursework Limit*)
- Dave Cornell will research whether or not Banner automatically stops a student from enrolling in more than 30 remedial units. (*Reference Section 55035—Remedial Coursework Limit*)
- Dave Cornell will seek clarification pertaining to the GPA calculation when a student retakes a class to achieve a higher grade. (*Reference Section 55035—Remedial Coursework Limit*)
- Dave Cornell will seek clarification pertaining to the use of repeated course grades on GPA calculation. (*Reference Section 55042—Course Repetition to Alleviate substandard Academic Work*)
- Jill Board will ask for a definition of “significant lapse of time” at the next Vice Presidents’ meeting. (*Reference Section 55043—Course Repetition Due to Significant Lapse of Time*)
- Jill Board will follow up on ITV courses. (*Reference Section 55200—Distance Education/definition*)
- Jill Board and Dave Cornell will review, together, information pertaining to apportionment for course repetition. (*Reference Section 58161—Apportionment for Course Repetition*)

IV. DEVELOP PLAN TO ADDRESS OUR RALLYING CRY

This item tabled due to time constraint.

V. ITEMS FROM THE DECEMBER RETREAT

These items tabled. They will be addressed during future meetings.

- *Impact on students regarding fewer printed schedules and how students get the info*
- *College/campus practices pertaining to registration of students*
- *Student drop processes*
- *Book store in the organization*
- *Signage on our campuses*
- *CC Online Services*

VI. DETERMINE SSEC MEETING SCHEDULE FOR SPRING 2009

The following dates were confirmed for future meetings:

January 29, 2009	March 12, 2009
February 12, 2009	April 9, 2009
February 26, 2009	May 14, 2009
March 5, 2009	

Additionally, Jill would like to bring the group together on a Friday to complete the “Five Dysfunctions of a Team” project. March 6th and March 20th were suggested as possible dates.

ACTION ITEM:

- Jill will check the schedule for CIC to determine a Friday meeting date.

VII. OTHER

ACTION ITEM:

- Each department supervisor will send an electronic version of their respective Unit plan to Jill Board.

The next meeting is scheduled for January 29th, from 10:00 AM until noon in the Administrative Conference room (214D).

Meeting Schedule:

January 8, 2009	March 5, 2009
January 29, 2009	March 12, 2009
February 12, 2009	April 9, 2009
February 26, 2009	May 14, 2009

The meeting was adjourned at approximately 12:00 PM.



Student Services Executive Committee

February 1, 2011

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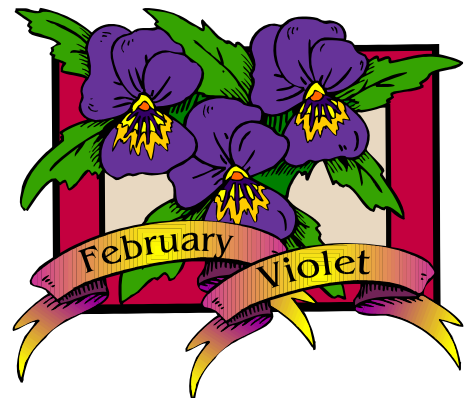
10:00AM– 12:00PM

AGENDA

Mission Statement:

The mission of the Student Services Executive Council is to increase community college student access and success by providing effective core services and programs. The council's primary focus is on the coordination of support services to students entering or returning to college and to provide a foundation for student achievement and completion.

- I. Review of Minutes
- II. Brief Check-in
- III. Budget Update/Development Process
- IV. Unit Plans
- V. Debrief/Start-of-the-Semester
- VI. Program Review/SLOs/PLOs
- VII. Program Stats
- VIII. Student Success Plan
- IX. Banner 8 Testing
- X. Student Services Web Presence/Priorities
- XI. Other





Student Services Executive Committee Retreat

MINUTES

1-February-2011

Call to order at 9:30 AM.

In Attendance:

Heather Ostash
Kathy Salisbury
Paula Suarez
Joann Spiller
Dave Cornell

Absent:

Deanna Campbell

Approval of Agenda—the agenda was reviewed and approved as submitted.

- I. **Review of Minutes and Action Item Chart**—the minutes from the December 2, 2010 meeting was reviewed and approved as presented. The group also reviewed the Action Item chart and provided status updates; the chart will be updated to reflect current status. Items that have been completed will be removed from the chart.

- *Funding backfill*—there will be no District backfill to budgets. However, since we budgeted for a 10% reduction and only a 5% reduction materialized, there will be a re-allocation of funds. No information pertaining to timeline or process.
- *Accreditation Committees membership*—Rick Post is working on getting the Standard committee chairs and membership makeup identified. The next Accreditation Steering Committee meeting is scheduled for February 15, 2011.
- *Student Services Program Review process*—Heather spoke with Corey Marvin pertaining to the routing of Special Services Program Reviews. They will be presented to the Student Services Executive Committee and then go straight to College Council. From College Council, they will be submitted to the Board of Trustees for approval. Corey felt that it didn't make sense for them to be sent to the Faculty Senate because they are not instructional programs. The Senate doesn't typically have the background/knowledge needed to provide relative feedback.

ACTION ITEM:

- Paula Suarez will make an appointment with Tina Tuttle, the Institutional Researcher, to go over the data interpretation portion of the CalWORKs Program Review.

- II. **Brief Check-in**—



- *KRV*—Erie reported the teaching assistant for iTV has resigned. The position was advertised internally with only one application received. The position has now been advertised out-of-house; the deadline for submitting applications is February 14, 2011.

Erie stated there has been a lot of illness at the KRV; there has been no counselor available for several days and that caused a problem for students needing to get class approvals in order to get their textbooks.

The KRV student organization will be participating in the Whiskey Flat Days event at Kernville during the weekend of February 19-20; they plan to have a booth and a float in the parade. The students will also be participating in the Art Walk that will be held in February.

- *SOK*—Kristi Lowe is back to work from medical leave; she returned Monday, January 31st.
- *Student Activities*—the girls' basketball team won their last game last night against Chaffee College (one of the top ten teams in California); there was a good staff turn-out in support of the girls. The boys will have their first baseball game this Thursday; faculty and staff are invited to attend. There are two more exciting events scheduled for next week. The first Lunch-time Lecture will be held next Thursday in the Student Center. Mr. Ted Little, an adjunct instructor from KRV campus, will be on hand to talk about Civil Rights and Black History Month; he was present at some of the marches held in DC by Dr. Martin Luther King and in Delano for some of the protests conducted by Caesar Chavez. This semester's first Concert-in-the-Garden is scheduled for next Saturday, February 12th beginning at 1:00PM in the Sculpture Garden; the event is free.
- *Admissions & Records*—has been working on developing a Veterans list serve. The list serve will allow important information to be sent out more effectively and efficiently. Laurie Rice has been going to South Kern to assist students there due to Kristi Lowe's absence. In bringing up the spring semester, there has been a huge impact on A&R staff pertaining to re-setting of PINs and passwords. Dave announced that he is working on submitting a nominee for the Classified Staff-of-the-Year award through the state of California; he is nominating Dawn Fidel.
- *Special Services*—the numbers are currently at approximately 320 students; the state cap is 310. Happy there was no mid-year budget cut. Has expanded the High Tech Center but not many students utilizing it so far. Wants to do more to support the Veterans Program. Also dealing with budgetary woes.
- *VP of Instruction*—dealing with grade appeals. Has been signing a lot of Add/Drop slips. Dealing with low enrollment in some classes.



- *Financial Aid*—office has been experiencing a lot of illness within their area. 2,900 FAFSAs received for last spring; currently at over 3,100 and will continue to take applications until September 2011. All Financial Aid staff will be attending a meeting next February at District. The staff will be meeting this month to begin preparing for next year. Will begin the year-round Pell grant process this summer; a lot of upcoming changes. Will be looking at how SAPs (Satisfactory Progress for Financial Aid) are processed. There are changes coming up and, as a result, things will be a lot tougher and more restrictive. Still working on the EdFund audit pertaining to Stafford loans even though Cerro Coso stopped doing the loans in 2008.
- *Counseling*—will be hiring a new part-time adjunct counselor beginning next week. Paula shared some SARS statistics from the open registration period; all sites combined saw over 3,697 students! SARS statistics will be used to identify when the demand for counseling services is most needed by looking at point-in-time comparisons from year-to-year. This will provide data driven decisions about trends and how to best focus personnel resources.
- *VP/Student Services*—Heather shared that she would like to begin putting out a Student Services newsletter once each semester, beginning with the spring 2011 semester. It would include information like the statistical data provided pertaining to high school testing and resulting enrollment numbers. In working with faculty, it has become clear just how little some of our faculty members understand Student Services, the role it plays in getting students enrolled into classes, and the workload associated with the services provided. The newsletter would be one way to start getting information out and provide insight into what it is that Student Services does. For the spring issue, she would like to include statistical data such as: number of students served, number of FAFSAs processed, numbers associated with Admissions & Records services (such as number of students registering at the counter, number of requests for transcripts, etc.) Other information that could be included consists of:
 - Highlight of a specific function from each office that seems to be unknown or misunderstood, i.e., letters to instructors, explanation of SAPs, etc.
 - how student progress is measured for continued funding
 - services for veterans
 - A&R functions and how they relate to faculty and students
 - ASCC events
 - Athletic progress reports
 - Input from the other sites: KRV, SOK, ESCC/Bishop and Mammoth
 - Student profiles that include a narrative and picture

Heather requested input from the SSEC members: thoughts and suggestions on what other information would be good to include. Student Services needs to educate everyone about the various roles we have and celebrate the high number of students served and the services provided.



III. **Budget Update/Development Process**—committee members were reminded that the educational system is looking at a \$400 million cut system-wide, best case scenario. Because Cerro Coso had already planned for a 10% reduction, we will fair okay. If the vote on the spring ballot for extending the current level of tax increases is passed; if not, the cuts to education could exceed \$700-800 million dollars system wide. This would have a very significant impact on KCCD even with the current level of reserve funds; KCCD is #1 on the list for reserve level state-wide. It would take legislative action to change how apportionment is provided, but there has been conversation about requiring colleges to spend down their reserves before apportionment would kick in. The State cannot seize our reserves but this would be an alternative and effective way to save California money by reducing or eliminating apportionment until reserves are spent down to 10%. There doesn't seem to be a strong sense that this will happen because it would require legislative action.

Committee members also discussed KCCD's unfunded liabilities and how that shortfall might be addressed.

A handout pertaining to budget development was provided, along with a Legislator's Fact Sheet and a copy of Fast Facts 2010 for Cerro Coso. The Budget Development Committee met on Monday, January 31st to begin the process for establishing budgets for 2011-2012. A draft timeline was presented at that meeting:

- 2/11/11—Budget Worksheets will be sent out
- 2/24/11—Review of permanent labor FOAPALS
- 2/25/11—Budget Worksheets due back to Gale Lebsack
- 2/26-3/6/11—Compilation and summarizing of requests
- 3/7-4/20/11—Budget development by the Budget Development Committee
- 4/21-27/11—Worksheets updated with tentative budget
- 4/28/11—Tentative budget will be distributed to College Council members
- 5/5/11—College Council discussion and endorsement of tentative budget
- 6/9/11—Budget submitted to KCCD Board of Trustees for approval

At the request of one of the Budget Development Committee members, this timeframe will be reviewed and could possibly be bumped by a couple of weeks. Committee members were strongly encouraged to begin thinking about their budgetary needs in anticipation of receiving the request forms. Your budget requests will need to be justified and tied to Unit Plans, Program Plans, Program Learning Outcomes and assessment data (if available), and the college's Strategic Plan, as well as being reflective of our core mission of CTE, basic skills, and degree applicable. You will also need to communicate what appropriate outcome for your program and for your students is that funding going to support. Ultimately, we have to get to the point where anything being asked for on the budget is backed up by assessment data to backup the fact that it is an appropriate expenditure that does what it is supposed to do in supporting program and student outcomes. Committee members were advised not to ask for



the moon, however, now is the time to ask for what you need for your program to function appropriately and to be effective in meeting student needs.

IV. **Unit Plans**—most Student Services Unit Plans have been received by Heather. She requested that anyone who has not yet submitted their Unit Plan get in touch with her. The Unit Plans must be completed prior to the beginning of the Budget Development Process because allocation requests must be directly tied to the Plans.

V. **Debrief/Start-of-the-Semester**—

- *KRV*—Erie reported that enrollment is slightly lower than last spring; he believes that is partially due to offering fewer sections. It was also reported that KRV experienced a major problem with students not being able to log into some of the online classes; many of them experienced problems with not receiving the class enrollment key. Others had issues in trying to reset their PIN numbers and problems with the District Help Desk. Thanks to Todd Coston and the Cerro Coso IT department, most of the students got their issues resolved and are now attending their classes.
- *Help Desk Implementation*—Heather and our IT Department are totally aware of the disaster associated with the newly outsourced Help Desk. Bringing up the new Help Desk at the same time we were bringing up the new semester was ill-timed. The company providing the Help Desk services made promises that they were clearly unable to keep. Like the implementation of many new processes and procedures, there are always growing pains, but those will hopefully be eliminated in the near future.
- *Registration Cycle*—Heather would like to have a bigger-picture conversation in the near future pertaining to moving away from late registration; research data clearly indicates we should be eliminating late registration. She wants to have a team approach to next semester when we get to the point where we're discussing the registration period and getting the information out to students. Cerro Coso student email will not change and that is the way information is delivered to the students. As a group, we need to help educate the students and make sure they understand the various processes and what the expectations are going to be. The goal is to create as few barriers as possible for students getting into online classes.

ACTION ITEM:

- Erie to provide more specific information to Heather pertaining to the student issues experienced at KRV so they can try to get them corrected prior to the start of the next semester.

VI. **Program Review/SLOs/PLOs**—Heather would like to plan a SSEC working retreat that focuses on Program Review, Student Learning Outcomes, and Program Learning Outcomes, with Tina



Tuttle in attendance. We would also be seeking guidance from Suzie Ama, as well. This will be a very work oriented session with the goal of coming away with some very tangible outcomes at the end of the day. Heather requested feedback from all SSEC members pertaining to best date/time to schedule the retreat. Lunch will be provided.

ACTION ITEMS:

- Heather Ostash and Kathy Salisbury will work on scheduling a SSEC working retreat.
- Heather Ostash will speak with Tina Tuttle and Suzie Ama pertaining to the proposed SSEC working retreat.

VII. **Program Stats**— Paula provided a handout pertaining to the number of high school students who were tested during Spring 2010. A total of 228 students from various high schools in our area were tested; of that number, a total of 176 of those students have enrolled and attended classes at Cerro Coso Community College:

- *Mesquite HS*—19 tested; 15 enrolled at Cerro Coso
- *Mohave HS*—16 tested; 12 enrolled at Cerro Coso
- *Trona HS*—22 tested; 14 enrolled at Cerro Coso
- *Kern Valley HS*—30 tested; 21 enrolled at Cerro Coso
- *Burroughs HS*—141 tested; 114 enrolled at Cerro Coso

Dave stated that 65 - 68% of Cerro Coso's enrollment is for online courses. That raised a question pertaining to how many online counseling sessions are incurred and whether we have the ability to track those statistics. That in turn raised another question pertaining to the number of strictly online students enrolled vs. those enrolled in a combination of online and onsite courses. Dave announced that veterans previously had to take at least one on-campus course in order to receive their veteran's funding. That is no longer going to be the case. This change could result in thousands of veterans from all over the world enrolling in Cerro Coso's online courses. Joann informed the group that Financial Aid is only supposed to be funding up to 50% for students who are strictly taking online courses.

ACTION ITEM:

- Heather will work with Tina Tuttle to determine the percentage of students who are online-only enrollment.

VIII. **Student Success Plan**—Heather announced that this is something that is going to be developed and she will need input from all SSEC members. Jill Board has been tasked with developing a Student Success Plan for Cerro Coso Community College. This is an opportunity to get creative and go back to the drawing board. Unless what we do is a sound practice that contributes in a positive way to student outcomes, now is the time to eliminate or change what we've done in the past. New research that is now available has defined some effective practices; this topic



has been looked at very thoroughly by numerous segments. We need to look at those are experiencing good success to see what they are doing and how they are doing it.

- IX. **Banner 8 Testing**—Banner 8 testing will be ongoing during February 2011, beginning now. Feedback is due first week of March. Committee members briefly discussed what their roles would be in the testing participation and were provided guidance by Heather. The goal is to identify and bugs or anomalies in Version 8 so they can be addressed prior to going live with the new version and beginning the summer/fall registration cycle. Dave Cornell and Dawn Fidel sent out an email messages that explains how to report problems as they are identified. Some committee members stated they had not received the additional email from Dawn.

Concern was voiced about how the implementation of Banner 8 would impact BanWeb and the Waitlisting process.

ACTION ITEMS:

- Dave Cornell will forward Dawn Fidel’s follow-up email message pertaining to Banner 8 testing to Paula Suorez, Penny Talley, and Joann Spiller.
- Heather will send an email to Sean James pertaining to a Banner function that could be utilized by Student Activities and would save Student Government several thousand dollars.
- Dave Cornell will talk with Charlie Chiang about the effects implementation of Banner 8 will have on BanWeb and Waitlisting.

- X. **Student Services Web Presence/Priorities**—Heather will be meeting with the new interim “web master”, Allison Whiting, later this week to discuss the Student Services information that needs to be posted. Allison has been assigned to assist us in getting the Student Services portion of the website updated and consistent. Kim Schwartz announced that she worked with Allison on updating the Athletics portion of the website, and Allison did an awesome job! Heather requested feedback from committee members regarding what information needs to be posted and making sure it is the most current information available. She also reminded SSEC members to be mindful of any and all statements made and posted; if we say we are doing something, we need to be doing it. For all statements made, we must be able to back it up.

ACTION ITEM:

- All committee members are tasked with reviewing the Student Services portion of Cerro Coso’s website and providing feedback to Heather pertaining to consistency of the information and currency of the information posted.

- XI. **Other**—

- SB1440 meeting—committee members were encouraged to RSVP to the invitation for Friday’s meeting at Bakersfield College.



- Revised Important Dates—a handout pertaining to important REVISED dates for 2011-2012 was provided. It contained information about priority registration, open registration, end-of-term processing, refund dates, census dates, drop dates, and withdrawal dates that covered the time period of Summer/Fall 2011 through Spring 2012. Some of the dates caused concern because of the tight time frame and the impact that could have on students, such as some students trying to enroll before their grades from the previous semester are posted in Banner. Heather will discuss those issues with Rick Post since he will be carrying forward the scheduling process, etc. She and Rick have a three-hour meeting scheduled for Monday.

ACTION ITEM:

- Heather will send out an email to SSEC members after today's meeting requesting feedback on the proposed registration dates and any negative impact they could have on students. She requested that each department summarize the challenges for students and how they directly impact the services provided in their respective areas.

The regular meeting schedule for spring is:

February 1, 2011	April 19, 2011
February 15, 2011	May 3, 2011
March 1, 2011	May 17, 2011
March 15, 2011	June 7, 2011
April 5, 2011	June 21, 2011

Meeting adjourned at 11:45AM

Student Services Executive Committee

MINUTES

12-FEB-2009

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Jill Board

Deanna Campbell

Joann Spiller

Deb Ernst

Kathy Salisbury

Yolanda Vasquez

Penny Talley

Kim Schwartz

Dave Cornell

Paula Suarez (sitting in on behalf of Heather Ostash)

Absent:

Pam Godfrey

Jim Fay

Heather Ostash

GUESTS: Clint Dougherty, Director of Human Resources

C. Approval of Agenda—reviewed and approved as submitted.

D. Approval of minutes from January 29th meeting—the minutes were approved with two corrections:

- It was clarified that NP **is not** included in the overall GPA calculations.
- Removal of an extra letter on Page 4, paragraph regarding *Summer Schedule*.

• *Report out on Action Items from January 29th meeting:*

- ✓ Items #1 and 2 were completed.
- ✓ Items #8 and 9 were completed.
- ✓ Items #10, 11, and 12 were completed. The group was informed that items stored in the built-in cabinets must be packed up due to the possibility of exposure to asbestos. They were also informed that the move could be moved up by as much as two weeks; an email message was sent out by Joann Clark on February 12th regarding the status of swing space. It was confirmed that professional movers are being hired and that John Daly and Mark Lathrop will supervise the moving process. That committee is scheduled to meet again on February 12, 2009.
- ✓ Item #13 was completed. Karen O’Conner will provide refresher training for Groove later in this semester. Notification will be sent out once this has been scheduled.

Items not completed or still in process:

- ✓ Item #3—carried forward as a reminder.
- ✓ Items #4, 5, 6, and 7—still in process.
- ✓ Item #14—carried forward as a reminder. The committee was informed that priority registration will begin April 14th and open registration will begin on April 29th.

E. Announcements—

- *Adjunct Faculty Benefits—*

Clint Dougherty attended this meeting to provide information pertaining to adjunct faculty sick leave; a hand out of Board Policy section 7G2 Leave of Absence/Sick Leave, which contains specific information pertaining to sick leave accrual and use, was provided. We were informed that the maximum amount of sick leave that can be accrued by adjunct faculty is 15 hours. Sick leave is hour-for-hour; whatever the number of hours scheduled to work is the number of hours to be claimed when out due to illness. If the employee does not have enough sick leave time to cover the total amount of time missed, then the uncovered time would be unpaid leave. Adjunct sick leave hours are carried over from semester to semester. There is never a monetary pay-out for unused sick leave; it counts as service time. Hours missed by adjunct faculty cannot be made up because their load is calculated on a weekly basis. It was requested that all this information be put into writing and provided to the adjunct faculty members.

Professional experts do not accrue sick leave. Additionally, adjunct faculty who are providing professional services such as conducting field trips, proctoring, or tutoring do not receive sick leave.

ACTION ITEMS:

- 1) Clint will check on LD testing in reference to sick leave.
- 2) Clint will clarify whether or not adjunct can go into the hole for sick leave.
- 3) Clint will create the written information, as requested.
- 4) Upon completion, Kathy will post the written information to the SSEC Groove workspace.

- *Tracking software—*

It was announced that the District Vice Presidents' meeting was held on February 11, 2009 and that one of the topics discussed was tracking software. CI Solutions and SARS have both been invited to do a presentation on their tracking systems for the Vice Presidents and IT at the next District VP meeting. The vice presidents are being asked to make a decision between the two systems. Committee members were asked to review the information available for the two systems and provide feedback to Jill.

ACTION ITEM:

- 5) Kathy will scan and post the available SARS and CI Solutions tracking system information to the SSEC Groove workspace.

II. ITEMS FROM THE DECEMBER RETREAT—

- A) Impact on students regarding fewer printed schedules and how students get the information—

The group discussed this issue and several members had suggestions regarding their specific campus. Deanna would like to have post cards mailed out to remind people to go online in order to view the semester schedule. It was also suggested that perhaps we could ask Deems to do a “class listing” for online and the IWV campus only. Kern River Valley reported that their enrollment actually went down and that some community members have approached Cerro Coso staff members stating they didn’t even know classes had begun. It was suggested that it might be helpful if we could place an advertisement or announcement in the KRV newspaper.

ACTION ITEM:

- 6) Jill will follow up with Jim Fay regarding putting an announcement or advertisement in the KRV newspaper.
- B) College/campus practices pertaining to registration of students—tabled for the workshop being held on Friday, February 20, 2009.
- C) Student drop processes—tabled for future meeting.
- D) Book store in the organization—
The group briefly discussed the bookstore issue. It was decided that this topic should be a one-item meeting for which we invite Natalie Dorrell, Gale Lebsock, Jim Fay, and student representatives to attend and weigh-in on the issue.

ACTION ITEM:

- 7) Jill will follow up on setting the meeting date and inviting the guest attendees.
- E) Signage on our campuses—
The committee discussed this item briefly. Signage is a college-wide issue and with all the construction currently going on at the IWV campus, it would not be a good time to install new signage.
- F) CC Online services— tabled for the workshop being held on Friday, February 20, 2009.

III. OTHER—

Current happenings in each department:

Counseling reports they are struggling with having enough counselors and keeping the front reception desk staffed. Heather is currently out on medical leave and Paula Suarez is acting on her behalf.

TRiQ reported they are having a mandatory student meeting at the IWV campus today and they held one at Kern River Valley yesterday; any student planning to attend the CSU/Bakersfield-Marie Calendar trip must attend the meeting.

Yolanda is currently looking at Educational Opportunity Center grants; there appears to be a lot of completion. The grant, if received, would be for summer and fall 2009. It could help pay for an Educational Advisor at Eastern Sierra (both Bishop and Mammoth) and a financial aid assistant. Yolanda will work with Deanna Campbell and Greg Kost to determine their needs in this area.

Eastern Sierra had a several exciting things to talk about. Deanna announced the opening of the new Mammoth Library-College Center. The Learning Resource Center (LRC) portion will be staffed sixteen hours per week and provide tutoring, proctoring, testing, assessment, etc. Currently, they are experiencing 300-400 visits per day at the Mammoth LRC.

Deanna also informed the committee that the Mammoth Foundation has expressed concern regarding the text book issue; books are getting higher every semester and new editions are often required. The Foundation is struggling with providing book scholarships to the students who need assistance. Many students lack funding to purchase books and they currently attempt to get through their courses by sharing books with other students.

Approximately \$100,000.00 has been donated through Community Outreach to equip and furnish an interactive TV room off campus. So far, only about \$20,000.00 has been spent to purchase computers. It may be possible to use some of the remaining funds to help purchase equipment and software that would support the Learning Disabled students. A meeting will take place with Jim Fay, Deanna Campbell, Deb Ernst, Penny Talley, and Dennis Vander Werff to discuss this idea.

Admissions & Records reported that VA is coming out with Chapter 33, effective August 1, 2009, which includes a book stipend for VA students up to \$1,000.00 annually.

The Cerro Coso Community College Foundation is holding a golf tournament on March 28, 2009. Dave Cornell stated that, if 100 golfers participate, the tournament could possibly net up to \$9,000.00 that would be used for book scholarships.

Pam Godfrey inquired about the possibility of allowing the A&R staff to do name/address changes in Banner. It was clarified that Admissions & Records no do that because of the availability of BanWeb where students can make those changes themselves.

Dave announced that Title 5 changed, in the legend, replacing C/NC with Pass/NoPass. There is an asterisk on the back of the transcript that states the grades with an asterisk are not included in the GPA calculation. Currently, A&R is enclosing an insert explaining the change on transcripts to the students.

Student Activities announced that the ASCC is holding its 2nd Annual Leadership Conference on March 6, 2009. Kim Schwartz requested that committee members identify students who may be interested in attending and send them her way. Dan Tripps will be the Keynote speaker at this event; he will be speaking about "Getting to the Heart of Success". This event is open to all students and clubs. Other workshop topics for this event include:

- Get over your fears, get involved in Student Government
- Fundraising ideas (an interactive workshop)
- How to create a budget for your club
- Leadership opportunities at Cerro Coso, Regional, and State levels
- What is leadership?

Financial Aid is currently busy conducting workshops at the high schools. One is scheduled for Burroughs next week; one has been held at Mesquite already.

Joann stated she spoke with Kern Schools Federal Credit Union (KSFCU) about having a representative go out to the sites in March. Perhaps they will be able to bring along the camera equipment to take pictures while they are there. She will send out an email once the date(s) are set. Joann is working with Deanna to get posters made related to the One-Card.

EOPS/CARE/DSPS is holding a Welcome Back Activity for the students today in Special Services. Penny stated that they are hoping to have the Summer Bridge Program again since the budget did not incur a mid-year reduction. She said they are also trying to implement a Peer Mentor class for the Fall 09 semester.

The EOPS Advisory Board will be conducting a meeting on Wednesday, February 25th.

Penny will be gone March 3 through March 6 for a site review at Miramar College in San Diego.

The next regular meeting is scheduled for February 26th, from 10:00 AM until noon in the Administrative Conference room (214D).

Please note the SSEC is conducting a workshop on Friday, February 20th from 9:00AM – 3:00PM in LRC733.

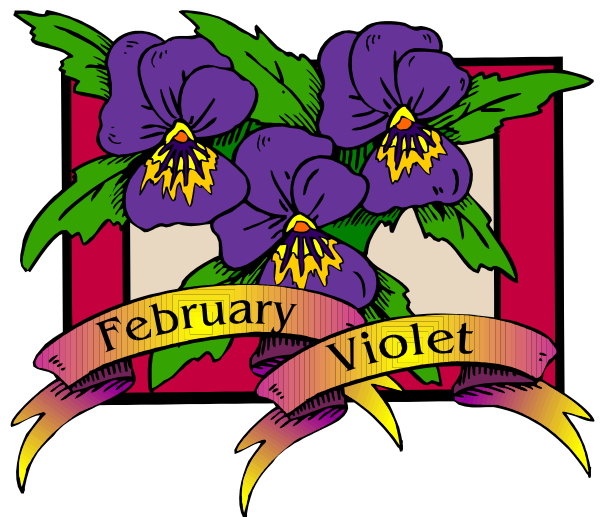
Meeting Schedule:

January 8, 2009	March 5, 2009
January 29, 2009	March 12, 2009
February 12, 2009	April 9, 2009
February 26, 2009	May 14, 2009

The meeting was adjourned at approximately 12:00 PM.

STUDENT SERVICES EXECUTIVE COUNCIL
Admin Conference Room 214D
February 14, 2008
10:00 am – 12:00 pm
AGENDA

- I. IWV One-Stop Center
- II. Student Services Conference—finish arrangements
- III. Classified Leave/Vacation
- IV. Organization of Back and Front Pages of Schedule
- V. Update on Wait Listing
- VI. Update on May Retreat
- VII. Chapter V “Understanding People”



Student Services Executive Committee
MINUTES
14-FEB-2008

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Penny Talley	Heather Ostash
David Cornell	Joann Spiller
Jill Board	Kathy Salisbury
Pam Godfrey	Paula Suorez
Deb Ernst	Yolanda Vasquez
Deanna Campbell	

Absent:

Jan Moline

Joann Handeland and Chris Addington, Executive Director of Facilities and Construction for KCCD was in attendance to the One-Stop Student Center

C. Approval of Agenda—Reviewed and approved as presented.

D. Approval of minutes from January 11, 2008 meeting—due to the invited guests and the discussion pertaining to the One-Stop Student Center, minutes from this meeting were not reviewed.

II. IWV ONE-STOP STUDENT CENTER—

Chris Addington and Joann Handeland were present to discuss the proposed design and needs for the One-Stop Student Center. Most planning for this project goes through Chris and he stressed the importance of establishing the design for this project before the bond is passed so that we are ready to move once the funding becomes available. He also stressed the importance of not having a lot of change orders once the project is underway because change orders really have a negative impact on the costs.

Chris went round the room asking input from each individual pertaining to their expectations/desires for the Center. In addition, he requested specific information as the discussion ensued. Those requests appear as Action Items throughout this document. The responses from all departments represented at the meeting are show below according to department.

DSP&S—expressed the desire for a larger High Tech Center that would be located away from noise and high traffic areas. This department also requested a classroom that would be used for LD testing and Basic Skills.

ACTION ITEM:

- Deb Ernst will provide Chris Addington with a list of disabled students which specifies the disability for each.

KRV Campus—Pam Godfrey stated that she wanted to understand the concept so that she can be thinking about future needs at KRV.

ACTION ITEM:

- Pam Godfrey will provide Chris with information pertaining to the services provided at KRV.

EOPS/CARE—Penny Talley stated that she felt it was important that the Special Services students be integrated into the general population counseling; they should be included but not accented.

CalWORKs—Paula Suarez stated that the students should be welcomed and feel comfortable while waiting to see a counselor, ed advisor, etc. She suggested a “common” commons area where the students would feel at ease and be able to use computers while they wait, etc. She does not want the students to experience a “library syndrome” feeling.

Counseling—Heather stated she would like to see better coordination of services for students and staff. She also suggested a presentation space in the Transfer and Career Centers where workshops could be held.

ACTION ITEM:

- Heather will provide statistical data to Chris Addington, per his request, pertaining to online services vs. on campus services provided to students.

Financial Aid—Joann Spiller had several suggestions for the Financial Aid area, including:

- A projection screen with ongoing information about the Financial Aid programs and services available to students.
- She expressed concern about confidentiality when working with students in distress. Chris suggested the possibility of adding task rooms that could be used when additional privacy is needed. Joann Handeland added that the task rooms could be set up so they could be used as testing space when needed; make them multi-functional.
- Workstations for students to login and complete financial aid applications, etc.
- An emergency escape access for staff due to safety and security issues.
- She requested Financial Aid be located near the Counseling area.
- Multiple entrances for off-hours access.

TRiO—Yolanda reiterated the need for rooms that could be used for workshops. She requested that all TRiO staff be located in one area together. Since CalWORKs and TRiO share an assistant, she requested those two departments be located close to one another for easy access to the assistant.

Admissions & Records—Due to such a high volume of information, Dave Cornell stated that we need to re-define and re-think how records are kept, accessed, and stored.

VP of Student Services—Kathy Salisbury requested no fluorescent lighting in her immediate area because they cause her to have migraine headaches. Jill Board requested adequate lighting so there will be no “dark” areas.

At the end of the discussion, Chris Addington assured the group that all doors will have windows in them for “line of sight”. He also stressed the concept of the “way finding process” and the need for adequate, accurate signage throughout the Center.

Before leaving the meeting, Chris gave everyone a homework assignment. He requested a flow diagram for first time students on campus and for first time online students. How do departments interact? What are the needs of adjunct?

ACTION ITEM:

- The committee members will work on the homework assignment as a group. This item will be placed on the agenda for an upcoming SSEC meeting.

III. STUDENT SERVICES CONFERENCE ARRANGEMENTS—

The group will work together to determine who is riding with whom and provide the information to Kathy Salisbury for finalization of all travel requests.

IV. CLASSIFIED LEAVE/VACATION—tabled for future meeting.

V. ORGANIZATION OF FRONT AND BACK PAGES OF SEMESTER SCHEDULE—

Jill stated that a conversation had been started with Jane Harmon about revising and adding additional information to the schedule. This discussion will now be taken up with Dr. Fay, the new VP of Academic Affairs. Heather suggested that the schedules be circulated to Dave Cornell, Joann Spiller, and others who would have need for input. However, she will remain the primary contact person.

VI. UPDATE ON WAIT LISTING—

The committee was informed that Matt Hightower, Jill Board, and Dave Cornell have met on this subject and they identified three areas of concern pertaining to the process.

ACTION ITEM:

- Since this is a catalog year, Jill and Heather will take a look at Porterville College's schedule pertaining to the wait-listing process.

VII. UPDATE ON MAY RETREAT—

Arrangements are ongoing for the Retreat. Jill announced that Chris Addington and some of his colleagues will be joining the group for the retreat. He will also be donating \$1,000.00 toward the cost of lodging, etc.

There will be a "feedback" session on Tuesday morning. The group will be discussing work flow and processes in addition to physical design and department locations. Chris stated it would be beneficial to mirror the final design within the swing space to beta test the workability of design.

XII. CHAPTER V: UNDERSTANDING PEOPLE—

Due to time constraints, this item was not discussed. It is tabled for a future meeting.

The next *regularly scheduled* meeting is Thursday, February 28, 2008 from 10:00 AM until 12:00 PM in the Administrative Conference room.

The meeting was adjourned shortly after 12:00 PM.



Student Services Executive Committee

February 15, 2011

MB212

9:30– 11:30AM

AGENDA

Vision Statement:

Student Services Executive Council (SSEC) collaborates to ensure an exemplary student services program, which uses innovative approaches to promote student access, retention, and success. SSEC integrates the leadership of all student services to promote institutional responsibility and accountability for student success.

Mission Statement:

The mission of the Student Services Executive Council is to increase community college student access and success by providing effective core services and programs. The council's primary focus is on the coordination of support services to students entering or returning to college and to provide a foundation for student achievement and completion.

- I. **Approve Minutes and Review Action Plans**

- II. **Student Service Web Presence (Alison Whiting)**

- III. **Student Success Plan**

- IV. **Budget Proposals**

- V. **Other?**





Student Services Executive Committee Retreat

MINUTES

15-February-2011

Call to order at 9:30 AM.

In Attendance:

Heather Ostash
Joann Spiller
Erie Johnson
Kathy Salisbury
Deanna Campbell

Absent:

Rick Post

Guest attendee: Alison Whiting, interim Web Master

- I. *Approval of Agenda*—the agenda was reviewed and approved as submitted.
- II. *Review of Minutes and Action Item Chart*—the minutes from the February 1, 2011 meeting was reviewed and approved as presented. The group also reviewed the Action Item chart and provided status updates; the chart will be updated to reflect current status. Items that have been completed will be removed from the chart; new action items resulting from group discussion will be added to the chart as needed.

ACTION ITEMS:

- Heather will do a follow-up on determining the percentage of online-only student enrollment.
- Heather will meet with Dr. Post regarding some scheduling issues so that we are all on the same page. For example, start dates for 2011 Summer schedule in particular are all over the place, and that seems to cause a lot of confusion for students and the counseling staff especially. The start dates also have a negative impact on students receiving financial aid because the first Pell checks for summer aren't cut until the beginning of June; for classes beginning in May, some students may not have funds to purchase the required books until after they receive their financial aid check. Students need consistency in how courses are offered so they can fit a program together vs. scheduling one class here and one class there. There appears to be an issue with classes being scheduled around the preference of the instructor vs. the needs of the students.
- Joann Spiller will provide Heather with the exact date of the first financial aid disbursement in June 2011.



- Each department of Student Services is tasked with putting together a list or brief summary of scheduling concerns and send them to Heather so she can present the issues in a comprehensive way to the Vice President of Academic Affairs.
- Kathy and Heather will work together in identifying a date and time to schedule a CConfer meeting to discuss the development of the proposed ESCC SARS location(s). There appears to be some confusion as to how SARS would be used. The meeting will include Julie Cornett, Nancy Williard, Bonita Robison, Lauren Chaffey, Karen Patino, Paula Suarez, Penny Talley, and Tina Tuttle, Heather Ostash, and Kathy Salisbury. Paula Suarez suggested that all of Student Services should be included so that we don't end up have repeating conversations about what code goes where for what reason. She thought it would be beneficial to discuss the applications for SARS; what kind of data do we collect, how data is used, what reports are available, etc.

III. *Student Service Web Presence*—Alison Whiting attended today's meeting to discuss the needs of Student Services departments. Alison requested that update information be sent to her along with a link or description of where the out-of-date information is currently located on the website; she is still familiarizing herself with the existing website. In turn, as she is reviewing the website, if she sees something that is really outdated, she will send an email to the department/area the information pertains to requesting updated information. Alison recently met with Kim to discuss the Athletics website; as a result Athletics portion of the website has been updated. Kim commented about the awesome job Alison has done so far; she updated the site with current staff contact info, pictures of the student athletes, current athletic statistics. She even added a link so people can listen to the games live.

One of the first objectives will be to identify, update, and post dates and accurate contact information for all areas of Student Services. Another goal is to create a centralized website on the intranet that would be utilized as a repository for important Student Services documents, i.e., Program Reviews, Unit Plans, statistical data reports, resources for cross-training purposes, brochures, recruitment outreach materials, and other important information. This "repository" would need to be in two sections; one would be password protected and the other would not require a password. Heather's vision is that of a repository that is easily accessible so that anyone in this group or any one of their staff members can easily access the information posted there. It would also contain hyperlinks connecting the user to additional information.

Another element of the Student Services website will be to create a Student Services One-Stop section that provides important information for student access. This would be a separate area from the repository section. Since Luminus is still scheduled to be implemented, any major re-design of the website will be postponed until that implementation occurs. Alison explained that she was given a directive when she was hired and that was to update information content on the website vs. re-designing it. Heather stated that our current priority is to simply update the existing website. The next priority is to create the internal repository section. Eventually, there needs to



be an overall Student Services re-design of those sections of the website: financial aid, Special Services, Counseling, Admissions & Records, etc.

Heather informed the group that she would like to begin conducting facilitated face-to-face student focus groups at all the campuses, rather than sending out surveys, in order to get feedback from the students about our web content and what they view as being important information that should be made available on the website, as well as feedback about navigation issues. Normally, surveys result in minimal response and the focus groups would better serve the purpose in collecting the information needed. She would like to conduct multiple focus groups during the month of March 2011, if time and resources allow. Paula suggested that the summer schedule would be a great topic for a student focus group discussion: summer schedules from the students' perspective.

Alison provided her contact information and encouraged committee members to contact her and make appointments to meet and discuss the specific changes needed for their area:

alison.whiting@cerrocoso.edu

Ext. 6177

- IV. *Student Success Plan*—we have been tasked with developing and implementing a Student Success Plan that includes a section on each Student Services Department. This is a comprehensive plan on what specific targeted strategies Student Services will be using to improve students' success, retention, and completion rates. A draft format/outline for the plan was distributed to committee members. Other materials provided included Best Practices documents including the Community College Leagues of California's 2020 Vision Report and Recommendations, the Achieving the Dream Community Colleges Strategies document, and the CCCSE's 2010 findings, *The Heart of Student Success*, and *Bridging the Gaps to Success* document, published by the Pell Institute for the Study of Opportunity in Higher Education.

Each area is asked to include information identifying strategies, baseline data, and assessment plans. Each strategy will need to identify baseline data and a plan for assessment. The plan will consider all sites and specific populations such as: Basic Skills, Transfer, Athletes, EOPS/DSPS, veterans, and online students. The assessment portion of the plan should identify how outcomes will be measured. It was suggested that for the first plan, we only look at data for the past 3-5 semesters. Include information about what we are already doing and what we have talked about doing. Now is the time to really look at and re-evaluate the way we do things and whether there is a better way of doing them. This is a priority request and will be on a very short timeline for completion.

ACTION ITEM:

- Heather will work with Tina Tuttle to determine the best way to compile and design the Student Success Plan.



- V. *Budget Proposals*—committee members were reminded that their completed budget requests are due back to Gale Lebsock by February 25, 2011. The process begins with a zero-based budget, so you will need to include everything you think you need to make your area run smoothly (except permanent labor) and requests must include justification that can be tied to SLOs and Unit Plans.
- VI. *Other*—
- *High School Placement Exams*—Paula announced that they have begun giving the placement exams at all local area high schools. The data proves this has been a very successful tool for getting students to enroll at Cerro Coso Community College.
 - *SSEC Working Retreat*—Heather announced that she wants to plan for a Student Services Executive Council working retreat sometime this semester. The group discussed dates/times and settled on Tuesday, March 8th, 8:30AM until 2:00PM. A continental breakfast will be available beginning at 8:00AM and lunch will be provided.
 - *Student Services Spring All-Staff Meeting*—the most consistent feedback received pertaining to the December All-Staff meeting was that everyone wants to have another all-staff meeting. With that in mind, the group set a date of Tuesday, May 17th, 9:30AM until 3:30PM. Everyone will have an assignment for that day.

ACTION ITEMS:

- Kathy will reserve a meeting room for the SSEC Working Retreat.
- Kathy will reserve a meeting room for the Student Services All-Staff Meeting.

The regular meeting schedule for spring is:

February 1, 2011	April 19, 2011
February 15, 2011	May 3, 2011
March 1, 2011	May 17, 2011
March 15, 2011	June 7, 2011
April 5, 2011	June 21, 2011

Meeting adjourned at 11:25AM



Student Services Executive Council

February 16, 2012

MB212 and LRC733

8:00AM – 4:00PM

AGENDA

Vision Statement:

Student Services Executive Council (SSEC) collaborates to ensure an exemplary student services program, which uses innovative approaches to promote student access, retention, and success. SSEC integrates the leadership of all student services to promote institutional responsibility and accountability for student success.

Mission Statement:

The mission of the Student Services Executive Council is to increase community college student access and success by providing effective core services and programs. The council's primary focus is on the coordination of support services to students entering or returning to college and to provide a foundation for student achievement and completion.

- | | |
|--------------------------------------|--|
| 8:30 – 9:00 AM in Room MB212 | Student Services Updates |
| 9:00 – 11:00 AM in Room MB212 | Website Review and Input —Sylvia Sotomayor and others |
| 11:00 – 12:00 in LRC733 | Degree Works and Programs —(Heather, Dave, and Dawn)
This is not a Degree Works demo, but a work session on the revising/correcting that needs to be done on the scribing, at this point. Our next meeting is scheduled for March. |
| 12:00 – 1:40 PM in LRC733 | Student Learning and Administrative Unit Outcomes |
| 1:40 – 3:00 PM in LRC733 | Program Review |



STUDENT SERVICES EXECUTIVE COUNCIL
MID-YEAR RETREAT
9:00 AM – 3:00 PM
February 20, 2009
LRC733
AGENDA

I. OUR RALLYING CRY—

- CC Online Services (was that Lori's or Cori's connection)
- College/campus practices pertaining to registration of students
- Student drop processes
- Signage on our campuses

II. THE FIVE DYSFUNCTIONS OF A TEAM, PART V—

- Results
- Review homework

III. OTHER—

- Swing-space move



Student Services Executive Committee
Mid-Year Retreat
20-FEB-2009
MINUTES

In Attendance:

Jill Board	Yolanda Vasquez
Jim Fay	Deb Ernst
Dave Cornell	Kathy Salisbury
Joann Spiller	Penny Talley
Paula Suorez	Deanna Campbell
Pam Godfrey	Kim Schwartz

Absent:

Heather Ostash

Call to order at approximately 9:30 AM.

I. RALLYING CRY: Aligning Student Services for ALL sites including online.

- *CC Online services*
- *College/campus practices pertaining to registration of students*
- *Student drop processes*
- *Signage on our campuses*

II. THE FIVE DYSFUNCTIONS OF A TEAM, PART V—

The Group reviewed and discussed the final part of the Five Dysfunctions of A Team workshop:

Part V: Inattention to Results—the team's overall results in this area were **HIGH**.

What causes the team to lose sight of collective results?

- Distractions
- Wearing too many hats
- Can be difficult for each department to align with the overall objective/link from each department measurement
- District tries to define who we are by measuring productivity in the classroom and FTES count without considering the quality of services and the nature of our extremely large and rural service area and by comparing Cerro Coso to Bakersfield College.
- Self preservation and self-interest

What is a collective win?

- Increasing FTES
- Maintaining quality services to students
- Are the students satisfied with the services they are provided
- Results are basics
- Consistency in provision of services at all sites
- Long-term scheduling—what are we doing and can we do it better?

It is extremely important to stay focused on priorities and collective results. What are the four major distractions?

- 1) Ego—forget the team, it’s all about ME/MY DEPARTMENT
- 2) Career development—where are the balances for work, home, family, community, etc.
- 3) Money—the current budget situation is certainly not helpful
- 4) My department—this is the most subtle and dangerous distraction of all!

Group responses about the four most common distractions:

- 1) Checks ego by seeking feedback from the team by putting self out there, telling what I did, and asking for input.
- 2) Career development can be very refreshing, energizing, and provides new ideas and direction, but where is the balance? How does it affect the team and our collective results?
 - Provides new information/skills that can make the team more efficient
 - Other team members and co-workers might feel like the person is never around when they are needed.
- 3) How we are funded certainly affects how we do business and the provision of services to students because funding affects available resources, supplies, and staffing.
- 4) ♦Sometimes you can get so focused on your specific department and forget to look at the team holistically.
♦Tend to place a higher priority on my people/department than on the team/Student Services collectively.

Results assessment tools:

- Short-term feedback, “data dashboard”
- Student satisfaction surveys
- If you can’t measure it, you can’t manage it.

The groups ***Thematic Goal is to achieve consistency across ALL campus by (Review DEC NOTES)***

How will we know when we have reached our Thematic Goal?

- When all materials have been reviewed/revise at all sites
- When we communicate about processes and procedures between all sites
- When training is completed

What are some ways in which we can track progress toward our goal?

- Identify specific individuals to do specific tasks
- Make a list of all materials that need to be reviewed/revise and check them off the last as the review/revise is completed.

What kind of “scoreboard” will help us stay focused on the goal and able to see our progress?

- Reviewing completion status of all Action Items

- Develop a generic student questionnaire that would be used to survey all areas of Student Service at all sites. Each department would give out questionnaires and collect them. The results would be summarized by department. We can look at Noel-Levitz sample questions.

REVIEW HOMEWORK

The group spent time going over the homework assignment and discussing ways that we can improve in certain areas.

❖ **Part I: Absence of Trust**—the team’s overall results in this area were **MEDIUM**.

Some reasons that we scored particularly high or low on certain questions?

- Distance between sites (1,800 square mile service area)
- Lack of time to get to know one another
- Team members acknowledge their weaknesses

What are some of the challenges to the team improving on trust?

- Past history and personal experiences
- Uncomfortable pointing out others shortfalls such as unacceptable behavior, lack of productivity, or inattention to details
- Hesitancy to point out areas that need improvement because it could result in ME having to do more work or find a solution

❖ **Part II: Fear of Conflict**—the team’s overall results in this area were **MEDIUM**.

Our potential areas for improvement and areas of concern for this dysfunction?

- Communication of unpopular opinions
- Challenging one another about how they arrived at their conclusions and/or opinions

Possible reasons that we scored particularly high or low on certain questions?

- Past history and personal experiences
- Individual interpretation of what is said

❖ **Part III: Lack of Commitment**—the team’s overall results in this area were **HIGH**.

Possible reasons that we scored particularly high or low on certain questions?

- Sometimes over-commitment causes us to take on more work in areas that should be addressed by another person or department
- We don’t provide the opportunity for others to grow and take on more responsibility
- Failure is also a means to grow, learn, and become more responsible

What are some of the challenges to the team improving on commitment?

- Having one common goal

DRAFT

❖ **Part IV: Avoidance of Accountability**—the team’s overall results in this area were **MEDIUM**.

Possible reasons that we scored particularly high or low on certain questions?

- Desire to avoid conflict
- Personal discomfort that comes from pointing fingers
- Lack of knowledge/awareness about other departments
- Lack of time, tools, resources, etc. to address the short falls and do a good job.

ACTION ITEMS:

- Kathy will copy and paste the Student Services Program Goals to the Groove workspace by April 1, 2009
- Jill will send the Unit Plans to Kathy electronically.

The group broke for lunch between 12:14 – 1:00PM.

After lunch, the group began looking at the website under forms/documents/Student Services and started reviewing the documents posted there. This is one of the first steps toward achieving our “rallying cry”. There are numerous action items to be completed in this phase.

ACTION ITEMS:

- Dave will inform the group about when the automated drop process will be enforced and what process we can use to ensure students with third-party payment get into classes and not be dropped for non-payment while waiting for that third-party payment to be received by the college.
- In reference to the *Drop Policy*, Jill will suggest the drop for non-payment issue be sent to the State Chancellor’s Office for legal opinion. It is not fair that students who register prior to class beginning can be dropped for non-payment if it is not paid within 10 days while those who register on or after the day class begins are not dropped; even if they don’t pay at all, they are not dropped from classes. Instead, they have holds put on transcripts, records, etc.
- Kim will provide Jill with revised language regarding the ASCC card in the online *Tuition* information at a future SSEC meeting.
- Joann will provide language regarding the installment plan for out-of-state tuition and capital outlay fees.
- SSEC will bring forward the issue of faculty dropping student who have not participated during the first two weeks of class. Language in the catalog an schedule needs to be revised.
- Jill will ask Gale if refunds will be deposited or will the student receive a check through the mail.

- Dave will come up with more concise directions for the *Residency Determination form*.
- Jill will inform Valerie to ensure the brochures listed for Vocational Education are updated.
- Kathy will provide each SSEC member with a Student Services brochure at the next meeting so it can be reviewed for accuracy and content.

III. OTHER—

- **SWING-SPACE MOVE**—Joann sent out a written update pertaining to the swing-space construction project, but the date for completion is still a moving target. The email suggested that all personal items be packed up and taken home during the first week of March. Counseling and Special Services will move over Spring Break. Others may be moved earlier. There will be no walls built; some partitions will be utilized.
- **LOCAL AREA AWARDS**—In fall 2008, Cerro Coso stopped putting local area awards on transcripts to be in compliance with the law. The Board of Trustees has asked that the certificates reflect a skills related name. They can now go into **SHADGRE?** and students will receive a certificate on regular diploma paper. They are no longer called local area awards. A Certificate of Completion equals 18 units or more. A Local Area Award of Proficiency is twelve units or less.

ACTION ITEM:

- Dave will follow up with Sue Vaughn regarding listing in **SHADGRE**
- **ONE-CARD**—Joann brought copies of posters, handouts, and cards, regarding the new One-Card, for the committee to see. She will be sending posters and other materials to all the sites.

LIST OF MATERIALS IDENTIFIED FOR REVISION:

- *Tuition and Fees*—revise the ASCC card information and add verbiage regarding the installment pay plan for out-of-state tuition
- *Petition for Credit/No Credit Grading*—change to Pass/No Pass
- *Prerequisite/Co-requisite Challenge form*—change instructions; it goes to the Director of Matriculation instead of the Vice President
- *Refund Policy*—change “campus” to “college” in the last bullet

The meeting was adjourned at approximately 2:30PM.

STUDENT SERVICES EXECUTIVE COUNCIL
February 22, 2007
AGENDA

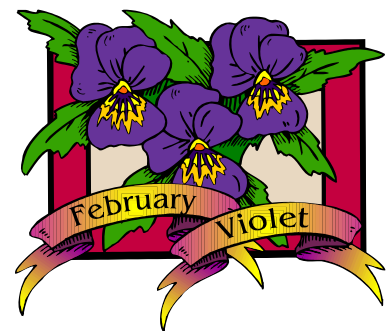
- I. Organizational Items
 - Approval of Agenda
 - Approval of Minutes from January 25th meeting

- II. Educational Master Plan—
 - Unit Plans

- III. Travel Arrangements—
 - Student Services All Directors Training in San Francisco
 - SSEC Year-End Retreat in Lake Arrowhead

- IV. Review Financial Aid Website—

- V. Announcements—



Student Services Executive Committee Meeting
MINUTES
22-FEBRUARY-2007

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:05 AM.

B. In Attendance:

Jill Board Joann Spiller
Kathy Salisbury Mary Peoples
Dave Cornell Jan Moline
Heather Ostash

Absent:

Yolanda Vasquez Jane Harmon

Paula Suarez and Penny Talley were invited and attended this meeting in order to discuss Unit Plans and the Year-End Retreat.

Cori Ratliff was invited and attended this meeting in order to discuss the Student Services portion of the college's website.

C. Approval of Agenda—Reviewed and approved as presented.

D. Approval of minutes from January 25th meeting and review of the Action Items from those minutes.

In an effort to streamline the completion of the Student Handbook, Jill requested that all committee members commit to reviewing the draft document and providing feedback. Joann Spiller will take the lead in completing and presenting the final draft at the March 8th meeting. All suggestions should be directed to Joann.

II. EDUCATIONAL MASTER PLAN—

- Unit Plans

Jill informed the committee that each department should review the Program Review for their particular area and create a Unit Plan that resembles the one created by Bakersfield College (copies of BC's plan were already provided to each department by Jill). She explained that Unit Plans are for each department as a whole, not by site. However, the plans should reflect the demographic differences of each site.

If additional data is needed to complete the plans, requests should be directed to Jill. She can provide information related to demographics via ODSST.

Heather stated that the Counseling Department will use SARS and the counseling statistics rather than the information contained in DataMart because she felt it would provide more accurate information for counseling and assessment numbers. Special Services will rely on the Masterlist and SARS.

The deadline for completing and submitting Unit Plans is the end of March 2007.

ACTION ITEMS:

- Jill will review the reports that are available in SARS.
- Kathy will work with Jill to provide a copy of the demographic data that resulted from the IWV Economic Work Force meeting that recently took place in Ridgecrest. This needs to be completed ASAP.
- Kathy will work with Jill to provide ODST data by Program, by part-of-term. This needs to be completed ASAP.
- Each department supervisor will review their Unit Plan with Jill, one-on-one, during a regularly scheduled meeting.

III. TRAVEL ARRANGEMENTS—

- Student Services All Directors Training in San Francisco--
All committee members who will be attending this training are asked to work with Kathy Salisbury to complete travel and lodging arrangements. It is important to complete the travel arrangements as soon as possible in order to ensure prepayment.
- SSEC Year-End Retreat at Lake Arrowhead—
The Saddleback Inn has been contacted and we are currently in the process of securing a block of room at a discounted rate for everyone attending the Year-End Retreat. Once we know exactly how many rooms are needed, reservations will be made. Committee members are asked to work with Kathy Salisbury regarding transportation preferences for this event.

ACTION ITEMS:

- Jill will speak with Penny Talley, Paula Suarez, and Jane Harmon regarding their intent to attend the Year-End Retreat.

IV. REVIEW FINANCIAL AID WEBSITE—

Cori Ratliff was present to discuss the revising of Cerro Coso's website to make it more comprehensive and accurate. The group discussed, at great length, some possible changes, keeping in mind three main questions asked by students using the website, and approaching the new design as though we are the students :

- 1) What do I need to get into college?
- 2) What will it cost to attend?
- 3) How long will it take to complete the process?

Cori's vision is to expand the Financial Aid website, make it simple and short, condense information onto one page, and to expand the comprehension page.

It was suggested that there needs to be more "links" to other areas of Student Services within the Financial Aid area. Terminology should be consistent and clear for the students; for example, the name "Coyote Connection" vs. the District-wide term "My Banweb", class schedule vs. catalog, etc.

The goal is to roll out the re-structured website format this fall after classes have already begun and to conduct Beta testing, using real students, to ensure the website is user friendly and provides all the information a student might need.

Some of the changes suggested include:

- Make the Financial Aid website more streamlined so students do not have to read everything to find the information they need.
- Add the Financial Aid Q & A
- Include a calendar with dates and deadlines
- Use “Contact Us” instead of listing individual names in order to avoid “scams”.
- Include an option for students to complete AND submit forms electronically rather than printing and mailing them in.
- Add something in the forms area that clearly identifies “current” and “upcoming” academic year.
- List additional steps that must be completed such as Ed Plan, etc.

ACTION ITEMS:

- Joann Spiller will send an email to Cori Ratliff outlining all proposed changes/additions for the Financial Aid website.

V. OTHER—

Jill provided committee members with a couple of handouts. One was a preliminary draft of the California Community College Budget. The second handout pertained to an issue at Diablo Valley College in which student employees were involved in a grade-selling scheme. Everyone was reminded of the importance of not allowing others to use personal logins for Banner.

The next meeting is scheduled for Thursday, March 8, 2007 in the Administrative Conference room.

The meeting was adjourned at 11:45 AM.

STUDENT SERVICES EXECUTIVE COUNCIL
Administrative Conference Room (MB 229)
February 25, 2010
10:00 AM – 12:00 PM
AGENDA

I. SCHOOL'S LEGAL SERVICE REGARDING USE/INFLUENCE/POSSESSION OF MEDICAL MARIJUANA ON A COMMUNITY COLLEGE CAMPUS

II. REPORT OUT (Update for each area)—

- Admissions & Records

- CalWORKs

- Counseling

- Eastern Sierra

- Financial Aid

- Kern River Valley

- Special Services

- Student Activities

- TRiO

III. OTHER—



Student Services Executive Committee

MINUTES

25-FEBRUARY-2010

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Jill Board
Kim Schwartz
Erie Johnson
Paula Suarez

Penny Talley
Kathy Salisbury
Heather Ostash

Absent:

Yolanda Vasquez
Dave Cornell
Deanna Campbell

Joann Spiller
Jim Fay

C. Approval of Agenda—the agenda was approved with the addition of four items.

D. Approval of Minutes—the minutes from the February 4, 2010 meeting were approved as submitted.

II. School's Legal Service regarding Use/Influence/Possession of Medical Marijuana on a Community College Campus—

A copy of the letter received from District's legal counsel pertaining to the use of medical marijuana on school campuses was provided and a lengthy discussion ensued. According to District's legal counsel, colleges may prohibit and discipline students for the use/influence/possession of marijuana even if the student is compliant with California's medical marijuana program. There are actually two issues involved in the use/influence/possession; student conduct and legality. The letter from District's legal counsel stated:

"Colleges may continue to prohibit and discipline students for the use/influence/possession of marijuana on campus even, if, in a particular instance, the student is compliant with California's medical marijuana program because:

- (1) neither the medical marijuana statutes nor any related case law expressly or impliedly preclude community colleges from prohibiting the use/influence/possession of medically prescribed marijuana;*
- (2) the California Supreme Court has ruled that medical marijuana law is designed only to exempt qualified patients and caregivers from **criminal** arrest and prosecution; and*
- (3) there are sound pedagogical reasons for continuing the prohibition on a college campus even if, in a particular instance, it has been duly prescribed by a physician and a valid medical marijuana identification card is issued.*

Also, please note that Section 11362.79 of the Health and Safety Code expressly precludes smoking of medical marijuana in or within 1,000 feet of the grounds of a school."

The letter further stated that the possession, use, transportation, and distribution of marijuana remain illegal under Title 21, section 801, of the United States Code (the federal Controlled Substances Act) and that Federal law contains no exemption for medical

necessity. Additionally, it was noted that, based on Title IV, we have a legal obligation to keep our schools drug-free in order for our students to receive Financial Aid.

The letter also provided some insight into the issue of use/influence/possession regarding employee-employer issues. In a recent court case (*Ross v. Ragingwire Telecommunications, Inc.*), the California Supreme Court ruled for the employer reasoning that:

- (1) *FEHA does not require employers to accommodate a disability by allowing the use of marijuana;*
- (2) *Marijuana is an illegal drug under federal law and neither the California voters nor its legislature could completely legalize it, even in the sole context of medical use;*
- (3) *California's Proposition 215 was intended by the voters to provide a narrow exception to the prohibitions against marijuana in the context of criminal law only and neither Proposition 215 nor the 2003 legislation was intended to address the respective right and duties between employers and employees, and;*
- (4) *Employers have a legitimate interest in precluding their employees from using marijuana.*

Although this case did not involve a community college or a student, it is controlling the community college student context. Therefore, card or no card, marijuana use/influence/possession is not allowed on Cerro Coso Community College campuses.

II. Report out (Update for each area)—

- *Admissions & Records—*

Jill reported out in Dave's absence. Dave has been soliciting information pertaining to the implementation of wait listing. Most of the Wait List issues seem to involve online courses vs. on campus. Getting students logged into their classes was another issue. A suggestion was made that perhaps a *best practices* sheet would be a good way to approach some of the issues. The group spent time discussing ways to improve Wait Listing and ways to disseminate information to the students regarding wait listing. It was also suggested that perhaps we could issue a 'Student Alert' using the existing system of electronic communications process.

An issue exists that involves students email accounts and wait listing. There is also an issue pertaining to faculty using private email addresses rather than their Cerro Coso address to communicate with students; it was suggested that College Council have a conversation regarding that issue because students are getting confused. Maybe there is a need for more training for faculty about why it is so important for them to use their Cerro Coso email address vs. a personal address.

Heather stated that she has a meeting with Dave Cornell on Monday to touch base on a couple of items pertaining to A&R's Program Review.

Heather and Dave are also going to meet with Dawn Fidel regarding the Program inventory list. There were some things that didn't get put into the document. The Program inventory

list needs to be compared to the majors listed in the college application and update the application.

ACTION ITEM:

- Jill will send Sean James an email regarding the auditing of the State inventory vs. the Banner list for posting completers vs. our declared majors. There needs to be a District-wide process for dealing with this.
- *CalWORKs*—
Paula stated that some of the procedures for CalWORKS have changed and seem to be working. She and Jennifer Schwerin have begun going to the KRV campus once a month to offer services there. The Program will be doing more collaboration with EDD.

CalWORKs/TANF is currently working on Program Review; this will be an agenda item for the April 1, 2010 meeting.

In response to an Action Item from the previous SSEC meeting, Paula stated that she and Dennis Vander Werff met and all Counseling and Personal Development courses are now correctly coded.

- *Counseling*—
Heather informed the group the deadline for students to get their graduation evaluation completed is April 16th. Flyers are being created and will be sent out electronically to the sites so they can customize the information for each site. Last year was the first time a deadline was implemented and that seemed to be very helpful for getting all the graduates' names listed in the Commencement Program. One of the Educational Advisors who sees a tremendous number of students will be going out on maternity leave so by setting the deadline, it is hopeful to get as many students in early as possible.

Heather, Paula, Jan, Karee will be attending the BHS Career Expo tonight; it is being held in the multi-purpose room (cafeteria). Counseling will have a booth and will be floating around assisting with the check-in process and other things.

ACTION ITEM:

- Kathy will make sure the deadline information is included in the letter that is sent out to graduates.
- *Eastern Sierra*—Deanna Campbell was not present at today's meeting so no update was provided.
- *Financial Aid*—Joann Spiller was not present at today's meeting so no update was provided.
- *Kern River Valley*—Erie updated the committee about what's happening at KRV and SOK. He has been working with the Faculty Chairs, and they now have a draft of summer and fall courses pulled together for South Kern and Kern River Valley. He stated there have been minimal interruptions on campus regarding student conduct. He is having his first staff

meeting today. He stated some employees are very concerned about their positions and the possibility of additional layoffs. Overall, Erie felt things are going pretty well so far.

- *Special Services*—Penny stated that Special Services had a staff member resign; she will be discussing this with Jill later. There are some students and KRV and IWV that would like to have LD testing so Penny has approached Bonita Robinson about possible funding to support this. They have worked with SLO data to determine which direction the program will take.
- *Student Activities*—The ASCC 's Program Review has never been finalized. Kim did not have a copy of the work that had been completed so Heather obtained a copy from Jan Moline, and Kim is currently working on it to make sure it is accurate, appropriate, and something that we wanted for public consumption. Heather and Kim are meeting on Monday.
- *TRiO*—the group was informed that TRiO is going away because we would not receive funding for the program for next year whether we applied for it or not.

IX. OTHER—

- *Budget Update*—

Jill reported that she met with Jim Fay, Gale Lebsock, and Dr. Retterer to go over Chancellor's Cabinet information:

- (1) We are replacing the Librarian position vacated by Dennis Vander Werff's retirement;
- (2) we are going to conduct a comprehensive search for a developmental Math instructor;
- (3) we were given permission to hire the Physical Science faculty position. The person hired will need to have Astronomy, Geology, and be able to teach Physical Science online.

The group was also informed that faculty have received an email stating that there will be no March 15th notices sent out. The reasoning behind that decision is that any identified positions, due to lack of fund or any other reason, that were brought forward can be transferred and still work within the District because there are positions open.

Cerro Coso will build its General Fund budget incorporating a 10% decrease. Some of the items identified for reduction have been rejected by Chancellor Serrano for various reasons, so we will now go back to the board and continue discussions. It was announced that the Board will match Cerro Coso in reserves; for every dollar we use from our reserve, the District reserve will match dollar-for-dollar. The Budget Development Committee meets again on March 11th. At that time, the amount of Cerro Coso reserve funds to be used to offset the budget shortfall will be determined.

There has been no news regarding the status of categorical funding. Heather is attending the Matriculation Professionals Conference on March 12th, and she is hoping to get some information pertaining to the Matric allocation for 2010-2011.

It is anticipated there will be another 3-5% reduction for 2011-2012. The year after that, hopefully, the financial situation will stabilize.

- *Kern Schools Credit Union—*
Kern School Credit Union (KSCU) is closing their Indian Wells Valley branch, but they will still be a provider for Cerro Coso because they are under contract with us. Jill met with representatives from Kern School yesterday. KSCU will continue to provide services to our college/students. They gave several options for how services could be provided. The two ATM machines will remain on campus because they are under contract with us, and they will continue to provide the VISA/ID cards. Jill, Kimberlee, and Joann Spiller will meet within the next few days to discuss and choose an option. KSCU really wants us to do the remote process like Delano College. The group held a lengthy discussion and several issues were identified. The pros and cons of conducting business remotely and the effects that will have on students will be considered; the students need to be able to get ID cards when they need them and assistance when there is a problem with their card or the ATM machine.
- *Service Animals on College Campus—*
Erie Johnson sought clarification pertaining to Service Animals on campus. KRV has a student with a service dog they want to bring to campus as a part of the animal's training process. According to the Gallop Group, this topic is still a grey area. However, none of the Cerro Coso Community College campuses are designated as a service animal training center. Therefore, based on the fact that the KRV building is so small and the campus is not designated as a service animal training center, only verified, fully trained, and certified service animals will be allowed on campus.
- *College Catalog—*
Heather voiced her concern about not having a deadline date for submitting catalog information to the Board of Trustees. She also stated that she would like to send all information changes to Shelley Crabtree at one time to be included in the catalog. There appears to be a severe breakdown somewhere between the information submitted and what actually ends up printed in the catalog. The group discussed ways to ensure the information appears accurately in the catalog. Workable processes are in place, but it was suggested that we need to shore up accountability in order to specifically determine where/how the breakdown is occurring. Everyone was asked to check their pages of catalog information, and all corrected information should be submitted to Heather Ostash by March 12th so she can then get it to Shelley Crabtree for inclusion in the catalog. Doris Givens has given an April date for submitting catalog information to the Board of Trustees.

ACTION ITEM:

- Individuals will provide updated information to Heather by March 12th for inclusion in the 2010 Catalogue.

X. ANNOUNCEMENTS—

- Program Review for Athletics has been moved to next fall. We were also informed that there was a re-configuration of the leagues. Cerro Coso and one other college were not assigned to a league; rather we now will have to petition to be hosted in. The implementation of this change has yet to be determined; Jill and Dick Adams are meeting on Monday to discuss this issue.

- Jill has received Dave and Penny's Unit Plans for Admissions & Records, Veterans Affairs, and Special Services, respectively. The group was reminded that all Unit Plans are due by March 1st.
- The Vice Presidents are going to be modifying the form that is used for certificates under 18 units. A big question remains, who is going to provide the certificate.
- There is a concert scheduled for this Saturday, "Classic Rock N Roll". It will be held in the Sculpture Garden from 2:00 until 4:00PM. People attending will need to provide their own chairs.
- There is also a double-header home baseball game this Saturday afternoon beginning at 11:00AM.
- Cerro Coso students are conducting a *change drive* to collect money to help the locked out employees at Boron, i.e., food, baby formula, diapers, etc.

XI. SSEC MEETING DATES—

March 11, 2010

March 18, 2010

April 1, 2010

April 22, 2010

The meeting was adjourned at 12:00PM.

STUDENT SERVICES EXECUTIVE COUNCIL

Admin Conference Room 214D

February 26, 2009

10:00 AM – 12:00 PM

AGENDA

- I. ORGANIZATIONAL ITEMS
 - Call to Order

 - Approval of Agenda

 - Approval of Minutes
 - Report Out on Action Items

 - Announcements

- II. LUMINIS—Cori Ratliff

- III. CLASSIFIED EVALUATIONS—Jill Board

- IV. BUDGET UPDATE—Jill Board

- V. PROCESS FOR GRANT WRITING—Jill Board

- VI. TRACKING SOFTWARE—Jill Board

- VII. OTHER —



Student Services Executive Committee

MINUTES

26-FEB-2009

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Jill Board
Yolanda Vasquez
Paula Suarez
Kathy Salisbury

Deb Ernst
Dave Cornell
Penny Talley
Kim Schwartz

Absent:

Joann Spiller
Jim Fay
Deanna Campbell

GUESTS: Cori Ratliff, Cerro Coso Webmaster

C. Approval of Agenda—reviewed and approved as submitted.

D. Approval of minutes from February 12th meeting—the minutes were approved with two corrections:

- Page 4—verbiage changed in paragraph 8
- Page 5—date of next regularly scheduled meeting changed to Feb. 26

• *Report out on Action Items from February 12th meeting:*

All items were completed except those that are listed below and carried forward:

- 1) Clint will check on LD testing in reference to sick leave.
- 2) Clint will clarify whether or not adjunct can go into the hole for sick leave.
- 3) Clint will create the written information, as requested.
- 4) Upon completion, Kathy will post the written information to the SSEC Groove workspace.
- 6) Jill will follow up with Jim Fay regarding putting an announcement or advertisement in the KRV newspaper.

E. Announcements—

- *Groove training*—will be scheduled at a later date due to Karen O’Conner being busy with a Groove presentation elsewhere. The training will probably occur sometime in May.
- *CC Book Store*—Jill met with Natalie Dorrell and Gale Lebsock to discuss this issue. They were very receptive to the conversation and will be joining the SSEC meeting either on April 9 or March 12; it was requested they not attend the March 5 meeting because Kim Kelly will be unable to attend and she would like to be a part of that conversation.

- The ASCC is holding a luau today on the lawn by the Art building. There will be hamburgers, hotdogs, and soda for sale. There will also be some dancers present to provide entertainment and maybe even some dance lessons.

II. LUMINIS—

On Monday, February 23rd, a group from Cerro Coso met with the Sungard/Luminis consultant and discussed the date for launching the program. Cori Ratliff was invited to today's meeting to present an update. She and Dylan Mattina are taking the lead on this project.

Cori stated that there are some concerns because District is trying to launch Content Management System (CMS), for managing the Cerro Coso website, at the same time. District purchased the CMS for all the KCCD colleges. Technical issues and the implementation of CMS have put us behind on the schedule for implementing Luminis by several months. Currently, they are planning for a soft-launch on May 1st for faculty; a soft-launch will be held for staff a few weeks later; a soft-launch for students will occur on September 1, 2009. The full-scale launch is set for November 15, 2009. Training will be provided for everyone; Cori stated there will also be a set of training videos made available. The marketing campaign will be held in April and May 2009. BanWeb can still be used instead of Luminis, if desired.

Paula Suarez expressed concern because students will come to Counseling requesting assistance and there are no computers for students to use in accessing Luminis within the Counseling area. It was suggested that the computer lab located in the LRC could be utilized by the students for accessing Luminis and that the tutors could possibly assist them. This program is supposed to be far more user-friendly than BanWeb and the information is more centralized.

“Content managers” will be responsible for posting information to the various channels; those individuals will be identified later. All Cerro Coso students will be provided with a CC email account. At what point this will occur is still being discussed. Cori stated that student accounts can be created almost instantly with little to no delay. Special attributes for target groups will also be available, i.e., TRiO only, VA students only, etc. Marketing, implementing, and the provision of training are the key challenges with Luminis.

III. CLASSIFIED EVALUATIONS—

The committee members were reminded that all classified new hires require a 3 month, 6 month, and 11 month evaluation during the first year of employment. Through the eleventh month of employment, a new hire can be released *without cause*; if evaluations are not conducted in a timely manner, the employee will become permanent whether they actually perform well or not.

If an employee moves to a different position, they are put back on the 12-month evaluation cycle like a new employee and must be evaluated like a new hire. They should then be evaluated on how well they are learning and performing the duties associated with the new position.

Jill requested that committee members, when they are conducting an evaluation, think about, “*what does exceeds standards*” really mean. The committee briefly discussed “*exceed standards*”.

IV. BUDGET UPDATE—

The State has an adopted budget now and State offices are closed every-other Friday due to the budgetary issues still plaguing California. Jill attended the Chancellor's Cabinet meeting on Tuesday, February 24th and was told that Cerro Coso is in really good shape financially and that our reserves are higher than originally thought.

V. PROCESS FOR GRANT WRITING—

Bonita Steele, the new grant writer from District, has contacted several people on campus and conducted a presentation at the faculty chair meeting. A form has been developed and distributed that should be completed and submitted to Ms. Steele so that everyone is on the same page and there is no duplication of effort. A handout of that form was provided to each committee member. It is also available as a PDF form on the website. Yolanda Vasquez is in the process of writing the TRiO grant and will be completing the form and sending it to Ms. Steele.

VI. TRACKING SOFTWARE—

Information pertaining to SARS TRACK and CI Solutions Tracking has been posted to the SSEC Groove workspace. All committee members were asked to review the information and provide feedback at the next SSEC meeting.

ACTION ITEM:

- 1) Kathy will send out SARS website address to committee members so they can access additional information pertaining to the programs available through them.

VII. OTHER—

- It was clarified that the move to Swing Space will be 3-6 six months in duration.
- It was announced that the download for the One-Card did not work and students received a paper check. They are working on the technical issues and plan to try it again next week.
- Paula Suarez expressed concern that the recently released summer schedule may create some issues, including enrolment management and pre-requisite issues. It will also impact students and increase the workload for some employees. For example, there is no break between the 6-week math classes, meaning that grades won't be in and, without a baseline change, Banner will not allow students to register for the next class up due to pre-requisite requirements. VA students could be adversely affected because of the varying length of classes being offered (i.e., 4 weeks, 6 weeks, 8 weeks, etc.) and the paperwork required by VA, which is used to pay the students. Adequate staffing during the summer is also an issue.

Dr. Fay stepped into the meeting, briefly, to listen to the concerns and provide input. He offered a couple of ideas of how to work around these issues. He also suggested that Admissions & Records and Counseling meet with Jam and the math and English faculty chairs.

ACTION ITEMS:

- 2) Dave will contact Sean James regarding Banner enrollment issues associated with the summer schedule.
 - 3) Jim and Dave will work together on the schedule issues.
 - 4) Counseling will document issues as they occur in order to provide feedback for future schedule planning.
 - 5) Paula will request a block schedule from Shelley Crabtree.
- Dave announced that Veteran Affairs is going to a different program, beginning August 1, 2009, which may result in more issues with Financial Aid because part of the money for monthly stipends will be sent to the college instead of the students.

The next regular meeting is scheduled for March 5th, from 10:00 AM until noon in the Administrative Conference room (214D).

Meeting Schedule:

January 8, 2009	March 5, 2009
January 29, 2009	March 12, 2009
February 12, 2009	April 9, 2009
February 26, 2009	May 14, 2009

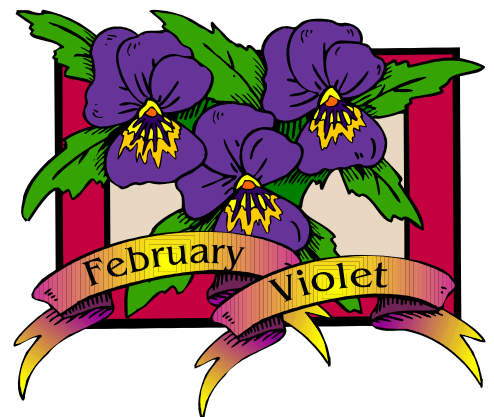
The meeting was adjourned at approximately 12:00 PM.

STUDENT SERVICES EXECUTIVE COUNCIL
Administrative Conference Room (MB 229)

February 4, 2010
10:00 AM – 12:00 PM

AGENDA

- I. ENROLLMENT MANAGEMENT—
- II. ARCC REPORT—
- III. UNIT PLANS—
- IV. PROGRAM REVIEWS—
- V. BOARD POLICY REVISIONS—
 - 4D2/Certificates
 - 4D3/Non-Credit Courses
- VI. STUDENT POLICIES
 - Student complaint policy
 - Student conduct policy
 - Harassment
 - Discrimination
- VII. DATA CUSTODIANS FOR MIS FILES—
- VIII. OTHER—



Student Services Executive Committee

MINUTES

4-FEBRUARY-2010

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Jill Board	Joann Spiller
Paula Suarez	Heather Ostash
Dave Cornell	Penny Talley
Kathy Salisbury	Deanna Campbell
Yolanda Vasquez	Kim Schwartz
Jim Fay	

Absent:

Erie Johnson

C. Approval of Agenda—approved, with three additional topics added.

D. Approval of Minutes—minutes from the December retreat were not available for review at today’s meeting.

II. ENROLLMENT MANAGEMENT—

A handout was provided which included information pertaining to Jack Scott’s message and Chancellor Serrano’s message regarding enrollment management; things are changing regarding what we need to be focusing on. Previously, there were four focuses that pertained to building courses; that has now been reduced to three (transfer courses, basic skills, and career technical education). The committee was informed that during a recent meeting Janet Fulks had shared information about the Basic Skills CB21 Project, which involves getting things recoded in the TOPS Code and the course basic codes so that accurate data is sent to the State.

Jill stated that she asked the question, “Where do our study skills, orientation, counseling, and personal development courses fall in the mix of things?” Janet Fulks’ response was that courses that are taught to bring people up to college level academic skills should be coded as Basic Skills courses.

Jill requested the course basic code and TOPS code of our counseling and personal development courses be reviewed to ensure that they are accurately coded. A reminder was made that just because a course is transferable doesn’t make it is a transfer class that should be scheduled; it is referring to the GE Cert and the IGETC, getting students from Point A to Point B.

Orientation courses are a little different. Four-year colleges also offer orientation courses, but we do not know if they are considered to be basic skills courses. Two things that must be decided when offering these orientation courses are:

- (1) is the content designed to bring people up to college level, and
- (2) is the course transferable?

ACTION ITEM:

- Heather and Paula will review the counseling, and personal development courses and make sure they are accurately coded by March 1, 2010.

III. ARCC REPORT—

Committee members were provided a copy of the 2010 ARCC Report for review and discussion. Jill has been charged with obtaining input from various faculty groups regarding the data, and she will be going over the report next week with the Basic Skills Committee. Jill requested that all input from the committee be sent to her within the next two weeks because she will also be preparing a 500 word essay response, which will then be sent back to Marc Beam.

Jill stated that during recent CB21 training, Janet Fulks explained how this statistical data drives political policies and funding. The data is also beneficial when referenced in association with writing/applying for grants.

IV. UNIT PLANS—

Unit plans are due now. They make up our Ed Master Plan, and going into next year, the Budget Development Committee will be referring to Unit Plans as it relates to requested funding. Unit Plans should tie to the goals of your program, to the Strategic Plan, and funding allocations. Budget decisions will be based on information contained within those plans. When developing the Unit Plans, some questions to be considered include:

- *What are the priorities for each area and what would work well?*
- *What are programs/services that we absolutely cannot do without?*
- *How are the assessments of SLOs being used to close the loop in future plans?*
- *What is the impact on the General Fund?*
- *What are the legal mandates?*

ACTION ITEM:

- All Student Services Unit Plans that are due are to be submitted to Jill by February 19th so she can review them before they are submitted to Jim Fay at the end of February.

V. PROGRAM REVIEWS—

Paula reported that she needed to get an academic faculty member on the committee. She also stated that there hasn't been much done since the last time she reported in November. A primary focus of the Program Review should be how to improve the program. Jill requested a draft be submitted by April 1st so it can be reviewed and discussed as a group before it moves into the final stage. Financial Aid, Admissions & Records, and Student Activities must also go through the process, so Jill requested that Joann, Dave, and Kim meet with Heather to ensure the Review meets the format required. Once submitted, Program Reviews must go through CIC and Academic Senate.

Program Review for the Athletics Department is being moved to next fall due to recent events and the health issues of some staff in that area. Jill and Coach Adams will be discussing this issue during their meeting next Monday.

ACTION ITEM:

- Joann, Dave, and Kim will meet with Heather to ensure the Review meets the required format.

VI. BOARD POLICY REVISIONS—

Committee members were provided with a handout of the recently revised Board Policy, Sections 4D2/Certificates and 4D3/Non-credit courses. It is Jill's understanding that this will sunset on June 30, 2010, although it doesn't reflect that in the Board Policy. The Board has requested a work session focusing on how each of the colleges develop courses that, when combined, become certificates under 18 units. This work session will happen at the next scheduled Board of Trustees meeting.

VII. STUDENT POLICYS—

There has been a change in policy as to where student complaints are to be directed; all student complaints and conduct issues will be directed to the Vice President of Student Services, per recent changes to Board Policy.

- *Student Complaint Policy*—based on recent changes to Board Policy, Jill will edit the existing Student Complaint Policy, brochure, and forms to ensure they reflect the changes in Board Policy. Upon completion, she will then pass the documents to Kathy for revision. It was noted that the Complaint Policy has nothing to do with grades; grade issues are resolved through the Vice President of Academic Affairs.
- *Student Conduct Policy*—due to recent changes to Board Policy, there are more options for sanctions available for student conduct issues. Site directors are now the point of contact for sites.
- *Sexual Harassment*—Clint Dougherty from the Human Resources Office will assist with this. It was noted that there is no confidentiality to sexual harassment and there is mandated reporting. Sexual harassment issues can be reported to Jim, Clint, or Jill.
- *Discrimination*—The Office of Student Services and Human Resources will handle these type of complaints.

VIII. DATA CUSTODIANS FOR MIS FILES—

A handout was provided that listed numerous topics and specified who is responsible for what at each of the colleges within KCCD, such as the college calendar, student enrollment data, etc. The form was sent out by Marc Beam for review and input. Jill has already updated the information for Cerro Coso and will forward it back to Marc Beam and Doris Givens.

IX. WAITLIST HISTORY REPORT—

A handout pertaining to Wait Listing history for Counseling and Personal Development courses offered during the spring 2010 semester was distributed to committee members. The group reviewed the handout and discussed the newly implemented Wait List. Several issues that need to be addressed as the result of Wait Listing implementation this semester were identified. Jill stated that she would like to wait until after the operational people and faculty weigh in on this item to

discuss the issues further. This item will be placed on the agenda for discussion at a future meeting.

ACTION ITEM:

- Kathy Salisbury will create another Wait List History Report that is broken out by CRN.

IX. OTHER—

- *Dates for District Supervisory Development Program*
- *Student Employee Policy*—Joann announced that the Human Resource Directors and Financial Aid Directors are meeting on February 18th to review the student worker policy district-wide for consistency in policies.
- *Veteran Resource Center*—Dave Cornell brought up the topic of Cerro Coso creating a Veteran Resource Center. Committee members thought it was a great idea but funding is an issue because the current economical situation. The Department of Veterans' Affairs would like the Resource Center to be ran by veterans; this could possibly be done by hiring student workers who are also veterans. Dave informed the group that there is funding offered by the VA, and Joann Spiller confirmed that VA has a student worker program. That program is limited to approximately ten hours per week for each student employee.

It was suggested that instead of setting up a Resource Center, the college could conduct some targeted outreach and recruitment so the students would be aware of what is already available to them through the DSPS Program; qualified students have access to DSPS services without a dedicated Resource Center. It was suggested that a specific staff member be identified to be the primary point of contact so students aren't just cold-calling an office; there would be a particular person for them to connect with and set it up so that it facilitates their interest in participating, knowing what the issues might be. It was mentioned that Dave Cornell has a contact with the Navy and that might be a place to begin.

Kim Schwartz requested that she would like to be included in this project and suggested the idea of establishing a Student Veterans' Club. Kim felt that having such a club would be a huge resource for the students who are also veterans because they could meet and talk with one another. It was suggested that a sub-committee be formed and get together to discuss various ideas.

X. SSEC MEETING DATES—

February 25, 2010
March 11, 2010
March 18, 2010
April 1, 2010
April 22, 2010

The meeting was adjourned at approximately 12:00PM.



Student Services Executive Council
February 12, 2012
MB212
10:00AM – 12:00PM

AGENDA

Vision Statement:

Student Services Executive Council (SSEC) collaborates to ensure an exemplary student services program, which uses innovative approaches to promote student access, retention, and success. SSEC integrates the leadership of all student services to promote institutional responsibility and accountability for student success.

Mission Statement:

The mission of the Student Services Executive Council is to increase community college student access and success by providing effective core services and programs. The council's primary focus is on the coordination of support services to students entering or returning to college and to provide a foundation for student achievement and completion.

- I. **Catalog Process**
- II. **Student Services Calendar**
- III. **Scheduling Speaker: Distressed and Distressing Students**
- IV. **Accreditation Update**
- V. **Survey Update**
- VI. **Preparation for conversation with Sylvia Sotomayor**
 - What resources/materials are we missing for students?
 - What policies/procedures do we need to better communicate?
 - What do we most need to highlight for students?
 - What are the most common questions or points of confusion we have for students?
- VII. **Tentative Agenda for SSEC Retreat/ February 16, 2012**
 - Program Review
 - Student Learning Outcomes/Administrative Unit Outcomes
 - Student Services Data Plan
 - Student Services Division Plan
 - Educational Master Plan
 - Other



Student Services Executive Council
February 9, 2012
MINUTES

Call to order at 10:00 AM.

In Attendance

Heather Ostash Kim Schwartz
Paula Suarez Deanna Campbell
Kathy Salisbury Jennifer San Nicolas

Absent:

Joann Spiller Corey Marvin
Julie Cornett Dave Cornell
Erie Johnson

Materials provided for today's meeting:

- Agenda
- Draft of minutes from December 8, 2011 meeting
- 2011-2012 Student Services Planning Calendar
- 2012-2013 Student Services Planning Calendar

- I. **Approval of Minutes**—the minutes from December 8th meeting were reviewed and approved as submitted.

Review of Action Items—

The list of previous action items were reviewed and updated accordingly:

- Paula and Heather have already had a conversation about getting the word out reaffirming where we are with concurrent enrollment guidelines for high school students and maybe doing that at multiple levels.
- The tiered open enrollment will continue and will be in place for this next cycle. All we can do is encourage students to check out their appointment on BanWeb.
- One of the things we will discuss today are things that we need to touch bases with Sylvia Sotomayor on, and student email accounts is one of the items to be discussed.

Heather took a moment to welcome our newest council member, Jennifer San Nicholas. She is joining the Student Services team as the Child Development Center is now under umbrella of Student Services. This change provides a good opportunity for us to better coordinate, communicate, and allow Jennifer an opportunity to interact with us more and ensure that we are all working together.

She also provided an update on Joann Spiller. She is still out on medical leave and Heather expects to hear more information later in the week regarding if/when she is be coming back, etc. In the meantime, financial aid issues and needs should be directed to Heather. The most immediate need is to review the status of the work-study budgets to ensure they will not be overspent. Currently, no student receiving federal work-study should be working more than 10 hours per week.

ACTION ITEM:

- Heather will review the work-study budget status and compare with current payroll authorizations for spring semester.

II. Catalog Process—this catalog cycle is our accreditation-cycle catalog. Heather wants to pull together a small Catalog Committee to closely review the document for accuracy, content, and consistency of the front and back pages and consistency with Board Policy. The committee would include representatives from each Student Services department. Heather requested that Jennifer review the information pertaining to the Child Development Center (CDC) for accuracy and currency and to determine if there is any additional information that should be added about the CDC. Deanna Campbell was invited to interact with the committee; she will go through the entire document to see if anything jumps out at her and provide input to Heather. The final version that will be presented to the Board of Trustees must be ready by March 9, 2012.

ACTION ITEM:

- Heather will find out where the current edition of the catalog and get the link sent out to group members.
- Jennifer San Nicolas will review the CDC information contained in the college catalog.
- Heather will send an email to council members summarizing what the process is going to look like and where the catalog addendum is located.

III. Student Services Calendars—the group quickly reviewed the recently created Student Services Calendars for content and accuracy. Part of the purpose behind this calendar is for it to become a template for what we do from year-to-year and can easily be updated annually. Council members were asked to review the calendar and provide input. Some other dates to be added include:

- Annual unit plan time process
- Program Review
- Dates for SEP and extended orientations
- CDC events
- Outreach activities
- Mid-term budget review for Categorical and General Fund (GU001) budgets
- Final expenditure cut-off date and other important budgetary dates

ACTION ITEM:

- Kim will send additional Student Activity dates to Kathy to be included on Student Services calendar.
- Council members will send other important dates to Kathy to be included on the Student Services calendar.

IV. Scheduling Speaker: Distressed and Distressing Students—Heather definitely wants to get Kirsten Olsen on campus as a guest speaker for spring 2012 semester. The group discussed dates for the speaking engagement so that all of Student Services staff, including the sites, can

attend. The group settled on March 30th as the best possible date; Heather will contact Kirsten Olsen to see if that is agreeable with her.

ACTION ITEMS:

- Heather will talk to Mike Campbell about the best way to “record” the presentation.
- Heather will talk with Kirsten Olsen regarding a presentation more oriented toward students.
- Kathy and Heather will work together to identify and send out available dates for the presentation.

V. Accreditation Update—descriptive summaries and evaluations are due (**reference tape**). Heather informed the group that she is participating on an accreditation team at West Los Angeles (Culver City) this year; she will be gone (reference tape).

VI. Survey Update—we received two Ipods from the Cerro Coso Foundation to be used as an incentive to respond to the survey. Heather received feedback from both Deanna and Erie regarding the survey.

VII. Preparation for conversation with Sylvia Sotomayor—Sylvia will be joining our Retreat on February 16th to discuss updating the website. Reference tape Some items identified include:

- Priority registration clarification and promotion of matriculation components and instructions on how to find the exact dates.
- Drop dates
- 2012-2013 Academic calendar
- Financial Aid Check List
- Add an explanation of “Inside CC” and roadmap-instructions of how to get to specific areas
- Definitions of terms and instructions for all forms and applications
- Instructions to students regarding what they need to do if they receive a Probation or Disqual letters
- How we can highlight certain periods of time for students such as dates for FAFSA submissions, etc.
- Student resources available
- Updated building/campus maps
- Frequently Asked Questions section
- Clarification of drop for non-payment process and associated dates
- Make the Matriculation Agreement with students more student-friendly
- Post department/Program Mission and Vision statements
- Luminous capabilities and how it can be used as a communications tool

VIII. Tentative Agenda Items for SSEC Retreat: Scheduled for February 16, 2012—

- Program Review
- Student Learning Outcomes/Administrative Unit Outcomes

- Student Services Data Plan
- Student Services Division Plan
- Educational Master Plan
- Internal and external scans
- Other

The meeting was adjourned at 11:26 AM.

DRAFT



Student Services Executive Council

March 1, 2012

LRC733

10:00AM – 12:00PM

AGENDA

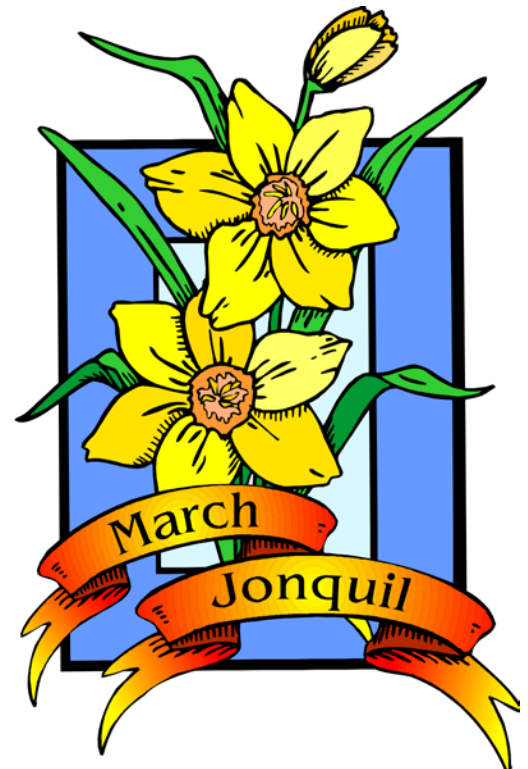
Vision Statement:

Student Services Executive Council (SSEC) collaborates to ensure an exemplary student services program, which uses innovative approaches to promote student access, retention, and success. SSEC integrates the leadership of all student services to promote institutional responsibility and accountability for student success.

Mission Statement:

The mission of the Student Services Executive Council is to increase community college student access and success by providing effective core services and programs. The council's primary focus is on the coordination of support services to students entering or returning to college and to provide a foundation for student achievement and completion.

- I. Program Review and Student Learning Outcomes Follow-up
- II. Degree Works Demo
- III. Review of Accreditation Standards IIB and IIC
- IV. Articulation Workshop
- V. Other



Student Services Executive Council
March 1, 2012
MINUTES

Call to order at 10:00 AM.

In Attendance

Paula Suarez
Dave Cornell
Kathy Salisbury
Julie Cornett
Erie Johnson

Karee Hamilton
Jennifer San Nicolas
Corey Marvin
Deanna Campbell
Kim Schwartz

Absent:

Heather Ostash

Guests in attendance: Karee Hamilton, Dawn Fidel, Charles Osteen

Meeting facilitated by Paula Suarez, on behalf of Heather Ostash.

Materials provided for today's meeting:

- Agenda
- Accreditation Standard IIB
- Accreditation Standard IIC
- Degree Works PowerPoint presentation

- I. **Program Review and Student Learning Outcomes**—Paula stated that and that she was unclear as to exactly what Heather wanted regarding this agenda item. At the last Program Review Committee meeting several members were unable to attend, so Paula, Julie, and Heather discussed the actual funding sources to be used for Program Review; they were tasked with getting that started and making sure the SLOs were getting mapped out. It was suggested that perhaps further discussion of this item should be held at a time when Heather can be present.

The discussion then turned to the Student Satisfaction Survey. Several committee members requested a copy of the survey so they could review the questions pertaining to their immediate area(s). Over 1,400 surveys were mailed out and even more than that were sent electronically using Survey Monkey.

ACTION ITEM:

- Kathy will forward electronic version of the Student Satisfaction Survey to all committee members.
- II. **Accreditation Standards IIB and IIC: Student Services Sections**— committee members were provided a copy of the current draft of the self-evaluation portion of the self-study document for review. Committee members were tasked with reviewing the draft for

content, detail, consistency, and accuracy. Karee Hamilton from the Counseling Department joined the group for this discussion. She sits on the college committee that is reviewing the accreditation self-study document. Before beginning the review, the committee was advised of some specific questions to keep in mind while reviewing the document:

- Is the self-evaluation complete and accurate?
- Does it apply to all sites and modes of delivery, including online?
- Is there a data that can be referenced that are not being referenced?
- Are there specific examples that can be provided pertaining to any assessment or evaluation conducted, which has resulted in change?
- What program improvements have occurred and on what basis? Corey commented that it is particularly important for this information to be captured in a Planning document of some kind. He also advised committee members to keep the following in mind when including information about program improvements:
 - What gaps were identified?
 - What has been done to address the identified gaps?
 - Where is that written down (in an Annual Unit Plan, some other document, or captured in a set of meeting minutes)?

Council members spent a good portion of time reviewing and making suggestions for changes and additions before moving on to the other agenda items.

ACTION ITEM:

- Committee members are to complete their review of Standards IIB and IIC and send any additional recommendations to Heather Ostash (Vice President of Student Services) as soon as possible so that she has time to review for input inclusion in the final draft.

Degree Works PowerPoint—some Degree Works training sessions have already occurred and more are planned. Dawn Fidel and Dave Cornell have attended training at the District Office, and they are both here today to discuss what they have learned about the functionality and capabilities of Degree Works. A handout was provided. Committee members spent time reviewing, discussing, and asking questions about the Degree Works PowerPoint presentation handout. Degree Works is an online tool for students, counselors, and degree evaluators to use to complete degree evaluations. It can also assist with educational auditing, planning, and reporting. Degree Works consist of five major modules:

- 1) Degree Works Academic Audit—
- 2) Financial Aid Audit—
- 3) Athletic Eligibility Audit—

The auditing components provide intuitive advice and expectations for all academic goals; roadmaps and student plans can create more meaningful interactions and more possibilities for self-advising. These components may also be used to measure student progress and keep them on track, which will, hopefully, result in improved student and institutional success rates.

- 4) Degree Works Student Educational Planner—provides students with tangible plans for reaching academic goals. Cerro Coso can project course demands, identify student needs, and help to improve retention and success.
- 5) Degree Works Strategic Reporting—expedites reporting, stores the data for historical and trend reporting, helps to monitor academic progress, and more.

Overall, Degree Works is a flexible solution, is quick to implement, and easy to maintain. The program's functionality is powerful and goes beyond auditing. Additionally, it integrates seamlessly with existing reporting/auditing solutions such as Banner.

Degree Works is being implemented in June 2012 and will be accessible online via Inside CC. Dawn stated that to begin with, only the Academic Audit and Student Ed Plan modules of the program will be implemented, with the other modules being implemented at a later date. The implementation of Degree Works could result in a tremendous planning tool for identifying future class offerings and possibly even increasing student completion and success rates.

Articulation Workshop—being held tomorrow, Friday, March 2, 2012. Most council members are not involved in this particular workshop. Paula and Karee attended a SB1440 meeting at the CSU/Bakersfield yesterday regarding how to publicize and market the ways we intend to work with our CSU partners. There were comments made about things that have happened to date that they were unaware of, so they have questions for Corey and/or Heather regarding the list that came out to verify by February 15th, any of our students who were compliant. Dawn stated that she was aware that we were supposed to do that because of the State A&R listserve that she has access to, and that she forwarded general information to Heather. Paula stated that apparently a list went out to someone on campus but she has no idea who. Dave stated that nobody from the CSSO, in all the campuses that were involved in that listserve, said they had every received anything; however, an email was sent out that didn't give names but indicated that Porterville had two and Bakersfield had two, and Cerro Coso had none. Dave is the one who saw the list. This is a process that will be occurring each year, so it would benefit us if there was a place on the transcript for students to identify themselves as SB1440 students and we are going to be accountable for providing information. It was decided that the articulation workgroup would meet again to continue working on it and discussing the idea of creating a uniform brochure that lays out the 1440.

The meeting was adjourned at 11:15 A.M.

STUDENT SERVICES EXECUTIVE COUNCIL
Administrative Conference Room (MB 229)

March 11, 2010
10:00 AM – 12:00 PM

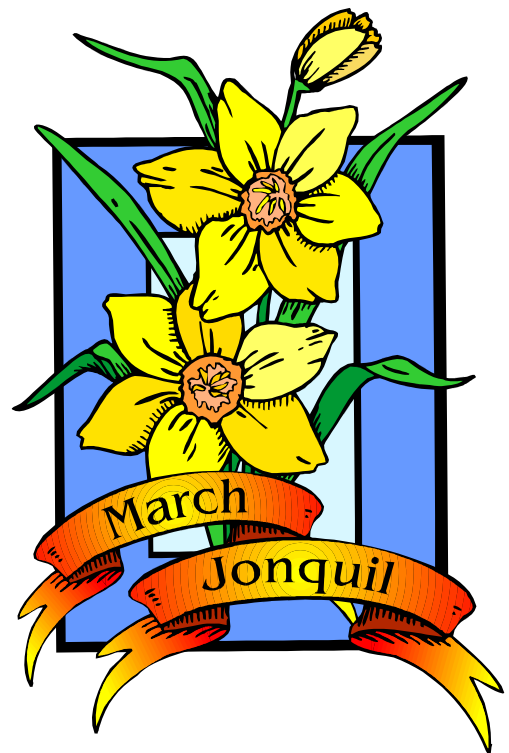
AGENDA

- I. BUDGETS--

- II. STUDENT COMPLAINT POLICY/PROCEDURES—

- III. REVIEW CALENDARS—

- IV. OTHER—



Student Services Executive Committee

MINUTES

11-MARCH-2010

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Jill Board	Erie Johnson
Yolanda Vasquez	Kathy Salisbury
Paula Suorez	David Cornell
Heather Ostash	Kimberlee Schwartz
Penny Talley	Joann Spiller
Jim Fay	

Absent:

Deanna Campbell

C. Approval of Agenda—the agenda was approved with the addition of one item.

D. Approval of Minutes—approval of the minutes from the February 25, 2010 meeting was tabled until the next regularly scheduled meeting.

II. BUDGET UPDATE—

The group was informed that the Budget Development Committee met earlier today. Categorical budget allocations, from the State, for next year must be estimated at a 10% decrease. When each area supervisor meets with Jill next week, it will be necessary to discuss what permanent labor could and/or should be moved from categorical budgets to the General Fund. Jim, Mary, Gale, and Jill will meet next week to review permanent labor. Jill requested that everyone take a look at the labor over the weekend and send her an email with changes, etc. With the sharp decrease, it will be necessary to move some of the permanent labor onto the General Fund.

The group was informed that anyone who receives General Fund dollars will soon receive a worksheet, pertaining to the 2010-2011 General Fund budgets that are to be completed and returned to Gale Lebsack. Worksheets for the categorical budgets will be sent out by Lisa Couch. Budgets must focus on the core mission of transfer, CTE, and Basic Skills; your requests must include a description of how those requests support that mission. Chancellor Serrano wants to see that information in all budget requests. The tentative budget must be ready to submit to the Board of Trustees in May.

Last week, the Board of Trustees approved to match dollar-for-dollar any college reserve funds that are used to supplement the 2010-2011 State allocation, up to \$1 million per college.

II. STUDENT COMPLAINT POLICY and PROCESS—

The Student Complaint Policy and procedures was presented to the Faculty Chairs at their meeting on Tuesday. There are some revisions to be made to the documents based on feedback from the Chairs. Jill has some concern pertaining to Faculty Chairs handling the complaints at the informal level because they are the same individuals who review the complaints that proceed to the formal level. The process is now the same for staff, faculty, and management. Once the revisions are completed, Jill will push the documents out to this group to be reviewed. The Level I form is also

being revised. It was recommended that the document revision date be included on the brochure and forms to ensure that everyone is using the most current information. Also, the forms should be accessible on line (in PDF format); this will ensure that all sites have access to and use the latest forms available. **All old forms and brochures must be discarded once the new forms are sent out.** It was noted that all forms and brochures that are used college-wide should include certain elements such as the college logo, the revision date, etc., sort of *branding* it an official document. Someone will need to create a template to be used on all college forms and documents.

ACTION ITEM:

- Jill will present the concept of *branding* all college-wide documents and forms at the next Administrative Cabinet meeting.
- Kathy will distribute the newly revised Student Conduct Brochure to all sites.

III. REVIEW CALENDARS—

The group discussed dates for future meetings. Due to conflicting appointments, the date originally scheduled for the all-day SSEC meeting in August will have to be changed. Additionally, the meeting scheduled for April 22nd was cancelled and May 7th was added to the meeting schedule. There is an all-day meeting scheduled for May 18th at Jill's house.

IV. OTHER—

- Update on Financial Aid Pell Grants—Joann Spiller shared information pertaining to the implementation of a year-round Pell Grant and a lengthy discussion ensued. Previously students who received Pell Grants and went to school full-time during the fall and spring semesters were then ineligible for a summer Pell Grant; the students could still attend the summer semester and receive a BOGG-W, but no Pell grant. The federal government has now implemented a year-round grant in order to assist students that are progressing in their education at a faster rate. This means that students who attend full-time in the spring and fall and take six or more units in the summer would now be entitled to receive a summer Pell grant. Joann stated that the process is fairly simple for this year, but will become exceedingly more complicated over the next couple of years. This year, the process has been left up to the individual colleges as to how they want to implement the change. This will create a heavier workload for Financial Aid employees because they anticipate a larger number of students will attend and apply for the summer grant. However, beginning next year, we will have to follow the federal guidelines as to how students are processed. This is going to have a huge impact on the Financial Aid staff in regards to time and processing. The Financial Aid staff is still attending training sessions and seminars to discern how to process everything.

Unmet need is not an issue when determining eligibility for summer Pell grants. Unmet need would only become an issue when a student is receiving full entitlement under another program such as CalWORKs, CARE, SEOG, work study, etc. There will be a maximum amount implemented specifying how much money a student can receive for the Pell grant; it will be approximately eighteen semesters for a two-year degree for students who attend full-time. Joann informed the group that Financial Aid has been working with Brian Tulley, the FA IT person at District; Brian is developing a report in ODS that can be used to identify the students who fall under that category for summer.

To receive summer grants, students must be enrolled in a minimum of six units. Additionally, there is one big draw-back because students who fail to complete all the units would be required to return the entire amount of the grant received rather than just a portion based on number of units completed. This could be a big issue for the college if parameters are not correctly implemented because the money would have to be paid back to the government even if we can't collect from the student(s).

Priority registration begins April 14th and there needs to be a formal evaluation process and for students who want to enroll in more than half-time during the summer semesters. The process will be based on previous semester performance and how many units were completed during those semesters. The re-payment requirements for not completing all summer classes will have to be stressed to the students.

ACTION ITEM:

- Heather will develop the evaluation process and get it out to the Counseling staff.
- Joann will send out the application process for this summer.

V. SSEC MEETING DATES—

~~March 18, 2010~~—this meeting date was cancelled.

April 1, 2010

~~April 22, 2010~~—this meeting date was cancelled.

May 7, 2010

May 18, 2010 All-day retreat at Jill's house.

ACTION ITEM:

- Kathy will reserve a room for the May 7th meeting.

The meeting was adjourned at 11:00AM.

STUDENT SERVICES EXECUTIVE COUNCIL

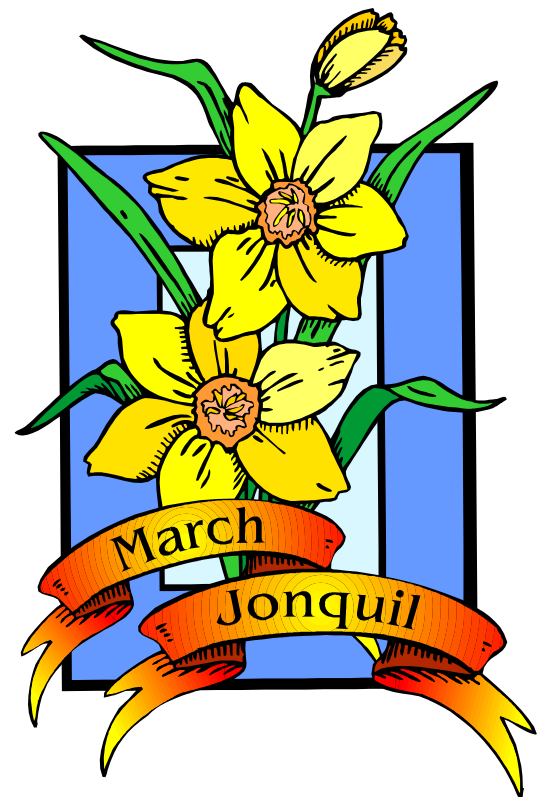
Admin Conference Room 214D

March 12, 2009

10:00 AM – 12:00 PM

AGENDA

We did not have an agenda for this particular meeting.



Student Services Executive Committee

MINUTES

12-MAR-2009

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Jill Board	Pam Godfrey
Paula Suorez	Kim Schwartz
Kathy Salisbury	Heather Ostash
Dave Cornell	Deanna Campbell
Penny Talley	Joann Spiller
Yolanda Vasquez	

Absent:

Jim Fay

C. Approval of Agenda—There was no official agenda for today's meeting. The committee spent time reviewing the Action Items from the February 26th meeting.

D. Approval of Minutes—The minutes from February 26, 2009 were reviewed and approved with one date correction.

- *Report out on Action Items from February 26th meeting:*

All items were completed except those that are listed below and carried forward:

- 1) Clint will check on LD testing in reference to sick leave.
- 2) Clint will clarify whether or not adjunct can go into the hole for sick leave.
- 3) Clint will create the written information, as requested.
- 4) Upon completion, Kathy will post the written information to the SSEC Groove workspace.
- 6) Jill will follow up with Jim Fay regarding putting an announcement or advertisement in the KRV newspaper.

NOTES PERTAINING TO PREVIOUS ACTION ITEMS:

- Jill informed the committee that the number of printed schedules has been increased by 1,000 copies.
- Jill will be meeting with David Palinsky when he comes over today regarding the tracking software.
- Dave Cornell reported that Banner will handle the summer schedule issues. For courses with pre-requisites, students will have to enroll in the 1st class and then enroll in the next sequential class being offered immediately after the 1st class ends. If a student fails to pass the first class, then Admissions & Records will run a process to drop them from the sequential class they enrolled in.

- There is an issue with enrollment unit limitation for the summer semester; it needs to be increased by at least one unit because two English classes equal eight units and Banner only allows enrollment for seven units. If Banner is not changed all students would have to go through Counseling and there is not enough man-power during this time of the year.

ACTION ITEMS:

- 1) Kathy will follow up with Clint on the incomplete action items listed above.
- 2) Jill will follow up with Dr. Fay regarding advertising in the KRV newspaper.
- 3) Jill will follow up on the meeting date of April 9, 2009 for Natalie Dorrell and Gale Lebsock to join the committee and discuss the Book Store. She will try to schedule one of the iTV rooms for the meeting since the Administrative Conference room will be unavailable.
- 4) All committee members were asked to review their respective budget(s) and come back with a spending plan to be submitted to Jill after Spring Break, but before the next regularly scheduled SSEC meeting.
- 5) Jill will contact Bonita Steele about the possibility of creating a Groove workspace for grant writing.
- 6) Jill will send an email to Dylan Mattina regarding the issues with SARS and the abbreviated list of Reason Codes appearing at some of the computer workstations.
- 7) Jill and Kathy will work together in reviewing the SARS location codes to determine if Counseling and Special Services can be combined into one location at the KRV campus so there would only be one Drop-In list.
- 8) Jill will contact Charley Chiang regarding back-to-back enrollment.
- 9) Dave will check the Board Policy pertaining to Banner enrollment unit limitation for summer.
- 10) Jill and Jim will make a request to have Banner changed to accommodate the summer enrollment issue.

E. Announcements—

- Jill will be gone next week to the League for Innovations Conference.

II. OTHER—

- Joann Spiller reported that Financial Aid is under a new regulation pertaining to Ability to Benefit and students who do not have a high school diploma or GED. Beginning Fall 09, if those students complete six units successfully, they may qualify to receive Financial Aid. She also noted that Financial Aid no longer asks students for a copy of their transcript(s) from other schools.

The group discussed the consequences of not having a copy of the transcripts because Counseling uses them to determine the courses a student would still need to take based on what they have already taken here or at another school.

- Joann also informed the group that the students who create an account for the automated One-Card are subject to wage garnishment for things like child support, etc. It was suggested

that Kern Schools Federal Credit Union (KSFCU) be required to make this information known to the students via a special announcement or flyer or some sort; not via the fine print because most people never read the fine print.

- Kim Schwartz announced that Melinda Fogle-Oliver needs a second volunteer/chaperone to go with her on a trip with the students scheduled for Friday and Saturday, March 20th and 21st. Currently, there are twenty students signed up to attend.
- Jill cancelled the March 5th meeting date for SSEC due to the fact that she will be attending the Board of Trustee meeting on behalf of Dr. Retterer.

The next regular meeting is scheduled for March 12th, from 10:00 AM until noon in LRC722.

Meeting Schedule:

~~January 8, 2009~~

~~January 29, 2009~~

~~February 12, 2009~~

~~February 26, 2009~~

~~March 5, 2009~~

March 12, 2009

April 9, 2009

May 14, 2009

The meeting was adjourned at approximately 11:20 PM.

STUDENT SERVICES EXECUTIVE COUNCIL

East Wing Rm. 207

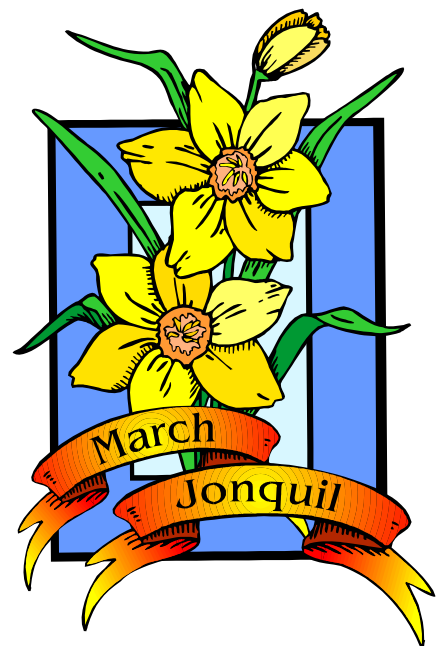
March 13, 2008

10:00 am – 12:00 pm

AGENDA

I. IWV ONE-STOP STUDENT CENTER—Joann Handeland, Chris Addington, and Architect

II. ANNOUNCEMENTS



Student Services Executive Committee

MINUTES

13-March-2008

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Jill Board	Pam Godfrey
Joann Spiller	Penny Talley
Paula Suorez	Deb Ernst
Jim Fay	Kathy Salisbury

Absent:

Deanna Campbell	Yolanda Vasquez
Dave Cornell	Heather Ostash
Jan Moline	

Joann Handeland, Eddie Alvarado, Chris Addington (Executive Director of Facilities and Construction for KCCD), and a couple of the architects were in attendance to review the plans and discuss the Main Building Modernization Plans.

C. Approval of Agenda—

D. Approval of minutes from February 14, 2008 meeting—due to the invited guests and the discussion pertaining to the One-Stop Student Center, minutes from this meeting were not reviewed.

II. IWV ONE-STOP STUDENT CENTER—Joann Handeland, Chris Addington, and Architects

The Committee met in East Wing Room 207. Chris Addington, Joann Handeland, and two of the architects were present to discuss the proposed design and needs for the One-Stop Student Center. They provided a copy of the proposed plan for the Main Building Modernization project, including the 1st, 2nd, and 3rd floor drawings.

The group spent most of the meeting time looking at the plan drawings and discussing the One-Stop Student Center which will be located on the second floor. Several suggestions for change to the existing drawing were proposed and will be incorporated into a new drawing. The suggestions included such things as moving the High Tech Center to make it more connected with Special Services, providing more seating, making the Transfer Center smaller, adding more storage space, and moving the DSPS Coordinator's office.

Chris Addington and the Committee agreed to try to meet at least once a month until the drawing is as near perfect as possible. He and the architects will also be joining the Committee at the May Retreat, scheduled for May 19th and 20th at ESCC.

During the discussion, it was suggested, that when the One-Stop Student Center is completed, the Educational Advisors be trained in-depth to assist students with completing some of the Financial Aid forms. It was also suggested that Student Ambassadors be on hand to assist students, as needed, while they are waiting to see the Counselor, Financial Aid Tech, etc. The purpose behind that is to ensure that no potential student feels as though he/she has been forgotten.

III. ANNOUNCEMENTS—

- *Stater Brothers Market vs. Albertson's*—Jill informed the committee that our Business Office has requested we shop at Stater Brothers instead of Albertson's when picking up food items for any school event. This is because Albertson's does not accept purchase orders and Stater's does. The preferred method of purchasing is always via purchase order when possible.
- *Mileage reimbursement*—Jill requested that all Director's be cognizant of mileage reimbursements within their respective department. She requested that when employees travel to the same location, such as to Burroughs High School, they carpool so that only one employee is paid mileage for the same destination. She cautioned that if an employee chooses to drive his/her own personal vehicle when a school car or carpooling is available, that employee will not be reimbursed for mileage. She also requested that when shopping for the college at Stater Brothers, individual's plan the trip so that there is not a need to claim mileage; the person should attempt to either stop on their way to work or on their way home the day before.

Another meeting with the Architects and Chris Addington is scheduled for Monday, April 14, 2008 from 2:30 PM until 4:00 PM in the Administrative Conference room.

A meeting for Groove training is scheduled for Thursday, April 24th from 10:00 AM until noon in LRC710.

The next **regularly scheduled** SSEC meeting is scheduled for May 1st from 10:00 AM until noon in the Administrative Conference room (214D).

The May 8th SSEC meeting may need to be cancelled due to the Board of Trustees meeting currently scheduled to be held at Cerro Coso. TBD

The meeting was adjourned shortly after 12:00 PM.



Student Services Executive Council

March 29, 2012

MB212

10:00AM – 12:00PM

AGENDA

Vision Statement:

Student Services Executive Council (SSEC) collaborates to ensure an exemplary student services program, which uses innovative approaches to promote student access, retention, and success. SSEC integrates the leadership of all student services to promote institutional responsibility and accountability for student success.

Mission Statement:

The mission of the Student Services Executive Council is to increase community college student access and success by providing effective core services and programs. The council's primary focus is on the coordination of support services to students entering or returning to college and to provide a foundation for student achievement and completion.

I. Policy and Procedure Updates

II. Future by Design Discussion



Student Services Executive Council
March 29, 2012
MINUTES

Call to order at 10:00 AM.

In Attendance

Heather Ostash Kathy Salisbury
Paula Suarez Kim Schwartz
Jennifer San Nicolas Julie Cornett
Deanna Campbell Corey Marvin

Absent:

Erie Johnson

Materials provided for today's meeting:

- Agenda
- Important Updates draft document
- Future by Design Work Group meeting minutes
- Student Services worksheet

- I. **Policy and Procedure Updates**—committee members reviewed and discussed upcoming changes and important dates. In response to a request for clarification, Heather provided additional information pertaining to Ability to Benefit changes. Under the change, students who do not have a high school diploma or GED are not eligible to receive federal financial aid. Paula added another piece of information regarding the Ability to Benefit guidelines; “if students are grandfathered in, they will not be grandfathered in when they transfer to another institution. The grandfathering-in is limited to Cerro Coso.” According to current federal law, if a student obtains a 2-year degree and then transfers to a 4-year institution, that student would not be qualify for a Pell because they still do not have a high school diploma or GED. Legislation is trying to address this issue along with some others that become apparent with the implemented changes.

This document addresses important changes in the following areas:

- Tuition and Fees
 - Increased enrollment fees
 - Non-resident tuition fees
 - Capital Outlay fees
- Registration and Enrollment
 - Appointments for assigning priority registration
- Financial Aid, including:
 - Ability to Benefit
 - Minimum eligibility of Board of Governors Fee Waiver (BOGW)
 - Satisfactory Academic Progress

- Course repeat limit
- Length of eligibility for receiving Financial Aid
- Grade point average (GPA) and unit completion requirements
- Warning to students who fail to meet the unit and/or grade point average requirements
- Suspension of students
- Students who have less than a 2.0 GPA

Some of the suggestions for finalizing the document included:

- Add the semester that each specific change goes into effect
- Insert the chart from District that shows the priority breakdown
- Separate the W date and put it with the *three times maximum attempts* information
- Add the *three times maximum attempts* information
- Make separate subheading for Withdrawal and Repeat policy information
- Add a website link for the Terms of Agreement so student has access to complete information
- Add information about grandfathering in only applying to Cerro Coso

Upon completion, this document will be sent out to all faculty, staff, and students so that everyone is on the same page, everyone has the same information, and everyone is working from the same point of understanding. It will also be given to Natalie Dorrell who initiates a press release so the community as a whole is blanketed with the information because the changes are so significant and will have such an impact on the students. Heather encouraged council members to share the document with their staff and seek input for any additional pertinent information that should be included. All suggestions should be directed to Heather.

- II. **Future by Design**—committee members reviewed the handout and discussed changes that have been suggested in various meetings and could be implemented in order to address the budget reductions: criteria for and prioritization of programs and services to students, etc. Unfortunately, a lot of the unknown associated with budgets will be based on the outcome of the November election, i.e., Governor’s Proposed Tax Package, etc. In order to be prepared, Cerro Coso has been taking a hard look at what we must do and have vs. what we could actually do without. As funding resources decrease, we will need to decrease as well.

The Future by Design Work Group brain-stormed the task of developing criteria for determining what we will look like in the future by addressing specific questions and developing criteria for making those determinations:

- 1) Of the students that we serve, what criteria will be used to prioritize who will be served?
- 2) What criteria will we use to evaluate and prioritize what programs will be offered?
- 3) What criteria will we use to evaluate and prioritize student services? What needs to be ‘high touch’ v.s. automated? What could be consolidated or centralized?

The bottom line is that we will fund as many layers as possible, but no matter the outcome of the ballot measures, we are going to be working with reduced funding. This issue is not specific to Cerro Coso and these types of discussions are being held at the other colleges as well as District Office.

During the discussion regarding the criteria to be used in determining prioritization by which students are to be served, it was pointed out that EOPS students now have a clause in their EOPS contract, agreeing to maintain a 2.0 GPA. Failure to do so for two consecutive semesters will make the student ineligible to receive EOPS services.

III. Student Services worksheet—committee members brain-stormed ideas regarding criteria and prioritization of services provided in all the various areas of Student Services. If nothing else, budget reductions are forcing us to take a very in-depth look at how services are provided and what we can do to function more effectively. Council members discussed ideas regarding duplication of effort, such as grad evaluations, and combining of some positions.

1) *Admissions and Records*—

- Identify services that address *lost* students and how we can close the gap in those areas
- Be aware of appropriate services that are offered and ensure they are equitable at all campuses
- Services that motivate students and keep them moving forward toward their educational goal(s)
- Identify services that could be automated vs. manually
- Conduct work-time study that would reflect the amount of time each employee spends doing specific tasks
- Update messages on staff member's phones for consistency and content before the beginning of each semester
- Consolidate services by identifying the primary point of contact for Student Services
- Train students to be more self-sufficient
- Develop FAQs and pop-ups on our website that provide specific instructions
- Combine Financial Aid and Admissions & Records Director positions
- Develop and implement consistent out-going voice message
- Ensure information provided to students is consistent office-to-office
- Provide core information using Inside CC
- Post calendar of events on website
- Use phone system to provide specific information before anyone answers to deliver important message/information

Other suggestions made during discussion that could be applied to more than just the Admissions & Records area include:

- Identifying attribution points (areas where we fail to retain students) and target services there
- Identifying services that keep student on the right track to be successful
- Ensuring services remain equitable and appropriate at all sites
- A centralized Student Services switchboard function or customer services specialist
- Develop a Student Services general list to answer specific questions
- Implement E-SARS
- Eliminate redundancy in graduation evaluation process

2) *Athletics—*

- Move most of the expense for athletic equipment to the Booster’s Club, with a minimal amount from the general fund.
- Add an additional women’s sport in order to be compliant with Title IX
- Purchase 12-passenger vans rather than renting vehicles for athletic and Student Activities travel. This would actually reduce the cost of travel and benefit both athletics and student activities. Athletics spends \$12,000.00+ each year renting vehicles to travel to sporting events.

3) *Child Development Center—*

- Partner with athletics and/or student government to do fund-raising that could help offset the cost of supplies for the CDC; “Adopt a Classroom” campaign
- Increase the number of pre-school students by conducting Kinder-camps during the summer when K-12 schools are closed.

4) *Counseling—*

- Instruction—
 - Review how we provide online counseling services to increase efficiency and reduce the amount of time spent responding/*chatting* with students. Students appear to view online counseling as an on-going conversation that can become very time intensive. It is more of a FaceBook-chat kind of interaction than a resource.

Another issue with the online counseling is that with the current level of staffing, no one person can be dedicated solely to the online counseling email environment; having multiple people in the online counseling email environment creates other challenges. One suggestion to help alleviate the problem would be to make the online counseling intake form more robust so that we ask a lot more questions and gather a lot more information on the frontend, and it means a student would have to have more of a commitment and we could force responses. This would also serve to make

the students be more invested in the process than just firing off questions randomly and expecting immediate responses. We have historically been over-accommodating, but resources no longer allow that approach.

- Set and communicate specific times to students regarding online counseling availability
 - Explore the concept of conducting group counseling sessions using CCConfer
 - Limit what the student has access to chat for and what they have access to online counseling for and require that it be a synchronous communication of some kind. During peak times, hundreds and hundreds of emails are received and must be responded to, all of which is extremely time intensive
 - Possibly limit use of online counseling to those students that have oriented or completed certain steps first
 - Establish deadlines for submission of transcripts from other schools that are to be considered in the student's graduation evaluation
 - Build into the process, a requirement that forces students to complete orientation and assessment before being allowed to schedule a meeting with counselor
 - Require a student to complete a minimum of three units at CCCC before completing the full matriculation process
 - Conduct group workshops
 - Reduce redundancy between counseling and other departments
 - Use the kiosks for providing access to more information than currently available
- Recruitment and Outreach—
 - Create a committee or working group that would draw from areas of the campus, including Academic Affairs, and be dedicated to recruitment and outreach. Clearly, that would help distribute the responsibility for all the planning and organizing on the counseling area. Deanna loved this idea, stating for a couple of reasons; 1) it will help us to identify what we are already doing and consolidate it into one place and 2) it encourages engagement across the college with outreach. For example, it would be good to have Natalie Dorrell as a member of this group because she is responsible for getting the information out to the community. She would be in on the planning process and be familiar with it from the very beginning.
 - Career Planning—
 - Transfer Center—

- 5) *Financial Aid/Scholarships—*
- 6) *Matriculation—*
 - Orientation
 - Assessment
 - Counseling
 - Student Educational Planning
 - Follow-up
- 7) *Special Services—*
 - EOPS/CARE
 - DSPS
 - CalWORKs
- 8) *Student Activities*
- 9) *Student Government*
- 10) *Veteran's Affairs*

Due to time limit, we were unable to address each area listed. Council members were asked to continue reviewing and thinking about those areas and send any input to her.

Meeting adjourned at 12:00PM.

STUDENT SERVICES EXECUTIVE COUNCIL
March 8, 2007
AGENDA

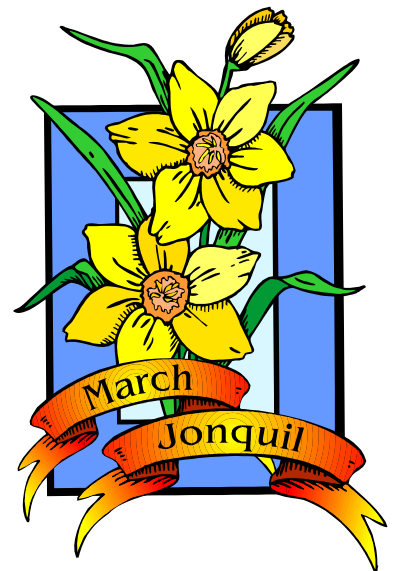
- I. Organizational Items
- Approval of Agenda
 - Approval of Minutes from February 22nd meeting

II. Student Employment Handbook—

- III. Update On Unit Plans—
- Admissions & Records
 - Counseling
 - Financial Aid
 - Special Services
 - Student Activities
 - TRiO

IV. Review Financial Aid Website—

V. Other—



Student Services Executive Committee Meeting
MINUTES
8-MARCH-2007

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:05 AM.

B. In Attendance:

Jill Board	Joann Spiller
Kathy Salisbury	Mary Peoples
Dave Cornell	Jan Moline
Heather Ostash	Yolanda Vasquez

Absent:

Jane Harmon

Cori Ratliff attended this meeting again in order to discuss the Student Services portion of the college's website.

C. Approval of Agenda—Reviewed and approved as presented.

D. Approval of minutes from January 25th meeting and review of the Action Items from those minutes.

Jill reminded committee members that the Ed Plan and Unit Plans drive the Staffing Plan. She informed them that she met with Dr. Retterer to present and discuss the prioritized list of staffing needs for Student Services.

Inquiries were made regarding the gathering of data for the Unit Plans. Jill stated that she would go over the SARS reports and discuss the data available during one-to-one meetings with each Department leader. She stressed the importance of making sure all employees mark attendance in SARS.

Committee members were asked to utilize the Bakersfield College format for developing their Unit Plans.

ACTION ITEMS:

- Kathy Salisbury will contact Saddleback Inn to provide the names of attendees for the Spring Retreat.

II. STUDENT EMPLOYMENT HANDBOOK—

Joann Spiller provided the committee with a copy of the final draft of the Student Employment Handbook. It was reviewed and we added one additional eligibility requirement: no student will be allowed to work more than 19 hours per week during the summer, and that is dependant upon funding availability.

The group also decided it would be beneficial to create and distribute a Supervisor's Manual. Joann Spiller will be in charge of this project.

ACTION ITEMS:

- Jill and Joann will meet to discuss the Supervisor's Manual.
- Cori Ratliff will add student employment forms to the faculty resource page on the website, once they are finalized.

III. UPDATE ON UNIT PLANS—

Final draft of each department's Unit Plan is due to Jill by **March 20, 2007** so that she may provide them to Dr. Retterer and the District by March 30, 2007.

IV. REVIEW FINANCIAL AID WEBSITE—

Cori Ratliff was present to review and discuss the revision of the Financial Aid online website. The group also discussed the new webpage design and previewed the websites of other schools/universities. Some of the changes suggested include:

- Use bullets to define procedural steps wherever possible, i.e., applying for loans.
- Consolidate groups of information under drop-down menus.

It was decided that the roll out date for the newly designed webpage will be approximately two weeks after the Fall semester begins, after late registration begins.

Matriculation and Admissions/Records will be the next departments to be reviewed.

ACTION ITEMS:

- Department leaders will visit other websites to pattern after and then share with actual students to solicit their input/feedback. Portland Community College website was suggested because of its clarity and simplicity.
- Cori Ratliff will provide members with a hard copy of Cerro Coso's newly designed webpage format.

V. OTHER—

Jill will not be available to attend the next meeting due to a conflicting obligation. The group will meet any way and continue to work on departmental website design. Heather will chair the meeting in Jill's absence.

The next meeting is scheduled for Thursday, March 22, 2007 in the Administrative Conference room.

The meeting was adjourned at 11:45 AM.



Student Services Executive Committee Retreat

MINUTES

8-March-2011

Call to order at 9:30 AM.

In Attendance:

Heather Ostash
Dave Cornell
Deanna Campbell
Paula Suarez

Joann Spiller
Kathy Salisbury
Erie Johnson
Kimberlee Schwartz

Absent:

Rick Post

Penny Talley

- I. *Approval of Agenda*—the agenda was reviewed and approved as submitted.
- II. *Review of Minutes and Action Item Chart*—minutes from the February 15, 2011 meeting was reviewed and approved as presented. The group also reviewed the Action Item chart and provided status updates; the chart will be updated to reflect current status. Items that have been completed will be removed from the chart; new action items resulting from group discussion will be added to the chart as needed.

RESPONSE TO PREVIOUS ACTION ITEMS:

- Heather had a conversation with Dr. Post regarding summer 2011 schedule. Summer session will start on May 31st; this will allow time for grades to be rolled after the spring semester ends. Although there are fewer start dates than in the past, there are still four start dates. There will be no classes starting before the May 31st date. Summer scheduling is on the agenda for this afternoon's Department Chair meeting.
- The date of the first financial aid disbursement for summer semester is scheduled for June 3rd.
- Kianna Wyatt has created a Student Services Moodle site. Heather will make sure that identified staff members are provided access to the site. The Moodle site will eventually become the official electronic repository for all SSEC documents.
- Heather provided clarification (as much as possible because there is no set policy) regarding Student Services Program Reviews. They will be reviewed by this committee, Cerro Coso's Research Analyst, and will then be sent to Academic Senate and College Council for review. They do not need to be reviewed by CIC.
- Heather confirmed that there will be no backfill funds from the District to help offset categorical budget reductions for 2010-2011.

ACTION ITEMS:

- Dave Cornell will send committee members information pertaining to percentage of online-only enrollment. There appears to be a discrepancy in the percentage rate; it may be that the hybrid and iTV classes are included and that may be the reason for the higher percentage rate.



- Kathy Salisbury and Heather will work together to set up a meeting date with identified SSEC members to discuss the changes that need to be implemented in SARS.

III. *Budget Update*—handouts provided, including best projection information from the League and three budget scenarios from Tom Burke. There was also a handout that was provided by Scott Lay, *A Defining Moment*, which contained suggestions about what we can do as individuals to try and make a difference in the political arena. It was announced that the students at Cerro Coso are writing to the State regarding the budget issues and how they are adversely affected.

Committee members with questions pertaining to how the District Budget Allocation Model works were instructed to direct them to Heather. The committee briefly discussed the three separate budget scenarios and the impact each one could have on the college and the students. At this point, it appears the tax extension proposal has enough political support and will go on the June ballot. Conversations strongly indicate that there will be no layoffs at Cerro Coso; however, some positions may be re-defined: IT reorganization and some classified positions will be affected. The primary goal of implementing the IT reorganization and re-classifying some positions is to save as many jobs as possible. Cerro Coso is committed to no more layoffs.

Paula asked a question pertaining to the budget proposals that are submitted by the various departments. Heather explained the process used by the Budget Development Committee (BDC) at Cerro Coso in creating a balanced budget. Budget proposals are submitted, by each department, to the Budget Development Committee. The Committee then reviews all the proposals, line by line, and makes determinations on what can be funded, what can't be funded, and what can be partially funded. This is a very lengthy process, and the BDC meets as often as is necessary to hammer out a balanced budget. Once a final balanced budget is reached, it goes to College Council for review and approval. The target date for presenting the budget to College Council is April 21st so it can then be forwarded to the Board of Trustees for their May meeting.

IV. *Student Success Plan*—Heather had planned to work on this topic during the retreat, but it needs to be presented to President Board before that date. The committee discussed how best to proceed with completing the Student Success Plan. It was agreed that the May 15, 2011 face-to-face meeting will be cancelled and committee members committed to working with Heather on that date via email to pull the plan together in order to submit to the President by the required date. Deanna and Erie will be included in the online “conversation” to ensure their needs at Eastern Sierra and Kern River Valley, from a Student Services perspective, are accurately reflected.

ACTION ITEM:

- Heather and committee members will work together email on May 15, 2011 to complete the Student Success Plan.

V. *SARS Updates*— SARS was recently updated to Version 4.6, and there are numerous changes and improvements that have been made. A SARS, *What's New*, handout was provided. Heather



proposed a special SARS meeting be held sometime in April to discuss how to fully implement SARS and how to use it in ways that will help us in terms of research and data gathering. She is also going to follow up with David Palinsky regarding the implementation of online SARS component. The online component allows students to make their own appointments via online access vs. having to call the Counseling desk to schedule an appointment. Dave inquired as to whether SARS would work for tracking SEPs for veterans; he was informed that veterans are being asked to attend one of the workshops for SEPs that are provided by the Counseling department.

With the implementation of the newer version of SARS, training is being offered by SARS at no cost to us. The will come to us for the training. We need to determine specific dates/times to provide to SARS and see what works for them. Upon discussion, it was decided that we should have our special SARS meeting before we contact them to request training.

ACTION ITEMS:

- Heather will contact David Palinsky regarding implementation of the online SARS component.
- Kathy and Heather will work together to schedule a special SARS meeting sometime in April.

- VI. *Banner 8 and Luminis*—the committee conducted a discussion pertaining to the implementation of Banner 8 and Luminis. Banner 8 goes live March 28, 2011. Luminis is going into affect for summer and training will be provided the week before the summer semester begins. There will be another Luminis training sometime before the fall 2011 semester begins. It is anticipated that when students log into their online summer classes, it will be through the Luminis portal. It will be necessary to have a conversation about how to get information pushed out to the students as early as possible regarding the step-by-step process for that. It was suggested that we engage Bill Locke's assistance in creating step-by-step instructions for the students because he is very familiar with Luminis.

Heather informed the group that there is a process for setting up an individual account in Luminis and she has those instructions. Once an account is set up, it is possible to go into Luminis and play around a bit.

ACTION ITEMS:

- Heather and Dave will research what the Luminis process for students will look like.
- Heather to send out Luminis access instructions to all SSEC members.

- VII. *Priority Registration*—Heather informed the group there has been a lot of conversations going on pertaining to how processes can be revised in order to get the right students into the right classes early and revision of the Priority Registration processes. Dave stated that one of the topics being discussed is limiting the number of units a student can register for each semester. A conversation initiated at Bakersfield College regarded limiting the number of units a student could register for; they would be limited to 14 units initially and then they could register for additional units during the Open Registration period. Heather related the possible advantages of such an implementation.



Paula had a question pertaining to concurrent enrollment. Special populations are handled differently and we have more local control over what happens to concurrent enrollment because they are a special population group. District-wide, all three colleges handle concurrent enrollment differently. Heather stated that this is a conversation that we need to conduct locally. Currently, Cerro Coso allows concurrent enrollment students to register on the first day of Open Registration. For the spring 2011 semester, concurrent enrollment was restricted to students not being able to submit their requests until the beginning of Open Registration and then they were only allowed to enroll in one class for concurrent enrollment except for continuing seniors who had previously taken a class at Cerro Coso and been successful; those students were allowed to enroll in two classes. Paula reported that was not an easy situation; there were angry parents, especially the parents of home-schooled students. The one exception that was made pertained to concurrent students who were enrolled in one academic course and a PE course. She stated that Counseling would like to see concurrent enrollment not be allowed until two weeks following Open Registration because they still see a lot of continuing students registering even through the Open Registration period. That two week delay would allow the continuing students to enroll in the courses they really need. If the 14-unit limitation is implemented, it will serve to support this concurrent enrollment registration time frame. A question was posed about concurrent enrollment outside of our District; do we even want to go there? One committee member was adamant that we should not admit out-of-state concurrent enrollments. Someone else stated that one of the primary issues with concurrent enrollment is that quite often those students do not complete the course(s) they enrolled in; there is a list generated each semester that contains the names of concurrently enrolled students who drop online classes. Residency is also an issue with out-of-state concurrent enrollments. When asked if there is any data on that, Dave replied that there is no electronic data available, but that there are copies of emails that have been collected which pertain to the issue. This becomes a success and retention issue, so if a report could be created that would provide data, it would be very helpful.

Erie reminded the group that the concurrent restrictions being discussed would not impact the centers; KRV, for example, has a partnership and obligation with the ECHO group which allows concurrent students to pursue their education.

A handout pertaining to Priority Registration was provided:

Students will be assigned registration priority appointments according to the following order:

1st Priority = Special populations

2nd Priority = Continuing students

3rd Priority = **A**/Continuing Students that have completed any three matriculation components (excluding SEP).

B/New students & high school seniors who have completed any three matriculation components (excluding SEP).

C = Continuing students with Associate Degree or higher (exempt from matriculation components).



4th Priority = Newly matriculated students who have completed assessment, orientation and have met with a counselor.

5th Priority = Continuing students, non-matriculated

6th Priority = Open registration

Note #1: With the exception cited in Note #2 below, priorities within categories will be based on total units completed (descending order), then alphabetically with alphabet rotation each term.

Note #2: With respect to priorities 2 and 3A, first priority will be given to students who have completed 45 to 68 units.

The group discussed specific dates for the various levels of priority registration, i.e., special populations students could register on one date and high school students a day or so later.

ACTION ITEMS:

- Heather will follow up on the concurrent enrollment limitations/restrictions.
- Paula will discuss specific priority registration dates with the Counseling group at their next meeting, scheduled for this Thursday.

VIII. Probation 1 and 2-Drop—reference tape. Discussion has occurred pertaining to Probation 1 students who enroll in their second semester and are unsuccessful, would automatically be dropped down to a limit of 12 units per semester. Concern voiced regarding a student being dropped from a course he/she really needs but left in a course that is not needed as badly because Banner cannot discern which course(s) is really needed. Dave has been tasked with looking at how many students progress semester to semester, as this could have a definite impact on process. Heather stated that she definitely needs additional data to assist in determining best process/procedure at the upcoming meetings.

IX. *Other—*

- Potential Financial Aid Restrictions Pertaining to Satisfactory Academic Progress (SAP)—Joann informed the group that new federal regulations are being implemented; she has not had time to look at them in detail. There are some training sessions being held later this month and in April covering changes in the requirements for student Satisfactory Academic Progress. Some of the key points pertain to students on probation, the term of probation after an unsuccessful semester, and continuing probation status. She felt that the new regulations would be a lot stricter and require students to have a cumulative 2.0 GPA.

Joann explained that Cerro Coso's current practice is normally to approve financial aid for first-time probation students, but if they have another consecutive unsuccessful semester, they are then required to submit a written appeal. Quite often those appeals are accepted by the Financial Aid Appeals Committee and the student's financial aid is approved.



There are some concerns about the max units requirement; Region IX has already conducted conversations with the federal agency regarding questions and concerns. One point of view that was expressed is that community colleges are for students who are taking classes to get a degree and while it is very convenient and less costly for students to take transfer classes with them, they really should not be funding them students for transfer courses that could be taken at a four-year school.

Joann discussed some of the differences in the way things are done at the colleges within the KCCD. For example, Bakersfield College is more restrictive in the area of maximum units simply because of their huge enrollment numbers; however, they do not require the students to obtain a student ed plan until after the appeal is reviewed by their Appeals Committee. Cerro Coso, on the other hand, requires the ed plan be completed prior to submission of the written appeal. KCCD currently is working toward ensuring things are done the same and everyone is basically following the same procedures, but there will always be some differences due to the uniqueness of Cerro Coso's service area and student populations. Another area of concern is that of students' bouncing back and forth between the colleges within the KCCD trying to get into classes at one location after failing the same course at the previous location.

The mention of a crucial need to make sure information pertaining to the new requirements is communicated to the students as soon as it becomes available was made.

- Elements of Internal Scan—handout provided. Committee members spent time reviewing and discussing comparison data for Bakersfield College, Cerro Coso Community College, and Porterville College. The data provided comparisons for:
 - student headcount,
 - student gender,
 - student age,
 - ethnicity,
 - educational level,
 - sections, enrollments
 - retention and success rates,
 - traditional vs. Distance education,
 - Basic Skills courses,
 - placement levels,
 - transfers to UC and CSU,
 - top five transfer colleges based on 5-year average,
 - degrees and certificates,
 - degrees and certificates by TOP code,
 - employee headcount,
 - employee gender,
 - employee age and,
 - employee ethnicity.



The data provides potential for looking at over-unit students and putting them on restrictive registration to only be able to take the classes they absolutely need to be able to graduate, regardless of any sort of special status with Financial Aid or Veterans Affairs.

The committee then discussed issues related to other stricter regulations, dwindling budgets, and the need for this over-unit issue to become a community conversation with the community colleges because that would be changing their mission; there is a belief that community colleges are intended to not only serve students who want degrees and transfer but to also take into consideration the needs of the communities we serve and serve them accordingly. There has to be some kind of communication to the communities to let them know, as a means of educating them, that due to budget restrictions, their community colleges are really changing in some very basic way in that it is no longer providing the opportunities to the community as a whole. It's better to let them know because that also provides a reality to the community about just how much budget impacts educational opportunities.

Recent discussion has indicated that probation is another area that will experience greater restriction. Proposed changes would require Probation I students who enroll for their second semester and don't successfully complete it to automatically be dropped down to twelve units, which is the unit limit for term-two probation students. The same would apply to term-two students (those with three consecutive semesters of unsatisfactory progress and are moving toward disqualification status) and they would automatically be dropped down to seven units. One concern to consider is the fact that many of the students will be unable to make the distinction about which classes to stay in and which to drop so the system will drop starting with the last number of units added with no regard for what class it is. There will be more discussion on this topic. Dave Cornell has been tasked with running a list or researching how to find out how many students we're talking about, how many students progress in probation from semester to semester.

ACTION ITEM:

- Dave Cornell will research how we can find out the percentage of students that are affected by the automatic drop of units when they are on academic probation.
- Clearinghouse Academy—this is a tool we have access to but that is not currently utilized as it should be. It provides a wealth of data pertaining to transfer information. A training/support academy is being held on March 29th in Bakersfield. Dave Cornell and Joann Spiller were identified as the individuals who will attend from Cerro Coso, and their trip will be funded by the Matriculation budget.

ACTION ITEM:

- Kathy and Dave will provide Heather with a list of all ODS reports for which they have access.



- ESCC “Getting it Done Day: April 25th and 26th—ESCC is hosting a “Getting it Done Day” on April 25th and 26th; one day at Bishop and one day at Mammoth. This will be a one-day, walk through the door, and get everything done: oriented, assessed, counseled, and registered. Joann Spiller and Heather Ostash will attend both days. Heather is also thinking of having one of the educational advisors attend in order to assist Greg Kost.

ACTION ITEM:

- Kathy will make the necessary travel arrangements and process the paperwork for Heather and Joann’s trip.
- Parent Orientation Night: March 10th—IWV campus will be conducting
- Lunch/Lecture:—the ASCC will be conducting a lunch and lecture on April 10, 2011 between 12:30 and 1:30 p.m. in the Student Center. One of our current students, Katie Morman, will be speaking on ??????????.
- Concert in the Garden/Suddyn—the ASCC will be sponsoring a Concert in the Park on Saturday, March 12th between 2:00 and 4:00 p.m. The concert will be held in the Sculpture Garden and admission is free. There is also a double-header baseball game going at same time.
- Denim and Diamonds—the annual Denim and Diamonds scholarship fund-raising event will be held on April 8th at the Kerr McGee Center from 5:00 until 10:00 p.m. Committee members were informed that we need to contribute a large basket from Student Services for the auction or if anyone wishes to contribute a separate basket from their specific office/area, they are certainly welcome to do so. After a brief discussion, it was determined that each office/area would contribute individual baskets.
- Veteran’s Listserve in place (IWV and Veterans All)—an active Veterans listserve has been created for disseminating important information and/or updates to those students. Veterans are a population that we are supposed to keep on a targeted educational path, working toward their stated educational goal(s), and this should increase the communication to that student population. Their enrollment, per VA benefit guidelines, is supposed to be restricted to those courses needed to meet the educational goal. It is often hard to enforce that restriction because the veterans often come in right before classes begin and have already registered in classes that have nothing to do with obtaining their stated goal. Paula stated that the Counseling department will work on composing an informational announcement that can be posted to the list serve; this will provide them with a clearer understanding of what the expectations are and how they will be provided services.
- EYE (Encouraging Young Engineers):—Paula informed the group that Karee Hamilton will be attending the Encouraging Young Engineers activity at Burroughs High School on March 11, 2011. Kim stated that she would discuss this with the ASCC to determine if they would like to attend as well.



- Getty Museum trip—a trip to the Getty Museum is scheduled for Friday, March 18, 2011.
- ConnectEd training—Heather will be trained to use ConnectEd. This will enable her to send out important messages to the students without having to bother John Daly.

The regular meeting schedule for spring is:

February 1, 2011	April 19, 2011
February 15, 2011	May 3, 2011
March 1, 2011 (Cancelled)	May 17, 2011 (All-staff meeting)
March 8, 2011	June 7, 2011
March 15, 2011 (Cancelled)	June 21, 2011
April 5, 2011 (Retreat)	

Meeting adjourned at 11:31AM

STUDENT SERVICES EXECUTIVE COUNCIL
Administrative Conference Room (MB 229)

April 1, 2010

10:00 AM – 12:00 PM

AGENDA

- I. PROGRAM REVIEW—
 - Where are we with getting those completed through the Academic Senate Process? (Heather Ostash)
 - Reviewing the draft of the CalWORKs/TANF Program Review (Paula Suarez)

- II. STUDENT LEARNING OUTCOMES ASSESSMENT PLAN EXPECTATIONS—

- III. COLLEGE CATALOG UPDATE—(Jim Fay)

- IV. BUDGET DEVELOPMENT FOR CATEGORICALS—

- V. AGENDA ITEMS FOR ALL-DAY RETREAT—

- VI. ADMINISTRATIVE TRANSITION PLAN—

- VII. OTHER—



Student Services Executive Committee

MINUTES

1-APRIL-2010

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Jill Board	Erie Johnson
Yolanda Vasquez	Jim Fay
Paula Suorez	David Cornell
Heather Ostash	Kimberlee Schwartz
Penny Talley	Joann Spiller
Deanna Campbell	

Absent:

Kathy Salisbury

C. Approval of Agenda—the agenda was approved as presented.

D. Approval of Minutes—approval of the minutes from the February 25 and March 11, 2010 meetings was tabled until the next regularly scheduled meeting.

II. PROGRAM REVIEW UPDATE—Heather reported that she emailed Dennis Vander Werff requesting to get Program Reviews on the next CIC agenda. It will probably take more than just one CIC meeting to get through all of them, so that will remain a CIC agenda item until all Reviews have been looked at. Heather is awaiting Dennis's response and will follow up with him. Admissions & Records, Student Activities, and Financial Aid Program Reviews still need to complete the process. Heather stated that CalWORKs is next in the cycle but will probably have to be presented at the first CIC meeting in the fall.

Paula stated that she, Jennifer Schwerin, Cheryl Fitzsimmons, and Dr. Fay have a meeting on Monday, April 5th to review the first drafts. All Program Reviews go through the CIC process for feedback, are then forwarded to the Academic Senate as an informational item, presented to College Council, and finally sent to the Board of Trustees for official approval, we think. Because of time constraints, Paula will email the drafts out to this group for feedback because we won't be meeting again until May. Jill would like for the Student Services Program Reviews to complete the whole review/approval process vs. just getting them typed.

ACTION ITEM:

- Heather will verify whether or not Program Reviews are submitted to the Board of Trustees for approval.

III. STUDENT LEARNING OUTCOMES ASSESSMENT PLAN EXPECTATIONS—Jill talked with the group about the reason for having Unit Plans, which is to be able to assess where a program or department is annually. Once a Student Learning Outcome assessment plan is completed, we should be assessing those SLOs annually as well because the Plan drives what we need to be doing differently. It is her expectation that Unit Plans will reflect what the outcomes were of the SLO assessment and then whether or not the assessment resulted in any changes. The SLOs are

considered a core element of the annual Unit Plan template because they close the loop on what happened during the previous year vs. current year and upcoming year.

Jill informed the committee that beginning with the next fiscal year, budget worksheets, especially for the General Fund, will have to be included as a part of the individual Unit Plans. The Budget Development Committee will be reviewing the Unit Plans in conjunction with creating a balanced budget. Funding requests will be tied directly to the Unit Plans.

Heather stated that it would be beneficial to receive additional ODS training because it would be easier to extract the data than having to ask someone else to extract it. Several other committee members voiced their agreement.

- IV. **COLLEGE CATALOG UPDATE**—Dr. Fay informed the group that Shelley Crabtree has received most of the catalog materials and the Department Chairs have reviewed their sections and approved them. Once all the materials for the front section of the catalog are received, it can then be sent over to Doris Givens. According to Jim, Shelley will have everything ready to go and the catalog can be posted within minutes once it approved by the Board of Trustees.

ACTION ITEM:

- Dr. Fay will check with Doris at District to clarify whether or not she needs to see the front section of the new catalog before it goes to print.

- IV. **BUDGET DEVELOPMENT FOR CATEGORICALS**—categorical programs are supposed to plan for an additional 10% decrease in funding based upon the allocations that will actually be received minus any reserve backfill from the District. Jill informed the group that she recently received an email stating that categorical programs should be doing zero-based budgeting as well, like the General Fund. The committee spent time discussing the process because this is cause for concern for everyone working with the categorical budgets. A question was raised, “Is this to determine where there could be flexibility within those categorical budgets that have been identified as flexible”. It was also mentioned that the State Chancellor’s Office has sent out three statements pertaining to categorical budgets: categorical flexibility, categorical carry-over budgets, and categorical budgets as a whole.

The committee briefly discussed how categorical carry-over budgets have been dealt with in the past and the impact they have had on the year-end budget reporting. For carry-over budgets to be most effective, the programs need the authority to determine how carry-over funds are spent. It is extremely difficult to maintain viable programs when District sets spending limitations that prohibit the categorical programs from determining how carry-over funds are used.

- V. **AGENDA ITEMS FOR ALL-DAY RETREAT**—as various topics were discussed, agenda items for the all-day retreat were identified:
- Presentation of Program Reviews for feedback
 - ODS Training
 - CalWORKs
 - Budgets
 - Where do we overlap?

- What collaborations or partnerships can be formed to try and keep things moving forward in the most effective manner possible?
- Use CConfer for meetings vs. traveling as a money-saving option?

ACTION ITEM:

- Jill will find out about getting a trainer for CConfer and try to get a demonstration and training set up.

VI. ADMINISTRATIVE TRANSITION PLAN—Jill informed the group that she has spoken with Clint Dougherty in Human Resources regarding the recently created job descriptions pertaining to Executive Vice President, Associate Vice President, and Vice President of Student Services positions. She will be reviewing the job descriptions to clarify the differences between them; as the new college President, she will be gathering input from all the different perspectives in order to make the best decision for the college. The group discussed the pros and cons associated with the two models and unanimously voiced their support of and justifications for maintaining the two (2) Vice President model; Vice President of Academic Affairs and Vice President of Student Services.

Another aspect of this vacant position is whether or not to hire an Interim Vice President and not fully advertise for the position until the beginning of the new fiscal year. Jill and Greg Chamberlain both feel that it is really late in the year to conduct an effective search, complete the screening process, and get someone hired between now and July 1st. However, due the high unemployment rate, Chancellor Serrano would rather not wait to advertise the position. It is understood that if the position is advertised and there is not a good fit in the pool of applicants, we would then have to go back out with another search. Jill will be weighing the options in relation to finances and the college and presenting her thoughts to the Chancellor.

ACTION ITEM:

- Jill will attempt to get an appointment with Chancellor Serrano next week to discuss the vacant VP position.

VII. OTHER—

- *Class schedules and Registration*—the group held a lengthy discussion pertaining to concerns regarding the upcoming priority registration and the fact that there is such a short amount of time between the time the class schedules are released and registration begins. Deanna was especially concerned about the ESCC students receiving the most up-to-date information pertaining to the Rapid View schedules. The issues discussed are on-going so the group also discussed ways to resolve the problems.
- *Computers for Student Use*—the Counseling staff needs to have computers set up for students to use instead of them being sent to use the computers located in the Transfer Center. Counseling has requested five computers be set up directly outside of the Counseling area. It was also noted that many students go into the Transfer Center to use the computers for completing the FAFSA forms and that is having a negative impact on students who want to use the computers for transfer and career information.

- *Summer Pell Grants*—Joann provided an update to the group pertaining to summer Pell grants, how Financial Aid is getting information out to the students, the process being used for identifying qualified students, and how they are being notified. She also informed the committee that a report has been created in ODS that will streamline the process of identifying students who qualify for summer Pell. However, according to Joann the process for summer grants this year won't be a problem, but anticipates that next year will be much more difficult.
- *Residency*—Dave informed the group that since we have gone to online applications, there is a huge concern, especially with the online students, that some may not be truthful about their residency. Dave also stated that he was told that, for example, if a student claims to live in California, but their actual residence is in Oregon or somewhere outside of California, the electronic system will generate a situation that will make them a non-resident. When that happens, Dave receives an electronic notification stating that the student has submitted an update which would have resulted in a change of residency. The problem is that Banner won't change the residency so the change has to be made manually so that the unit fees are re-calculated. Dave will be the person responsible for contacting and notifying the students to resolve these kinds of issues pertaining to residency.

ACTION ITEM:

- Dave will make sure that residency is an agenda item at the next District Student Services meeting.
- *Honor medallions for Commencement*—Dave informed the group that there is a good possibility that we will not have Honor medallions for graduation this year because the Academic Senate doesn't have the funds to purchase them. Heather stated there has been a whole string of emails going back and forth from faculty who have volunteered to donate money for the express purpose of purchasing the medallions themselves. She inquired as to how long it takes to place an order and receive the medallions.

VIII. SSEC MEETING DATES—

~~May 7, 2010~~—this meeting date was cancelled due to conflicting schedules. The group discussed the idea of meeting on May 6, but decided to just “hold” some time on that date in case something comes up that can't wait until the May 18th retreat.

May 18, 2010 All-day retreat at Jill's house.

The meeting was adjourned at 12:00PM.

STUDENT SERVICES EXECUTIVE COUNCIL
Administrative Conference Room (MB 229)

March 11, 2010
10:00 AM – 12:00 PM

AGENDA

I. STUDENT COMPLAINT PROCEDURES—

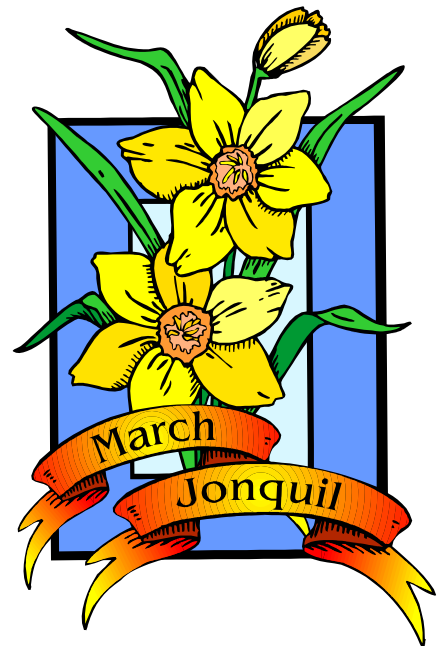
II. BUDGET UPDATE—

III. ACCREDITATION—

- Volunteers needed for Standard II

IV. OTHER—

V. OTHER—





Student Services Executive Council

April 12, 2012

LRC733

10:00AM – 12:00PM

AGENDA

Vision Statement:

Student Services Executive Council (SSEC) collaborates to ensure an exemplary student services program, which uses innovative approaches to promote student access, retention, and success. SSEC integrates the leadership of all student services to promote institutional responsibility and accountability for student success.

Mission Statement:

The mission of the Student Services Executive Council is to increase community college student access and success by providing effective core services and programs. The council's primary focus is on the coordination of support services to students entering or returning to college and to provide a foundation for student achievement and completion.

I. Budget Update—

II. Other—



Student Services Executive Council
April 12, 2012
MINUTES

Call to order at 10:00 AM.

In Attendance

Paula Suarez Kathy Salisbury
Jennifer San Nicholas

Absent:

Heather Ostash Dave Cornell
Corey Marvin Deanna Campbell
Erie Johnson Kim Schwartz
Julie Cornett

Materials provided for today's meeting:

- Agenda

- 1. Budget Update and Discussion**—several council members were unable to attend today's meeting due to conflicting schedules for conferences and District meetings. Those who met reviewed the latest budget information and discussed ways of doing things differently in order to get the most for with the resources available. With so many unknown factors affecting the State budget, all we can really do at this point is to speculate and plan for the worst possible scenario in reference to possible budget reductions.

The meeting was adjourned at 11:00AM.



Student Services Executive Committee

April 19, 2011

LRC733

9:30– 11:30AM

AGENDA

Vision Statement:

Student Services Executive Council (SSEC) collaborates to ensure an exemplary student services program, which uses innovative approaches to promote student access, retention, and success. SSEC integrates the leadership of all student services to promote institutional responsibility and accountability for student success.

Mission Statement:

The mission of the Student Services Executive Council is to increase community college student access and success by providing effective core services and programs. The council's primary focus is on the coordination of support services to students entering or returning to college and to provide a foundation for student achievement and completion.

- I. Review Minutes and Action Item Chart**

- II. Admissions/registration student information**
 1. Materials and instructions
 2. Communication to students
 3. Other?

- III. Financial Aid**
 1. Updates
 2. Discussion

- IV. Student Success Plan**
 1. Review
 2. Input
 3. Data

- V. Accreditation**
 1. Descriptive Summaries
 2. Input

- VI. General Updates**

- VII. Other?**





Student Services Executive Council

MINUTES

19-April-2011

Call to order at 9:30 A.M.

In Attendance

Heather Ostash Dave Cornell
Penny Talley Kim Schwartz
Deanna Campbell Kathy Salisbury
Erie Johnson Joann Spiller
Paula Suarez

Absent:

Rick Post

- I. Approval of Agenda**—the agenda was reviewed and approved as submitted.
- II. Review of Minutes and Action Item Chart**—minutes from the April 5, 2011 Retreat were reviewed and approved as submitted. The action item chart was reviewed and updated accordingly:
- Heather reviewed the results of the Student Services Staff Predictive Survey. She stated the feedback was positive and that she considers that as one of her goals to work on over the summer. She will be putting things into a template format so they can be easily populated like Tina Tuttle previously talked about; information will be formatted the same for each department and will contain some fields where trend data is automatically populated so that everyone is using consistent, standardized statistical data for developing their Unit Plans, etc. Karen O’Conner will be helping out with this project because she has the knowledge necessary for creating the Word template(s).
 - Paula Suarez confirmed that the Early Alert Form has been reviewed and will be modified to include the information requested by Kim Schwartz. She also stated that now would be the appropriate time to update the resource list because Julie Cornett has added substantial information.
 - Committee members were reminded, by Paula, of the limitations pertaining to concurrent enrollment students:
 - They will not be able to register until May 12th, which is two weeks after open registration,
 - they cannot be on any of the waitlists, and
 - they are limited to one class if they are a high school student. The only concurrently enrolled students who can enroll in more than one class are the proven seniors; proven seniors are identified as those students who are seniors and who have previously taken concurrent classes at Cerro Coso and were successful.

A question was asked pertaining enrollment limitations in association with the *virtual high school*. Paula stated this was a discussion that had not yet been addressed with Valerie. Paula



stated that her thinking on the topic is that we would want to limit participation in the virtual high school to just those high schools that have previously been successful; there have been several high schools that were not successful, the students didn't complete the courses, and they didn't really follow the virtual high school model. For the schools that do not follow the virtual high school model maybe we would want them to continue completing concurrent enrollment forms rather than being a participant of the virtual high school process. Someone asked if this information has been communicated to the high schools. Paula responded that a meeting was held last week at which they talked to the high school counselors about the restrictions pertaining to concurrent enrollment students as a whole. The virtual high school was also discussed. It came up during that discussion that Mammoth and Bishop High Schools are two models that seem to be working well; we would definitely want to have them continue with the virtual high school process.

- Dave Cornell contacted the National Clearinghouse regarding Tina Tuttle being provided access but he needs to speak to a specific individual who was not available at the time. Joann stated that the Clearinghouse needs clarification pertaining to what options Tina needs access. Heather clarified what the National Clearinghouse is, "a nation-wide data base that tracks student movement", i.e., where our students go when they attend a 4-year institution. Cerro Coso currently does not have an accurate and consistent internal mechanism for tracking outside the UC and CSU systems, whereas the Clearinghouse tracks to other private, independent, and out-of-state schools, along with a lot of other information. The National Clearinghouse is a very rich information resource that has not been fully utilized up to this point. Once Tina has access, she will be able to provide us with valuable statistical data.
- Heather informed the group that she has not received a clear response regarding exactly when Luminis will be implemented and training will be offered. Dave Cornell stated that Dave Barnett has confirmed that Luminis will not be implemented for the summer 2011 semester, but it will be implemented for the fall semester. Therefore, there will be no change to the instructions provided to students for accessing their summer classes. Two training sessions are being planned; one will be offered after the spring semester is over and the other will be conducted during Flex prior to the beginning of the fall semester. There is an issue with the training session that will be conducted right after the end of the spring semester in that the faculty are then off contract.

ACTION ITEMS:

- Heather will work with Karen O'Conner on creating a consistent format for standardizing trend data.
- Dave will follow up with the appropriate person at the Clearinghouse to obtain access for Tina Tuttle.
- Heather will follow up with Tina Tuttle regarding the website address for information about Student Learning Outcomes (SLOs) and Program Review.
- Heather will follow up with David Palinsky regarding implementation of the online SARS component, prior to scheduling the meeting date(s) for SARS.
- Heather and Kathy will work together to set up a date for the SARS meeting(s).



Handouts provided for today's meeting:

- Draft of April 5, 2011 meeting minutes
- Updated Action Item Chart
- Email response to newly launched Cerro Coso Luminis website
- Copy of emails that are sent to students when they are added to online classes and to students who are added after initially being waitlisted
- Copy of Important Update for Spring 2011 which was posted to the Cerro Coso website
- Copy of 2011-2012 Student Success Plan and Goals
- Copy of "Faculty Information for New Registration/Waitlisting Procedures
- Benefit changes pertaining to Veterans

III. Admissions and Registration Information for Students—an email was received from Deanna Campbell listing comments pertaining to our website. The group reviewed specific areas of the Cerro Coso Community College website: important dates, searchable Community Education listings, per unit fee increase, etc. Some items have been added and others still need to be added or updated:

- Southern California Edison (SCE) Green Jobs Training Scholarship information is not available on the Financial Aid/Scholarship link.
- The Student Conduct link is not live yet.
- Increased tuition fee information has not been updated to reflect \$36.00 per unit.
- The Academic Calendar ends as of June 30, 2011; it does not include dates for Fall 2011 and beyond.
- A request to add 'Community Education' link under 'Search for Classes' below 'Search by Subject' was made.
- Admissions/Records processing and drop dates for summer and fall 2011.
- Request to add link for Drop Policy that will include information pertaining to the Drop for Non-payment information and list the 30% and 60% withdrawal dates.

A suggestion was made that we should create a list of specific Student Services information that needs to be updated each semester or each fiscal year; providing the web-master with such a list could eliminate the need to review the entire website for information we know should be updated on a regular basis.

The question was posed, "Why are there now two buttons for "confirm class schedule". Concern was voiced because it is unclear if just clicking on one of the buttons completes the process or if students need to click on both buttons; one button is at the top and one at the bottom of the page. Paula stated that students have had to click bottom button to confirm schedule and then the top one to add courses to student's schedule.

Changes for Veterans' Affairs and Financial Aid—committee members were provided a handout by Dave Cornell pertaining to benefit changes for Veterans. The group spent time discussing the upcoming changes and how they will impact Cerro Coso.



Changes effective August 1, 2011:

- National rate for tuition capped at \$17,500 annually.
- Vocational Rehab students can choose the Post 9/11 housing allowance (BAH) instead of their subsistence allotment; zip code housing for 93555 is \$1,075.00 (up from \$965.00)
- Reimbursement for more than one certification test.
- Reimburse fees for taking SAT, LSAT, GMAT, ACT, etc.
- Break Pay no longer payable under any education benefit. Students used to be paid for the period after the end of the Fall semester 12/10 until the start of the Spring semester 1/20.

Changes effective October 1, 2011:

- Allows students to use the Post 9/11 for non-college degree programs; this is strange because the VA has been paying for the Police Academy for the past couple of years.
- Housing allowance is now payable to students, **other than those on active duty**, enrolled solely in distance learning. The housing allowance is $\frac{1}{2}$ the national average BAH for an E-5 with dependents; the rate will be \$674.50 for 2011.
- Housing allowance will now be prorated based on training time, i.e., a $\frac{3}{4}$ time student enrolled in 9-11 units during Spring/Fall semester will receive $\frac{3}{4}$ housing allowance. Previously, anything greater than 7 units received full housing allowance. Students, especially living in Mammoth or Lancaster, are only paid housing allowance based upon the Ridgecrest zip code; for Lancaster, Antelope Valley College, the amount was reduced from \$1,450.00 to \$965.00. A suggestion was made to create a chart that would provide information indicating how much money a veteran can receive based on the number of units they are taking to make it clear to the students. Counselors are urged to share this information with the veterans as they come in to meet with their counselor/educational advisor. Students will also need to be made aware of what is required, depending on whether they are under Chapter 30, 31, or 33, based on the changes to Veterans' Affairs that will become effective July 1, 2011.

Admissions update—Dave informed the group that the Banner database ran out of space yesterday while students were being registered. This affected the entire Kern Community College District. Charlie Chiang is aware of the issue and working on a resolution.

ACTION ITEMS:

- Heather will follow up with Allison Whiting regarding the Student Conduct link on the website.
- Paula Suarez will work with Allison Whiting to update all areas of the Student Services website, i.e., increased per unit fee, processing and drop dates, etc.
- Heather will follow up with Allison Whiting regarding making the Community Education link a *searchable site* on Cerro Coso's website.
- Dave will work with Allison to ensure that the per unit fee has updated to \$36.00 in all areas on the website;
- Heather will send Allison Whiting a complete list for updating the Academic Calendar on the website.



IV. Financial Aid updates— Joann provided information pertaining to Financial Aid updates. Below is a list of the changes that will occur, broken out by regular, year-round, and wait listing Pell changes:

Regular Summer Pell:

1. Students who have not used their full Pell award during the Fall 2010-Spring 2011 terms will be eligible for summer Pell based on the unused portion of their award, the Expected Family Contribution (EFC) and their enrollment status.
 - There is no set minimum number of units for most of these students, but eligibility will be based on the students (EFC). Example: Based on a student with a zero (0) EFC, she may be eligible for Pell even if she only takes a certain number of unit. However, a student with a higher EFC may not be eligible in a certain number of units and should contact the Financial Aid Office for determination.
 - All students who want to be considered for summer Pell will have to complete a form to self-identify this request. A notification will be emailed to all students who have received Pell during either of the 10-11 terms referring them to a website with more information and the necessary Summer Pell Grant Payment Request form. The form will be posted on the MyBanWeb, the College Financial Aid website link and will be available in the Financial Aid Office, as soon as it becomes available.
 - Please note: The benchmark number of units for summer Financial Aid has not changed:
Full-time= 12 units
 $\frac{3}{4}$ time= 9 units
 $\frac{1}{2}$ time= 6 units
5 $\frac{1}{2}$ units or below is determined by Financial Aid according to the Department of Education Pell Schedule.

The above described process reflects NO CHANGE to the process that has been in place to determine eligibility for summer Pell for students who have not used their full award during the Fall and Spring terms. The ONLY change is the need for the student to submit the Summer Pell Grant Payment Request Form to be considered for summer.

Year Round Pell:

Below is the process that was to be implemented this summer based on current regulations:

1. Students who have attended full-time during the Fall and Spring terms and have used the full-award, may be eligible for summer Pell under the following conditions:
 - Student must enroll in a minimum of 6 units.
 - Students must meet the academic progression standards:
31 units completed by the end of the summer 2011 term. For example, a student who has completed 12 units during the Fall 2010 term and 12 units during the Spring 2011 term and takes 7 units during the summer will be eligible according the standards for Year Round Pell.



Note: Consistent in the example above, units from summer can be used to meet the 30 units completed requirement, but at least 1 unit must be applicable for the student's second year, hence the 31 units.

The above is based on the best information we have right now. Currently, Congress is considering whether or not Year Round Pell will continue into 2011-2012. While this does not impact whether or not Year Round Pell will be awarded this summer, Summer Pell Grant regulations have not been finalized by the Federal Government. Change in regulations would affect the process outlined above. Therefore, final determination of eligibility is pending. Financial Aid will be notified as soon as the final determination has been made.

Waitlists for Summer Pell Grant:

Students cannot be paid for a class in which they are waitlisted until they are officially registered in the class. Financial Aid Students that are enrolled in units and are also on a waitlist for a class must notify that Financial Aid of this potential enrollment. A student in this situation has two options for receiving their disbursement:

- a) The student can choose to hold their disbursement and request that it only be awarded once they have been added to the waitlisted class or have determined that they will not be added to the class, or
- b) the student can choose that the disbursement only be awarded for the classes that they are registered in at the time of the disbursement. Once the student has received a Pell payment for the Summer term, no adjustment to their award will be made.

The student will be required to sign a certification that they are requesting a delay in their disbursement. This certification will be included on the Summer Pell Grant Payment Request Form.

Federal Regulations does not allow Pell grants to be adjusted for increased enrollment status after the student has been issued a Summer payment.

There are additional upcoming changes to Financial Aid processes. You will be notified of upcoming changes and any changes to the above once notification from the Department of Education has been received.

ACTION ITEM:

- Dave and the Counseling Dept. to meet and work together to create a list of changes relevant to changes within the Veterans Affairs program.
- Kathy to develop a calendar for SSEC to post processing dates, Pell disbursement dates, orientation dates, and all other important dates for each semester.
- Joann and Heather to work together to create a list of FA changes and send them out to all SSEC members.
- Joann Spiller will notify the Counseling department. once she receives additional information pertaining to summer Pell Grants.

V. Student Success Plan—Tabled



VI. Accreditation Update—Tabled

VII. General Updates—

- All-staff date: May 17th, is a conflict with schedule due to Classified Appreciation Week. Would need to close offices on 17th and 19th. Heather will speak with Jill Board regarding how solid the 19th date is and explaining that it creates issues for the sites if they plan to be involved in both dates, i.e., ESCC is only open four days per week and that would cause closure for two of those four days that week.
- Kathy informed the group that Class Climate is currently down and has been experiencing issues for several weeks.
- Kathy reminded the group that the announcement of Classified Staff-of-the-Year award was made; Jeremy Horton is this year's winner.
- Erie announced that KRV fall enrollment is up.
- Erie inquired about Cerro Coso's commitment to Pathways because of his previous experience with that program. He was advised to discuss this issue with Paula Suarez about it.

ACTION ITEM:

- Heather will speak with Jill regarding the Classified Appreciation date for May 19th activity and its impact on the sites.

Meeting adjourned at 12:00PM.

STUDENT SERVICES EXECUTIVE COUNCIL

LRC722

April 9, 2009

10:00 AM – 12:00 PM

AGENDA

I. ORGANIZATIONAL ITEMS

- Call to Order

- Approval of Agenda

- Approval of Minutes
 - Report Out on Action Items

- Announcements

II. BOOK STORE DISCUSSION

III. CLARIFICATION REGARDING END-OF-YEAR DOCUMENTS DUE MAY 14TH

- REVIEW AND REVISE STUDENT SERVICES FIVE YEAR STAFFING PLAN FOR CLASSIFIED AND MANAGEMENT

- FEEDBACK PERTAINING TO PROGRESS ON THE STUDENT SUCCESS AND RETENTION PLAN FOR 2008-2009

- FEEDBACK PERTAINING TO THE COMPLETION OF THE OUTREACH AND RECRUITMENT PLAN FOR 2008-2009 (ALL SITES)

- ALL VACATION CALENDARS FOR 2009-2010

- FACULTY ANNUAL WORK CALENDAR INDICATING EXTRA DUTY DAYS

IV. OTHER



Student Services Executive Committee

MINUTES

9-APRIL-2009

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 11:00 AM.

B. In Attendance:

Jill Board	Pam Godfrey
Paula Suarez	Yolanda Vasquez
Kathy Salisbury	Heather Ostash
Dave Cornell	Deanna Campbell
Penny Talley	Joann Spiller

Absent:

Jim Fay	Kim Schwartz
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C. Approval of Agenda—the agenda was approved with the addition of two items:

- Working Hours
- TRiO Grant Update

D. Approval of Minutes—the minutes from March 12, 2009 were not reviewed at this meeting.

- *Report out on Action Items from February 26th meeting:*
Due to time constraints, the Action Items from March 12th meeting were not reviewed.

E. Announcements—

- Dave announced that there are 133 AB540 students enrolled at Cerro Coso.
- Jill announced that she had been talking with the owners of Casa Java about the idea of them providing a coffee service for staff and students at Cerro Coso during the peak evening hours (7:00 – 9:00PM or so). They also touched on the idea of using some student workers to man the “cart”; the students would have to interview with the owners of Casa Java. It was also mentioned that perhaps the ASCC could be given a percentage of the overall profits. Gale Lebsock will be pursuing further discussion on this idea.
- Jill informed the group that Administration is diligently working on the Accreditation report responding to the Action Plans and Goals that were listed in the Self-study document. She will be sending out the existing matrix to all committee members to be reviewed. She requested they fill in the blanks where possible and return the matrix to her before May 15, 2009.
- Jill requested that a copy of all Student Learning Outcome Assessment Plans be sent to Suzie Ama so they can be incorporated into the main document.
- Kathy informed the group that the recently refunded Health and Welfare benefits are currently being charged back to the individual budgets according to how the classified employee is regularly paid. Gale Lebsock is currently researching the issue.

ACTION ITEMS:

1. Jill will talk with the owners of Casa Java about the possibility of providing a similar service at the Kern River Valley Campus.
2. Jill will send out the matrix draft the beginning of next week.

II. BOOK STORE DISCUSSION—

This item was tabled for a future meeting due to the fact that some key individuals could attend today's meeting.

However, Jill informed the group that she met a representative from Wiley book publishers while she was attending the League of Innovations Conference. This company has a "service" for online text books that students can use instead of purchasing hard-copy text books. Penny stated that College of the Desert is currently using a similar book program. The committee agreed that it would be a good idea to pursue information about this type of book "service".

III. CLARIFICATION REGARDING END-OF-YEAR DOCUMENTS DUE MAY 14TH

These items will be on the agenda for May 14th meeting:

- Review and revise the Student Services Five-year Staffing Plan for classified and management
- Feedback pertaining to progress on the Student Success and Retention Plan for 2008-2009
- All vacation calendars for 2009-2010
- Faculty annual work calendar indicating extra duty days

ACTION ITEMS:

3. Jill will send out the existing Five-year Staffing plan, electronically, to all committee members.

IV. OTHER—

- **WORKING HOURS—**Jill provided clarification pertaining to a recent email sent out from District pertaining to summer work hours. Per the Chancellor's Cabinet, all Cerro Coso sites, excluding ESCC, will work four 9-hour days and one 4-hour day per week during the summer. The email further stated that all offices are to be between the hours of 7:30AM– 5:30PM; this is a culture change for Cerro Coso offices, which have normally been open to the public from 8:00AM – 6:00PM. All offices with more than one employee are expected to adjust schedules so that offices will be open to the public during the hours of 7:30AM – 5:30PM.

Additionally, during the week of July 4th, employees will work five 8-hour days with Friday being a holiday. Offices/areas with only one employee will work from 8:00AM – 5:00PM.

- **TRiO GRANT—**Yolanda announced that the TRiO Grant budget is being consumed by employee salary and benefits, leaving very little to run the program. TRiO cannot afford to pay Bianca Andersen next year. The grant absolutely must pay all the Indirect Costs, amounting to nearly \$18,000.00. Bianca currently works 24 hours per week. A discussion was held about reducing her hours to 10 per week, only paying for trips to universities that we articulate with, and partnering with the ASCC for other cultural events. The idea of having the TRiO Program on one

campus was also discussed because that would reduce travel costs and cut down on travel time for the students at both campuses (IWV and KRV). All factors will be considered before making a final decision. Yolanda stated that if the program is only active on one campus, the Feds would have to be notified and permission granted by them. Whatever decision is made needs to be done as quickly as possible so Yolanda can notify Bianca one way or the other. Special Services has a need for adjunct counseling, so the group discussed the possibility of Special Services paying for fourteen hours per week and TRiO paying for ten hours per week for a total of 32 weeks in order to continue the program at both campuses and keep Bianca employed.

The next regular meeting is scheduled for May 14th, from 10:00 AM until noon in MB229.

Meeting Schedule:

~~January 8, 2009~~

~~March 5, 2009~~

~~January 29, 2009~~

~~March 12, 2009~~

~~February 12, 2009~~

~~April 9, 2009~~

~~February 26, 2009~~

May 14, 2009

The meeting was adjourned at approximately 12:05 PM.

Student Services Executive Committee
MINUTES
1-May-2008

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Jill Board	Pam Godfrey
Joann Spiller	Penny Talley
Deb Ernst	Jan Moline
Jim Fay	Kathy Salisbury
Deanna Campbell	Yolanda Vasquez
Dave Cornell	Heather Ostash

Absent:

Paula Suarez

Suzanne Ama attended this meeting to discuss the development of Student Learning Outcomes.

C. Approval of Agenda—

D. Approval of minutes from February 14, 2008 meeting—due to the invited guests and the discussion pertaining to the Student Learning Outcomes, minutes from this meeting were not reviewed.

II. STUDENT LEARNING OUTCOMES

Suzanne (Suzie) Ama attended the meeting via Breeze. She gave a PowerPoint presentation regarding the development of Student Learning Outcomes (SLO) and Administrative Unit Outcomes (AUO). Suzie is a primary resource for developing SLOs. Per Greg Chamberlain, anyone who completes a Unit Plan should also have a SLO. Departments will be required to assess each cyclical outcome to determine the effectiveness and/or the need to implement a different “tool” as a new benchmark. The committee members were informed that they must have one cycle of Student Learning Outcome assessment completed for each area by Fall 2009.

Each outcome statement should include a condition, an outcome, an acceptable result, and a description of the assessment tool and/or method. Suzie informed the group that an Assessment Handbook is available to view at <http://moodle.cerrocoso.edu/course/view.php?id=637>

ACTION ITEM:

- Suzie will send a copy of the PowerPoint presentation to each committee member via email and will also have it posted on Moodle.

III. BECOMING A PERSON OF INFLUENCE: Enlarging People

“Character is like a tree and reputation is like its shadow.”

The group discussed this chapter which pertained to enlarging people. The enlarging process doesn’t always feel good because in addition to complementing a person about his or her successes,

strengths, etc., one must also address that individual's flaws. Heather stated that addressing character flaws is most difficult, but also one of the most important elements of enlarging someone. It creates character in people. Elements that are helpful for enlarging others include integrity, nurturing, having faith, listening, and caring. Paula felt that the enlarging process can make you feel stretched.

IV. MAY RETREAT

Jill provided the group with a tentative itinerary for the May Retreat. It was suggested that we check out the "Uppercrust" in Bishop for Monday's lunch. Menus from other restaurants will be collected in order to decide on meals for the rest of the Retreat. Hotel reservations have been secured.

Jill requested that all committee members, who have one, turn in their Retreat notebook from last year so it can be updated for this year's Retreat.

ACTION ITEMS:

- Kathy will create Retreat notebooks for Deanna, Jim, and Pam Godfrey.
- Kathy will solicit menus from several restaurants in the Mammoth area.
- Jill and Kathy will work together to create new materials for this year's retreat and add it to the existing notebooks.
- Everyone who has a Retreat notebook from last year is to turn it in to Kathy Salisbury to be updated.

V. END-OF-SEMESTER REPORTS & TOOLS

- *High School Outreach Plan and Retention Plans*—Committee members are asked to respond to the existing plans. What did you do? What do you plan to do? Don't just check off that an event was done; include the outcome of the event. All members were instructed to bring their plans to the Retreat.
- *Classified Vacation Calendar*—Jill informed the group that the calendar has been modified to allow for tracking by hours rather than just by the day.
- *Faculty Contract Days Calendar*—the calendar will define the base (175 days), and include 12 days of counseling, and extra days for coordination of programs. Jill wants the each person's calendar submitted to her before they leave for summer. Heather volunteered to collect them during the end-of-semester counseling meeting on May 14th.

ACTION ITEMS:

- Heather will collect the faculty calendars and give them to Jill after the May 14th counseling meeting.

VI. ANNOUNCEMENTS

- Jill announced that a MOU between the college and the District has been signed allowing the classified employees at Cerro Coso to work four 10-hour days between May 19th and August 1st. She also informed the group that the campuses/departments can deviate from those hours based

on schedules and needs. Deanna told the group that Mammoth will work five 8-hour days. Bakersfield College will continue to work four 9-hour days and 1-4-hour day.

The next meeting will be May 19th-21st in Mammoth Lakes at the May Retreat.

The meeting was adjourned shortly at approximately 11:35 A.M.



Student Services Executive Council

May 17, 2012

MB212

10:00AM – 12:00PM

AGENDA

Vision Statement:

Student Services Executive Council (SSEC) collaborates to ensure an exemplary student services program, which uses innovative approaches to promote student access, retention, and success. SSEC integrates the leadership of all student services to promote institutional responsibility and accountability for student success.

Mission Statement:

The mission of the Student Services Executive Council is to increase community college student access and success by providing effective core services and programs. The council's primary focus is on the coordination of support services to students entering or returning to college and to provide a foundation for student achievement and completion.

- I. Budget Update/Questions—

- II. Vacation Plans—

- III. Hiring Updates—

- IV. Calendaring—
 - May 31st Classified Appreciation
 - Student Services Retreat

- V. Student Satisfaction Survey Preliminary Discussion—



Student Services Executive Council
May 17, 2012
MINUTES

Call to order at 10:00 AM.

In Attendance

Heather Ostash
Mary Anne Arnold
Corey Marvin

Paula Suarez
Kathy Salisbury

Absent:

Dave Cornell
Deanna Campbell
Jennifer San Nicholas

Kim Kelly-Schwartz
Erie Johnson

Mary Anne Arnold is the new Interim Financial Aid Director and the newest member of the Council.

Materials provided for today's meeting:

- Agenda
- Student Satisfaction Survey Summary
- HandEntry Student Satisfaction Survey Summary

1. Budget Update and Discussion—

Committee members were asked if they had any questions or concerns regarding President Board's presentation pertaining to budget status. Paula inquired about the expectations for the immediate needs for the KRV campus pertaining to counseling services over the summer. Heather explained that she expected summer coverage to be the same as it has been, provided at a distance. Students will be instructed to call the IWV counseling office. If there is a need to conduct a larger placement exam or something along those lines, someone from IWV could go over for a day; we won't have a regular schedule of coverage for someone to go over, rather it will be more need based and based on prior arrangements being made. In the meantime, the plan is to proceed with the process for hiring a full-time Ed Advisor at KRV, but there will still be a need for a counselor to go over periodically during the fall semester.

Budget information continues to roll in on a daily basis, so Heather will keep the committee informed as new information is received.

- 2. Vacation Plans—**committee members were reminded that vacation plans for ALL staff need to be completed and submitted to Heather as soon as possible for the 2012-2013 fiscal year. Paula requested clarification as to which form is to be used by the counselors; Heather thought it should be the same one used by faculty.

ACTION ITEMS:

- Paula will follow up with Clint in Human Resources regarding the appropriate vacation plan form to be used by the counselors.

- Paula will obtain vacation calendars from all classified within her area and get them to Heather.
- Paula and Mary Anne will submit their personal vacation calendar to Heather.

3. Hiring Updates—

- *Executive Secretary and Admissions & Records Director Tech II positions*—awaiting a response from Chancellor Serrano regarding the hiring justification for these two positions. President Board was going to try to touch base with Chancellor Serrano on Tuesday at Chancellor’s Cabinet meeting. Heather did not hear anything from President Board after the meeting and she is currently, President Board is on vacation, so we probably won’t have any further information until Jill’s return next week. Right now, process-wise, nothing associated with hiring is moving forward very quickly and everything submitted is being questioned. Committee members were advised to be as specific as possible when submitting hiring justifications.
- *Director of Student Activities and Director of Admissions & Records and Veteran Affairs*—
Heather informed the committee that additional applications for the two vacant Director positions have been received in HR. The screening committees will be re-convened next week to review them and determine a list of applicants to be interviewed.

4. Calendaring—

- **May 1st Classified Appreciation**—
There will be an All-Student Services departmental meeting that afternoon after the recognition ceremony. Heather noted that she has some ideas for the meeting, but asked for input for additional topics to be addressed. Suggestions included:
 - Follow up with cross-training between Financial Aid, Admissions & Records, and Counseling
 - Payment deferral and payment plan application processes for students
 - Review of the Student Satisfaction Survey results
 - Review the rules/regulations for clarification of appropriate staff use of computers at work. Heather stated that she felt CSEA should also respond to this concern and that everyone should be aware of the specific contract and Board Policy language that addresses this topic. Corey added that in all instances, due process will be followed.
- **Student Services Executive Council Retreat**—committee members discussed tentative dates for the SSEC Retreat. Heather felt that it would be better to conduct the retreat just before the beginning of the fall semester rather than at the end of spring semester. Paula stated that she would prefer to schedule it for the end of July or the first week of August.

Paula posed a question regarding Flex day and the counselor's participation. Because it appears that the counselors don't really need the extra half day on Friday the week before semester begins set aside for counseling students, she wanted to know if it would be okay to have the full-time counselors participate in the Flex day activities for the entire day. Heather responded that would be fine, but that she would still like to have an hour-long meeting with all the counseling staff, from noon until 1:00PM, to debrief and strategize for the upcoming week. Corey advised that would fit with the days Flex activities agenda, as there will be two sessions in the morning, followed by lunch and department meetings until 2:00PM, and more sessions after that. Lunch will be provided for the support staff. Flex day activities and requirements were explained to Mary Anne by Corey.

ACTION ITEMS:

- Heather will send out an email once the exact date and time for the SSEC Retreat is identified.
- Heather will send out an email to all Student Services staff members requesting input for agenda items for the Retreat.

5. Student Satisfaction Survey Preliminary Discussion—handouts of the survey summary reports were provided and posted to the SSEC Group site. Committee members briefly reviewed the survey results. Results will be used as a part of the Unit Plan process, Program Review, and other planning document processes. The *COMMENTS* section was not included in the summary because they must be accessed in a different report. Council members were encouraged to review the documents in preparation for a more in-depth discussion later. It is hoped the information provided will serve multiple purposes:

- 1) Suggest areas for professional development and training
- 2) Suggest or identify points where we may need to revise our processes to some degree
- 3) Identify points at which we may want to intervene
- 4) Possibly conduct focus groups to follow up on things, ask additional questions, dig a little deeper, etc.

Paula expressed her frustration that nothing went out regarding satisfaction with Special Services area. Heather stated that we would need to conduct a student satisfaction survey regarding that specific area during the fall semester. It was thought this had already been completed. It was suggested that it could be administered during the scheduled orientation meetings for students and the Welcome Back event. Kathy suggested using Class Climate as a means of evaluating the responses. That would require getting District to put the questions in appropriate format and post to the Class Climate site. Completed forms could then be scanned and a summary report generated electronically.

ACTION ITEMS:

- Kathy will pull up the comments section of the report, send to council members, and post to the SSEC Group site.

- Paula and Heather will work together to administer the student satisfaction survey pertaining to Special Services during the fall semesters. Kathy will assist as needed.

6. OTHER—

- *Addition of Women's Volleyball Team*—Heather informed council members that Cerro Coso has brought on another sport: women's volleyball. The process of interviewing applicants for the volleyball coaching position was recently completed and there is a candidate whose name will be submitted to President Board. The funding for this additional sport will be provided entirely by the Booster's Club.
- *Financial Aid Work-study Status*—Paula inquired as to the status of the Federal Work-study budget and whether it would support a couple of students working through the end of June. Kathy responded that the budget was just reconciled and that it appears as though there should be enough funds available to fund the students in question. Paula also inquired about the possibility of shifting some of the salary paid to EOPS work-study students to Federal Work-study so as to be in compliance with Title V regulations regarding the work-study limits for EOPS. Based on the communication sent out by Heather, all student employees should stop working as of May 11th, unless otherwise authorized by her. Heather inquired about the status of Bridge students and how they would be funded. For the most part, the high school Bridge students will be funded out of EOPS funds, but there may be one or two exceptions that might require federal work-study funding. Bridge students will be paid for the time period of June 11th through August 3rd, 2012.
- *Program Reviews*—Corey reminded council members that his area is currently collecting the most current Program Reviews for all areas in preparation for the Accreditation visit. Heather assured him that he would have a copy of all the student services areas by the end of the academic year. Kathy requested that all the most current Reviews be sent to her as well, for posting to the SSEC Group site. Corey explained that the ultimate goal is to have a single repository for all these types of documents so they are readily accessible. He further explained the importance of the Reviews and how they are used in the planning processes and budget allocation for the college. The Financial Aid Program Review was started by Joann Spiller, but has yet to be completed. Heather will look at what has been done and will complete the document.
- *BOGG Issue*—Heather informed council members that there is a problem again with the BOGGs not being applied. She shared that information because the Drop-for-non-payment scheduled for today is being delayed due of this issue. Candace Cornett in Financial Aid was notified by Brian Tully, so Shelly in Admissions & Records requested permission to delay the drop process, allowing additional time for the BOGGs to be applied.

- Relocation of Special Services Dept.—Paula reminded the group that the Special Services Department will be relocated to the 2nd floor over the summer. They will be housed in the area that is currently rooms MB236 and MB246. Walls will be removed to open the area up leading off from the existing Transfer Center. Paula would like John Daly to keep her in the loop as to when the move will actually occur.
- Counseling Department—Paula reported that there has been no lull in request for counseling services this spring and the department has been constantly busy. She attributed that partly to the fact that very few colleges are having summer sessions due to budget constraints. Also, the word is out that students need to register early in order to get the courses they want/need the most. Corey stated that all the online courses being offered for summer session are already filled to capacity. All the Fire Safety courses originally offered for fall have been cancelled due to budget cuts. We are also offering four percent fewer courses for the fall semester. Waitlisting is way off from this same time period last year; it is much lower. As of this morning, we are at 720 FTE.

Kathy inquired about the possibility of getting the SARS Schedule and Reason codes updated prior to July 1st so we can start the year off using the new codes. She has received requests for additional codes, but feels we need to clean up existing codes before adding any more. Heather explained to the group that SARS is a recording and reporting system and briefly explained for Mary Anne's benefit how it is used and what reports can be generated. She further explained how SARS data can be used for justifying positions and/or changing schedules based on usage and resource needs. One such idea evolving from the SARS data is to have a shut-down period for specific areas such as Financial Aid or Admissions & Records to do absolutely nothing but return phone calls. This could be very beneficial during peak periods of FA packaging, student enrollment periods, etc. when the offices are so extremely busy. One of the biggest student complaints associated with these offices is that they don't receive return calls in a timely manner and this could be one way to alleviate those complaints.

Paula also wanted to clarify office hours and questioned the need to have the offices open at 7:30AM to 6:00PM vs. 8:00AM until 6:00PM. Paula feels that it is harder to supervise the staff when they have differing work schedules. Heather explained that she believes that is a District expectation and not a college decision. She will clarify with Jill and provide clarification.

ACTION ITEMS:

- Paula will work with Financial Aid Department to determine student eligibility for Federal Work-study vs. EOPS Work-study for a couple of EOPS student employees.
- Mary Anne will provide Kathy with copies of all work-study timecards by June 4th for budget estimation purposes.

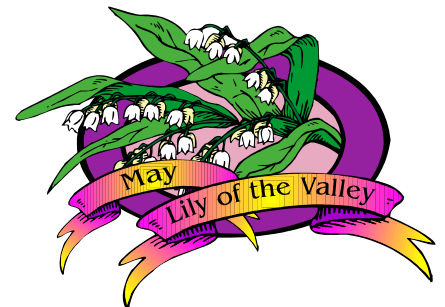
- Heather will send the electronic version of all the most current Program Reviews for Student Service departments to Corey and Kathy.
- Kathy will make sure that Jennifer San Nicolas' and Mary Anne Arnold's names are added to the SSEC Group and the SSEC distribution list.
- Heather will send an Outlook invitation to John Daly and Paula Suarez for a meeting to discuss the specifics of the Special Services move.
- Heather will confirm expected office hours with Jill and relay the information to council members.

The meeting was adjourned at 11:55AM.

DRAFT

STUDENT SERVICES EXECUTIVE COUNCIL
All-day Workshop/424 Lorene Crt.
8:00 AM – 4:00 PM
May 18, 2010
AGENDA

- I. REVIEW STAFFING NEEDS FOR STUDENT SERVICES—
- II. “ACHIEVING THE DREAM” INITIATIVE—
- III. INFORMATION ITEMS FROM CHANCELLOR’S CABINET—
- IV. STRATEGIES FOR INCREASING STUDENT SUCCESS AS RELATED TO IMPROVING THE REPORTED RATES ON THE ARCC AND CLASS DATA—
 - Online courses
 - CTE courses
 - Basic Skills courses
- V. RESEARCH AGENDA FOR STUDENT SERVICES—
- VI. THE FIVE DYSFUNCTIONS OF A TEAM—
 - Where we are vs. where we were
- VII. CONTENT INFORMATION FOR LUMINOUS CHANNELS—
- VIII. CC CONFER VS. ADOBE CONNECT FOR ONLINE SERVICES—
- IX. OTHER—



**Student Services
All Staff Workshop**

May 19, 2011

1:00-4:30

AGENDA

- 1:00-1:20** **Student Services Updates**
- 1:20-1:30** **Reflection and Appreciation**
- 1:30-2:45** **Customer Services and Communication Continued**
- **PowerPoint**
 - **Small Group- Scenarios**
 - **Small Group- Conflict Exercise**
- 2:45-3:00** **Break**
- 3:00-4:15** **Cross-training**
- **Student Services Moodle**
 - **Calendar**
 - **Service Area Groups**
- 4:15-4:30** **Wrap-up**

STUDENT SERVICES EXECUTIVE COUNCIL
May 3, 2007
AGENDA

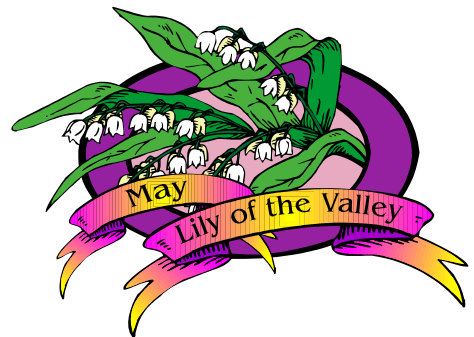
I. Organizational Items

- Approval of Agenda
- Approval of Minutes from March 8th meeting

III. High School Outreach and Recruitment Plan Update—

IV. Update on All Directors Training Conference—

V. Announcements—



Student Services Executive Committee Meeting
MINUTES
3-MAY-2007

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:05 AM.

B. In Attendance:

Jill Board	Joann Spiller
Kathy Salisbury	Mary Peoples
Dave Cornell	Yolanda Vasquez
Heather Ostash	

Absent:

Jane Harmon	Jan Moline
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C. Approval of Agenda—Reviewed and approved as presented.

D. Approval of minutes from March 8th meeting and review of the Action Items from those minutes.

The Student's Manual will be presented to the College Council on May 17th.

Roll out of the new web design will not occur until Spring 2008 due to technological issues.

Jill will be sending out a letter to each member, including an agenda and a map, for the Spring Retreat. She will be bringing binders for everyone. She requested that everyone arrive at Heather's a little before 10:00 am on May 30th because there is a lot to be accomplished. There will be three main topics with subtopics under each: Student Learning Outcomes, retention, and changes in Title V Regulations and how it impacts Student Services. On the last day, time will be spent discussing tools to grow and improve leadership skills for Student Services departments.

Heather advised everyone that parking is limited to approximately four spaces at the cabin. Therefore, she will bring the Excursion and pick everyone up at the Saddleback Inn. This will also ensure that no one gets lost.

II. HIGH SCHOOL OUTREACH AND RECRUITMENT PLAN UPDATE—

Jill requested a written report summarizing what worked and what didn't work so well regarding this year's high school outreach/recruitment events. The report is to be brought to the Retreat. This summary will assist in planning for next year's outreach/recruitment events. Please be sure to include specific dates. This information will be included in the end-of-year report that will be given to Chancellor Serrano. She asked that the report be in narrative format.

ACTION ITEMS:

- Committee members to provide a written report on this year's Outreach/Recruitment events at the Spring Retreat.
- Kathy to order Jill another big wall calendar for next fiscal year.

III. UPDATE ON ALL DIRECTORS TRAINING CONFERENCE—

- Joann stated that the only problem she saw was that there was more than one session that she wanted to attend which were scheduled simultaneously. One big topic of discussion revolved around Foster Youth and their inability to attend college. This would be a great goal to include in the Outreach/Recruitment Plan. Banner reports were also discussed at the conference.
- Dave Cornell attended a lot of the brainstorming sessions pertaining to “extreme registration” events. The group discussed ideas for future registration events. He also attended sessions pertaining to withdrawal and incompletes and the Title V Regulations which address these issues. Another area he attended dealt with funding for credit/non-credit vs. pass/no-pass. He said it looks like this issue will be pushed back until 2009. Additionally, he attended two sessions that addressed 320 reporting. Dave brought back some handouts pertaining to the use of the internet as a recruitment tool. Those handouts will be shared with other Student Services Department leaders.

Dave also attended the CAACROA Conference and informed the group that SunGard is coming out with a lot of new enrollment management software.

- Heather attended sessions pertaining to Informed Educational Goal and Banner, assessment, which she felt was a little disappointing, and Debbie DiThomas’ presentation on Student Learning Outcomes. She also attended a session pertaining to Strategic Planning in which Transfer Centers were mentioned. This meeting alluded to the fact that funding would be forthcoming to support Transfer Centers. Heather stated there was at least one Matriculation session scheduled during each block of time.

Heather also attended the New Articulation Officers Training immediately following the All Directors Training. She attended a session on Lower Division Transfer Process, which was very confrontational. Based on new requirements, Cerro Coso could be in danger of losing our articulation agreement with CSU. Region IX is meeting on May 10th to draft a letter in response to the new requirements: Regions VIII and X have already sent response letters.

- Yolanda reported on TRiO’s trip to the Museum of Tolerance. She stated that it doesn’t appear that funding for TRiO will be increased.
- Mary attended the California Psychological Conference at which they discussed first response to a major disaster. She attended another session that addressed leadership/success and how things that worked in the past no applies.

ACTION ITEM:

- Heather and Jill will impress upon the District Banner Student Team to bring up attributing Informed Educational Goal and follow up.

IV. ANNOUNCEMENTS—

- Jill volunteered to participate on a Student Services Compliance Review.
- The Budget Development Committee met yesterday and the outlook is very positive.

- May 15th is the open forum for Presidential candidates.
- The Vice President of Student Affairs search is in process. They have met, reviewed applications, made recommendations for interviewees, and are awaiting a directive from Chancellor Serrano.
- Jill requested that SARS master schedules be submitted to department leaders, approved, and then provided to Kathy for input into the system.

The next meeting is scheduled for Thursday, May 30, 2007 in Lake Arrowhead at Heather's cabin.

The meeting was adjourned at 11:45 AM.



Student Services Executive Committee

July 28, 2011

LRC733

10:00AM – 12:00PM

AGENDA

Vision Statement:

Student Services Executive Council (SSEC) collaborates to ensure an exemplary student services program, which uses innovative approaches to promote student access, retention, and success. SSEC integrates the leadership of all student services to promote institutional responsibility and accountability for student success.

Mission Statement:

The mission of the Student Services Executive Council is to increase community college student access and success by providing effective core services and programs. The council's primary focus is on the coordination of support services to students entering or returning to college and to provide a foundation for student achievement and completion.

- I. Review Minutes and Action Item Chart**

- II. Calendars**

- III. New Roles and Areas of Responsibility**

- IV. Agenda for All Day Retreat**

- V. Priorities for Next Year**

- VI. Meeting Dates**

- VII. Other?**



STUDENT SERVICES EXECUTIVE COUNCIL

Admin Conference Room 214D

August 11, 2008 1:00 PM – 4:00 PM

AGENDA

1. Review of Minutes from May Retreat
2. Update on Building Timeline—Joann Clark
 - Select New Date for Student Services IWV All Staff Meeting
 - Revise the agenda
3. Update on Academic Affairs Initiatives—Dr. Fay
4. Update and Review on Student Services Initiatives
 - K-16 Bridge Program Update
 - Organizational meeting with Chris Piercy Week of August 18th
 - Sept. 3, 2008 mega meeting Sept 3rd
 - Participating Schools to date: Burroughs, Emmanuel, Mohave District-Cal City and Mohave High School, Two ESCC Counties-Mono and Inyo, and Tehachapi
 - Basic Skills Initiative Update
 - New Basic Skills Adjunct Counselor
 - Next Meeting August 21st
 - Implementation of SmartGrades.Com and SSFI
 - Ed Halberg Training date
 - CAPP/DegreeWorks Update
 - One Card Solution with KSFCU Update
 - Luminous
5. New TRiO Grant Goals and Objectives—Yolanda Vasquez
6. Update on Veteran Benefits –Dave Cornell
7. Review of Program Review and timelines for 2008-2009
8. Hiring update
9. Counseling Services at NAWC and in the SOK Area
10. Dates for Fall 2008 and Individuals Bi-Weekly Meetings
 - Transferring tasks to individual Programs
11. Forms and Signatures
12. Student Complaint Process



Student Services Executive Committee
MINUTES
11-AUG-2008

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 1:00 PM.

B. In Attendance:

Jill Board	Pam Godfrey
Joann Spiller	Penny Talley
Deb Ernst	Paula Suorez
Jim Fay	Kathy Salisbury
Kim Kelly	Yolanda Vasquez
Dave Cornell	Heather Ostash

Absent:

Deanna Campbell

C. Approval of Agenda—

D. Approval of minutes from May Retreat meeting—the minutes were not available for this meeting, but will be sent out electronically as soon as possible.

Jill stated that we need a Student Services All-Staff meeting. She would like to hold the meeting on a Friday morning. The date of this meeting is to be determined.

ACTION ITEM:

- Jill Board will send out the minutes from the May Retreat that was held in Mammoth Lakes.
- Jill Board will review the calendar for dates of CIC and negotiation meetings to determine a date of the All-Staff meeting.

II. UPDATE ON BUILDING TIMELINE--

The Science Modernization and Student Center projects will move forward. Joann Clark was invited to this meeting to discuss the Science Modernization project, but was unable to attend. Committee members were provided a handout of the modernization timeline which was reviewed by the group. The group discussed how the project would impact Student Services:

- Special Services will move into the old library swing-space sometime in December and will remain in that location until the remainder of the modernization project is completed.
- Staff in the Office of Instruction will move temporarily to allow access to the ceiling directly below the modernization project. This is necessary to allow access to plumbing and electrical that is located above the ceiling tiles. The date for this move TBA.
- All moves will coincide with school breaks so services to students will be disrupted as little as possible.
- The Student One-Stop Center will be delayed due to funding; the bond will not be on the November ballot as originally planned.

III. UPDATE ON ACADEMIC AFFAIRS INITIATIVES

At the recent Administrative Retreat, administrators were challenged to come up with a vision list of the direction they would like to see taken by Cerro Coso. Dr. Fay enlightened the group on some major initiatives that are in the works. Committee members were provided a handout that detailed plans for what the college wants to do in the near future. The group reviewed the list and discussed, in depth, some of the items with Dr. Fay. Some of the highlights on the list include:

- Create a university center at Cerro Coso by partnering with other universities, such as National Franklin University to develop an online Bachelors and Masters Degree program, which could offer up to 80 online degrees. Jim stated that he has already visited with National and that they will be donating some student scholarships. Jim is very hopeful that this will occur by the end of the calendar year. Currently, over 50% of Cerro Coso's enrollment is online students. This type of partnership would allow Cerro Coso to become the regional educational solution for a variety of students' needs.
- Secure new partnerships with other businesses, law enforcement, etc.
- Expand the virtual high school and connect with home schoolers to encourage those students to enroll at Cerro Coso
- Focus on the military and become a full-service provider for them
- Implement contract education for alternative energy such as solar and wind
- Partner with other community colleges to meet their online needs
- Establish creative faculty/counseling teams to focus on early intervention for cohort
- Create an adult college that targets enrollment of retirees and senior citizens
- Implement alternative scheduling beginning with the spring 2009 semester, but still maintain longer term courses because short-term courses are not for everyone
- Apply for more grants—Jim and Valerie Karnes will be working on this together
- Implement an open source textbook mode, using Math as the test program

The vision list is long and filled with a variety of opportunities for making Cerro Coso a leader in many areas of education.

IV. UPDATE AND REVIEW OF STUDENT SERVICES INITIATIVES

Student Services also developed a vision list during the Administrative Retreat. Jill presented a handout to the group that listed several visions/goals for Student Services. The group reviewed the list and discussed how the initiatives would affect services to students, student retention, and student success levels. Some of those initiatives are:

- Continue to grow the K-16 Bridge via an effective statewide online orientation service. Participating high schools to date include Burroughs, Emmanuel Christian, Mojave District-California City, Mojave High School, schools in Inyo and Mono counties, and Tehachapi. A mega meeting is scheduled for September 3, 2008. At that time, high schools will be identifying faculty that will be participating in the K-16 Bridge project. Key counseling coordinators should plan to attend this meeting, including Greg Kost from ESCC.
- Apply more focus on Basic Skills to assist in helping students succeed. Cerro Coso has already hired an adjunct counselor for the Basic Skills program.
- Implement Smartgrades.com to assist with providing feedback to counselors and student learning outcomes that can be used for Program reviews.
- Implement the One Card solution
- Implement the Luminous Project to enhance how we deliver our services to students and to increase communication so students know how to get in touch with us.
- Implement online wait listing—this needs to be modified so that is it more student friendly

There will be a Transfer Alliance Program site visit in December or January. This will also involve TRiO, EOPS, and DSP&S because they will want to meet with almost everyone involved with transferring students.

V. NEW TRIO GRANT GOALS AND OBJECTIVES

Yolanda Vasquez informed the group that information is not yet available for writing the grant renewal. The grant is due the end of October. She did state that it must now be reduced to 50 pages. This item will be tabled until the end of September, at which time Yolanda hopes to have additional information to present.

VI. UPDATE ON VETERANS BENEFITS

Dave Cornell informed the group that new legislation was passed, effective August 1, 2009 that will increase veterans' educational benefits. One of the changes will be and increase in the time frame for completing three years of benefits from 10 years to 15 years. Additionally, Chapter 30 of the legislative bill increases veteran benefits to \$1,321.00 for full-time students. This will be affective fall 2008.

Chapter 33 of the bill includes the provision of a housing allowance and an allowance of up to \$1,000.00 for books per semester. If a veteran incurred 36 months of active duty after 9/11, their benefits can be used by family members.

Dave also provided the group with an update on the 320 Report. He stated that there was a problem with the Police Academy courses that cross semesters and some calculation problems because the

Police Academy courses were not included. The report will be corrected and re-submitted in October. Dave stated that we can grow up to 5.9% and get paid for it.

VII. PROGRAM REVIEW AND TIMELINES FOR 2008-2009

Jill reminded the directors of Financial Aid and Student Activities that they need to be working on their respective Program Review. She stated that we will be creating a timeline and calendaring things out for Program Review at the next meeting.

VIII. HIRING UPDATE

- The Student Services Assistant position in Special Services has not been filled yet.
- The Financial Aid Assistant position at KRV has resulted in 37 applications being submitted.
- The Admissions & Records Technician I position has been submitted and may open the week of August 18th.
- Dawn Fidel received a probational promotion to the position of Admissions & Records Technician II, replacing Angela Sellers.
- One full-time reading instructor has been hired.
- A single semester full-time faculty member, Jim O'Conner, has been hired for Industrial Arts department.
- One full-time Math instructor, Steve Rogers, was hired for the KRV campus.
- The hiring process for the Institutional Researcher is underway. This person will be housed at Cerro Coso, but will report to District as well in an effort to promote consistency throughout the District in how data is presented.

Jill informed the group that justification for ALL positions must be submitted to Sandra Serrano where they are reviewed to determine the effect of the 50% law. Additionally, she will be questioning whether the position is really needed or can the work be done in a more efficient manner that does not require another employee.

ACTION ITEM:

- Jill Board will talk with Sean regarding ODST training.

IX. COUNSELING SERVICES AT NAWC AND THE SOK AREA

Cerro Coso has been working with NAWC to provide matriculation services on the base via a Memorandum of Understanding. That would require an internet provider assistant which has to be approved by the base. Once everything is set up, there would be someone present on base during specified hours on specific days.

Cerro Coso is partnering with the Tehachapi Wind Museum. Currently, we can not use the location being offered because it must have a sprinkler system in place. For now, we will offer classes in California City and Mojave high schools until the building is in compliance. More information will be provided as it becomes available.

X. DATES FOR FALL 2008 AND INDIVIDUAL BI-WEEKLY MEETINGS

Jill will work with individual program directors to schedule their individual meeting times with her.

Jill also announced the transfer of time cards and payroll authorizations to their respective owners for EOPS, DSPS, CARE, TRiO, and Financial Aid. Kathy Salisbury has been processing these documents, but that portion of her workload is being moved to allow time for other duties/responsibilities as determined by her supervisor. A copy of all timecards and payroll authorizations must be submitted to Kathy so she can incorporate the information into our shadow spreadsheet system. Since the budgets for these departments will remain in her area, she will be reconciling to Banner and will need the timecard/payroll information to ensure things are charged correctly.

ACTION ITEM:

- Jill Board will send an email to Resa Hess in the Business Office advising her of the change.

XI. FORMS AND SIGNATURES

Jill discussed which forms she does and does not need to sign. She informed the group that staff absence slips do not require her signature if they have been signed by the direct supervisor.

XII. STUDENT COMPLAINT PROCES

Jill was asked to remind the support staff of the student complaint process:

- 1) Student must speak with the faculty member in question
- 2) Student must speak with the department chair if resolution can not be reached with the faculty member.
- 3) If there is still not resolution, student should request appointment with the Vice President of Academic Affairs.

Some of the committee members questioned how this process is supposed to work during the summer when most staff is gone and the Vice President of Academic Affairs is unavailable.

The next meeting is scheduled for September 11th, from 10:00 AM until noon in the Administrative Conference room (214D).

The meeting was adjourned at approximately 4:00 PM.



Student Services Executive Committee

August 15, 2011

MB214

10:00AM – 12:00PM



AGENDA

Vision Statement:

Student Services Executive Council (SSEC) collaborates to ensure an exemplary student services program, which uses innovative approaches to promote student access, retention, and success. SSEC integrates the leadership of all student services to promote institutional responsibility and accountability for student success.

Mission Statement:

The mission of the Student Services Executive Council is to increase community college student access and success by providing effective core services and programs. The council's primary focus is on the coordination of support services to students entering or returning to college and to provide a foundation for student achievement and completion.

- I. **Minutes and Action Items**
- II. **Brief check-in/report-out**
- III. **Extended orientation**
- IV. **Student success/completion**
- V. **Review of processes**
 - a. *Student Complaint*
 - b. *Student Conduct*
 - c. *Discrimination*
 - d. *Grade Change*
 - e. *Attendance accounting*
 - f. *Start of term- registration/waitlist*
- VI. **SARS Meeting**
- VII. **Retreat- Sept. 15**
- VIII. **Other?**





Student Services Executive Council
August 15, 2011
MINUTES

Call to order at 2:00 pm.

In Attendance

Heather Ostash Kim Schwartz
Paula Suarez Kathy Salisbury
David Cornell Deanna Campbell
Joann Spiller Corey Marvin

Absent:

Erie Johnson

- I. **Approval of Agenda**—the agenda was reviewed and approved as submitted.
- II. **Review of Minutes and Action Item Chart**—minutes from the April 19, 2011 meeting were reviewed and approved as submitted. The action item chart was reviewed and updated accordingly. Dave reported that information pertaining to the percentage of students affected by the automatic drop of their units is still not available; the discussion seems to have not gone any further.

ACTION ITEMS:

- Heather and Kim will work together to revise the Student Rep Fee Waiver (opt out) form.

Handouts provided for today's meeting:

- Extended Orientation Agenda
- Student Conduct Policy
- Grade change information
- Student Complaint Policy and brochure
- Discrimination Complaint information
- Information regarding attendance accounting procedures
- Faculty Information for Online Registration/Waitlisting procedures
- Faculty Information for Onsite Registration/Waitlisting procedures
- Student Conduct brochure

III. **Brief Check-in and Report Out**—

Financial Aid—Joann reported that Financial Aid is caught up to mid-July with processing Financial Aid applications for those students who have submitted all their paperwork. They are still working on summer Pell grants.

Bakersfield received the application for Financial Aid book vouchers last week, and Joann is currently working on the form to “personalize” it for Cerro Coso. Heather clarified that this is a new process in which students can get textbooks leveraged against Financial Aid that they

haven't gotten yet. Joann stated that it is actually confusing because not everyone will qualify to use that service. There are numerous conditions pertaining to qualifying students. Once the book voucher form is received, each student has to be packaged individually. Students who qualify include:

- those who do not receive a check during the first disbursement, or
- students who have all their paperwork in by August 12, 2011. Students must have a valid FAFSA and all other required documents must be submitted. They need to complete the application form and be packaged. The voucher is limited to \$400.00. Students that are scheduled to receive a check during the first disbursement will not receive a book voucher. The process is not as helpful as we had hoped it would be. Joann will send an email listing all the requirements and limitations for this process.

Joann informed the group that the on-going Ed Fund audit has finally been completed! The Financial Aid Appeals Committee will be meeting on September 8, 2011 to review students' written appeals.

It was reported that the Financial Aid Office has been swamped with phone calls. Joann stated that currently the lag time for returning phone calls is within 24 hours; they try to return calls as soon as possible.

Deanna reported that the Financial Aid workshops held at Bishop and Mammoth campuses last week during Open House went great and were greatly appreciated. Feedback related to the Financial Aid portion was tremendous. It is hoped that this is something that can be done at ESCC once each semester.

Admissions & Records and Veterans Affairs—Dave reported that A&R will do a drop for non-payment on Wednesday of this week; this is the last drop date before the semester begins.

Deanna reported that a huge number of Eastern Sierra students have complained about third-party payments not showing up on their accounts during the past summer and fall semesters and the fact that some of them are receiving bills in the mail. Dave will follow up with AR staff member, Shelly Stoffel. It seems there are more students who "slip through the crack" in this area since the process changed. Previously, all third-party contracts were sent to the Business Office at Cerro Coso, but that has changed. Now the contracts are sent to the District Office instead, per Lisa Couch's request. When that change occurred, Owens Valley was not told to also copy Admissions & Records on it; that appears to be the reason behind the mix up. The students' names must be submitted to Admissions and Records so they can ensure those students are not dropped from classes for non-payment. According to Dave, our A&R Office receives the list of names the same time as District because A&R actually sets up the third-party contracts. Since the last drop-for-non-payment, the list of names is being sent to Dawn Fidel in A&R. Deanna will request the list of names be sent to Shelly Stoffel rather than Dawn and that should help prevent any further issues. Dave will make sure that anything received previously by Dawn is shared with Shelly.

Dave voiced concern regarding a declining number of VA student enrollment. During the fall semester, Cerro Coso only had 130 VA students registered; that is approximately 60-70 less than the normal number for previous semesters. He is concerned that some may come in late to get registered and Counseling will be inundated with 50-60 VA students trying to get program approvals. VA has changed some of the regulations pertaining to the amount each veteran will be paid; they used to receive, for different intervals, "break" pay. Currently, some veterans will not receive any payment until January 18, 2012; many of these students live hand-to-mouth and this really creates a financial hardship for them. Dave is going to try and work with the American Legion regarding this issue because of the severe impact to VA students.

Dave will be at District Office on Wednesday attending a meeting with the consultant for Degree Works. He will provide a report to the group at the next meeting.

Athletics and Student Activities—Kim reported that she is still working toward getting a new women's basketball coach. Heather requested that Kim send the Student Activities calendar to the entire SSEC group. Heather encouraged committee members to use the cc_ssec listserv as a means of sending email messages to the entire group at one time.

Counseling Department—Paula provided a handout pertaining to extended orientation that will take place on Wednesday and Thursday this week. She would like someone from each department in Student Services to have a representative at the orientations, if possible. Dave will attend on Thursday; he is at District on Wednesday. Kim and Joann will attend each day.

Paula reported that it appears the serious students are coming in and getting things set up earlier than in the past; even the less serious students are coming in earlier, by nearly a week, which is a good thing for the Counseling Department. Corey reported that as of last week, Cerro Coso has already reached the FTE target; average class has 30 students enrolled.

Heather announced that the Kern Schools Federal Credit Union representatives will be on campus, beginning Wednesday, August 17th through August 31st; they will be open until 4:00PM to serve students the Friday before school starts. The Counseling Department, A&R, Financial Aid, and Special Services will also be open until 4:00 PM that day. Advertisements are going out to notify the students.

Eastern Sierra—Deanna reported that ESCC is conducting mandatory orientations for Owens Valley Career Development Center students tomorrow from noon until 5:00PM. There will be an overview of several things addressed, in addition to Cerro Coso information, such as critical thinking, financial literacy, Banner training, Moodle training, etc.

ACTION ITEMS:

- Joann will send an email to committee members summarizing the new Financial Aid book voucher service requirements and limitations.
- Dave will follow up on third-party payment issue.
- Dave will report back to the SSEC group regarding Degree Works at the next meeting.

- Kim will send the Student Activities calendar of events to all SSEC members.

IV. Extended Orientation—Paula provided group members with an agenda for the upcoming Extended Orientation that will be held later this week. Agenda items include: information regarding matriculation, Student Ed Plans, transfer patterns, educational goals, full-time status, GPA, grades and pass/no pass options, probation, scheduling, plagiarism and cheating, Students' Code of Conduct, and a list of campus resources.

V. Student Success/Completion—this is a semester in which we will really be evaluating our practices and processes. Several staff members attended an all-day workshop at District pertaining to Student Success and Completion; topics covered included how we are we measuring institutional effectiveness, how are we measuring how well we are doing in supporting students and their educational goals, etc. It will be a very coordinated, ongoing regular cycle of looking at these things and how we are doing with our part in moving students forward successfully toward their educational goals.

CCCHSE results are back; lots of interesting information for Academic Affairs and Student Services. One thing that came up is that we are not doing a good job of getting students oriented and/or have them understand the process. One of District's strategic goals will be improving our measures on the CCCHSE; CCCHSE results is one piece of what will be looked at in terms of completing the picture of how we are performing in certain areas. Compared to norms and the other colleges within the District, we under-perform in some ways and the results will assist us to improve our performance. Now that we have an Institutional Researcher and are getting the data needed, we will be able to formulate ideas, change processes, be innovative, and target areas that need improvement. We will continue to talk about the CCCHSE data, the Student Success Plan, and the measures that are being identified at District level for how we will be assessing ourselves during upcoming meetings. Everyone is encouraged to be engaged in the process and provide feedback.

VI. Review of Processes—several handouts pertaining to processes were provided. Last year, there were some challenges with some of our processes pertaining to student conduct, student complaints, discrimination, and grade changes. The group reviewed and discussed the changes in process/procedure for online and onsite registration and waitlisting. Previously some student issues were miss-directed initially and that puts us in a more challenging position in terms of being able to respond in an appropriate and timely manner. The group was tasked with becoming familiar with the Student Complaint process; this is the process used when a student has a complaint about anything other than a grade change. The college has both a formal and an informal complaint process. Heather also spent several minutes explaining our informal complaint process as well. With an informal complaint, the student is advised to discuss the problem with the his/her instructor; if unable to resolve the issue, student should next contact the appropriate Department Chair, and if the issue still cannot be resolved, the student would then complete the Level I complaint form. Most complaints are handled by

Heather, with the exception of any complaint made pertaining to discrimination; discrimination and sexual harassment complaints should be routed to Heather initially and will then be handled through the appropriate process. DO NOT refer the students to the Level I complaint form if the words discrimination or sexual harassment are even mentioned in the verbal complaint. Board Policy makes it appear that all discrimination complaints are handled by the Human Resources Office, but that is not always the case. There are a lot of very strict timelines that must be adhered to when dealing with discrimination or sexual harassment complaints, so such complaints should be routed to Heather as quickly as possible.

Student conduct issues should also be routed to Heather; most of those issues involve cheating/plagiarism. Committee members were asked to make themselves familiar with the student conduct policy and procedures. Heather reminded everyone that when a student is expelled and wants to come back to school, he/she can appeal to the President of the college for reinstatement.

A handout was provided pertaining to grade changes: *“The instructor of each course shall determine the grade to be awarded each student. The determination of the student’s grade by the instructor shall be final in the absence of mistake, fraud, bad faith, or incompetence. A judgment to change or expunge a grade for reasons of fraud, bad faith, or incompetence shall be made by the appropriate Vice President after consultation with the student, the instructor, and the Division/Department Chair. All parties noted above shall be notified in writing of any changes. Reasons for any grade change shall be documented.”*

Grade challenges should be routed to the Vice President of Academic Affairs. There will be forms for the process, but we do not have them yet. Normally, we try to handle grade challenges via the informal process much like student complaints. The group spent several minutes discussing various scenarios such as what if the instructor is no longer available, whether there is a time limit for requesting a grade change, etc.

Heather informed the group that it is essential and we are actually bound to have faculty members review their rosters prior to census and drop any inactive students. A memo will be sent out to all faculty to remind them of their responsibility in this area. Dave reported that census is normally done by 8:00 AM on the census date, which is September 6th this semester, so all drops should be completed by the end of the day, September 5th or before. Rosters will be rolled around 10:30 AM on the census date. If a faculty member fails to drop a student who should have been dropped, they will have to complete a form for each student that should have been dropped for auditing purposes to explain why that student wasn’t dropped and why they need an enrollment change post census. That is something that will be done routinely beginning with the fall semester. Reminders will be sent out to faculty members ahead of time each semester just to remind them to clear their rosters.

Next the group reviewed the Faculty Information for New Registration/Waitlisting Procedures for online and onsite classes handouts. Heather informed the group that the dates and instructions will be updated and then sent out to everyone, including faculty. A discussion was

also held pertaining to when online classes will actually be available to the students. Currently, it is on Friday before the beginning of the semester, but Kianna Wyatt doesn't work on Fridays due to the 4/10 schedule at Eastern Sierra. Committee members discussed the best way to proceed for the fall semester. In the future, faculty members may be asked to make their classes available earlier to allow students plenty of time to log into their online courses. Deanna stated that one of the complaints she hears most often regarding online is the inconsistency of when they are made available to students to log into. She also informed the group that Eastern Sierra has already sent something out to the faculty up there that included information about policies and procedures. Corey Marvin was copied on the email, but Heather was not. This is a topic that will definitely require further discussion.

ACTION ITEM:

- Kathy will send committee members the Level 1 Student Complaint forms electronically.
- Heather will revise the Faculty Information for New Registration/Waitlisting Procedures and send the revised document out to everyone electronically. Hard-copies will be distributed at the upcoming Faculty Chair meeting and Flex day activity as well.
- Deanna will send Heather a copy of the email that was sent to Eastern Sierra faculty.

VII. SARS Meeting—a SARS meeting is scheduled for Thursday, September 22nd, from 10:00 until noon. There continues to be a lack of understanding of SARS, so the meeting will cover what SARS is, what it can do, and how we can better utilize its capabilities. We will also be reviewing/revising the current SCHEDULE and REASON codes. SARS may be useful in tracking students like the One-Card was intended to do. The possibility of a One-Card solution went away when the college entered into a contract with Kern Schools Federal Credit Union instead of Card Integrators. Committee members suggested contacting SARS to see if they have something similar that would fulfill our needs. The council also discussed who should attend this meeting; Rochelle Sutton was identified as needing to attend because she is the back-up SARS Administrator. Dave Cornell was also identified for attending the meeting to determine how it could be used in Admissions and Records. Once this meeting is completed, we will contact SARS to arrange a date for training everyone who uses the latest version of SARS GRID, which has already been implemented.

ACTION ITEM:

- Kathy will reserve a room for the SARS meeting.
- Heather will research the contract term with Kern Schools Federal Credit Union.
- Kathy will contact SARS to inquire about a one-card solution for tracking all student activities.
- Deanna will send a list to Kathy of the people from ESCC that she feels should attend the SARS meeting.

VIII. SSEC Retreat—the fall SSEC Retreat is scheduled for September 15th from 9:30 until 4:30. Several items were identified to be on the Retreat agenda, including alignment of processing

dates, institutional planning, Unit Plan process, Program Review, data needs, Student Success Plan, etc.

ACTION ITEM:

- Kathy will reserve a room for the SSEC Retreat.

IX. Other—

- Class Incompletes—Dave brought up the topic of students receiving incompletes for some of their classes. He requested that everyone try to keep an indirect list of incompletes and any issues that may come about related to them because A&R is operating under a new automated system. Dave is currently reviewing the dates on all incompletes received. He stated that previously, A&R only received 20-30% of the appropriate forms.

The issue is that Incompletes were contracts between the student and the class instructor, however, under our current process, contracts are not being completed and students can be issued an incomplete without even being aware of it until they receive email notification. There is no paper backup at this point and nothing that indicates to the student what must be completed in order to receive a letter grade. Paula strongly recommended that there be a written agreement between the student/faculty member that is kept on file; under the old system, the instructor had to list specifically what the conditions were and the date by which all work must be completed. Heather stated that Incompletes are addressed under Board Policy and she will review that information. Heather informed the group that Incompletes will be an agenda item at the next Vice Presidents meeting, being held Wednesday, August 17th. In the meantime, Cerro Coso may need to develop a process for getting and maintaining that written documentation.

- Unsatisfactory Student Progress—Joann reminded council members that the new term for Financial Aid Probation is now WARNING. Students who have had on semester of unsatisfactory progress will be placed on Warning. Students on Warning will continue to receive Financial Aid during the time they are on Warning. If the student has a second semester of unsatisfactory progress, he/she will have to then go through the appeal process. Heather mentioned that students do not have to be making satisfactory progress in order to continue receiving a Board of Governors Grant (BOGG). This practice is now being questioned, so we can probably expect limitations to be put into place and be similarly aligned with Financial Aid's satisfactory progress expectations. Best guess as to when those limitations would go into effect is Summer/Fall 2012 at the earliest.
- Veterans Awareness Day—the group briefly discussed a date for the Veterans Awareness Day.

ACTION ITEM:

- Heather will review Board Policy related to Incompletes.
- Dave will explore possible dates for holding the Veterans Awareness Day.

Meeting adjourned at 3:52 PM.

STUDENT SERVICES EXECUTIVE COUNCIL
Admin Conference Room MB229
September 10, 2009
10:00 AM – 12:00 PM

AGENDA

“Welcome Back Everyone”

- I. ANNOUNCEMENTS—
 - SARS Grid at KRV
 - Calendar Meetings
 - Groove Workspace
 - “Data” informed decisions

- II. BOARD POLICY UPDATES/REVISIONS

- III. iSTREAM PRESENTATION
 - How you can use this tool for area meetings?

- IV. SSEC Meeting Dates—
 - September 24, 2009
 - October 8, 2009
 - October 22, 2009
 - November 12, 2009
 - December 3, 2009 (tentative)



Student Services Executive Committee

MINUTES

10-SEPT-2010

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Jill Board
Penny Talley
Paula Suorez
Todd Coston

Heather Ostash
Kim Kelly-Schwartz
Jim Fay
Deanna Campbell

Absent:

Kathy Salisbury
Yolanda Vasquez

David Cornell
Joann Spiller

C. Approval of Agenda—Approved as submitted.

D. Approval of Minutes—There were no minutes presented for approval.

II. ANNOUNCEMENTS—

- *SARS Grid at KRV*—SARS Grid issues at KRV were discussed. The Drop-in list at KRV doesn't work if separated between general and special services since there is limited counseling/advising available and ed advisor and counselors overlap in student base. Committee members agreed that it would be more beneficial to merge into one list. The combination will be completed at the beginning of the Spring 2010 semester due to the fact that all master schedules have already been entered and appointments scheduled for Fall 2009.

ACTION ITEMS:

- Kathy Salisbury will provide SARS access for Todd Coston.
- Jill and Kathy will work together to merge Special Services and Counseling Grid for beginning with the Spring 2010 semester.
- *Calendar meetings*— Committee members reviewed SSEC meeting calendar to identify any conflicts. There were none noted. A proposal was made to meet all day at Jill Board's house on December 3rd; SSEC members will check to see if this date works for them and get back to Jill.
- *Groove workspace*— Jill requested that all committee members check out the SSEC Groove workspace to see what information is there regarding our individual programs, as well as what other data needs to be posted at the site. Note the Wiki site and progress on SLO's for the individual programs. Unit Plans for Accreditation and research data/documents are to be posted to the SSEC Groove workspace.
- *"Data" informed decisions*— Jill reminded everyone that assessment of their SLO's need to be completed and results sent to Suzie Ama. Additionally, Unit plans need to be updated. They should reflect on the 2008-09 year including SLO results. Their due date to be determined by Dr. Fay

- *Update on mid-year Accreditation Report*— Jill informed the group that the Mid-year Accreditation report is being finalized by Administration. Once the final printed document is available, she will go through the Action Plans with the SSEC group to discuss the responses to the Action Plans and begin gathering the listed evidence.

ACTION ITEM:

- Committee member are to send all updated Assessment Plans to Suzie Ama.

- II. BOARD POLICY UPDATES/REVISIONS**—A handout of recent Board Policy changes/revisions were provided to committee members. The group discussed the changes and determined the following action items that need to be addressed.

ACTION ITEMS:

- Check to see if all online forms at Cerro Coso website are current and accessible
- Review repeat forms and grade change forms in counseling meeting
- Heather will follow up at the Student Services District meeting about 4C4D1B/ed code allows repeat grade to replace old grade
- Dr. Fay will take 4C4D1C/ed code to CIC to inform them of this option to students under very specific conditions
- Suggestion that Special Services consider rewriting PDEV C025 and C023 for college credit since they can be repeatable for special populations and the coursework would not impact remediation count
- Heather will take 4C4D7/ed code to CIC for discussion

III. iSTREAM PRESENTATION—

Jill requested that all those who have not yet seen the iStream presentation stay for the 11:00am presentation via teleconference with Wendy Neil, the iStream representative. She suggested the program will provide options for staff development and training, as well as student opportunities. The iStream presentation began at 11:00AM. Penny, Heather, Jim and Paula stayed for presentation.

IV. SSEC MEETING DATES—

- September 24, 2009
- October 8, 2009
- October 22, 2009
- November 12, 2009
- December 3, 2009 (tentatively)

The next regular meeting is scheduled for September 24th, from 10:00 AM until noon in MB229.

The meeting was adjourned at approximately 12:00 PM.

STUDENT SERVICES EXECUTIVE COUNCIL

Admin Conference Room MB229

September 10, 2009

10:00 AM – 12:00 PM

AGENDA



Student Services Executive Committee

MINUTES

11-SEP-2008

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Jill Board	Pam Godfrey
Joann Spiller	Deanna Campbell
Deb Ernst	Paula Suorez
Jim Fay	Kathy Salisbury
Kim Kelly	Yolanda Vasquez
Dave Cornell	Heather Ostash

Absent:

Penny Talley

Guest Attendees:

- Patti Reed, Penny Fulton, Cecilia Arnold, Shawna Sheerson, and Becky Rose from Kern Schools Federal Credit Union
- Kathy Beckwith from CI Solutions, Inc.

C. Approval of Agenda—

D. Approval of minutes from August 11th meeting—the minutes were approved as presented.

ANNOUNCEMENTS:

- Jill announced that there will be ODS training, tentatively scheduled for October 9th. The group discussed what is needed for Student Services:
 - Data for Program Review
 - Data for Student Learning Outcome
 - Program specific data, i.e., data for CalWORKS, TRiO, EOPS, DSPS, etc.

Jill requested that each committee member think about the specific report needs and to be prepared to share that information at his or her regularly scheduled meeting with her during the week of September 22-27th.

ACTION ITEM:

- Jill Board will send out the minutes from the May Retreat that was held in Mammoth Lakes.
- Jill Board will review the calendar for dates of CIC and negotiation meetings to determine a date of the All-Staff meeting.

II. **KERN SCHOOL CREDIT UNION ONE CARD DISCUSSION—**

Representatives from Kern Schools Federal Credit Union (KSFCU) and CI Solutions, Inc. were present to discuss the issue of the new One Card. They were on a fact-finding mission to determine the needs of each campus and to get ideas about what the card could be used for. Members of the committee made the following suggestions:

- Tracking attendance for ASCC and club meetings
- Financial Aid debit card
- Tracking CalWORKs students attendance for those who use tutoring in the lab
- Reporting data for Counseling, i.e., data for the Transfer and Career Center could be acquired through tracking (student specific).
- Tracking Veteran students for Admissions and Records
- Tracking attendance for open-entry and open-exit labs
- Tracking attendance in the High Tech Center, scribes, and mobility aids for DSPS

The representatives from KSFCU assured the committee that all transactions and reports for the One Card are password protected. KSFCU has requested that a workspace for two of their employees be set up near the ATM machine in order for them to provide assistance to the Financial Aid students. Once their portion of the meeting was completed, the KSFCU representatives left the meeting.

Kathy Beckwith (CI Solutions) provided additional information regarding CI Track, a software product for tracking students' time and attendance. The District is moving toward all of KCCD to be using the same software applications, such as SARS, CI Solutions, etc. This would provide consistency in how data is reported. Therefore, the Vice President of Student Services for Cerro Coso, Bakersfield, and Porterville are working together to determine which tracking software would be most effective, CI Track or SARS Trak. They will arrange a meeting to discuss each of the software applications. A primary goal is to utilize software applications where data can be uploaded into Banner.

ACTION ITEM:

- Kathy Salisbury will send the link for SARS to all committee members.
- Jill Board will meet with the other KCCD Vice Presidents of Student Services to discuss the two tracking systems available.

III. **RECOMMENDATION FOR MODIFICATION OF FERPA TO DISTRICT—**

Jill announced that some colleges, based on FERPA policy, are changing their directory information to exclude students' address and phone number in the interest of student safety. The group discussed their feelings on this matter and unanimously agreed that Cerro Coso should also eliminate the address and phone number information from the information available in the college's directory information. Heather stated that she thought this issue had been addressed previously and that each college in KCCD had to maintain the same directory information. No one was sure of that so Jill will seek additional information at the District Student Services meeting.

ACTION ITEM:

- Jill Board will put this issue on the District Student Services agenda to determine if each college within the District can make their own decision about directory information.

IV. PROGRAM REVIEW—

This agenda item was basically tabled until the next meeting due to lack of time. Joann Spiller did provide committee members with handouts that pertained to the Financial Aid Program Review. Kim Kelly stated that she could send out the information for Student Activities Program Review electronically since she did not have hard-copies available for today's meeting.

ACTION ITEM:

- Kim Kelly will put send out the electronic version of the information she has for the Student Activities Program Review.

V. PROGRAM REVIEW TIMELINES FOR 2008-2009—

Jill announced that timelines will be modified due to Technical Review of Categorical Programs. The group did not have enough time to discuss this issue so Jill will discuss it with each committee member on an individual basis.

VI. CALENDARING TRAINING: SMARTGRADES AND STAFF DEVELOPMENT—

Jill announced there is a training session for SmartGrades scheduled for Wednesday, September 17th from 8:30 until 10:30. The location is still to be determined.

VII. PROGRAM REVIEW AND TIMELINES FOR 2008-2009—

Jill reminded the directors of Financial Aid and Student Activities that they need to be working on their respective Program Review. She stated that we will be creating a timeline and calendaring things out for Program Review at the next meeting.

VIII. YOUR TIME TO REPORT OUT—

This item was tabled due to lack of time.

IX. COLLEGE APPROVED STUDENT EMPLOYEE GUIDELINES—

This item was tabled due to lack of time.

The next meeting is scheduled for September 25th, from 10:00 AM until noon in the Administrative Conference room (214D).

The meeting was adjourned at approximately 12:00 PM.

STUDENT SERVICES EXECUTIVE COUNCIL

Admin Conference Room 214D

October 11, 2007

10:00 – 12:00

AGENDA

- I. Review of May Retreat Action Items

- II. Becoming A Person of Influence: Chapter I discussion
 - a. A Person of Influence Has...Integrity with people

- III. Review of Online Schedule—Cori Ratliff

- IV. Drop For Non-payment

- V. Faculty Calendars for 2007-2008

- VI. Classified Vacation Calendar for 2007-2008

- VII. Revised Travel Procedures and Rates

- VIII. Program Review Calendar for Financial Aid and Student Activities
 - a. Committee make-up
 - b. Assessing SLOs
 - c. Review of Program Review Format



Student Services Executive Committee Meeting
MINUTES
13-SEP-2007

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:05 AM.

B. In Attendance:

Jill Board	Joann Spiller
Kathy Salisbury	Penny Talley
Dave Cornell	Yolanda Vasquez
Heather Ostash	Deb Ernst
Jan Moline	Paula Suorez
Deanna Campbell	Gayle Whitlock
Yolanda Vasquez	

Absent:

Jane Harmon

Cori Ratliff was in attendance to discuss Item #3.

C. Approval of Agenda—Reviewed and approved as presented.

D. Approval of minutes from May 30th meeting and review of the Action Items from those minutes.

II. REVIEW OF MAY RETREAT ACTION ITEMS—

ACTION ITEM:

Gayle Whitlock will chair a meeting with Heather Ostash and Paula Suorez to pull together a finished product from the May retreat and bring it to the October 11th meeting for review.

III. BECOMING A PERSON OF INFLUENCE: CHAPTER I DISCUSSION—

A. A Person of Influence Has...Integrity with people

Jill requested that each committee member bring the book with them to all future meetings. She cited a significant quote from the book:

“A life isn’t significant except for its impact on others lives”.

Jackie Robinson

This particular statement applies to everything done in Student Services. The impact can be positive or negative in nature. Others are influenced by image, not necessarily by the individual.

Chapter I:

Level I = model

- Walk the talk, i.e., be on time for meetings or appointments with others
- Attitude
- Appearance

Level II = motivate

- Creates a bridge between you and others
- Builds a sense of self-worth
- Students feel comfortable disclosing information = trust
- Establishes rapport with students by asking them how things are going when you see them in the hallway or out in the community. Let them know that we care.

Level III = mentor

- Makes the impact long lasting

Level IV = multiply

- Be able to let things go

Levels 3 and 4 are the areas that we must embrace in all areas of Student Services. Recent indicators indicate that rural colleges should *grow their own* in order to have successful leaders for the future.

Jill stated that it is extremely important that Student Services come together and attend the meetings, on time, in order to discuss issues that impact our students and the college. The committee then held a round table discussion of the “eight qualities of integrity”, which are located on page 28-29 of the book. Some of the qualities that committee members stated really caught their attention included humility, fulfillment of promises, two-way participation, and attitude of service.

IV. REVIEW OF ONLINE SCHEDULE W/CORI RATLIFF—

Cerro Coso Community College currently has five means of accessing class schedule information online. This is cause for concern because not all means may be updated with the latest information as things change.

1. PDF of printed schedule—beginning with the spring 08 semester, this will be removed from the website as soon as the searchable schedule is available.
2. Researchable schedule—this schedule is updated in real-time as changes are made. It is always up-to-date with the latest information available.
3. My BAN Web—
4. Static PDF—this is presented in a by-campus, by-letter of the alphabet format. It is not updated in real-time; rather it is updated manually every 24 hours. It was initially suggested that this means of access be removed completely, however Heather stated that this is the best tool for counselors to use when assisting students with building an overall schedule. It can be navigated quickly and provides the ability to access the entire schedule with just a click. Suggestions for improving this method of access included:
 - a. Eliminate the seats available element and replace it with a link to the searchable schedule to determine availability.
 - b. Ask the District to allow local maintenance of the static PDF access since this is not a Banner process.
 - c. Determine a way to keep the seats available feature updated instead of eliminating it all together.
5. CC online—this is manually updated by Kiana Wyatt. It is needed for the “wait list” and additional information posted on course description page.

ACTION ITEMS:

- Cori Ratliff will work with David Cornell to seek modification of the researchable schedule, through District Banner Student, to include the ability to select the college at login and add the option for checking all added classes past a certain date.
- Kathy Salisbury will contact Shelley Crabtree to have Cori Ratliff's name added to the distribution list for all changes made to the class schedule.
- Cori Ratliff will speak with Charley Chiang about adding the UPDATE button.
- Jill Board will make a recommendation to Matt Hightower that the inclusion of additional information be a requirement for all online courses.

V. DROP FOR NON-PAYMENT—

This item was tabled for future meeting.

VI. FACULTY CALENDARS FOR 2007-2008—

It has been suggested that all sites be on the same schedule in order to allow for a summer intersession. Jill voiced her concern about how this would impact end-of-semester processes and staffing in Admissions & Records, Financial Aid, and Counseling.

There are several issues that need solutions. She requested that committee members think about the influence this would have in a proactive manner and come back to the next meeting with some ideas regarding problems/solutions.

VII. CLASSIFIED VACATION CALENDARS FOR 2007-2008—

Jill reminded the committee that each classified staff member is to complete and submit a proposed vacation calendar each year.

VIII. REVISED TRAVEL PROCEDURES AND RATES—

Committee members were informed of the change in mileage rate and meal per diem rates.

IX. PROGRAM REVIEW CALENDAR FOR FINANCIAL AID AND STUDENT ACTIVITIES—

- a. Committee make-up
- b. Assessing SLOs
- c. Review of Program Review Format

Jill provided committee members with handouts and stated that we need to create a flow chart for Student Services because things are done differently now. The Program Review process needs some modifications so that the Department Chair is not responsible for everything. Jill requested that the Program Review committees be integrated to include faculty, sites, and students. She would also like to be a part of the committees. Everyone was instructed to follow the adopted format as closely as possible. She also reminded everyone that the Program Review should include a Student Learning Outcomes plan and report.

Committee members were asked to bring their Unit Plan to the October 11th meeting.

Chancellor Serrano has requested that Student Services Outreach & Recruitment Plans for the college be submitted to her by July 31st. This should include a year-end status report on the current year and the plan for the next year.

ACTION ITEM:

- Jill Board will send out a blank plan for each site

X. ANNOUNCEMENTS—

- 1) Jill announced that the Vice Presidents of the District met on September 12, 2007, and they will be reviewing a TRAC DAT presentation on September 24, 2007. This is a program currently being used by Mt. Sac for tracking SLOs. There is also a proposed District Summit for SLOs. Heather Ostash, Suzie Ama, Jane Harmon, Jill Board, and Dennis Vander Werff will attend from Cerro Coso Community College. The date is TBD.
- 2) There is a big push for a 1-card solution, district wide, that began with the fall semester. Jill will be working with Greg Chamberlain to write a FPI. The card must have a bar code and magnetic stripe. One banking institution has offered to provide the cards for free, but in return, they have the right to send solicitations to the students' home. The issue of solicitations being sent to students under the age of 18 will be addressed in the FPI. Currently, the District is researching and trying to locate readers for the card. Other options for using this card will also be researched.

ACTION ITEM:

- a. Kathy Salisbury will provide a Student Services Executive Committee binder to Deanna Campbell and Deb Ernst.

The next meeting is scheduled for Thursday, October 11, 2007 in the Administrative Conference room.

The meeting was adjourned at 12:05 PM.

STUDENT SERVICES EXECUTIVE COUNCIL
September 21, 2006
AGENDA

- I. Accreditation
- II. Program Review
- III. Student Workers Handbook (confidentiality forms, dress code, evaluation process, uniformity across offices, etc.)
- IV. High School Outreach and College Awareness Plan/Student Retention and Success Plan
- V. Scheduling Vacation for 2006-2007 Academic Year
- VI. Classified Evaluation Training
- VII. Budget Approval Process in Banner (Up to \$250)
- VIII. Banner Access Process (New and Increasing Maintenance Rights)
- IX. Forms Project (eliminating SSN and updating names/titles)
- X. Classified Hiring Process...Screening Committees and Second Round Interviews
- XI. Five Year Classified Staff Plan
- XII. Classified Professional Development Day October 9th
- XIII. Schedule of meeting dates for Fall 2006
- XIV. Other



Student Services Executive Committee Meeting
MINUTES
5-OCTOBER-2006

1. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Jill Board	Jane Harmon
Kathy Salisbury	Mary Peoples
Dave Cornell	Jan Moline
Yolanda Vasquez	Heather Ostash
Joann Spiller	

Absent:

C. Approval of Agenda—Approved as presented.

D. Approval of minutes from September 21st meeting and review of the Action Items from those minutes.

II. ACCREDITATION

The Accreditation Team will be on campus October 23rd through October 26th.

In preparation for any questions the team might ask, Jill requested that all committee members make themselves very familiar with the Accreditation document and ask their staff members to do the same. Jane stated that she would send out a memo to all faculty members regarding the Accreditation document and various themes.

III. PROGRAM REVIEW

Each committee member was provided a copy of the current Student Services Program Review document. This document will be made available to the Accreditation Team. The bound document currently includes a Program Review for all Student Services departments except Financial Aid. Committee members reviewed the proposed dates for the next cycle of Program Review and accepted those dates. Jill informed the group that District has a new Institutional Researcher who will be a valuable resource for the next review cycle.

The group briefly reviewed the strategic goals. All committee members were asked to bring this document to each upcoming Student Services Executive Council meeting in order to review goals and plans so that we remain focused on what we said was going to be done. This item will be a standing agenda item this year.

ACTION ITEMS:

- Kathy Salisbury will distribute a copy of the Program Review document to all certificated personnel within the respective departments.
- Classified staff will receive the final Program Review for the area they service.
- Jill will talk with Joann Spiller regarding the Program Review for Financial Aid and get the final copy posted to the web and added to the bound document for the Accreditation Team.

IV. STUDENT WORKERS HANDBOOK (confidentiality forms, dress code, evaluation process, uniformity across offices, etc.)

This will be an ongoing topic of discussion. Jill stated that her observations of student employees included the fact that students are not behaving appropriately due to lack of supervision, training, and mentoring. Other issues that need to be addressed include dress code, an evaluation process, confidentiality, and uniformity across offices. Jill stated that a confidentiality form should be included in the Financial Aid work packet for students and that ALL students should be required to sign the form at least once per academic term or each term. Additionally, all supervisors who sign student time cards will be asked to go over the confidentiality form with each new student employee to discuss how it applies to their respective area and job duties.

A Task Force, chaired by Joann Spiller, to create a Student Employee Handbook was formed with Mary Peoples and Yolanda Vasquez participating.

ACTION ITEMS:

- Jill will talk with Joann Spiller regarding the sub-committee.
- Jill will send student confidentiality forms to each committee member electronically.
- Mary and Yolanda will work with Joann Spiller to complete a draft of the Student Employee Handbook which will be presented to this group at the November 2, 2006 meeting.

V. HIGH SCHOOL OUTREACH AND COLLEGE AWARENESS PLAN/STUDENT RETENTION AND SUCCESS PLAN

Committee members received a copy of the various plans listed above. Jill informed the group that these documents had to be submitted to Chancellor Serrano in July while many people were on vacation. She stated that as a starting place for creating these documents, she looked at the minutes for the Counselor meetings. She then sent a draft to Greg Kost, Heather Ostash, and Gayle Whitlock for feedback and suggestions.

This item will be revisited at a future meeting to determine exact dates, etc. All events will require written reports with sign-in sheets for each event.

ACTION ITEMS:

- Committee members are to bring back the exact dates for proposed events for presentation at the October 5th meeting.
- Jill will bring the college calendar to the next meeting in order to determine further planning dates.

VI. SCHEDULING VACATION FOR 2006-2007 ACADEMIC YEAR

Jill provided each member with a planning calendar. She instructed committee members to talk with each classified staff member in their area regarding vacation accrual. Each person must complete a projected vacation plan for each fiscal year. For 2006-07, those proposals should be completed and submitted to Jill at the October 5th meeting if at all possible. Jill said that she has been advised that the District does not intend to pay out vacations that are over the allotted limit in the future.

ACTION ITEM:

- Each committee member will meet with their respective classified staff and complete a projected vacation calendar by October 5th.

VII. Classified Evaluation Training

Tabled for discussion at a future meeting.

VIII. Budget Approval Process in Banner (Up to \$250)

Jill informed the group that the person responsible for each department will be given approval rights for their respective budgets for purchases up to \$250.00 per purchase order. Group training for this task will be provided by Gale Lebsock. Penny Talley and Paula Suarez will be included in this training as well as all the committee members.

ACTION ITEM:

- Jill will work with Gale Lebsock to attend one of the SSEC meetings to provide training for approval queues.

IX. Banner Access Process (New and Increasing Maintenance Rights)

Tabled for discussion at a future meeting.

ACTION ITEM:

- Jill will email Banner Access form via attachment to committee members
- Committee members will send the form to ALL staff within their respective areas.

X. Forms Project (eliminating SSN and updating names/titles)

Jill instructed each member to provide revised forms to Kathy Salisbury prior to the Accreditation Team's site visit in October. This must be done in order to be in compliance with new regulations.

ACTION ITEM:

- Each committee member must submit revised forms to Kathy Salisbury to be placed in the binder that was created for the Accreditation Team's review.

XI. Classified Hiring Process...Screening Committees and Second Round Interviews

Tabled for discussion at a future meeting.

XII. Five Year Classified Staff Plan

Jill informed the group that by December 2006, a five-year support staff hiring plan will be brought forward. It will be presented to the College Council for discussion. The initial presentation will not be all inclusive. The college is currently receiving various grants which will require additional support staff. Jill asked that Council members think about the staffing needs in their respective departments and to bring back suggestions/concerns to this group.

XIII. Classified Professional Development Day October 9th

Jill informed the group that a classified professional development day is scheduled for October 9th. Administration will be bringing in guest speakers and will provide lunch. She instructed committee members to **not approve any vacation leave for that date**. This is a non-instructional day and will be devoted to the classified. For anyone with extenuating circumstances, on a case-by-case basis, Faculty Directors and Classified Managers can entertain requests for leave.

XIV. Schedule of meeting dates for Fall 2006

The meeting schedule for Fall 2006 is listed below. All meetings are scheduled from 10:00 AM until 11:30 AM. Please mark your calendars and plan to attend.

- Thursday, October 5
- Thursday, October 19
- Thursday, November 2
- Thursday, November 30

Additionally, meeting dates for Spring 2007 is as follows:

- January 25, 2007
- February 8, 2007
- February 22, 2007
- March 8, 2007
- March 22, 2007
- April 5, 2007
- May 3, 2007
- May 17, 2007

XV. Other

One-Stop Student Center and Measure G—

Jill informed the committee that Chris Addington is now in charge of the Measure G projects at District level. He has halted several projects (i.e., renovation of second floor was pushed to the bottom of the list and scheduled to be completed in 2010) in order to leverage additional funding through State funds. Although the Education Master Plan drives facility planning, it contains very little information pertaining to Student Services. It was suggested that the Education Master Plan be revised to accurately reflect the needs of students and the various Student Services departments.

ACTION ITEMS:

- Jill Board and Jane Harmon will talk with Dr. Retterer about having Mr. Addington address all staff.

The meeting was adjourned at 11:30 AM.



Student Services Executive Committee
September 22, 2011
MB214
10:00AM – 12:00PM

AGENDA

Vision Statement:

Student Services Executive Council (SSEC) collaborates to ensure an exemplary student services program, which uses innovative approaches to promote student access, retention, and success. SSEC integrates the leadership of all student services to promote institutional responsibility and accountability for student success.

Mission Statement:

The mission of the Student Services Executive Council is to increase community college student access and success by providing effective core services and programs. The council's primary focus is on the coordination of support services to students entering or returning to college and to provide a foundation for student achievement and completion.

This meeting will have only one agenda item to be reviewed and discussed.

I. SARS GRID—

- Location codes
- User names
- Short names
- Schedule codes
- Reason codes



Student Services Executive Council
September 22, 2011
MINUTES

Call to order at 10:06 AM.

In Attendance

Heather Ostash Kathy Salisbury
Paula Suarez Deanna Campbell

Absent:

Kim Schwartz Dave Cornell
Erie Johnson Deanna Campbell
Joann Spiller Corey Marvin

Guests Attendees: Bonita Robison, Julie Cornett, Laura Vasquez

Today's meeting was devoted entirely to discussion of the SARS scheduling program and its capabilities. Guest attendees Bonita Robison, Julie Cornett, and Laura Vasquez joined the meeting in order to discuss ways that SARS could be implemented in their specific areas: Basic Skills, the Learning Assistance Center, and the Library. Today's discussion centered around what SARS can be used for and how we define the different elements of SARS when inputting data: determining what you are doing with the student, how you define that and then how you input that information into SARS so that the data provides an accurate picture of what is going on.

Handouts provided for today's meeting:

- SARS location codes report
- SARS User names report
- SARS Short Names report
- SARS Schedule Codes report
- SARS Reason Codes report

I. SARS GRID—

- Location codes—defines the exact campus
- User names—identifies user personnel
- Short names—is used to input Master schedules for SARS Grid
- Schedule codes—defines the primary reason for the student's appointment
- Reason codes—defines the exact reason for the student's appointment based on conversation with the counselor/ed advisor.

SARS has the ability to provide valuable **Statistical Reports** for numerous components including:

- *Appointment Attendance*—used to obtain appointment statistics, including the number of drop-in visits, appointments by attendance status (attended, unattended, unmarked), cancelled appointments, individual appointment slots unfilled, and non-scheduled student contacts by type of contact.

- *Appointment Usage*—used to manage staffing resources by obtaining the total number of appointments booked and the total number of individual appointment slots unfilled.
- *Appointment Cancellation History*—used to obtain a list of cancelled appointments for a specific date range.
- *Counselor History*—used to obtain a list of counselor appointment activity.
- *Daily Counselor Coverage Report*—used to obtain a graphical display of the **actual** number of counselors available for coverage, by time, for a specified date range.
- *Location History Report*—used to obtain a list of appointments scheduled from The GRID that were marked as attended, as well as drop-ins recorded from the Drop-In Screen for students who were assigned to a counselor.
- *Miscellaneous Comments Report*—used to review administrative record keeping information, such as time and attendance data that has been entered in the Miscellaneous column in Quick Day Change.
- *Reason Code Detail Report*—used to review the appointments associated with each Reason Code during a specified time period.
- *Reason Code Summary Report*—used to review the total number of student appointments and drop-ins by Reason Code.
- *Schedule Code Summary Report*—used to review the number of hours and contacts allocated to the various Schedule Codes during a specified time period.
- *Student History Report*—used to review the history of a student’s appointment activity during a specified time period.
- *Unduplicated Count of Students Report*—used to obtain, for a selected date range, the total (unduplicated) number of students who had booked appointments for selected attendance status (marked “yes”, marked “no”, and/or cancellations).

Additionally, SARS offers numerous **Operational Reports**, including:

- *Additional Information Report*—used to obtain a printed list of students that fall within the selected Additional Information criteria and/or a history of their appointments.
- *Alerts Report*—used to obtain a printed list of existing alerts written about students who are in the database.
- *All Appointments for a Day Report*—used to obtain a printed list of all students who are scheduled for an appointment on a specific date and by a specific LOCATION CODE or of only those students who are scheduled and for which transcripts are needed.
- *Cancellation/Rescheduling Worksheet*—used for a selected location to obtain a list of appointments for a specific date that must be cancelled or rescheduled due to a counselor’s unavailability.
- *Counselor’s Snapshot Report*—used to obtain a snapshot of an individual counselor/ed advisor’s schedule for multiple dates.
- *Daily Detail Report*—used to obtain a list of activities arranged by time for one or all counselors.
- *Daily Report*—used to obtain a printed schedule of a counselor’s daily schedule or a daily schedule for all counselors within the same location.

- *Duplicate ID Report*—used to identify students who are listed two or more times due to multiple ID entries caused by typographical errors or temporary IDs.
- *Master Schedule Report*—used to obtain a printout of one or more counselor’s **proposed** master schedule(s).
- *No Show Report*—used to obtain a list of students who did not show up for their scheduled appointments.
- *Temporary ID Report*—used to obtain a list of students who have been assigned temporary identification numbers in lieu of IDs.
- *The GRID Snapshot Report*—used to obtain a snapshot of The GRID for all counselors for a single date.
- *Who’s Present Report*—used to obtain a list of all counselors/ed advisors who will be present on selected dates.

There are also **Table Reports** available:

- *Counselor Names Report*—used to obtain a list of counselors for the selected location.
- *Excluded Dates Report*—used to obtain a list of dates and corresponding descriptions that are normally excluded from appointment scheduling.
- *Location Codes Report*—used to obtain a list of the various department groupings.
- *Reason Code Group Codes Report*—used to obtain a list of Reason Code groupings for the selected location.
- *Reason Codes Report*—used to obtain a list of the reason why students request appointments with counselors for the selected location.
- *Schedule Code Group Codes Report*—used to obtain a list of Schedule Code groupings for the selected location.
- *Schedule Code Report*—used to obtain a list of codes that represent counselor activities for the selected location.
- *User Name Report*—used to obtain a list of people who are authorized to use all or part of the system as well as the class of users and location to which they are assigned.

All of the above reports are available for the SARS GRID component. For confidentiality purposes, Statistical Reports can only be ran by a SARS Administrator but Operational and Table reports can be ran by any SARS scheduler. A sample of each report is available through the SARS Administrator, Kathy Salisbury.

In addition to SARS GRID, which is the appointment scheduling system, other systems are also available for purchase through SARS, including:

- **SARS-MSGS**—an automated messaging system that is used to send appointment reminders via email, text messages, or both.
- **SARS-TRAK**—a student self-serve system that can operate as a stand-alone system, allowing students to check in and out of service sites (labs, library, etc.) and record reasons for their visits. The system will register arrival and departure times. When it is integrated with SARS-GRID, students can use the system to self-resister for drop-in visits, schedule appointments, and check in for appointments, at which time the advisor

will be notified of the student's arrival. Classes can be imported from the host server and used as reasons, to facilitate tutor assignments, to associate lab hours with courses and sections, and more.

- **PC-TRAK**—a module for use in computer labs. It tracks the amount of time a student spends using a computer in the lab, as well as the specific class that is associated with the student's computer use. PC-TRAK includes PC-TRAK Control, which allows a system administrator to monitor and control all computers for a selected application that are currently in use.
- **SARS-PLAN**—a resource planning and utilization system that works in conjunction with SARS-GRID. It enables administrators to establish work requirements for upcoming terms and then review and approve advisors' schedules using individual and consolidated views.
- **SARS-ALERT**—an early alert referral system that promotes student success and retention. This web-based software enables faculty to identify students who are having academic, behavioral, personal, or enrollment difficulties; connect them with campus support services that can provide appropriate interventions; and receive feedback on actions taken.
- **SARS-CONNECT**—a real-time interface module with Banner Student.

Currently, SARS-GRID is the only component implemented at Cerro Coso, but there is ongoing discussion about purchasing SARS-TRAK. It is believed this would be a tremendous tool for gathering statistical data in a variety of areas. SARS-TRAK includes the readers and the software program, but the cards would have to be purchased through another vendor. SARS-TRAK would be implemented as our One-Card tracking system.

Several questions were posed:

1)

The meeting was adjourned at 11:25 AM.

Student Services Executive Committee

MINUTES

23-SEPT-2010

I. ORGANIZATIONAL ITEMS

A. Call to order at 10:00 AM.

B. In Attendance:

Heather Ostash Penny Talley
Paula Suorez Kathy Salisbury
Erie Johnson Jim Fay
Deanna Campbell Kim Schwartz

Absent:

Joann Spiller Dave Cornell

C. Approval of Agenda—Approved as submitted.

D. Approval of Minutes—minutes from the August workshop and the September 9th meetings were presented for approval. They were approved with minor changes to the September 9th minutes; changed the section under GOALS to clarify that Heather will meet with committee members on an individual basis to go over their goals for 2010-2011.

Heather requested that Kathy create a table of Action Items, similar to the one implemented by College Council, for tracking and organizational purposes. The chart will include the action item(s), person(s) responsible for completing it, projected completion date, and will indicate if the item has been completed. Information on the chart will be reviewed and updated at each subsequent SSEC meeting.

ACTION ITEM:

- Kathy Salisbury will develop an on-going Table of Action Items that will be presented at each SSEC meeting.

II. Check-in/Report out

✓ *Eastern Sierra*—Deanna reports the semester has been going pretty well. She also stated that Eastern Sierra will be getting the Basic Skills English and Math classes she requested scheduled for the spring semester. Other highlights at Eastern Sierra include:

- Deanna is working closely with the schools in the Bishop and Mammoth; Inyo and Mono School systems have a completely new cast of leaders. Bishop Unified School District and Mono-Mammoth High School have new principals.
- On Friday, September 24th, 460 Mono County high school students will be visiting the Mammoth campus. Kim Schwartz requested that next time an event such as this is scheduled, she be informed because some of the Student Government members could assist with traffic flow, etc.
- Mammoth High School has inquired as to whether students could take the college placement exam prior to graduating. Heather stated that she and Deanna can discuss ideas about how to facilitate the testing, but cautioned that Accuplacer places specific limitations on school officials at the students' high school providing

the examination because of conflict of interest and security of the tests. Heather is very supportive of getting the students tested earlier; she stated that there may be some SB70 funds that could be used for doing earlier placement (not just the senior year) but getting them tested during sophomore and junior levels. For us to apply for SB70 funding, it really has to be part of a bigger conversation about a more holistic strategic program; we can't just say we are going to apply for money to administer Accuplacer testing earlier but rather what is the overall plan, program, and strategy for getting earlier assessment done as it relates to career exploration and connecting students with programs of study and career pathways.

Jim added that State legislation analysts support testing high school students during their junior year of high school. That would allow the students to take courses during their senior year that would make them more proficient and prepared for college math and writing classes.

Heather stated that EAP is already being administered so the question becomes whether or not the college can use the EAP information. Do we need to be administering a totally separate exam? Do we need to be doing a combination of both tests?

- ✓ *Kern River Valley*—Erie reported he attended an Accreditation workshop in Bakersfield on Monday, September 20th, which he found to be very informative. He also reported that KRV has experienced a slight decline in FTES for the fall semester.
 - Erie requested Dr. Fay talk with Norm Stephens about the possibility of getting a history class in the schedule for South Kern campus because Kristi Lowe has recommended it.
 - Erie voiced concern about the fact that his job responsibilities require him to travel to SOK and for educational/community outreach. However, the shared governance committee structure, which has him serving on numerous committees, has basically anchored him to the KRV campus in order to attend the meetings. That means he is not traveling, and he feels as though he's not doing justice to that portion of his job responsibilities. He suggested more meetings be scheduled on a common day rather than having several meetings spread out over the week. Dr. Fay suggested Erie check with the various people who run those committees about the possibility of attending via teleconference so he could attend from any location. Heather also suggested putting the issue on the Administrative Cabinet agenda for discussion.
 - Another item of concern for Erie is communication via email and iPhones; when he sends emails over, he doesn't receive a response. He was assured that the iPhones have nothing to do with whether or not he receives a response; most likely the person or persons receiving the message are simply inundated with work. Quite often members of management/administration are off campus attending conferences or District meetings. It was also suggested he utilize the Outlook options of requesting a received and/or read receipt. By using those options, he would be notified when messages are received and when they are actually read.

- Heather reminded Erie of an up-coming CLEP Workshop, stating that would be beneficial to send someone to the conference especially if this is a service we plan on offering at South Kern. She will send him the information after this meeting is over today in case he or Kristi Lowe wanted to attend; has heard the workshop is very informative but is not offered very often.

ACTION ITEMS:

- Jim Fay will follow up with Norm Stephens regarding the history class being offered at South Kern.
 - Erie Johnson will contact Louise Farmer to have “Meeting Coordination” placed on the Administrative Cabinet meeting agenda for discussion.
 - Heather will send CLEP Workshop information to Erie at KRV.
- ✓ *Special Services*—Penny reported that she recently attended disability directors’ training at the State Chancellor’s office. There are some new federal regulations that came out regarding access and facility structures; she has already forwarded those to John Daly and Daniel Reed. Penny also reported on the ruling pertaining to service animals on campus; the ruling states that recognized service animals include dogs or a miniature ponies. No other type of animal or reptile is considered to be service animals. The discussion of *comfort animals* is still in process and no ruling has been established as yet.
- Penny announced a Veterans’ Awareness Day is scheduled for November 10th. She and Dave Cornell have been working on pulling that together; Penny received additional information from the Chancellor’s Office and the Galvin Group regarding some of the things we’re trying to provide to veterans. She also reported that a statement was made indicating that 33,000 veterans will be coming into California in the near future. She hopes to be able to provide flex activities for faculty and staff on how to address the educational needs of veterans.
- ✓ *Student Activities*—Kim had no report, but requested everyone keep an eye out for emails pertaining to upcoming events.
- ✓ *Counseling Department*—Paula reported that things have been rather quiet on campus, but online counseling has picked up considerably over the past two weeks. Different patterns of when students are coming in are emerging due to implementation of Wait Listing so she will continue monitoring what is going on in the counseling area. Counseling staff are still adjusting to changes to the facilities, losing Heather, etc.

ACTION ITEM:

- Kathy Salisbury will move the Report In/Report Out agenda item to the bottom of the agenda to allow more time for discussion of other agenda items.

III. Review College Council Mission Statement –

“The purpose of College Council is to serve as the chief advisory and participatory recommending body to the President.”

One of Heather's charges was to take the recently developed college Mission Statement back to her constituent group and request their feedback regarding what you think of the statement, suggestions for revision, etc. This is an important discussion to be had by all committees because so much time is spent attending meetings; it is important to have a clear understanding of what the intended outcome is and why the committee meets.

Discussion of the College Council Mission Statement raised the question as to whether or not SSEC needs to develop a mission statement. Heather will create a draft mission statement for SSEC and present it for discussion/revision. The major purpose for all committee members is to attend the meetings and then discriminate information out to respective constituent groups for feedback. This is a very important communication tool for decision making, strategizing, and moving things forward. Keeping that importance in mind, Heather will be revising SSEC agenda to list all the committees she is involved in and will include reports from other committee meetings. All feedback and suggestions are important.

During this discussion, a suggestion was made to move the Check In/Report Out agenda item to the end of the SSEC agenda in order to devote more time to more pressing issues on the agenda. Another suggestion was to alternate that item on the agenda; have it first at one meeting and last at the next. During the meetings where it is listed first, this item will be held to a fifteen minute time limit, and members are asked to report only the highlights and move other issues to actual agenda/discussion items.

One committee member stressed the importance of having clarification about what topics can be discussed with constituent groups (public information) and what must be kept confidential pending official announcement, etc. This is critical so that committee members have a clear understanding and know what can be passed along to students, other staff members, etc.

ACTION ITEM:

- Heather will develop a mission statement for SSEC and send it out to committee members for input.

IV. Program Review—Heather stated that since the Program Review model has been in place for quite some time, it is now time to review/revise the model. We need to be tying any set goals contained in the Program Review to the mission of the college's strategic planning. If an assertion is made in the Program Review, it should also point to where that backup evidence can be found, i.e., meeting minutes, annual Unit Plan, SARS report, etc. A handout of the current CalWORKs Program Review was provided. In being cognizant of time, this item was tabled for discussion at next meeting so everyone has time to review the document and be prepared to provide feedback before the document is presented to CIC.

The committee also reviewed the Student Services Program Review model to see if there were any suggestions or recommendations for revisions. Since Paula just went through the process in creating the CalWORKs Program Review, Heather asked her to comment on any particular challenges or frustrations with the model. Paula stated that the Curriculum portion of the model is very detailed as far as data and really doesn't apply to the CalWORKs Program Reviews. She also expressed a need for solid ODS reports that can just be pulled routinely by the Institutional

Researcher so that the people creating the Program Reviews don't have to spend hours and hours trying to gather data. Data collection can be challenging without the right tools and assistance.

Jim suggested compiling a detailed list of the data needed so a request can be added to the Researcher's list of requested data. It was suggested that we want to gather the same kinds of information for each area of Student Services so we want to make sure we're really thoughtful about exactly what reports we will want to run on a regular basis; the information should also be kept consistent between all three colleges (BC, CCCC, and PC). Accurate information can help identify trends, problems, and strategies. What are some of the things we will be looking at every semester, every year, some of the common things? We need to be able to compare data from term-to-term and year-to-year. Some of the immediate needs and priorities identified include:

- Persistence, retention, and success rates by college, by site, by mode of delivery, by discipline, by instructor, by Basic Skills, day vs. evening classes, and length of term (short- term vs. long-term)
- Data that ties students to persistence rates by term and by year.
- AM/PM factor
- Zip codes of students taking classes online and on site
- Demographic factors
- Look at PDEV C052 to determine who's taking the class; are they succeeding?
- Special populations such as 1st term Basic Skills students, veterans, athletes, CalWORKs, DSPS, EOPS, CARE, etc.
- Date of registration: registered early/late: affects on retention and success
- Date textbooks received: generate student survey to determine satisfaction
- Student involvement in Student Activities
- Specific intervention used for students who are not doing so well in classes (those on probation or disqual)
- Preparation for class: a drop survey

The committee also discussed data reports that are available through SARS. Scheduling and Reason Codes for SARS were also discussed; Kathy will send out a list of all the codes to committee members for review and feedback. Once everyone had the opportunity to review and provide feedback, the codes will be revised accordingly. Heather informed the committee of another SARS capability that is available which we have yet to implement; students can actually schedule their own SARS appointments online. Bakersfield College is already using this function. Heather is going to follow up on implementing this SARS function; Kathy will contact SARS to find out if there is any written information/instruction pertaining to this specific feature. There is no additional cost for this feature. A suggestion was made that we may want to create a couple of new SARS locations designed specifically for Eastern Sierra and KRV for tracking data pertaining to students who utilize their LRCs, specific workshops, etc.

Committee members then briefly discussed SLOs. What is now accepted as the standard format for SLOs? Does the model need to be tweaked a bit? Heather will bring the current model to the next meeting for review/discussion. There appears to be a lot of redundancy, for example, the history of the program vs. program resources and cost. Committee members were reminded that Counseling and Special Services are up for Program Review in 2011. All evidence materials for SSEC

Program Reviews should be listed on Sharepoint, Moodle, or some other repository. After discussing the options, the group decided Moodle would be best because that is where a lot of other committees keep their information and it is already supported by IT. It is in our best interest to create the repository now because when the accreditation team arrives on campus, they will want to see evidence that backs up everything we say we've done, going to do, etc. Kathy will need to be trained on Moodle.

ACTION ITEM:

- Heather will develop a prioritized list of data needs and send it out to all SSEC members to ensure she didn't miss anything before submitting it to Jim to be handed off to the Institutional Researcher.
- Kathy Salisbury will run the SARS report for Schedule and Reason codes and send them out to Committee members for review.
- Kathy will provide Heather with a sample of all the SARS reports that are available.
- Heather will follow up on implementation of the SARS function that allows students to schedule their own appointments via online.
- Kathy will contact SARS to request information pertaining to eSARS capabilities.
- Heather will bring the current model for SLOs to the next meeting to be reviewed.
- Heather will begin working on developing a SSEC repository on Moodle.

V. Professional Development—tabled

Due to time constraints, this item was tabled for further discussion. However, Heather did encourage committee members to use iStream; this tool is already paid for and the information it contains is very comprehensive. At some point, iStream will be evaluated to see if it is affective and worth the cost, but it will be very hard to provide feedback for that evaluation if no one has logged into the website and viewed the information available.

VI. Budget Allocation Model—tabled

VII. Goals—tabled

VIII. Meeting Dates—an all-day SSEC Retreat was tentatively scheduled for Tuesday, November 23rd, from 9:00am until 4:00pm location TBA; Heather will work on securing the location for this meeting. The next regular meeting is scheduled for October 7, 2010.

IX. Accreditation Update—tabled

X. Other

- **Catalog Addendum**—Heather informed the group that there will be a catalog addendum. If things come up that you realize are in error in the catalog, be sure to notify Jim and/or Heather right away, and let them know if it is a substance vs. typo error. This is especially important since the decision has already been made to create a two-year catalog.

The meeting was adjourned at 12:05 PM.

Student Services Executive Committee
September 23, 2010
MB212
10:00AM– 12:00PM

AGENDA

- I. Check-in/Report out**
- II. Review of Minutes**
- III. Review College Council Mission Statement**
- IV. Program Review**
 - **CALWorks Program Review**
 - **Revisions to the model**
- V. Professional Development**
 - **Istreams**
 - **Other**
- VI. Budget Allocation Model**
- VII. Goals**
- VIII. Schedule for retreat and revised meeting dates**
- IX. Accreditation Update**
- X. Other**



STUDENT SERVICES EXECUTIVE COUNCIL

Admin Conference Room MB229

September 24, 2009

10:00 AM – 12:00 PM

AGENDA

- I. ACCREDITATION MID-YEAR REPORT—
 - Review Action Plans and Evidence

- II. REVIEW STUDENT SERVICES STRATEGIC PLAN—
 - Goals
 - Program Review Schedule

- III. BOARD POLICY REVIEW—
 - On-going follow up

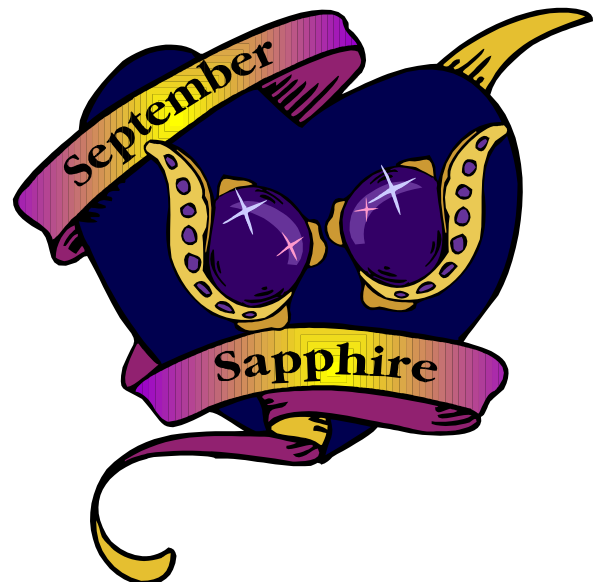
- IV. DROP RATE TRENDS—

- V. IMPLEMENTATION OF WAITING LIST—

- VI. UPDATE ON LUMINOUS—

- VII. OTHER—
 - Budget update

- VIII. SSEC Meeting Dates—
 - September 24, 2009
 - October 8, 2009
 - October 22, 2009
 - November 12, 2009
 - December 3, 2009 (tentative)



Student Services Executive Committee

MINUTES

24-SEPT-2010

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Jill Board	Heather Ostash
Penny Talley	Kim Kelly-Schwartz
Paula Suorez	Kathy Salisbury
Dave Cornell	Deanna Campbell
Yolanda Vasquez	Joann Spiller

Absent:

Jim Fay

C. Approval of Agenda—Approved as submitted.

D. Approval of Minutes—The minutes from the September 10th meeting were reviewed and approved.

E. Review of Action Items from previous meeting—

- Kathy Salisbury will provide SARS access for Todd Coston. **COMPLETED**
- Jill and Kathy will work together to merge Special Services and Counseling Grid for beginning with the Spring 2010 semester. **IN PROCESS**
- Committee member are to send all updated Assessment Plans to Suzie Ama. **This item was reiterated by Jill.**
- Check to see if all online forms at Cerro Coso website are current and accessible. **IN PROCESS**
- Review repeat forms and grade change forms in counseling meeting. **COMPLETED**
- Heather will follow up at the Student Services District meeting about 4C4D1B/ed code allows repeat grade to replace old grade. **Heather reported that this was discussed at the last District Student Services meeting. Sue Vaughn is taking it to the committee for language review.**
- Dr. Fay will take 4C4D1C/ed code to CIC to inform them of this option to students under very specific conditions. **This is legally mandated. CIC has not met yet.**
- Suggestion that Special Services consider rewriting PDEV C025 and C023 for college credit since they can be repeatable for special populations and the coursework would not impact remediation count. **NOT COMPLETED**
- Heather will take 4C4D7/ed code to CIC for discussion. **CIC has not met yet.**

II. ACCREDITATION MID-YEAR REPORT—

The committee began reviewing the Standard II portion of the Accreditation Self-Study, with primary focus being the Action Plans. This will be an on-going agenda item until the Standard II portion has been reviewed in its entirety.

III. REVIEW STUDENT SERVICES STRATEGIC PLAN—

- **Goals**
- **Program Review Schedule**

This item was not addressed at today's meeting. It will be carried forward on the next meeting agenda.

IV. BOARD POLICY REVIEW—

The group continued their review of the changes in Board Policy, specifically, Section IIB. Today, we reviewed sections 4C4D and 4C4E, which pertain to Course Repetition and Academic Renewal. Information pertaining to these two sections will be added to the existing Policy Update status spreadsheet. The spreadsheet will also be posted to the SSEC Groove workspace.

ACTION ITEMS:

- Jill Board will contact Dr. Collins regarding the language in Sections 4C4D and 4C4E.
- Kathy Salisbury will update the existing status spreadsheet and get it posted to the SSEC Groove workspace.
- During their next regularly scheduled meeting together, Jill Board and Dave Cornell will discuss what is allowable in A&R regarding the changes that affect Admissions & Records.

V. DROP TREND RATES—

This item tabled and carried forward on the agenda for a future meeting.

VI. IMPLEMENTATION OF WAITING LIST—

It was noted that Bakersfield College implemented wait listing eight or nine years ago; Porterville College implemented it three years ago. The group conducted an extensive discussion pertaining to the implementation of wait listing at Cerro Coso. A major question of concern was, "How many people will be put on the wait lists?" It was stated that wait listing for Cerro Coso will have an area where faculty can increase the number of students that can be placed on the wait lists, but they cannot decrease the number. Currently, Bakersfield College does not have this option; Porterville College had it but has since removed that option because they do not want the number of students being placed on wait listing to become too high. When a class is filled, wait listing will be automatic until the first day of school.

Wait listing can be used to determine the need for opening another section of a class. If a wait list is full, the system can track the background of students who attempt to get on the wait list. The Add/Drop process will be eliminated and replaced by wait listing. The wait listing process is a first-come, first-served process.

Dave announced that a committee has been formed to discuss issues pertaining to wait listing. The committee is comprised of Corey Marvin, Jon Tittle, Lisa Darty, Christine Swiridoff, Heather Ostash, and Dawn Fidel. Their first meeting is scheduled for September 24, 2009.

The committee was also informed that Charlie Chiang will be coming to Cerro Coso on October 8, 2009 to train faculty on the new wait listing process and procedures. There will also be information posted to the website containing preliminary training ideas for the faculty. Please remember that once classes begin, the responsibility of wait listing will fall on faculty, not Lori Olivera. Also, it was noted that students will have the ability to view where they are on the wait lists.

It was announced that C.A.P.P. is forthcoming. It provides data for long-term planning. Bakersfield and Porterville Colleges have already implemented several modules.

ACTION ITEM:

- Jill Board will talk with Sean James regarding the wait list limit.
- Jill Board will discuss C.A.P.P. with Sean James.

VII. UPDATE ON LUMINOUS—

This item was not addressed and will be carried forward as an agenda item for future meeting.

VIII. OTHER—

- Budget update—
The Budget Development Committee at Cerro Coso will be meeting the first week in October to discuss and ensure that the budget plan we have meets the 5% anticipated mid-year reduction. All the work for reaching a balanced budget must be completed by October 20, 2009. If additional lay-offs are necessary, positions must be identified and submitted by October 20, 2009. The Budget Development Committee will also be philosophically discussing how to address budget issues for the next fiscal year (2010-2011).

Penny Talley informed the group that E.O.P.S. and C.A.R.E. ended up with a 40% reduction rather than the anticipated 32%. However, with careful planning, she stated that it looks as though those programs will be okay for this fiscal year.

- Student Complaint—
Jill informed the group of a student complaint email that she received yesterday. The email included nearly every Student Services department on campus. The group discussed specific issues and scenarios that were contained in the complaint. As a result, Jill requested that Dave Cornell and Deanna Campbell talk with the A&R staff and Counseling front desk regarding customer service. Paula Suarez suggested that student workers really need to be provided training in this area.

ACTION ITEMS:

- Heather and Paula will work with Tina Whisman and Crystal Leffler to schedule and conduct a meeting with all the student workers in the IWV Counseling area.
- Switchboard relief—
Jill announced that *effective immediately* we can no longer use student workers at the switchboard due to emergency procedure requirements and procedures. When your area is

due to provide switchboard relief, it must be a permanent employee who provides the coverage.

IX. SSEC MEETING DATES—

- October 8, 2009
- October 22, 2009
- November 12, 2009
- December 3, 2009 (tentatively)

The next regular meeting is currently scheduled for October 8th, from 10:00 AM until noon in MB229. Please note that this meeting may have to be re-scheduled. If that is the case, an announcement will be sent out via email.

The meeting was adjourned at approximately 12:00 PM.



Student Services Executive Committee

September 8, 2011

MB214

10:00AM – 12:00PM



AGENDA

Vision Statement:

Student Services Executive Council (SSEC) collaborates to ensure an exemplary student services program, which uses innovative approaches to promote student access, retention, and success. SSEC integrates the leadership of all student services to promote institutional responsibility and accountability for student success.

Mission Statement:

The mission of the Student Services Executive Council is to increase community college student access and success by providing effective core services and programs. The council's primary focus is on the coordination of support services to students entering or returning to college and to provide a foundation for student achievement and completion.

I. Minutes and Action Items

II. SSEC Retreat

- a) Annual Unit Plan
- b) Program Review
- c) CCSSE Results
- d) Strategic Planning
- e) Research Priorities
- f) Student Success Plan
- g) Planning for Fall All-staff Meeting
- h) Other?

III. Website Issues

IV. Student Services Group

V. Student Services Calendar

VI. Strategizing Customer Service

VII. Updates

- a) SARS
- b) Early Assessment Program
- c) Matriculation Advisory Committee

VIII. Debrief of Start of Semester—

- Problem solving and planning for Spring 2011 registration cycle.



Student Services Executive Council
September 8, 2011
MINUTES

Call to order at 10:06 AM.

In Attendance

Heather Ostash Kathy Salisbury
Joann Spiller Kim Schwartz
Erie Johnson Paula Suorez
Corey Marvin Deanna Campbell

Absent:

Dave Cornell

Guests Attendees: Missy Gross, Lisa Darty, and Pam Godfrey

- I. **Approval of Agenda**—the agenda was reviewed and approved as submitted.
- II. **Review of Minutes and Action Item Chart**—minutes from the August 15, 2011 meeting were reviewed and approved as submitted. The action item chart was reviewed and updated accordingly.

ACTION ITEMS:

- Heather and Joann will meet to discuss the Financial Aid Book Voucher process and the strict requirements/limitations.
- Joann will develop a Financial Aid handout that provides step-by-step instructions about how to log into Inside CC and check their financial aid status. The handout should be mailed out with students' letter of notification.
- Heather will follow up with Mike Campbell regarding the computers to be set up in Financial Aid.
- Heather will talk with Gale Lebsock regarding various book voucher program processes and the issues that have occurred.
- Deanna Campbell will schedule a meeting with Shelly Stoffel, Lisa Couch, Owens Valley Career Development representative, Dawn Fidel, and Becky Dargatz, from KCCD, regarding third-party payment issues at ESCC, particularly in reference to Owens Valley Career Development students whose payments are not being posted in a timely manner.
- Heather will contact Jim Doty at SARS regarding the possibility of a One-Card tracking system.

Handouts provided for today's meeting:

- Agenda
- Minutes from August 15, 2011 meeting
- Updated Action Item Chart
- Revised Add/Drop form
- SARS Location Codes report

- SARS User Names report
- SARS Short Names report
- SARS Schedule Codes report
- SARS Reason Codes report
- SARS Software Products information
- SARS-MSGS product information
- SARS-GRID product information
- SARS-TRAK product information
- SARS-ALRT product information
- SARS-Plan product information

III. **SSEC Retreat**—Paula Suarez and Joann Spiller will be unable to attend on this date because they will be attending important conferences. The group discussed optional dates and settled on Thursday, October 6, 2011. Currently, agenda items for the Retreat include:

- Annual Unit Plan*
- Program Review*
- CCSSE Results*
- Strategic Planning*
- Research Priorities*
- Student Success Plan*
- Planning for Fall All-staff Meeting*
- Other?*

ACTION ITEM:

- Kathy will reserve a meeting room for the October 6th SSEC Retreat and send out an Outlook invitation to notify council members of the date change.

IX. **Website Issues**—the group spent a substantial amount of time reviewing the Cerro Coso website and determined that it is not user friendly, the information provided is often inconsistent and/or out-dated, and some important information is not even posted. We have some really important information that we want to get out to students and we also have student behaviors that we want to try to change. SSEC needs to have a conversation pertaining to where is our information and how are we communicating with students, and put our energies into trying to make sure all the important information is listed on the website and that we are being consistent in how we present information on behaviors that we are attempting to change. We can't do anything that is too transformative at this point but we do need to have the conversation so that we are consistent, all Student Services offices are approaching it the same way, and we all have a consistent understanding about where and how information is presented to students. One council member expressed concern that important notifications being sent out to students might end up going through My BanWeb instead of Inside CC. A lengthy discussion ensued and numerous suggestions were made for improving the Student Services portion of the website, including:

- Make **Inside CC** the homepage on all school computers instead of just having the little button on the side. Corey explained that our regular homepage is a marketing tool

directed toward prospective students, whereas Inside CC is more focused on current students and staff. Inside CC is designed to be a portal for *inside* staff and student information.

- Create a clear pathway through our material for prospective students
- Remove the My BanWeb icon from the current website; students would be forced to use Inside CC, which provides more current and complete information.
- Design the website so that it is more user friendly over all.
- Keep the existing website up while building a completely new one that can be launched once it is completed.
- Perhaps model our new website after an existing community college website that seems to be well organized and more user-friendly; Lake Tahoe Community College's website was suggested as one to closely review.
- It was also suggested that each council member take the time to review the information pertinent to their respective department, document incorrect information, missing information, and inconsistencies, and then send a list to Allison Whiting in order to correct information that is available on the existing website. Heather requested that she be copied on all submissions to Allison.
- Delete some of the old links on existing website.
- Make the homepage less cluttered.

ACTION ITEM:

- Heather will ask more questions and find out the status of what changes can be made to the current website.

IV. Student Services Group—has been created. Kathy and Heather will be working on getting everyone added to it and getting it populated. Currently, it is a public site, but Heather is going to ask Mike to make it available only to the people that are a part of the Student Services Group; all faculty, staff, and administration associated with Student Services will be provided access.

V. Student Services Calendar—has been created and sent out to all members of the SSEC so all Student Services departments can begin entering important dates for the year. We will send out instructions on how to access the calendar. Kathy volunteered to enter date information for anyone that cares to send her a list instead of doing it themselves. Some dates have already been entered, but it is not a complete listing of important dates yet. If you add the calendar to your "Favorites", it will come up side-by-side each time you pull up your own personal calendar.

ACTION ITEMS:

- Council members will send their list of important dates to Kathy to be entered in the electronic SSEC calendar.
- Kathy will enter important dates on the SSEC calendar as they are received.

VI. Strategizing Customer Service—tabled for further discussion at a future meeting due to time limitations. We will be discussing what we need to do, what is an appropriate timeline for

returning calls to the students, and what is reasonable; (1) what is an appropriate time for a student to receive a response to their phone call and (2) one appropriate timeline is determined, how do we need to structure our time and office staff to be able to accommodate that timeline.

Paula informed the group that in the Counseling Department, their individual phone lines are not blocked and that often students will call the counselor's direct line and then get upset because the counselor doesn't answer; the counselor is either on the phone already or sitting with a student and can't answer. Not having their direct phone numbers blocked is a huge issue for the Counseling staff; students need to direct their calls to the Counseling reception desk. Another issue is the fact that students will send personal emails and then expecting the counselor to respond to their personal email instead of sending their message through the Counseling online form. Shoring up these two areas would help tremendously to reduce student complaints about not receiving timely responses.

In the meantime, Heather suggested that everyone using standard language in their voicemail message, referring the student to the appropriate reception desk number: 6219 for Counseling, 6250 for Special Services, 6374 for Admissions & Records, and 6221 for Financial Aid department. Everyone should be trained on how to forward messages, so that messages received directly can then be forwarded to the receptionist. That way, the receptionist can then add the student's name to the Drop-in list. This would also assist with documenting student contacts. Council members were also urged to make sure that anyone in their respective department, who is going to be out of the office for even a day, use the Out-of-Office Assistant for their email account. Otherwise, when the student sends an email, they automatically assume that message will be viewed and will be expecting a response right away. The Out-of-Office Assistant lets them know that person is not available.

ACTION ITEM:

- Heather will ask about the possibility of blocking direct phone numbers so that students have to go through the reception desk for each department when they call.

VII. Updates—

- a) SARS—Mike Campbell is currently working with District personnel to implement SARS Online for Cerro Coso. Sean is working with Mike Campbell and David Barnett on the online segment for SARS to get it up and running at Cerro Coso. Sean is also working on Banner integration for SARS, meaning that what is recorded in SARS could be recorded in Banner for specific pieces of information, i.e., counseling contact information, etc. so that it would not have to be a manual process. We need to be thinking about other pieces of information that could be recorded in SARS and uploaded into Banner for ODS statistical information reporting purposes.

Kathy contacted SARS in reference to a One-Card tracking system. She was advised to have Heather contact Jim Doty to discuss the options. SARS has card readers, but we would have to purchase the actual cards through another vender.

- b) *Incomplete Grades*—Heather brought this up at the recent District VP meeting. The other VPs within KCCD will be research how this is handled on their campuses and get back to her. In the meantime, for our purposes, we need to have a conversation about what makes sense for Cerro Coso and what back up we need to provide. We will handle it in such a way that it includes the student. This topic will be discussed further when Dave Cornell is present.
- c) *Veteran’s Awareness Day*—is scheduled for Tuesday, November 8, 2011.
- d) *Changes to Veteran Affairs Program*—Counseling was provided with an update on the changes to benefits occurring within the VA program but stated that she needs to discuss the updates to ensure that students are receiving accurate and consistent information.
- e) *Early Assessment Program*—we are exploring how to fully participate in the Early Assessment Program (EAP); this is the CSU readiness test that is given to students in their junior year to determine whether they are ready for transfer level English and Math. We already accept the English and are having the conversation about how to accept the Math and how to get the test scores sent directly to us so that we are not dependent on the student to bring in those test results.
- f) *Matriculation Advisory Committee*—will be reinstating the Matriculation Advisory Committee and potential membership. There is a number of larger issues that will be looked at in terms of potentially revising our Matriculation practices, making some components mandatory; some potentially big changes coming up.
- g) *Financial Aid Department*—Joann reported that Financial Aid is currently caught up to mid-August in processing financial aid applications for the students who have turned in a completed packet. She also informed the council that the Financial Aid Advisory Board will be meeting later today.

VIII. Debrief of Start of Semester—some non-Council staff members attended the Semester debriefing portion of the meeting to provide input regarding issues incurred during the beginning of the fall semester. The council briefly touched on some of the issues and challenges encountered in bringing up this semester and then talked about how to do things differently for next semester or things that need to be developed so that next semester goes more smoothly.

ISSUES AND CHALLENGES—

- Missy Gross reported that one of the biggest issues encountered this semester has been implementation of the new Add Form for Special Circumstance Classes. This form really is designed for special admits based on extenuating circumstances and not meant to replace the old Add/Drop form. It is only intended to be used for classes that have restrictions on enrollment (like an Honors class) or a truly extenuating circumstance that prevented a student from getting into a class. There will be a very limited number of acceptable special circumstances under which the student’s appeal will be considered outside the processes already established. Corey added that we received numerous requests for circumstances that truly were not extenuating this semester. Heather

added that research data and best practices strongly indicate that the later students get into a class, the less apt they are to be successful in the class; that is one of the primary reasons behind eliminating the late registration period.

Heather informed the group that we have practices and policies that were implemented two semesters ago and then there were all kinds of exceptions made based on who was overseeing some of the areas. ***We will not be deviating from the policies and practices that are established.*** For example, the decision was made to not have a late registration period and that is going to be something that is strictly adhered to; we will not be accommodating students who did not take care of registering for classes prior to the semester beginning. Nor will we be accommodating students who fail to show up for their first day of class or fail to log into online classes within the three and a half day window provided to do that. Dawn Fidel and Heather are working together to revise the form. Several suggestions were made for improvement and revision, including:

- have the process written on the form so that students and counselors are on the same page,
 - add a list of acceptable extenuating circumstances,
 - use a full-sheet form vs. half-sheet in order to have room to write pertinent information,
 - include checkboxes for Approved and Denied,
 - remove the language “VP signature needed only after census date” to avoid further confusion,
 - make the form available for online students,
 - move the student signature line above the line for VP signature,
 - design the form to only have room for one class rather than the current version which has three; that may give the student the impression that they can add numerous classes,
 - change the name of form to *Appeal Form for Special Circumstance Classes* and,
 - make the form available through the Admissions & Records Office and the Counseling Office only so that students will be forced to speak with a staff member from one of those departments to get a form instead of making them available at the counters. This could conceivably create resentment from some instructors who want control over the process. This could end up being a big issue. There needs to be a written policy/process pertaining to the Appeal form so that everyone receives the same information and is on the same page.
- Lisa Darty stated that she felt logging into Inside CC is not the same as logging into their actual class. Students don’t seem to know where to go to log in on the website. It was suggested that the icon located on the Cerro Coso homepage and within the Inside CC area be made larger and more visible to the students. Another suggestion was to ask online instructors to send out another tier of email notification/instructions to their students. One of the key issues is that some instructors will still accept and use the students’ personal email addresses rather than routing all communication to them via

the student's Cerro Coso email address. One suggestion was to "filter" the acceptable email addresses within Moodle; this would be applied to all online classes/instructors.

It was also suggested that perhaps we could use our Alert system to send out important information to the students. Heather stated that there has been a debate about whether or not the Alert system is to be used for other types of communication beyond emergency situations. Last semester, a login announcement was sent out using the system, at which time, we were told the system was not to be used for general communication. It is an emergency response system and not a communication tool. This is not the way the product was explained to us prior to purchasing the system. The system has the capability of limiting the audience that communication is sent to, i.e., can be limited to specific CRN, etc.

- Paula reported that some students are very frustrated with the Waitlist process because they do not fully understand it. Instructors are responsible for shutting down the Waitlist for their respective courses. If they fail to do so, the Waitlist remains active and this confuses students even more. Dawn feels that part of our problem with Waitlisting is the fact that it is a District –wide process. One of the current issues is the fact that there is inconsistency in closing the Waitlisting; there are far too many variations in the time frame. This is really a faculty issue that faculty needs to address. Concern was voiced about putting our students at a disadvantage in order to give faculty more freedom about when they close their Waitlists. Several suggestions were made pertaining to the Waitlisting issue:
 - Purge the Wait Lists the next morning or
 - Leave the Wait Lists open,
 - Stop the daily Waitlist roll,
 - Leave the students on the Wait List but, keep enrollment from happening on the Wait List, or
 - Hold instructors responsible for closing the Waitlists that are specific to their courses.

Another issue brought out during this discussion involves the number of seats in an online class being increased without the instructor's knowledge. Corey cautioned that everyone needs to be especially aware of and watch the number of seats remaining in "stacked classes".

- Special Services informed the group that class changes created a great deal of confusion for some students; room changes, delivery methods, start dates, etc. The changes also created schedule conflicts and students had a very limited choice in selecting a replacement class. Corey stated that he is trying very hard to limit the number of changes to classes regarding class time and delivery method. Some of the start dates for a few classes had to be changed this semester due to instructor issues. Once the schedule is built, everything possible is done to keep from altering or deviating from that schedule.

- A suggestion was made to close ½ hour early on Friday before the beginning of the semester in order to conduct a team meeting that includes all Student Services offices just to touch bases and make sure everyone is on the same page and has the same understanding of various processes.
- It was further suggested that all processes be in clear, concise written format so that students, staff, and faculty are all on the same page.
- A request was made to revise the Request to Repeat form.
- A suggestion was made to review and revise the Audit form and conditions. Currently, this form is not available online.
- Concurrent Enrollment form—students claim they were unaware that a failing grade stays on their transcript unless they retake the class. The students also claim they were unaware of the Drop date guideline/time frame. It was duly noted that Drop dates for each class at each site are posted on the Cerro Coso website.

ACTION ITEMS:

- Heather will follow up on getting standard Adobe Acrobat installed on Dawn Fidel's computer so she can create PDF forms.
- Heather will follow up with Kiana Wyatt about "filtering" email addresses within Moodle.
- Heather will clarify acceptable use of the Alert system and explore other communication tools for sending out important information to students.
- Heather will speak with Charley about means of closing down Waitlisting in consistent manner.

The next meeting is the All-day Retreat scheduled for October 6, 2011 in the Administrative Conference room from 9:00AM until 5:00PM. A continental breakfast and lunch will be provided.

The meeting was adjourned at 12:45 PM

Student Services Executive Committee
September 9, 2010
MB212
10:00AM– 12:00PM

AGENDA

- I. Check-in/Report out**
- II. Review College Council Mission Statement**
- III. Student Services Organization**
- IV. Goals**
- V. Program Review Model**
- VI. Professional Development**
- VII. Schedule for retreat and revised meeting dates**
- VIII. Other**



Student Services Executive Committee

MINUTES

9-SEPT-2010

I. ORGANIZATIONAL ITEMS

A. Call to order at 10:00 AM.

B. In Attendance: _____

Heather Ostash	Penny Talley
Paula Suarez	Kathy Salisbury
Joann Spiller	Erie Johnson
Jim Fay	Dave Cornell
Deanna Campbell	Kim Schwartz

Absent: _____

C. Approval of Agenda—Approved as submitted.

D. Approval of Minutes—the minutes from the August workshop were not available for approval at today’s meeting. They will be presented for approval at the next regularly scheduled meeting.

II. Check-in/Report out—

Group members provided information to the rest of the group regarding their specific areas:

Counseling Department—Paula Suarez reported that counseling survived another registration period. She stated that wait listing definitely had a serious impact on the counseling department. Due to changes resulting from the waitlist process and the direct impact on Counselors and Educational Advisors, it will be necessary to review and assess how counseling conducts business. Paula also reported that with the loss of Heather from the Counseling Department, Karee Hamilton will be working full-time during the 2010-2011 academic year.

Special Services—Penny reported that Special Services is right on with the number of students being served. She also stated that DSPS numbers are steadily growing, and Special Services is currently working on outreach and student retention at IWV and KRV campuses.

Admissions & Records—Dave reported that during the recent registration period with enrollment being up, the staff was extremely busy fielding a huge number of issues caused by the wait listing process. Dave stated that his department is closer to obtaining two VA student employees and implementing a Veterans Recognition Day. Dave will be working with a liaison from the Base and, hopefully, will be getting a VA representative to come over from Bakersfield to work with him and the students.

Penny stated that she recently attended a meeting at District to address the needs of our VA students within the Kern Community College District. Cerro Coso currently has approximately 200 VA students...up approximately 30% over last year.

Erie added that the Rotary Club in Kern River Valley is sponsoring a Veterans Recognition luncheon on November 7, 2010...he will have more complete information after tonight's meeting.

Jim stated he attended an Accreditation training workshop last week. He also stated that he is tracking courses/registration to determine which areas may need additional sections added for distance education based on the waitlist.

South Kern Campus—Erie announced that both SOK and KRV have experienced enrollment growth this semester; SOK increased by 3-5 FTES and KRV increased by 12-15 FTES. That growth has resulted in the need to increase class size. He expressed gratitude for the counseling services provided by Kim Blackwell, an education advisor from the IWV campus, at KRV...there was just not enough staff during the summer and current registration period to provide services for students. Erie feels many students are being forced to attend online classes because there are not enough sections offered on site and this concerns him. He also expressed concern about the possibility of the KRV campus moving to another facility and the impact that may have on staff and students. The group was informed that the Air Force wants KRV to become a CLEP testing center; Erie will need assistance in researching this topic.

Financial Aid—Joann reported that the Financial Aid Department has not slowed down and has been severely impacted with phone calls and messages from students regarding the status of their financial aid application. Students constantly complain about not being able to get through to a live person and about not receiving returned phone calls. The committee was assured that all calls are returned as quickly as possible in the order in which they are received. Joann and Financial Aid staff will be looking at ways to expedite getting back to the students. Currently, callers are provided with the toll-free 800 number for FAFSA.

A Financial Aid Programs Process Overview handout was included in today's meeting packet that provides specific information that may be helpful to other staff members when dealing with the students' complaints about financial aid issues. Students need to be trained to apply earlier and to review their applications to be sure they have completed EVERYTHING required by FAFSA; during online application submission, students often see "Your application has been submitted" and don't go on to read the rest of the instructions provided within the online application. Deanna confirmed students' frustration regarding financial aid issues and their being unable to get through to that department when they call. She would like to implement a 1-Stop Student Center at Bishop and Mammoth to help address and/or alleviate the problems. Ideas for ways to better assist the students included suggestions for cross-training, creation of a phone trunk that would automatically direct calls to another number when the original number dialed is busy, and sharing of information at all sites so staff has consistent and accurate information to share with the students. Erie voiced his concern about using the FA Assistant at KRV to perform other duties.

ESCC/Bishop and Mammoth—Deanna reported having a great start for the semester...FTES up by nearly 20% over last year. Student Housing is full this semester. ESCC now offers 90 scholarships; up from only 50 last year. Average enrollment for on site classes is 30 students per class.

Deanna has four primary goals for this fiscal year, which she shared with the group:

- 1) Improve understanding and responsiveness to Inyo and Mono County service area needs for career training and customized educational training. She also outlined specific activities that would assist in obtaining that goal.
- 2) Improve access to all student services for ESCC students through a complete, hybrid Student Services One-Stop Center at Bishop and Mammoth. Again identified activities were included.
- 3) Improve access to, stabilization of, and success/retention in ESCC educational programs. Specific activities were also outlined for this goal.
- 4) Enhance ESCC staff development through opportunities for and participation in training programs.

Deanna further reported that due to low placement scores, she will be seeking to offer more lower-level basic skills type classes. The committee was informed that an agreement with the Owens Valley Career Center providing 80 FTES this semester alone. Currently, ESCC doesn't offer full-term math classes and students are unable to keep up. Several instructors and students have requested a return to the sixteen week schedule, for math classes especially. Deanna also stated that she will be submitting a requisition for two part-time Educational Advisors to serve Bishop and Mammoth.

ACTION ITEM—

- Heather will follow up on the idea of providing a written outline of the processes which are pertinent within each department and cross-training.
- Heather and Deanna will discuss the issue of needing lower level basic skills type courses onsite at ESCC.

III. Review College Council Mission Statement –

A handout was provided and the group was asked to review it and provide feedback to Heather ASAP.

IV. Student Services Organization—

Heather is gathering information pertaining to staffing needs in the all the Student Service areas. Handouts of the various organizational charts were distributed to each committee member for review. Each department was then asked to provide input regarding their specific area(s):

Financial Aid Dept.—Joann informed the committee that Financial Aid lost a 999 hr. FA Assistant position in February 2010 that needs to be replaced. That position saw walk-ins and helped with BOGG, assisted students in completing online applications, and dealt with students that came to the counter who couldn't be assisted by the receptionist. Other duties included taking in verification forms, reviewing them, and instructing the students on financial aid processes. It takes at least 20 minutes to review each application, longer if there are problems with the application process. The financial aid staff no longer has the time to do online corrections like they used to do.

Joann stated a need to hire one IWV Financial Aid Technician to work on files, packaging, and the awarding process. Deanna also expressed a need for a site specific 999 hr. FA Assisant position to serve students at ESCC Bishop/Mammoth.

KRV Campus—Erie stressed the need to hire a 999 hr. Educational Advisor to serve students (especially during summer months when contract counselors are gone), a Department Assistant for the front office, and possibly, later on, a Program Manager to cover when Erie has to be away from the campus.

Admissions & Records Dept.—Dave expressed a need to hire one part-time A&R Assistant at IWV. There are currently three full-time employees, but the department is still behind in enrollment verifications because of enrollment growth.

ESCC/Bishop and Mammoth—Deanna identified the need to hire two 999 hr. Educational Advisors (1 at Bishop and 1 at Mammoth).

Special Services—Penny stated a need to replace the Dept. Assistant position that is currently vacant, make the alternative media position a full-time position that would serve all sites vs. the current part-time position, and hire an Educational Advisor to assist with serving students during the summer when all contract counselors are gone.

Counseling Department—Paula has identified the need to hire a part-time Ed Advisor to fill the gaps, one full-time counselor at IWV, an adjunct counselor for SOK, a designated adjunct VA Counselor and a Manager/Director of Counseling to address management issues.

Student Activities—Kim stated that Student Activities coordinator position needs to be full-time vs. the current part-time position.

V. Goals—

Heather stated that she would like to meet with each committee member, individually, to go their goals for the 2010-2011 academic year. Deanna and Erie stated they have already submitted theirs to the college president, but will also send a copy to Heather. All committee members were provided with a copy of the most recent goals submitted by the new college president, Jill Board.

VI. Program Review Model—tabled for discussion at future meeting. A handout of the Student Services Program Review Guidelines was provided and all members were asked to review it before our next SSEC meeting.

VII. Professional Development—

Committee members were provided with a handout of an email from President Board that encourages staff to take advantage of the *iStream* that is provided by the League for Innovation. *iStream* is an online resource bank and learning community that can be used as a professional development tool by listening to League Radio or by accessing publications and presentations. SSEC members are strongly urged to take advantage of this opportunity.

VIII. Schedule for retreat and revised meeting dates—Based on a very brief discussion, it was decided that an all-day SSEC retreat will be scheduled for end of the semester.

ACTION ITEM—

- Heather will work on establishing the specific date/location.

IX. Other

The next regular meeting is scheduled for September 23rd, from 10:00 AM until noon in MB212.

The meeting was adjourned at 12:10 PM.

STUDENT SERVICES EXECUTIVE COUNCIL

Admin Conference Room 214D

October 11, 2007

10:00 – 12:00

AGENDA

- I. Becoming A Person of Influence: Chapter 2 discussion
 - a. A Person of Influence...Nurtures other people
- II. Feedback Pertaining to District's" New Employee Orientation"
- III. Implementation of "Consent to Release Information" Form—Jill and Heather
- IV. "One More" Initiative for Spring Semester—Jane Harmon
- V. Review of Action Items from September 13th meeting
- VI. Program Review Update—Joann Spiller & Jan Moline
 - Committee makeup and timeline
- VII. Unit Plans
- VIII. Student Learning Outcomes
- IX. Revised Travel Procedures and Rates
- X. Discontinuation of Stafford Loans
- XI. Report from Regional and District Meetings
- XII. Announcements
 - Software and computer hardware purchases
 - Furniture purchases
- XIII. Other



Student Services Executive Committee Meeting
MINUTES
11-OCT-2007

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:05 AM.

B. In Attendance:

Jill Board	Joann Spiller
Kathy Salisbury	Penny Talley
Dave Cornell	Gayle Whitlock
Heather Ostash	Deb Ernst
Jan Moline	Paula Suorez

Absent:

Jane Harmon
Yolanda Vasquez
Deanna Campbell

C. Approval of Agenda—Reviewed and approved as presented.

D. Approval of minutes from September 13, 2007 meeting and review of the Action Items from those minutes.

II. BECOMING A PERSON OF INFLUENCE: CHAPTER 2 DISCUSSION—

- A Person of Influence...Nurtures Other People

The committee held a round-robin discussion pertaining to nurturing. Nurturing is the beginning of trust. Natural nurturers earn another's trust by:

- Committing to them
- Believing in them
- Being accessible to them
- Giving with no strings attached
- Giving them opportunities
- Lifting them to a higher level

“If you nurture others but allow them to become dependent on you, you're really hurting them, not helping them”.

III. FEEDBACK PERTAINING TO DISTRICT'S “NEW HIRE ORIENTATION—

Several newly hired employees recently attended the “New Hire Orientation” which was held in Bakersfield at the Weill Institute. Deb Ernst reported that the orientation provided an overview of the various benefit packages, safety issues, and contacts. She felt that the orientation also sought to eliminate the perception of “them vs. us” and to create a “we” attitude. She stated that it was very informative.

IV. IMPLEMENTATION OF “CONSENT TO RELEASE INFORMATION FORM—

Jill provided the group with a sample form that is currently used by Porterville College (PC). This form is different than the one used to provide permission for releasing information pertaining to LD verification, etc. The new form would be used for students to indicate that a spouse, parent,

significant other, etc. has the right to receive information about him/her. After modifications to PC's form to customize it for Cerro Coso, it will be implemented by all the Student Services departments.

ACTION ITEMS:

- Kathy Salisbury will revise the form and bring it back to the next SSEC meeting on October 25th.
- Joann Spiller will contact Cori Ratliff to request the form be made available on the college website once the revision is completed, presented to, and accepted by the committee.

V. "ONE MORE" INITIATIVE FOR SPRING SEMESTER—Jane Harmon

This item was tabled for a future meeting.

VI. REVIEW ACTION ITEMS FROM SEPTEMBER 13TH MEETING—

Jill quickly went over the previous action items. Most had been completed or were near completion.

VII. PROGRAM REVIEW UPDATE—Jan Moline and Joann Spiller

This item was tabled for a future meeting.

Heather Ostash did provide the committee members with a sample Program Review model that she is working on. This model would modify the instructional model to make it more applicable to Student Services. This model is proposed for all Student Services Programs. Upon completion, it will have to be presented to the Program Review Committee and the Academic Senate.

VIII. UNIT PLANS—

This item was tabled for a future meeting.

IX. STUDENT LEARNING OUTCOMES—

This item was tabled for a future meeting.

X. REVISED TRAVEL PROCEDURES AND RATES—

Jill provided committee members with a handout in the form of an email sent out by Kellie Van Westin of the District Office and excerpts from the revised Board Policy. The information contained in these two documents was then discussed in detail to ensure that everyone was aware of the changes in per diem rates, prepayment information, backup materials to be submitted with travel requests, submission time lines, etc.

XI. DISCONTINUATION OF STAFFORD LOANS—

Joann Spiller provided a handout to committee members pertaining to the Cohort Default Rate for Cerro Coso's Stafford Loan Program. She stated that the Financial Aid department processes approximately 175 subsidized loans annually, in addition to the unsubsidized loans processed. Cerro Coso's estimated default rate for 2006 is 21.5%.

Joann went on to explain that after two years of having a default rate of more than 20%, the college is audited. Such an audit is extremely time consuming and normally occurs within the first couple of weeks of the semester...an exceptionally busy time for the FA staff. After three consecutive years of 20%+ default rate, many other programs are jeopardized. In addition, the school could be

disqualified from dispersing PELL grants and all other forms of financial aid. This would seriously impact Cerro Coso's student enrollment.

After an extensive discussion, the committee unanimously agreed that Cerro Coso will no longer participate in the Stafford Loan Program except for the "Parent Plus" loans, if approved by Ed Fund. It was further agreed that all loan applications submitted by 12:00 noon on October 11, 2007 would be processed.

ACTION ITEMS:

- Joann Spiller will contact Cori Ratliff about posting an announcement on the website.

XII. REPORT FROM REGIONAL AND DISTRICT MEETINGS—

This item was tabled for a future meeting.

XIII. ANNOUNCEMENTS—

- (a) *Software and computer hardware purchases*—Jill informed the committee that ALL software and hardware purchases must be routed through the IT department to ensure compatibility with the college operating system and servers.

Paula Suarez voiced her frustration with the slowness in response to request for quotes, etc. She and Heather were both also frustrated with the fact that when IT is contacted to provide service to a printer, they often state that it can not be repaired and that it appears IT wants to reduce the number of operable printers on campus. They both stated that is not an option in the Counseling area due to the type of work that is done.

ACTION ITEMS:

- Jill Board will speak with Valerie Karnes regarding Student Services needs and the slow response to quotation requests.
- (b) *Furniture purchases*—Jill announced to the group that all furniture purchases must meet the District's specifications regarding colors, length of warranty, etc. This includes chairs, desks, tables, etc. She was uncertain of the request for purchasing process and the exact specifications required.

Paula Suarez requested that someone from the Counseling Department participate in the committee for upcoming modernization of the 2nd floor.

ACTION ITEMS:

- Jill Board will attempt to get clarification on the exact specifications and the purchase process.

The next meeting is scheduled for Thursday, October 25, 2007 in the Administrative Conference room. Jill will be unable to attend, so Heather will chair the meeting.

The meeting was adjourned at 12:05 PM.

Student Services Executive Committee

MINUTES

14-OCT-2010

I. ORGANIZATIONAL ITEMS

A. Call to order at 10:00 AM.

B. In Attendance:

Heather Ostash Paula Suarez
Joann Spiller Dave Cornell
Penny Talley Kathy Salisbury
Deanna Campbell Erie Johnson

Absent:

Kim Schwartz Jim Fay

C. Approval of Agenda—Approved as submitted.

D. Approval of Minutes—minutes from the September 23, 2010 meeting were presented for approval. They were approved as presented.

E. Review of Action Items from previous meetings—
The recently developed Action Items Chart was provided to each committee member. The list was reviewed and items that were completed will be dropped from the chart. New items will be added as other Action Items are identified.

II. Brief Check-in

- ✓ *Eastern Sierra*—
- ✓ *Kern River Valley*—Erie voiced concern about non-students causing issues in the parking lot, using foul language toward students, interrupting orchestra classes, etc. Law enforcement was called, but the culprits were gone before the police arrived; no one knows exactly who the people were. Erie is requesting that security services be hired to patrol the area on a regular basis.
- ✓ *Special Services*—
- ✓ *Student Activities*—
- ✓ *Financial Aid*—Joann informed the group that she will be going out on Medical leave beginning Tuesday, October 19, 2010. She anticipates being gone for a couple of weeks. The group briefly discussed how the Financial Aid Office will cover during her absence.

III. Committee Updates –

- *CIC*—Heather reported CIC is slowly moving through curriculum, but are on track overall. CurricuNet appears to be a very good tool and most of the bugs have now been worked out.
- *College Council*—Heather was unable to attend the previous College Council meeting. Kathy reported that a handout was provided by President Board at the meeting. The handout, *Reorganization 2011-2013*, is a written staffing plan for all Cerro Coso campuses; it was built for three years, but could take up to five depending on budget allocations. Kathy will make sure that all committee members receive a copy of the handout. President Board has discussed the reorganization plan with Chancellor Serrano, but she and Heather have not had an opportunity to discuss it. This item will be discussed at a future SSEC meeting as more information is made

available. Committee members were assured there are no cuts/position eliminations as a result of this plan.

- *District Vice Presidents' Meeting*—Tom Burke attended the meeting yesterday to provide a budget update. Although the update was not negative, it was also not positive. The best case scenario is that we get the 10% back, but it will be as carry over for next year, because there will most likely be a mid-year cut. Cerro Coso will be fine because the college has already budgeted for 10% less. Concern was voiced regarding categorical budgets being expected to spend money at the back end of the fiscal year vs. spending early on in the year. Spending earlier makes the process easier and is more beneficial to the students. Heather assured everyone that categorical budgets would not be expected to be spent; the money would be carried over for the next fiscal year instead. The overall expectation at this time is that budgets will be in worse shape for 2011-12. Heather stressed that nothing is final yet; Tom was only providing an update.

Heather also shared information pertaining to retirement benefits and their affect on categorical budgets, based on legislation that allows categorical budgets to be charged for retirement benefits. It is restricted to the future benefits of current employees, and does not include past employees. It is not clear if that will actually happen but if it does, it won't be until next year. The numbers are being run now to try and determine what that means to categorical programs.

The expectation for Luminous for spring is that the pilot will be expanded. Anyone who wants to do something with Luminous will be able to do so. The only piece currently not working properly is the registration component because it keeps crashing. There are two days of training scheduled in November 2010; Heather will find out the exact dates and share the info with SSEC members.

There is a collaboration to align the catalogs for all three KCCD colleges. This group will be looking at specifically at where our information is, what it includes, how it is organized, and what we think is the best way to organize it. It will important to have feedback from the sites pertaining to the catalog as well. This information will then be shared at the District Vice Presidents' meeting to determine the best way to do the alignment. Our catalog is not as detailed as the other two colleges in terms of what is covered and the table of contents. Heather encouraged the group to provide feedback, especially if there is another college catalog that they feel is well organized, easy to use, and contains good information.

- *Faculty Chairs meeting*—Heather stated there was discussion pertaining to the idea of using postcard for notification of registration dates and the schedule vs. using the rapid flyer schedule that is usually sent out. Erie voiced concern about not having printed schedules at the KRV campus. He was informed that a conversation has already been had about having a PDF version of the schedule that could be printed out. Heather will be discussing this with Shelley Crabtree, on Monday, to determine what the format would look like. The timeline target is for the schedule to go live online on November 8th with the postcards being sent out the week before that.

Faculty replacement positions were presented. The vote was to approve a counseling, history, political science, and theatre replacement positions, and that has been communicated to President Board. That process moved side-by-side with the prioritization of new positions that was presented at Academic Senate.

- **CalWORKs Program Review**—Paula Suarez walked the group through the CalWORKs Program Review that was handed out. She stated that in reviewing the document, she realized it did not include SLOs, so she provided several copies of that information. She also provided a copy of the most recent CalWORKs Unit Plan. Several suggestions were made as the document was reviewed:
 - Change retention rates to persistence rates
 - Add information pertaining to how heavily the Department of Human Services (DHS) referral component impacts the demands on the CalWORKs Program
 - Include information about how the CalWORKS Program defines student success. What are the success outcomes; is it based on degree completion, certificate completion, TOPS placement, successful placement in employment, or a combination of all these components?
 - Add demographic data

Once the final draft is completed, the Review will then be added to the CIC agenda.

IV. Program Model Review—tabled

- V. Research Agenda/Final Review**—based on previous conversation and group discussion, Heather created a prioritized research agenda and provided copies for SSEC members. Agenda items included:

- 1) Cut-score validation studies for reading and math
- 2) Success, retention, & persistence rates by college, mode of delivery, discipline, instructor, length of course, day/evening, and date of registration. Also completion rates for special populations: student athletes, DSPS, EOPS, CARE, CalWORKs, veteran, and online.
- 3) Success and persistence for first semester students who successfully complete one of the student success courses compared to first semesters students who do not take one of those courses (PDEV C101, COUN C101, & COUN C102)
- 4) Success, retention, and persistence for students who successfully complete INST C052/PDEV C052 compared to students who take an online class and do not take those courses.
- 5) Success, retention, and persistence rates for students who have placed into one or more Basic Skills classes, who successfully complete their first semester compared to students who place into one or more Basic Skills class, but who do not successfully complete the first semester.
- 6) Success, retention, and persistence rates for probation/disqualification students who receive a counseling intervention.
- 7) Success, retention, and persistence by Matriculation component: orientation, assessment, counseling, & Student Education Plan
- 8) Online students identified by zip code. Develop a distribution of where our online students are located
- 9) Success and retention rates for transfer level classes
- 10) Completion rate for students who have Transfer declared as a goal

- 11) Completion rate by major, broken down by certificate and degree
- 12) Demographic data for various programs such as Financial Aid, EOPS, CalWORKs, etc.

Heather requested that if anyone wants to add something, send the request to her; she will put the document into final format and then submit it to Jim Fay who will pass the request to the recently hired Institutional Research, Tina Tuttle.

VI. Waitlist Recommendations—tabled

A handout was provided, based on previous discussions and Heather requested that committee members review the list and be prepared to provide feedback. Recommendations included:

- 1) Registration to end on the first day of class
- 2) Some enrollment restrictions will be enforced when a student attempts waitlist registration
- 3) Multiple communications/notifications will be sent to students
- 4) Waitlists will be limited to 25 seats
- 5) If possible, one waitlist should be kept for multiple sections of the same online class with same start/end dates.
- 6) Decisions to add new sections or to cancel sections should be made at least two weeks before the semester begins.

VII. Other

- *Remaining meeting dates:*

Thursday, October 21

Thursday, November 18

Tuesday, November 23 (all-day workshop at Burroughs High School)

Thursday, December 2

Tuesday, December 14 (All-Staff/All-Sites Student Services meeting)

- Dave made a request for participation at Veterans Awareness day. The panel will be answering questions relative to veterans' issues, but he would also like to have information pertaining to available Student Support Services, i.e., counseling orientation type information and other relative information from all Student Services departments. Please send your information to Dave or Penny because they will be developing the list of questions.

The meeting was adjourned at 12:11 PM.



Student Services Executive Committee

October 14, 2010

LRC733

10:00AM– 12:00PM

AGENDA

- I. Brief Check-in

- II. Review of Minutes

- III. Committee Updates
 - CIC
 - College Council
 - Vice Presidents
 - Faculty Chairs

- IV. CALWorks Program Review

- V. Program Model Review

- VI. Research Agenda/Final Review

- VII. Waitlist Recommendations

- VIII. Other





Student Services Executive Council
October 20, 2011
MB214
10:00AM – 12:00PM

AGENDA

Vision Statement:

Student Services Executive Council (SSEC) collaborates to ensure an exemplary student services program, which uses innovative approaches to promote student access, retention, and success. SSEC integrates the leadership of all student services to promote institutional responsibility and accountability for student success.

Mission Statement:

The mission of the Student Services Executive Council is to increase community college student access and success by providing effective core services and programs. The council's primary focus is on the coordination of support services to students entering or returning to college and to provide a foundation for student achievement and completion.

- I. **Minutes and Action Items**
- II. **Updates and Check-in**
- III. **Preparation for Registration and New Term**
- IV. **Priority Registration**
- V. **Repeatability/Change to Census**
- VI. **Grant Updates**



Student Services Executive Council
October 20, 2011
MINUTES

Call to order at 10:06 AM.

In Attendance

Heather Ostash	Paula Suorez
Kathy Salisbury	Dave Cornell
Kim Schwartz	Erie Johnson
Joann Spiller	Deanna Campbell

Absent:

Corey Marvin

Guest attendees: Julie Cornett, Tina Tuttle

NOTE: Today's meeting was interrupted due to participation in the Great American ShakeOut Earthquake drill. Any agenda items not addressed at today's meeting will be placed on the agenda for our next regularly scheduled meeting.

- I. **Approval of Agenda**—the agenda was reviewed and approved as submitted, with the addition of Student Services Satisfaction Survey.
- II. **Review of Minutes and Action Item Chart**—minutes from the September 8, 2011 meeting were available for approval. The action item chart was not reviewed and updated due to time limitation and earthquake drill interruption.

Handouts provided for today's meeting:

- Agenda
- Minutes from September 8, 2011 meeting
- Updated Action Item Chart
- Draft of Student Experience Survey
- Proposed Addition to KCCCD Board Policy Manual/Section 4/Matriculation
- Email regarding new Title 5 Apportionment Limits for Credit Course Enrollment, Repetition and Withdrawal
- Email regarding The California Educational Policy Fund grant
- Matriculation Profile Sheet (preliminary draft)
- Student Success Measures Summary Sheet (preliminary draft)

III. Updates and Check-in—

Julie Cornett will now be an active member of the Student Services Executive Council.

ACTION ITEM:

- Kathy will add Julie Cornett to SSEC listserve.

- IV. Preparation for Registration and New Term**—handout provided (Board Policy Procedure 4A3(b). Procedures for registration and collection of enrollment fees include:
- 1) Priority registration appointments are scheduled prior to open registration.
 - 2) In person registration will be available for courses requiring instructor or departmental approval.
 - 3) Students not in good academic standing or having a hold that prevents registration will not be allowed to register until they have obtained clearance from appropriate College personnel.
 - 4) Students with two (2) or more *or a combination of any two (2) or more “Ds”, “Fs”, “Ws”, “NPs”* in a single course will be prevented from registering for that course until they have obtained clearance in accordance with the College’s established procedures.
 - 5) Students are required to complete an Admission or Update form prior to registration every term. These forms may be completed on the web.
 - 6) At the time of registration students can check their class schedules and their account information via the web.
 - 7) Enrollment fees are due at the time of registration. (See Board Policy 4A7C regarding penalties for failure to pay enrollment fees by the due date.)
- V. Priority Registration**—handout provided. This handout includes some finalized language pertaining to priority registration. Heather requested everyone take the time to review the handout priority matrix. The priority registration for matriculation was changed, but it will not change what we do all that much. Students will be required to have three of the four matriculation components (assessment, orientation, and counseling/advising) completed during their first semester of priority registration and a Student Education Plan (SEP) completed by their second semester to be eligible for continued priority registration. Additionally, the priority registration criteria have been updated. The order of priority registration is:
- Days 1-2 are for Veterans, Foster Youth or former Foster Youth, DSPS, and EOPS
 - Day 3 is for Honor students
 - Days 4-10 are for continuing students with less than 100 units attempted (excluding students on academic standing probation 2)
 - Days 11-14 are for new students not included above
 - Day 15 is the beginning of open registration
- VI. Repeatability/Change to Census**—copy of email from Linda Michalowski was provided. Per the new Title 5 regulations, students are limited to three attempts, maximum, at all courses not identified as “repeatable”; those three attempts include all colleges within the KCCD. Our catalog language is consistent but we need to add the verbiage about the number of times a student can attempt to take the course. Heather has requested that the limitation on repeatability be included and explicitly clear in all our materials. Because of the size of our online program, we often get online students coming to us who have maxed out on repeatability at one of the other schools in the KCCD, wanting to take a class with us.

The other piece of information that wasn't explicitly discussed is that we will no longer receive apportionment funding for drops that take place between the 20-30% dates. The last page of the email handout is a chart provided by Sean James that indicates the impact of this change on the District, based on current DR numbers. District-wide, a 6.5% impact is anticipated; the dollar amount was not included on the chart, but it will amount to multiple millions of dollars. A major contributing factor to our DR rate is largely the result of some instructors not dropping students by the 20% date. Another contributing factor is our large online program and those online students who just drop in and out. One of the ways we can respond is to move our Withdrawal date and make it concurrent with the 20% date. Although this would have other implications, based on the amount of money we're talking about, it is pretty much a forgone conclusion that this is what will happen. This would force the students to drop classes earlier, but that is appropriate for our apportionment funding; this will also result in a drop in FTES. Another implication is that there will be a larger number of students placed on progress probation status. This also poses implications for Financial Aid in terms of Title 4 and the amount of money and number of times students will owe money back to the college. Faculty will be impacted as well and this may change the culture of how faculty deals with students; they will no longer to simply request a back-dated drop. Instead, they will have to complete a form and have it signed by the Vice President of Student Services. Previously, the restrictions/guidelines were far too loose and this change should help shore things up a bit. This change will put pressure on the faculty to drop those students who do not show up for and participate in the class. This is going to be a huge institutional change that will impact our FTES and student success. Discussions are ongoing and nothing will be implemented until Summer 2012 semester. Heather confirmed that District clearly recognizes the impact this change will have on student support services, primarily due to decreased budgets for personnel hours.

Heather informed the group that both Bakersfield and Porterville Colleges are HIS (Hispanic Serving institutions), but Cerro Coso is not. However, Cerro Coso could be a partner with an HSI. There is a Title V Co-op grant in the spring that there is some conversation about. This grant would be strongly focused on support services and getting additional money to support those services. Title 5 grants are normally very flexible and they could fund matriculation services, etc. This could be a solid opportunity for Cerro Coso that would span a five-year period of time. Heather stated that she has no interest in applying for grants unless they will be to fund/support things we are already doing, but has no problem applying for grants to increase funds for services we are already doing, especially when we partner with other institutions.

VII. Grant Updates—a copy of an email sent out by Bonita Steele was provided. The group was informed about two grants that have been awarded. One is the California Educational Policy Fund, funded by the Hewlett Packard Foundation in the amount of \$750,000.00, to be dispersed over a period of three years. West Hills College is the lead and the grant encompasses a total of six college districts in the Central Valley. The purpose of this grant is to improve the college readiness of students leaving the K-12 system and focuses on two specific areas:

- 1) Alignment of curriculum in English and math between the K-12 and the community college and

2) Common placement assessment among K-12, community college, and the CSU system. This project must focus and result in policy changes within our system that results in increased college readiness and student success.

The second grant was awarded by the Trade Adjustment Assistance Act C3T in the amount of \$20,000,000.00 over a three year period. West Hills is also the lead for this grant and it includes the consortium of 11 colleges. The purpose of the grant is to develop innovative approaches to reducing remediation time, time to complete certificates or degrees, and an increase in completion. These funds will be used to provide credit classes in basic skills at each college and various Allied Health programs at KCCD's three colleges. Cerro Coso Community College will receive approximately \$1,500,000.00 over the three year period to serve students succeeding through basic skills and allied health programs. The grant also focuses on student success through innovative delivery of programs developed as a result of systemic change within our colleges.

VIII. Student Services Satisfaction Survey— Tina Tuttle and Heather have been working together to create a Student Services Satisfaction Survey. A handout of the draft document was provided, reviewed, discussed, and input was given. How the sampling will be completed is still being discussed. Some of the suggestions for changes to the questionnaire include:

- Add individual categorical programs, transcripts, and Veterans to list in Question Z. List all programs individually, i.e., EOPS, CARE, DSPS, CalWORKS, TRiO, etc.
- Remove Business Office from the list on Question Z
- Add Wi-Fi under the question "How often do you do the following".
- Change "the 24 hour library service" to 24 hour library service—"Ask A Librarian" chat service
- Add *Resources from the Library website*
- Separate Career and Transfer Center into subsets under Question Z
- Group questions into specific areas such as Awareness, Satisfaction, Availability of Resources, technology, students' preferred mode of delivery, etc.
- Add ***Inside CC*** and ***My Banweb*** to the list under the question "How often do you do the following?"
- Add a column, "Not available at my campus", to several of the questions
- Group all the *satisfaction* type questions into one area of the survey and include a question about so the students can indicate how often they have used the services
- Add question regarding disability: "which of the following best describes"
- Split question about current classes scheduled and add question, "when do you prefer to schedule your classes"
- Add a question about students' access to technology
- Re-word some of the questions to make them more concise

The survey will be completed and sent out sometime in November, as early as possible. As a means of encouraging students to participate, there may be a prize raffled off, such as an iPod or something similar. The survey will be located within **Inside CC** and sent out via ConnectEd as

well. When the questionnaire is finalized, all students at all sites will be surveyed. There may even be some administration of the survey in the classrooms.

IX. OTHER

- Draft of *Student Success Measures Summary Sheet*—handout provided. Heather informed the group that this something Lisa Fitzgerald and the D.I.R.T. group will be looking at. The summary will be designed as a draft of our “score card” and how we are doing as an institution. This *score card* will be based on a rolling co-hort; the co-hort will be captured and tracked for a minimum of three semesters; it might be longer if we find we need more semesters to accurately capture the data. We will be able to start seeing where we put interventions in place and where that has effect on the first group to experience those interventions. For example, compared to a cohort group that did not experience that intervention. We should be able to track our progress in a real-time way. Heather has requested the cohort attributes be such that we can track specific groups such as EOPS, DSPS, student athletes, veterans, students who receive financial aid, etc. This would allow us to place additional interventions focused on in a very targeted manner.

The handout provided contains fake data and was designed as a mock-up sheet in order to provide a look at the information that will be included such as:

- ✓ Gender
- ✓ Ethnicity
- ✓ Age at entrance
- ✓ Matriculation
- ✓ Remedial placement
- ✓ Completion of 12+ units in 1st year
- ✓ Successful course completion
- ✓ GateKeeper courses
- ✓ Persistence rates
- ✓ Course sequence improvement
- ✓ Successful transfer English
- ✓ Successful transfer Math
- ✓ Completion of 30+ Units
- ✓ Completion of 60+ Units
- ✓ Award completion

Group members were encouraged to look at this closely in case there is data missing that we could use. Additional input should be directed to Heather so she can share with Lisa Fitzgerald. The idea is to provide tools that are more user-friendly.

The next meeting is scheduled for November 3, 2011 from 10:00AM until noon in the Administrative Conference room (MB212).

The meeting was adjourned at 12:45PM.

STUDENT SERVICES EXECUTIVE COUNCIL

Admin Conference Room MB229

October 22, 2009

10:00 AM – 12:00 PM

AGENDA

I. BOARD POLICY REVIEW—

- On-going follow up

II. OTHER—



Student Services Executive Committee

MINUTES

22-OCT-2010

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Jill Board	Yolanda Vasquez
Penny Talley	Heather Ostash
Paula Suarez	Kim Schwartz
Deanna Campbell	Dave Cornell
Joann Spiller	Kathy Salisbury

Absent:

Jim Fay

C. Approval of Agenda—Approved as submitted.

D. Approval of Minutes—the minutes from the September 24th meeting were not available for review. They will be reviewed at the next meeting.

E. Review of Action Items from previous meeting—because the minutes were unavailable for the September 24th meeting, the Action Items from that meeting will be reviewed at the next meeting.

II. BOARD POLICY REVIEW—

- Ongoing follow up—Jill proposed a different process of reviewing the changes because the current method is so time consuming and is too cumbersome to do as a group. She requested that, between now and the December 3rd meeting, Dave, Heather, and Kim champion Board Policy Section 4 items that affect their areas, posting findings on the spreadsheet found on the SSEC Groove. Changes will be reviewed at the Dec. 3rd retreat meeting. A request was made to make status spreadsheet legal size and add another column, entitled College Process.

ACTION ITEM:

- Kathy Salisbury will format the status spreadsheet and add the requested column.
- Kathy Salisbury will post the status spreadsheet on SSEC Groove workspace.

III. OTHER—

Strategic Plan— a printed copy of the proposed Strategic Plan for Cerro Coso Community College was provided to all committee members. The committee reviewed the document page by page. Conversation on this began last year in College Council. Information has been collected and Dr. Retterer put it together in this document and sent it out. This document should have gone to print, but is still awaiting everyone's input. Paula Suarez voiced concern because the draft document does not reflect the reality that our budget has been drastically reduced. Cerro Coso does not have the employee infrastructure to attain the goals set forth in the Strategic Plan draft. She would like to see some kind of commitment regarding maintaining personnel sufficient to go forward with the goals set forth. It is not too late to add verbiage to

that effect before the document goes to print. The group looked at where to insert language pertaining to the institutional commitment. Other questions and concerns were also discussed. What has the profound impact of the deep budget cuts been? The denominator factor is bigger than just us and that is a tremendous impact, but we do not stop serving students. Changes made in various areas of the college, including academics and community education, often carry a severe impact on the personnel with Student Services departments.

In response to the concerns voiced, the committee determined that another paragraph should be inserted, as a disclaimer, directly after the third paragraph on Page 1 of the proposed plan. The suggested paragraph will state:

“As of the adopted budget approved by the Board of Trustees in September 2009, Student Services would like to point out that the economic climate of all community colleges has changed significantly, and we would like to know that there is an overall commitment to maintain a certain level of infrastructure for effective functioning of the college.”

Other suggested changes were:

Goal Number One

- ✓ Under section D, remove the first bullet. The Student Handbook, Matriculation materials, and the online application have already been translated into Spanish.
 - ✓ Add a bullet—Stabilize Student Support Services that maintain Matriculation, articulation, transfer, CTE, Basic Skills, outreach, and recruitment college-wide.
- **Drop Rate Trends**—Committee members were provided with a statistical chart and spent time reviewing and discussing the data. Jill informed the group that the data can be provided by course and/or discipline.

The Trend chart indicates that enrollment at Cerro Coso increased more than at Bakersfield or Porterville Colleges. According to the chart provided, the drop rate between the first day of the semester and 1 week later was 19%. Some of the decline is due to students dropping classes but some is also due to some classes or sections being cancelled. Our goal should be to decrease the drop rate. The group also spent time going over the *Definitions* provided on the chart and trying to determine clarity for each, especially the *Students Dropped* definition and its impact on the drop trend. We need to engage Department Chairs, on an individual basis vs. collectively, in looking at the drop trends for their individual areas.

We need to be able to determine exactly what is going on but until that determination is made, we do not have a good enrollment plan. We need to look closely at the number of units that dropped students were enrolled in...was it just one class or several classes? Was the student enrolled in less than six units, more than six units, etc.? This could be accomplished by drilling down to the individual students and looking closely for more information. Is there an exit interview that can be collected when a student goes to drop courses? In the early 1990s, we collected that type of information but found it to be ineffective, mainly because the students did not want to tell the reason(s). It was suggested that maybe there could be a pull-down

menu with various reasons listed on the BanWeb online drop screen. Currently, the information provided on the chart is inconclusive. To effectively evaluate the drop situation, we need to know what is the college doing that puts students in a drop situation and what are the reasons students drop on their own? Without additional information, this is data that can be easily misunderstood or misrepresented and does not provide enough information to be conclusive.

ACTION ITEMS:

- Beginning with the Spring 2010 semester, Jill will be asking for a breakdown of the drop rate trends by discipline, site, and mode of instruction delivery.
- Dave Cornell will add the agenda item related to Banweb modification (pop-up asking student reason for withdrawing from course) to the District Student Services Committee agenda for discussion.

- **Informational Items—**
 - Deanna stated that there are a lot of residency questions/issues at ESCC. She is working with Dave and Dawn Fidel to get clarification. Additionally, Deanna reported that ESCC still has several adjunct instructors that cannot access their email, and that causes a variety of problems pertaining to rosters and grade submission.
 - Dave announced that there will be a meeting today pertaining to wait listing.
 - There will be a Student Services Retreat on December 3rd at Jill's house.

IV. SSEC MEETING DATES—

- November 12, 2009
- December 3, 2009 (tentatively)

The next regular meeting is scheduled for November 12th, from 10:00 AM until noon in MB229.

The meeting was adjourned at approximately 11:40AM.

STUDENT SERVICES EXECUTIVE COUNCIL
Admin Conference Room 214D
October 23, 2008
10:00 AM – 12:00 PM
AGENDA

- I. SSEC Professional Development
 - The Five Dysfunctions of a Team
 - What is your MBTI
- II. November 14th Student Services All-Staff Meeting
- III. Report Out—Jill Board
 - Program Review
 - SmartGrades
 - Connect Ed
 - Luminous
 - ODS Training
- IV. Report Out—Your Time



Student Services Executive Committee

MINUTES

13-NOV-2008

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Jill Board
Joann Spiller
Deb Ernst
Kathy Salisbury
Kim Schwartz
Dave Cornell

Pam Godfrey
Penny Talley
Paula Suarez
Heather Ostash
Yolanda Vasquez

Absent:

Deanna Campbell
Jim Fay

C. Approval of Agenda—approved as presented

D. Approval of minutes from September 25th meeting—the minutes were not available for this meeting.

II. SSEC PROFESSIONAL DEVELOPMENT—

For the past two years, the Student Services Executive Committee has gone out of town for a May Retreat. Jill suggested that perhaps this year we should calendar two or three days and hold meetings here on campus instead. She wants to focus on team building through using training materials from the book “Five Dysfunctions of a Team”, written by Patrick Lencioni. After a brief discussion, the group set aside December 15th and 16th as Professional Development days to be held at Jill’s house. Dinner will be provided on Monday, December 15th at Jill’s. The team needs to be prepared to stay through Tuesday’s meeting, which will end no later than 4:00 PM.

Additionally, Jill suggested that everyone in the group who has not taken the Meyers-Briggs test, do so in preparation for the upcoming exercises. The following people were identified as needing to complete the test: Heather Ostash, Yolanda Vasquez, Pam Godfrey, Joann Spiller, Dave Cornell, and Kathy Salisbury. Those who have taken the test were also invited to retake it if they so choose. This should be completed and their template provided to Jill no later than November 26th.

Heather suggested that the Retreat be held in the fall before the semester begins vs. spring because everyone goes their own way for the summer and many of the items discussed at the End-of-the Year spring retreat is on hold until faculty return to work for the fall semester. The group will discuss, at a future meeting, the possibility of holding the annual retreat the first week in August 2009.

ACTION ITEMS:

- Jill will secure the training materials and determine details for the December meetings at her house.
- Heather Ostash and Kathy will work together to get the MBTI testing information out to committee members.

III. NOVEMBER 14TH STUDENT SERVICES ALL-STAFF MEETING—

Jill and the group reviewed the draft of a meeting announcement and agenda that was created by Kathy Salisbury. Suggestions for a couple of changes to the documents were made and will be implemented.

The group discussed the best way to break-out for the 10:30 small group portion of the meeting. Heather volunteered to identify facilitators and assign individuals to specific groups for this activity.

ACTION ITEMS:

- Kathy Salisbury will provide a list of all personnel required to attend the 10:30 AM portion of the meeting to Heather Ostash.
- Heather Ostash will identify facilitators and assign people to specific groups for the 10:30 portion of the meeting.

IV. REPORT OUT—Jill Board

- *PROGRAM REVIEW:*

Dave Cornell reported that the first draft for Admissions and Records has been submitted to all committee members for review. He anticipates receiving their responses by Friday, October 24th. The second draft will be sent out approximately two weeks from then. He reports that A&R will be including two online surveys; one focused toward veterans and one toward regular registration. They will also be handing out counter surveys at each site. The final draft will be presented to Jill Board, hopefully, by December 12, 2008. Jill advised Dave not to submit a draft to her unless it includes the assessment piece. It was clarified that all Program Review are to be presented to CIC and then to Academic Senate.

Dave informed the group that faculty representation for A & R Program Review includes Matt Crowe, Bonita Robison, and Jan Moline.

Jill informed the group that we will begin gearing up for categorical program reviews beginning Spring 2009.

- *SMARTGRADES:*

Penny and Heather informed the group they met with Ed Hallberg and Stephanie regarding codes for SmartGrades. The next step is to identify all codes needed and then send them to Stephanie along with the number limit for each code. Heather has requested that each site provide a list of codes needed. They will be compared and a master list of codes will be created to send to Stephanie.

Heather informed the group that SmartGrades can not provide a complete “master list” for each student but data can be broken out by program, site, etc. All data asked for can be extracted but may have to be combined to get the bigger picture. SmartGrades will meet 9 out of 10 of the college’s needs. Cerro Coso is more complex than other colleges due to multiple sites, etc. Heather stated we will be able to conduct pre- and post- tests and compare the outcomes. Paula questioned how the “watch line” was determined; Heather explained it is determined by national norms and means of participating colleges and universities.

The group discussed ideas and plans for further implementation of SmartGrades.

- *CONNECT ED:*

Jill provided committee members with a handout that provided information about ways students would be informed in case of emergencies through the use of the Connect-Ed product. She also stated that there will be a discussion about the template at the next VP meeting scheduled for November 5th. This is a very powerful tool for enrollment management strategies. Jill will keep the committee posted as more information becomes available.

- *LUMINOUS:*

A Luminous meeting is scheduled for today to provide students as well as faculty a time for input on its design. Jill will share the issue as to why Student Services is being so poorly represented, i.e. various commitments including a guest speaker for Disability Awareness month, with Dylan Mattina and Cori Ratliff so that prior to future Luminous dates being scheduled, perhaps they could take those into consideration.

- *ODS TRAINING:*

Jill informed the group that ODS Training is still on hold until the technical bugs are worked out.

V. REPORT OUT—Your Time

- Special Services—Penny Talley reminded the group of their guest speaker, Jesse Billauer, being on campus today. He will be addressing the college regarding disability awareness from 12:30 until 1:30 PM in the Lecture Center, with a repeat performance beginning at 6:30 PM in the gymnasium. Penny also stated that the EOPS Program Plan for 2008-09 is due November 15, 2008.
- Counseling—Heather Ostash reminded the group that Preview Day is scheduled for Friday, October 24th.
- A&R—Dave Cornell announced that transcripts are now being transmitted electronically via CCCTrans. This went live on October 1, 2008.
- Financial Aid—JoAnn Spiller announced that the BFAP report will, hopefully, be completed today.
- KRV Campus—Pam Godfrey announced that KRV hopes to have a new Financial Aid Assistant for that campus by November. She also stated that she will be interviewing a candidate tomorrow to fill in for the vacant Educational Advisor position at KRV as a temporary hourly employee.
- TRiO—Yolanda Vasquez announced that TRiO has scheduled a fieldtrip to Loma Linda University for next Thursday, October 30, 2008. She also stated that the TRiO annual report is due November 30, 2008.
- Student Activities—Kimberlee Schwartz announced that at the last regularly ASCC meeting (Tuesday, October 14th), a debate took place regarding whether or not to make Cerro Coso Community College a non-smoking campus.

The next meeting is scheduled for November 13th, from 10:00 AM until noon in the Administrative Conference room (214D).

The meeting was adjourned at approximately 12:00 PM.

STUDENT SERVICES EXECUTIVE COUNCIL
Admin Conference Room 214D
October 25, 2007
10:00 – 12:00
AGENDA

I. “One More” Initiative for Spring Semester—Jane Harmon

II. Basic Skills Initiative—Jane Harmon

III. Review of Action Items from October 11th meeting

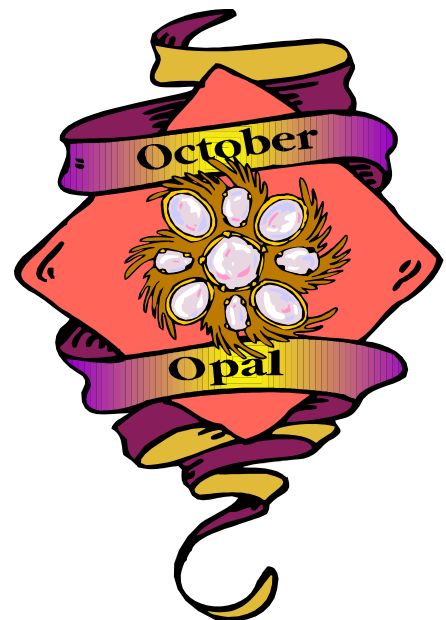
IV. Program Review Update—Joann Spiller & Jan Moline

V. Report from Regional and District Meetings

VI. Student Learning Outcomes—

VII. Announcements

VIII. Other



Student Services Executive Committee Meeting
MINUTES
25-OCT-2007

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Jane Harmon	Joann Spiller
Kathy Salisbury	Penny Talley
Dave Cornell	Gayle Whitlock
Heather Ostash	Deb Ernst
Jan Moline	Paula Suorez
Yolanda Vasquez	Deanna Campbell

Absent:

Jill Board

C. Approval of Agenda—Reviewed and approved as presented.

D. Approval of minutes from September 13, 2007 meeting.

II. “ONE MORE” INITIATIVE FOR SPRING SEMESTER—Jane Harmon

Jane presented an idea to the Committee based on an initiative that was implemented at Shasta College and was spear-headed by the students there. Shasta’s enrollment was down and they were trying to generate FTES. They created buttons and posters urging students to enroll early and to enroll in additional classes...a “Just One More” campaign.

Jane would like Cerro Coso to implement a campaign to do something similar to boost the college’s enrollment numbers. She thought this would be a great marketing tool that would be cost effective. This campaign would focus on getting students, faculty, and staff involved with the push to provide positive customer service, i.e., answer one more call, answer one more question, try to get students to enroll in one more class, etc. Several suggestions for reaching out to students were made, including:

- Make buttons to hand out
- Make posters to hang in the hallway and all offices
- Put something on Cerro Coso’s website
- Ask Dr. Retterer to include something in her Monday Memo
- Create T-shirts for staff with “Be A Friend, Tell A Friend, Come to Cerro Coso” on the front and the college’s mission statement (Educate, Innovate, Inspire, and Serve) on the back. There would be specific dates identified for staff to wear the shirts to work.

Jane informed the committee that Spring schedules would be placed in all classrooms. She will begin the campaign by sending out an email to all instructors requesting they remind students to enroll early to ensure they get the courses they really want or need. It was suggested that this philosophy be shared with Academic Senate, the Faculty Chairs, and the Student Senate.

Several members of the committee suggested that naming the campaign “Just One More” might invoke a negative perspective by the classified because their moral is already at a very low level. It

might be perceived as asking them to do even more work than they already do. Committee members want to make it more of a celebration about the things we already do and things we could do to encourage students to enroll. It was noted that if this is to be implemented for the Spring semester, we would need to get moving as soon as possible. Jane stated we need to begin as early as next week.

ACTION ITEMS:

- Jane Harmon will present the idea at the Academic Senate meeting later today.
- Jane Harmon will present the idea at the next ASCC Executive meeting being held on October 29th at 9:00 am.

III. BASIC SKILLS INITIATIVE—Jane Harmon

Jane also spoke to the committee about the Basic Skills Grant that was recently received. She stated three uses of the funds have already been identified and will be implemented for the Spring semester:

- (1) Supplemental instructors and/or teaching assistants will be hired to provide assistance to students enrolled in the “gateway” courses such as math, English, etc. They would work with at-risk-students regarding how to study, how to prepare for an exam, etc. This would possibly be in the form of a 999 hr. per year position with the individual working 19 hours per week teaching the students how to approach the course concept.
- (2) Provision of a comprehensive Learning Assistance Center at each site, including online. This process has already begun in Bishop. It will also be implemented at Mammoth and KRV.
- (3) Funds will also be used to recognize and do outreach to the ESL population in our service area.

IV. REVIEW OF ACTION ITEMS FROM OCTOBER 11TH MEETING —

Jill quickly went over the previous action items. Jill was not present at the meeting so we didn’t know about those items pertaining to her. All others have been completed.

The committee decided that the new FERPA Consent forms should be made in triplicate. This will provide a copy of the student, the student’s file, and Admissions & Records Department.

ACTION ITEMS:

- Heather will have Shelly Stoffel email the newly designed FERPA Consent form to Cori Ratliff to be posted on the college’s website.

V. PROGRAM REVIEW—Jan Moline and Joann Spiller

The committee discussed Program Review committee composition. It was determined that all committees would include representation from students, faculty, and classified staff. Joann stated that she was finding it difficult to enlist faculty participation. So far, Karen O’Conner has agreed to sit on the Financial Aid Program Review committee and Christine Swiridoff agreed to assist with the scholarship portion only. Paula Suarez suggested that an email be sent out to all full-time faculty requesting their participation and to approach the Faculty Program Review Committee.

Heather informed committee members that the Financial Aid and Student Activities Program Reviews must be completed by April 2008. A time line was discussed and it was decided that there should be a committee meeting in November to develop a time line and general organization. Committee chairs should be thinking about the data that will be needed and then schedule a meeting with Marc Beam in November or early December to inform him what each Program Review Committee will need. This meeting should occur before the second meeting of the committee, which will be held in December to discuss the various elements of the Program Review model.

Heather stated that there might be a need for additional Discoverer training in order to complete the data gathering process. Paula questioned why the District Institutional Researcher couldn't provide what is needed like is being done for the other KCCD colleges. It was suggested that any difficulties in gathering data be reflected in the Program Review document.

Heather also provided committee members with a handout she created of Program Review guidelines. She had researched Student Services Program Review models from various other colleges and created the guidelines based on those models. The final guideline will be in a comparable format to that of the Instructional model, with the content focusing on Student Services. Heather plans to send out the final model via email on Monday or Tuesday of next week.

Program Review will remain as an agenda item until all have been completed.

ACTION ITEMS:

- Heather will send out the final model for Program Review via email next week before the Accreditation Team arrives on campus.

VI. REPORT FROM REGIONAL AND DISTRICT MEETINGS—

No reports given.

VII. STUDENT LEARNING OUTCOMES—

Heather provided committee members with a handout of the Student Learning Outcome and Assessment Plan template which is to be included in the Program Review and Unit Plans.

VIII. ANNOUNCEMENTS—

- Gayle Whitlock announced that a meeting with the counselors from Kern River Valley High School and possibly the middle school is scheduled for Tuesday, November 20th beginning at 1:00 PM. She requested representation from all Student Services departments if possible.
- Heather and Paula strongly encouraged **all** Counselors to attend the Academic Senate meeting later today in order to vote on request of faculty positions.

IX. OTHER—

The next meeting is scheduled for Thursday, November 29, 2007 in the Administrative Conference room.

The meeting was adjourned at 11:55 AM.

STUDENT SERVICES EXECUTIVE COUNCIL
October 5, 2006
TENTATIVE AGENDA

- I. Program Review
- II. High School Outreach and College Awareness Plan/Student Retention and Success Plan
- III. Scheduling Vacation for 2006-2007 Academic Year
- IV. Classified Evaluation Training
- V. Banner Access Process (New and Increasing Maintenance Rights)
- VI. Classified Hiring Process...Screening Committees and Second Round Interviews
- VII. Five Year Classified Staff Plan
- VIII. Other



Student Services Executive Committee Meeting
MINUTES
5-OCTOBER-2006

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Jill Board	Jane Harmon
Kathy Salisbury	Mary Peoples
Dave Cornell	Jan Moline
Yolanda Vasquez	Heather Ostash
Joann Spiller	

Absent:

C. Approval of Agenda—Approved as presented.

D. Approval of minutes from September 21st meeting and review of the Action Items from those minutes.

II. PROGRAM REVIEW

The committee discussed the importance of the correlation between the Accreditation document and the Student Services Program Review documents. Jill also requested that classified managers and directors complete an annual review of the goals contained in the Program Review for their respective areas. They were also asked to submit goals on an annual basis for their respective programs.

Program Review will be an ongoing agenda item for this committee.

ACTION ITEM:

- Jill will compare the Accreditation document and the Student Services Program Review documents to ensure the goals in Accreditation Self-Study document and the goals in Program Reviews drive each department's annual goals.

III. HIGH SCHOOL OUTREACH AND COLLEGE AWARENESS PLAN/STUDENT RETENTION AND SUCCESS PLAN

Heather went over the proposed plan and informed the group of specific dates that have determined in association with specific events. Those dates include:

College Night at IWV	October 12, 2006	5:00 – 8:00 PM
Latino Club Presentation/Bishop HS	October 5, 2006	
Senior Class/Political Science/Mammoth HS	October 10, 2006	
Senior Class/Political Science/Bishop HS	October 18, 2006	
Preview Day at IWV/all feeder high schools	October 27, 2006	10:30 AM – 2:00 PM
Counselor Day at IWV	December 1, 2006	
Occupational/Educational Kick-Off Day/IWV	December 1, 2006	

She will be working closely with Gayle Whitlock at the KRV campus and Greg Kost at ESCC to determine exact dates/events for those sites.

ACTION ITEMS:

- Heather will work with Gayle and Greg to update the plan with event dates for their campuses.
- Heather will add any additional information that is submitted to the plan prior to the Accreditation Team's site visit.
- Jill will talk with Joann Handeland about approaching the Chamber of Commerce to seek funding for providing T-shirts for the "I'm Going to College" event.

IV. SCHEDULING VACATION FOR 2006-2005 ACADEMIC YEAR

Jill collected the completed classified planned vacation calendars that were ready for submission. She requested that all calendars be completed and submitted before the next regularly scheduled meeting.

ACTION ITEMS:

- Those committee members who still have vacation planning calendars to complete are to submit them to Kathy Salisbury as soon as they are completed. Kathy will give them to Jill for signature and will make copies after they are signed. The copies will be returned to the managers/directors.

V. CLASSIFIED EVALUATION TRAINING

Committee members were provided with handouts pertaining to classified evaluations. Jill discussed the difference between "*meets standards*" vs. "*exceeds standards*". She informed the committee that section B of the evaluation form should contain detailed information which defines the reasoning behind the status of meets or exceeds standards. She also discussed "*needs improvement*" in order to clarify that marking the *needs improvement* column for any item on the check list does not necessarily mean the employee does not meet the standard overall, rather the checked item may be an area of weakness that could be improved upon. She suggested the evaluators ask themselves the question, "in certain situations, is the weakness the result of process vs. a lack of completion by the employee."

Committee members were informed that the narrative sections should be detailed and include specific information pertinent to each section. For Section B, evaluators are requested to record specific things based on observations over the 12-month period. In Section D, record specific goals but be cautious about what is listed because of cost implications. Also include information pertaining to exactly what the employee hopes to learn or achieve through the completion of the goals listed. Additionally, for Section E, manager/director should complete follow-up evaluations at 3 months and 6 months in addition to the required annual evaluation

Items 1, 2, 3, and 4 on the evaluation form are deemed contractual items, therefore they should not be marked *exceeds standards*, rather the employee either meets standards or they don't, which would then require improvement.

VI. BANNER ACCESS PROCESS (New and Increasing Maintenance Rights)

Committee members were provided handouts that included a copy of the Banner Access Request & Training Validation form, along with a Banner Access Request Workflow chart. These items were discussed in detail and Jill provided clarification to any questions the group had about the process. All managers/directors will be required to follow the process that is now in place when requesting Banner access for new employees or additional access to certain forms as a need is identified.

VII. CLASSIFIED HIRING PROCESS (Screening Committees and Second Round Interviews)

Handouts were provided to committee members outlining the latest classified hiring process. For Student Services, job applicants will undergo an interview by the screening committee and a second-level interview with the Vice President of Student Services. Therefore, screening committee chairs that are under the umbrella of Student Services are requested to check Jill Board's calendar prior to planning for interviews in order to facilitate the administrative interview on the same day. This would streamline the process and eliminate the need for an applicant to make multiple trips.

The committee reviewed the handouts provided and discussed the details, including confidentiality/conflict of interest, scheduling, recordkeeping/notes, interview questions, committee responsibilities, and the recommendation requirements. The group also reviewed the Telephone Reference Check form that is to be completed by the screening committee chair as a part of the process.

VIII. FIVE-YEAR CLASSIFIED STAFF PLAN

Jill informed the group that the college is developing a five-year classified staff plan that will be presented for input at College Council. This item was tabled for discussion at a later date.

IX. OTHER

- Committee members were reminded that revised forms from their respective departments, which replace social security numbers with assigned ID numbers, should be submitted prior to the Accreditation Team's visit. The old forms and revised forms are being placed in a binder to show compliance with the recent mandate to remove social security numbers from the forms being used by the college.

The next regularly scheduled meeting will be held on Thursday, November 2, 2006.

The meeting was adjourned at 11:45 AM.

STUDENT SERVICES EXECUTIVE COUNCIL

Transfer Center (Room 224)

November 12, 2009

10:00 AM – 12:00 PM

AGENDA

I. ACCREDITATION STANDARD II REVIEW—

- On-going follow up

II. OTHER—



Student Services Executive Committee

MINUTES

12-NOV-2010

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Heather Ostash
Paula Suarez
Kathy Salisbury
Yolanda Vasquez

Deanna Campbell
Penny Talley
Kim Kelly-Schwartz

Absent:

Jill Board
Joann Spiller

Dave Cornell

C. Approval of Agenda—Approved as submitted.

D. Approval of Minutes—the minutes from the September 24th and October 22nd meetings will be reviewed by Heather Ostash, and she will send the changes to be made to me so they can be incorporated into the final version of the minutes.

E. Review of Action Items from previous meetings—the Action Items from September 24th and October 22nd meetings were reviewed. Any item that was not yet completed or not reported on is listed below to be carried forward.

- Beginning with the Spring 2010 semester, Jill will be asking for a breakdown of the drop rate trends by discipline, site, and mode of instruction delivery.
- Dave Cornell will add the agenda item related to Banweb modification (pop-up asking student reason for withdrawing from course) to the District Student Services Committee agenda for discussion.
- Jill Board will talk with Sean James regarding the wait list limit.
- Jill Board will discuss C.A.P.P. with Sean James.
- Jill Board will contact Dr. Collins regarding the language in Sections 4C4D and 4C4E of Board Policy.
- During their next regularly scheduled meeting together, Jill Board and Dave Cornell will discuss what is allowable in A&R regarding the changes that affect Admissions & Records pertaining to repeatability.

II. ACCREDITATION STANDARD II REVIEW—

- Ongoing follow up—the group continued to review the Accreditation Self-Study, focusing primarily on the Action Plans contained in Standard II and discussed the things we said we were going to do, whether or not it was done, and how to deal with the things that haven't been done. Due to economic changes, some things have not been accomplished yet.

It was noted that an Associate of Science degree for Cerro Coso Community College in Fire Technology is still contained in our College Catalog, but is not on the current Chancellor's approved list.

- Review of Accreditation Mid-Year Report—the group began reviewing the written Mid-term Accreditation report, but did not complete the entire document. Heather stated that she would review the last few pages alone.

ACTION ITEMS:

- Heather Ostash will check on the status of the Fire Technology degree.
- Paula Suarez will contact Matt Crow asking for clarification about who is on the Program Review committee and what their role is.
- Heather Ostash will speak with Marc Beam about the statistical data needed for Program Review and if and where it is located in ODS.
- Heather will conduct conversation with Jill Board pertaining to 2A2B because the SSEC action plan has not been done...it hasn't gone anywhere.
- Heather Ostash will work with Kathy Salisbury regarding SARS stats.
- Heather Ostash to speak with Marc Beam for disproportionate impact and doing cut scores for English and Math.
- Heather Ostash will review the Action Plan for Standard 2 Action Plan 2A6A.
- Heather and Kathy will check with Jill to see if there were any notes/minutes from the Spring SSEC retreat.
- Heather Ostash to provide Amy Kennedy the **escs_all** email information to be used for sending out Early Alert information.
- Heather will review the last few pages of the Accreditation Mid-year report

III. OTHER—

IV. SSEC MEETING DATES—

- December 3, 2009

The next regular meeting is scheduled for December 3, 2009, from 8:00AM until 4:00PM at Jill Board's home. However, that may not be possible due to Jill's medical appointments. In the event that is the case, Heather Ostash is going to secure an alternative location for the meeting and information will be provided as it becomes available.

The meeting was adjourned at approximately 11:33AM.

STUDENT SERVICES EXECUTIVE COUNCIL
Admin Conference Room 214D
November 13, 2008
10:00 AM – 12:00 PM
AGENDA

- I. TRANSLATION OF MATERIALS INTO SPANISH—Heather

- II. UPDATE ON ONE-CARD SOLUTION—Jill

- III. SET DATES FOR AUGUST 2009 RETREAT—Jill

- IV. SMARTHINKING CODES—Heather

- V. PREPARATIONS FOR DECEMBER RETREAT—Jill

- VI. END OF SEMESTER QUESTIONS—All



Student Services Executive Committee

MINUTES

13-NOV-2008

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

David Cornell
Paula Suorez
Kim Schwartz
Jill Board

Penny Talley
Yolanda Vasquez
Heather Ostash
Kathy Salisbury

Absent:

Pam Godfrey
Joann Spiller

Deanna Campbell
Jim Fey

C. Approval of Agenda—two more items were added to the agenda after it had been printed; Preparations for December retreat and End-of-Semester Questions.

D. Approval of minutes from October 23rd meeting—the minutes were approved as presented.

II. TRANSLATION OF MATERIALS INTO SPANISH—

The committee was informed that one of the Cerro Coso Spanish instructors has referred a student that would be able to assist with translating materials into Spanish. A question was asked about how this person would be paid and the funding source. Would the translator be paid as a Professional Expert or an Independent Contractor? Heather is currently working with Cerro Coso's Human Resource Department to make that determination. It was mentioned that each department might be responsible for paying for the translation of their specific materials.

Additionally each committee member was asked what materials, within their respective areas, needed to be translated. A list of priority items are listed below:

- Online application needs to be made available in Spanish by the District
- Materials pertaining to the admissions process
- Instructions for registering i.e., application, etc.
- CalWORKs brochure
- Student conduct and complaint forms and instructions
- Special Services programs summary
- TRiO brochure and application
- Matriculation check list for enrollment process
- Counseling brochure

ACTION ITEM:

- Heather will ask Karee Hamilton to create a Counseling brochure.

III. UPDATE ON ONE-CARD SOLUTION—

There have been some changes made in the One-Card solution. CI Solutions will no longer be involved; Kern Schools Federal Credit Union and Cborg Company will be facilitating the One-Card solution. These are the same companies being used by Bakersfield College for their One-Card solution. They will be going live on January 1, 2009.

Kern Schools will pay to have the Financial Aid storage room remodeled and that will be the location for their employee on the Cerro Coso campus. The ATM machine will be located outside the Lecture Center. The card will include a picture of the student and can be used as ID in addition to functioning as a Financial Aid and library card. A new card will be issued every semester to those students who purchase an Associated Student Body (ASB) card. We will no longer use stickers on the cards as that could cause the card to get stuck in the ATM machine.

The One-Card solution should save the students approximately \$4,400.00. Committee members asked a couple of questions pertaining to the new card:

- Can we afford it?
- Will it upload information into Banner?
- Is it comparable to SARS Tracking which will upload into Banner?

IV. SET DATES FOR AUGUST 2009 RETREAT—

The committee discussed dates for the August 2009 Retreat. It was decided that the retreat would be held on August 3rd and 4th.

ACTION ITEM:

- Jill will check the schedule for the August retreat with Dr. Retterer.

V. SMARTHINKING CODES—

Committee members were provided with a handout that listed each campus and the proposed programs/areas that would need to have Smarthinking codes. The group discussed what codes would be needed for each location and added a couple to the original list. Additionally, the group discussed how many accounts would be needed for each program/area, based on campus location. The group decided it would be best to request pre- and post-test accounts for each area/program at each site. Heather volunteered to determine the number of accounts needed for the areas that were not resolved during the meeting. She will also correspond with Deanna Campbell and Greg Kost at ESCC and Pam Godfrey at KRV to seek their input.

ACTION ITEM:

- Heather will gather input for the Smarthinking codes from ESCC and KRV and then send out the “account” list to all committee members.

VI. PREPARATIONS FOR DECEMBER RETREAT—

Each committee member should submit a copy of their completed Meyers-Briggs, including the numbers chart, to Jill by December 1, 2008. The link has already been sent out to committee members.

VII. END-OF-SEMESTER QUESTIONS—

The committee expressed concern regarding the budget. They were provided with an update on the current budget situation. At this time, Cerro Coso is expecting a mid-year reduction between \$900,000 and \$1.7 million. Additionally, several scenarios have been discussed at the State level for minimizing the deficit:

- Increase the cost per unit to \$26.00 beginning January 2009
- Initiate categorical block grants
- Use of categorical funds as general funds
- Begin paying for retiree benefits out of appropriate grants

VIII. ANNOUNCEMENTS

- Committee members will each need to complete an online assessment from The Table Group in relation to the upcoming “Five Dysfunctions of a Team” exercises. The answers should be focused toward the Student Services Executive Committee group. The assessment needs to be completed by November 22, 2008.
- Unit Plans are due to Jill by January 13, 2009.
- Remind the Student Services offices to post a closure sign and send out an email for attending the Student Services All-staff meeting on November 14, 2008.

ACTION ITEM:

- Jill will send out the link for taking the assessment.

The next meeting is scheduled for December 11th, from 10:00 AM until noon in the Administrative Conference room (214D).

Meeting Schedule:

December 11, 2008	March 12, 2009
January 29, 2009	March 26, 2009
February 12, 2009	April 9, 2009
February 26, 2009	April 23, 2009

The meeting was adjourned at approximately 12:00 PM.



Student Services Executive Council

November 17, 2011

MB214

10:00AM – 12:00PM

AGENDA

Vision Statement:

Student Services Executive Council (SSEC) collaborates to ensure an exemplary student services program, which uses innovative approaches to promote student access, retention, and success. SSEC integrates the leadership of all student services to promote institutional responsibility and accountability for student success.

Mission Statement:

The mission of the Student Services Executive Council is to increase community college student access and success by providing effective core services and programs. The council's primary focus is on the coordination of support services to students entering or returning to college and to provide a foundation for student achievement and completion.

I. Review of Accreditation Summaries

- Standard II.B
- Standard II.C



Student Services Executive Council
November 17, 2011
MINUTES

Call to order at 10:06 AM.

In Attendance

Julie Cornett Joann Spiller
Kathy Salisbury Kim Schwartz
Deanna Campbell

Absent:

Dave Cornell Heather Ostash
Corey Marvin Paula Suarez
Erie Johnson

Due to the absence of Heather and Paula from today's meeting, Karee Hamilton joined the group to respond to specific questions pertaining to counseling questions.

Handouts provided for today's meeting:

- Standard II.B
- Standard II.C
- Evaluation Guide for Standards II.B and II.C
- Evidence guidelines for Standards II.B and II.C

I. Review of Accreditation Summaries—

- Standard II.B—Council members in attendance reviewed and discussed the Standard II.B portion of the Accreditation Self-evaluation document and made the following recommendations:
 - Page 1, last sentence of second paragraph—add the Learning Resource Center to list
 - Page 2, paragraph #7—add verbiage; ***Karee will send me the revised sentence***
 - Page 3, paragraph 2—add information about the current development of COUN C101 as an online course offering;
 - Page 4, last bullet of the list/spell out BOGW
 - Page 4—add EOPS Grants to list
 - Page 4—add Financial Aid Book Vouchers to list
 - Page 4, paragraph 1, sentence #1—make the word *site* plural
 - Page 5, 1st sentence of 1st paragraph—make the word *College* plural
 - Page 5, last sentence of 1st paragraph—remove the words *the supports*
 - Page 5, 2nd paragraph—insert information pertaining to Flex activity; Julie sent the following sentence to be included; *“in Fall 2011, a Student Learning Outcomes (SLO) assessment workshop was offered at the IWV campus. Faculty, including adjunct faculty, across campuses attended to work on SLO assessment.”*
 - Page 5—Learning Assistance Center, Library, and Financial Aid to the list for Annual Unit Plans
 - Page 6, list evidence under 2nd paragraph

- Page 6, 1st sentence, last paragraph on page—delete the last three words of sentence (duplication)
 - Page 7, 2nd paragraph—add information regarding mode of delivery for Distance Learning (***Kim will send me additional verbiage for this***)
- Standard II.C—Council members began reviewing and discussing Standard II.C portion of the Accreditation document. Due to time limitations, the review stopped on Page 4 at II.C.1.b. Kim requested Council members complete the review process for this section on their own and to send any changes, additions, deletions, etc. to Kathy to be included with the information that will be forwarded to Heather Ostash for inclusion into the final document.

ACTION ITEMS:

- Karee will send me a revised sentence for Page 2, paragraph #7.
- Kim will send me additional verbiage for Page 7, paragraph 2, regarding mode of delivery for Distance Learning.
- Council members will complete the review of Standard II.C and send any changes to Kathy Salisbury.
- Kathy will provide information for change to the Standard documents to Heather Ostash for inclusion into the final draft.

The meeting adjourned at 12:00 PM.

STUDENT SERVICES EXECUTIVE COUNCIL

November 2, 2006

AGENDA

- I. Banner Approval Process Training – Gale Lebsock

- II. Update On Action Items:
 - Progress on the Student Worker handbook – Joann Spiller

 - Update on the High School Outreach and College Awareness Plans – Heather Ostash (Please bring your copies with you to the meetings)

 - 5 Year Classified Hiring Plan – Jill Board

 - Program Review/Accreditation Alignment – Jill Board

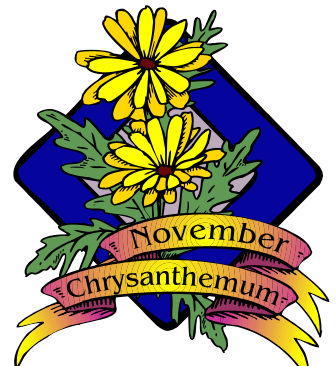
 - “I’m Going to College” funding from Chamber of Commerce – Jill Board

- III. Classified Calendars

- IV. Faculty Hiring Process

- V. Calendar SP07/End-of-Year Retreat

- VI. Other



Student Services Executive Committee Meeting
MINUTES
2-NOVEMBER-2006

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Jill Board	Joann Spiller
Kathy Salisbury	Mary Peoples
Dave Cornell	Jan Moline
Yolanda Vasquez	Heather Ostash

Absent:

Jane Harmon

Gale Lebsock attended the first portion of the meeting.

C. Approval of Agenda—Approved as presented.

D. Approval of minutes from October 5th meeting and review of the Action Items from those minutes.

II. BANNER APPROVAL PROCESS TRAINING—

Gale Lebsock provided training for Banner approval queues. Once the approval queue changes have been made at District level, Directors/Department Supervisors will be responsible for completing the electronic approval of purchase orders and invoices within their department as needed.

III. UPDATE ON PREVIOUS ACTION ITEMS—

- Progress on the Student Worker Handbook: Joann Spiller and the task force for creating an official student worker policy met. Today, committee members were provided with handouts pertaining to the Student Worker Policy, Student Worker Performance Evaluation, and a Confidentiality Statement for student employees. The group reviewed and discussed the documents. It was determined that there is a need for conducting a workshop and providing training materials to area supervisors regarding the importance of confidentiality, time cards, payroll authorizations, and not having student employees doing classified work.

The new student worker handbook will also include the Student Conduct Code and will be bound once it has been completed. The task force will meet again to discuss and revise the policy document. They were requested to have a draft document ready for presentation at the December meeting.

- Update on High School Outreach and Awareness Plans: Heather Ostash and the committee reviewed and discussed the updated High School Outreach plans. Additionally, an Enrollment Comparison Chart was handed out. The chart provided a breakdown of high school freshmen who enrolled at Cerro Coso, including the number of students by high

school. The group discussed the provision of assessment at the high schools to determine which schools should be included in the assessment program.

- Funding for the “I’m Going to College” event: The committee discussed the “I’m Going to College” event. We were informed that the individual schools pay for the T-shirts and that the Chamber of Commerce has no funds to help supplement the cost of this event. Funds for food are supposed to be available through the Rotary Club, but Jill is going to verify that those funds are still available.
- 5-Year Classified Hiring Plan: Jill provided the group with a handout and requested their input regarding the positions listed. She also requested the supervisors provide information for any additional hiring need that was not listed on the handout.

ACTION ITEMS:

- Kathy Salisbury will email the Student Conduct Policy to Yolanda Vasquez.
- Mary Peoples will email the Special Services version of the student employee documents that were discussed.
- Jill Board will verify the availability of funds from the Rotary Club

IV. CLASSIFIED CALENDARS—

Jill returned copies of the signed classified planned vacation calendars to the appropriate supervisors. She requested that the calendars for classified at the sites be completed by the site director, in collaboration with the area supervisors.

ACTION ITEMS:

- Jill will speak with Deanna at ESCC and Gayle Whitlock at KRV regarding the classified calendars.

V. FACULTY HIRING PROCESS—

Jill informed the group that November 9th was the deadline for submitting faculty needs for consideration.

VI. CALENDAR FOR SPRING 2007/END-OF-YEAR RETREAT—

The committee agreed on May 30 or 31st for the end-of-year retreat. This year, it will be held at Heather’s cabin in Lake Arrowhead. Supervisors were instructed to set aside funds in their respective budget(s) for travel expenses. It was suggested that lodging is available at the Saddleback Inn, which is located just below the cabin.

The group was informed that the Systems Office will be hosting a conference for all “categorical” programs this spring, and they are planning to eventually bring back the MEGA Conference, with a target date of next year.

ACTION ITEMS:

- Jill will check for the possibility of a reduced or state rate for the lodging.

VII. OTHER

The next regularly scheduled meeting will be held on Thursday, November 30, 2006.

The meeting was adjourned at 12:00 PM.

Student Services Executive Committee Retreat
MINUTES
23-November-2010

Call to order at 9:00 AM.

In Attendance:

Heather Ostash Dave Cornell
Deanna Campbell Paula Suarez
Kim Kelly Penny Talley
Kathy Salisbury

Absent:

James Fay
Erie Johnson
Joann Spiller

Guest attendees included Tina Tuttle and Valerie Karnes.

Approval of Agenda—the agenda was reviewed and approved as submitted.

I. Overview, Updates and Review of Agenda

- 1) Vision/Mission Statement—Heather provided a draft for the SSEC Vision and Mission Statements. The group reviewed, discussed, and revised the statements. Heather will now finalize the documents.
- 2) Budget—there is a \$6 billion short-fall for this year and \$20 billion expected for next year. There will be a mid-year cut for 2010-2011; no projection as to how much the cut will be. Prop 98 has been suspended, so there is no bottom point for what could be cut. Categorical programs will remain on flexibility until 2013. Cerro Coso currently maintains a healthy reserve that will be used as necessary for maintaining services. The Budget Allocation Model (BAM) was recently reviewed at District level. Heather requested council members provide feedback pertaining to the budget allocation.

Penny reported that the EOPS/CARE budget allocations came in \$70,000 less than anticipated. This is in addition to the 10% reduction already implemented.

ACTION ITEMS:

- Heather to ask whether or not there will be any backfill funds from District to help offset categorical budget reductions.
 - Heather to follow up with Clint Dougherty about provision of Class Climate training for Kathy Salisbury and Angela Sellers.
- 3) AB540—allows non-resident students, who are high school students that attended three years to be assessed in-state tuition vs. out-of-state tuition. This bill is continuing to be challenged, but continues to work itself through the court system; the California State Court has upheld AB540.

- 4) Employee evaluations—area managers will still generate the employee evaluations, but all must be reviewed by Heather. Heather will meet with individual supervisors to discuss each evaluation.
- 5) Miscellaneous—

II. Data Discussion –Tina Tuttle, Cerro Coso’s Institutional Researcher

Tina Tuttle attended the workshop to discuss the data needs of Student Services relative to Program Review and Unit Plans.

- 1) *Common data elements*
 - a) Program Review—
 - b) Annual Unit Plans—the group discussed what items should be looked at short-term vs. long-term. Some of the common elements include:
 - Demographics
 - Headcount
 - Ethnicity
 - Gender
 - Age
 - Retention rates
 - Persistence rates
 - Success rates
 - Degree/Major
 - c) Learning Outcomes/Program Effectiveness
- 2) *Reports for ongoing program data needed*
 - a) Eligibility data
 - b) Progress data
 - c) Other?
- 3) Data processes and timeline
- 4) Program Review Content and Process

III. Planning Processes—

- 1) *Program Review*
 - a) Previous review—
 - b) Current reviews— a model of the Student Services Program Review Guidelines was provided. This model resembles the academic model, but has been modified to more accurately reflect the functions/processes relative to student services. Counseling, Special Services, and Student Activities are up for Program Reviews this year. Heather would like to set a general timeline for this process. Program Review Committees should include one internal faculty member, one external faculty member, one or more classified staff members, one student representative, and the chairperson.
- 2) *Annual Unit Plans*
 - a) Timeline
 - b) Format
 - c) Content

- 3) *Accreditation*—the next site visit will be conducted during fall of 2012. The self-evaluation study will begin in 2011. We need to address a variety of issues including SLOs, institutional outcomes, program outcomes, distance education, student complaint records, website content, accuracy of all institution materials (written and online), culture of evidence, consistency of what is said in all areas, etc. Unfortunately, Cerro Coso will undergo a transition between two Vice President of Academic Services personnel; one interim followed by the permanent person. This will definitely impact the accreditation process.

ACTION ITEM:

- Heather will obtain the list of all Accreditation Standard Committee members and Committee Chairs for accreditation and provide the information to SSEC members.

IV. Student Success Agenda—

- 1) *Student Success Summit*—proposal to conduct a summit sometime during the spring semester to gather information relevant to student retention and success and ways that we can assist the students. Would provide insight and meaningful feedback from the employer/community/students points of view. Would also provide an opportunity for the college to provide information about services and programs offered.
- 2) *Completion by Design*—a Bill and Linda Gates funded student success program involving multi-college districts; no single colleges would be accepted into the program. Several consortiums applied, but it is likely that only one from the state of California will be chosen to participate. Cerro Coso has been invited to participate as a part of the Central Valley Consortium; team members have already been identified in anticipation of possible acceptance into the program. The program focuses on lost points and momentum points.
- 3) *Strategies*—
- 4) *Web information/processes*—
- 5) *Resources*—

V. K-16 Bridge—

VI. Professional Development—

- 1) *Student Services All-staff meeting*—list of identified employees provided and feedback for accuracy requested. Suggestion made to include “customer service” as an agenda item for this meeting. Also include Jill Board, Jeanine Cushman, Debbie Martell, Lori Olivera, Greg Kost, Matt Mahoney, Cindy Duriscoe, Nancy Williard, Eva Poole-Gilson, Jim Rowbottom, and Julie Cornett to the list of individuals that will be invited to attend. Include cross-training, customer service, student success, reorganization, budget, SESI, and state of the college as agenda items. Seek feedback about what the staff view as things they would like to see in the professional development program.
- 2) *Istream*—
- 3) *Conferences*—
- 4) *Flex suggestions*—Penny proposed a veterans awareness activity and a Basic Skills activity as a suggestion as flex ideas. Suggestion made to implement a requirement for faculty who choose not to attend flex day activities to complete and submit a plan identifying how they

plan to fulfill their professional development obligation. Another suggestion made to include specific details on the agenda of what exactly will be covered on Flex day.

ACTION ITEM:

- Heather will have a discussion with Jill pertaining to Flex day participation requirements and about sending out a detailed agenda to all faculty. Flex day notification should include the contract language relating to Flex day participation.
- 5) *SSEC All-staff meeting—*
6) *Other?*

The next regular meeting is scheduled for December 2, 2010 from 10:00AM until noon. A Student Services All-staff meeting is scheduled for December 14th. For the spring semester, SSEC meetings will be moved to first and third Tuesdays between 9:30-11:30AM beginning February 1st. The group will discuss Program Review description, Advisory Committees, and the first meeting for advisory committees.

ACTION ITEM:

- Kathy will secure room reservations for spring meetings.
- Heather will try to clarify where Student Services Program Reviews need to go.

The meeting was adjourned at 5:01 PM.

CTE Update—Valerie Karnes

- Student Success—working on the development of a supplemental tutoring program that focuses primarily on online CTE students, but will be accessible for all students. There will be six individual Moodle sites: health careers, child development, general, business office technology, digital media arts, and ????. CTE has funding to pay tutors via VTEA funds; tutors will be available during business hours at KRV and ESCC as well.
- CREATE—these are designed for technician level training. Take a team of up to 12 faculty members for training during the last week of January 2011. So far, nine individuals have been identified to attend. They can then return to provide training to the rest of faculty.
- DACUM—pertains to designing curriculum. Will be attending meetings in Tehachapi on November 30th and December 1st. Designed to gather information regarding the duties of a wind technician, solar technician, etc. Have received a lot of support from the Tehachapi wind technology group. May be moved from Industrial Technology to Alternative Energy Technology.
- KIDWIND—first teachers training offered in October. Teachers will implement relative curriculum in the classrooms. Teams from various schools will compete in de
- District received a grant for health careers technology. Four colleges involved: BC, PC, CC, and Taft. Trying to develop first regional program. Expected to be completed within two years. Anyone desiring the opportunity to provide input should contact Cheryl Gates.

- Fire Program—the fire program is being re-activated at Cerro Coso.
- EMT—moving forward with some sort of degree that would be transferable to Loma Linda.
- CDC—has realigned all curriculums to be in alignment with state.
- Have completed the 2-year labor market program review. There are six other disciplines which have program reviews due.
- Automotive program is currently suspended due to the fact that most automotive businesses in our area have declined. A lot of the automotive equipment has been donated to BHS.
- Concern voiced about the fact that welding degree takes two years to acquire due to sequencing of the courses. Would like to see that timeframe reduced to at least 1 ½ years; would need to hire more instructors in order to offer courses in a shorter time frame. Could courses be offered during the summer? Concerns about safety issue related to excessive heat during summer.
- Searles Valley has requested to come out to talk about engineering. They want to do an educational partnership with Cerro Coso.

STUDENT SERVICES EXECUTIVE COUNCIL

Admin Conference Room 214D

November 29, 2007

10:00 – 12:00

AGENDA

- I. Becoming a Person of Influence/Chapter 3—

- II. Student Learning Outcomes Assessment—
Please bring your SLOs and Assessment Plans

- III. Retreat and Meeting Dates for Spring 2008—
Bring your calendars!

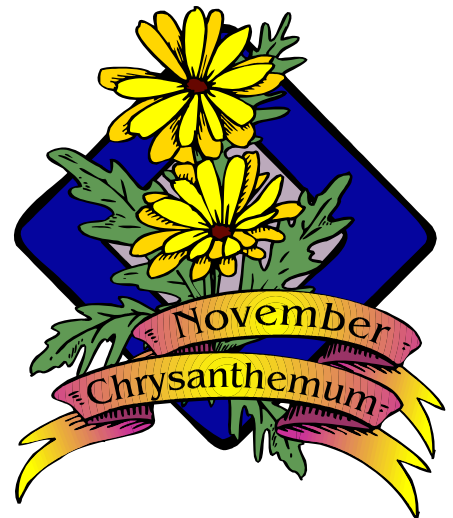
- IV. Remedial Unit Limitation—Heather Ostash

- V. Categorical Mid-year Budget Reductions—

- VI. Unfinished Business—

- VII. Announcements—

- VIII. Other—



Student Services Executive Committee Meeting
MINUTES
29-NOV-2007

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Jane Harmon	Joann Spiller
Kathy Salisbury	Penny Talley
Dave Cornell	Gayle Whitlock
Jill Board	Deb Ernst
Jan Moline	Paula Suorez
Yolanda Vasquez	Deanna Campbell

Absent:

Heather Ostash

C. Approval of Agenda—Reviewed and approved as presented.

D. Approval of minutes from October 25, 2007 meeting.

II. BECOMING A PERSON OF INFLUENCE: CHAPTER 3—

“Attitude is the criterion for success”.

Dennis Waitley

The group discussed Chapter 3 of the book which speaks to attitude and faith in other people. It was stated that attitude can make or break a person on a daily basis. Several committee members provided input :

- Jan—emphasize the strengths of others in order to become a believer in people.
- Jane—things move forward through other people and first impressions are very important.
- Dave—faith in others is like an emotional bank account for which one must continuously make deposits in order to keep/build trust.
- Joann—look at ways to help others build faith in themselves; it’s not always about you or how you may benefit.
- Deb—give people hope so they can have a positive vision for themselves.
- Paula—my students help me keep a level attitude
- Gayle—liked the “influence check list” at the end of the chapter

Jill asked the group to think about “who in your life has the most faith in you and how does that make a difference in your life”.

III. STUDENT LEARNING OUTCOMES AND ASSESSMENT—

Jill inquired as to where each person is at with the Student Learning Outcomes and SLO Assessment Plan. **All annual Unit Plans are due by mid-January 2008.** It was pointed out that these plans drive the budget planning, which will begin in January. An issue of concern centered

on the deadline for completion and the lack of availability of data from the Fall 07 semester. After discussing the problem, it was decided that everyone would use data from the previous semester (in this instance, it would be Spring 2007 data) in order to be consistent.

The group also discussed methods of gathering data and what assessment methods to use. It was suggested that the Committee bring in Suzie Ama to discuss how the academic side is moving forward; this would also provide her the opportunity to see how Student Services is progressing with their plans. This would be a “workshop” type meeting.

ACTION ITEM:

- Heather will contact Suzie Ama regarding her availability to attend a future meeting.

IV. ESTABLISHMENT OF RETREAT AND REGULAR MEETING DATES—

Jill stated that she would like to hold the SSEC Retreat in Mammoth this spring. After discussing possible dates for the retreat and it was determined the Retreat would be held May 20-21, 2008. The main focus will be on retention and the development of the One-Stop Student Center.

Deanna suggested that the group plan to stop at the Bishop campus, on the way to Mammoth, to view the new Learning Center.

Jill will determine a date for the call-back meeting in January, at which time the group will meet to discuss all previously tabled items that have been put on the backburner due to more pressing business.

Other regularly planned meeting dates for the spring semester are:

January 31	April 10
February 14	April 24
February 28	May 8
March 13	

ACTION ITEMS:

- Jill and Deanna will partner together to plan the lodging aspects of the retreat and secure rooms at the best rates possible.
- Jill will email Deanna regarding the number of rooms needed.

V. REMEDIAL UNIT LIMITATION—

During a recent audit by Sean James, a question came up pertaining to the number of remedial units and whether the 30 unit limit included *units attempted vs. units completed*. The question was also asked about whether Ws (withdrawals) were to be included as well. It was determined that PDEV courses with a number of 49 or less are to be counted toward the unit limitation. It was suggested that it might be beneficial to include the Math and English instructors in the 30-unit determination especially if the student in question was in one of their classes.

The question was raised as to whether or not the 30-unit limitation form requires a Vice President signature. According to Jill, she does not need to sign the forms unless there is a need to make a judgment decision. Currently, there is no form being used so one will be created.

ACTION ITEMS:

- Jill will seek clarification regarding *units attempted* vs. *units completed* and whether Ws are to be included in the 30-unit limit.
- Jill and Kathy will work together to draft a new 30-Unit Limitation form.

VI. CATEGORICAL MID-YEAR BUDGET REDUCTIONS—

The group was informed that District is expecting a 10% cut in **all** budget allocations for next fiscal year, 2008-09. Tom Burke has also suggested that categorical budgets prepare for a possible mid-year cut for 2007-08 of 10%. Deb Ernst raised a question pertaining to DSPS not being reduced, and the group agreed unanimously that DSPS would most likely not be cut because of the political nature and the laws governing that particular program.

Jill stated that the upcoming December 6th meeting will include only the directors/coordinators that have a state categorical budget. They will work on determining how much of a reduction these budgets can handle and still sustain the necessary staffing levels to provide services to students. Deanna and Jane were also invited to attend this meeting so they would have a greater understanding of the Student Services categorical funding and usage.

ACTION ITEM:

- Kathy will provide the most current edition of all internal categorical spreadsheets.

VII. UNFINISHED BUSINESS—

- Paula inquired about the implementation of the one-card solution and where District is with providing the card readers.

VIII. OTHER—

- Jane presented a sample of the new registration posters to the Committee.

ACTION ITEMS:

- Jill will work on getting computers set up for the students to use for online registration.
- Jill and Heather will work together to create a flyer that outlines the step-by-step registration process.

The next **regularly scheduled** meeting is for Thursday, January 31, 2007 in the Administrative Conference room.

The meeting was adjourned at Noon.



Student Services Executive Council

November 3, 2011

MB214

10:00AM – 12:00PM

AGENDA

Vision Statement:

Student Services Executive Council (SSEC) collaborates to ensure an exemplary student services program, which uses innovative approaches to promote student access, retention, and success. SSEC integrates the leadership of all student services to promote institutional responsibility and accountability for student success.

Mission Statement:

The mission of the Student Services Executive Council is to increase community college student access and success by providing effective core services and programs. The council's primary focus is on the coordination of support services to students entering or returning to college and to provide a foundation for student achievement and completion.

I. Minutes and Action Items

II. Updates

- "W" date
- Priority registration—finalized
- Degree Works
- Unit plan/Student Learning Outcomes
- Grants
- New(ish) A&R forms
- SARS Track
- Accreditation—Standard IIB

III. Discussion

- ARCC—recent results
- Student Services survey
- Preparation for upcoming registration cycle
- Student Services group site

IV. Upcoming

- Adjunct—SLO training/professional development—Nov. 5, 2011
- Veterans' Awareness/recognition—Nov. 8, 2011
- Preview Day—Nov. 10, 2011
- First Women's' basketball game—Nov. 8, 2011
- December Student Services All-Staff meeting—set date



Student Services Executive Council
September 22, 2011
MINUTES

Call to order at 10:06 AM.

In Attendance

Heather Ostash Kathy Salisbury
Paula Suarez Deanna Campbell

Absent:

Kim Schwartz Dave Cornell
Erie Johnson Deanna Campbell
Joann Spiller Corey Marvin

Guests Attendees: Bonita Robison, Julie Cornett, Laura Vasquez

Handouts provided for today's meeting:

- SARS location codes report
- SARS User names report
- SARS Short Names report
- SARS Schedule Codes report
- SARS Reason Codes report

I. **SARS GRID**—today's meeting was devoted entirely to discussion of the SARS scheduling program, its capabilities, and additional components that might be useful for gathering information to be used by the college. Guest attendees Bonita Robison, Julie Cornett, and Laura Vasquez joined the meeting in order to discuss ways that SARS could be implemented as an important data-gathering tool in their specific areas: Basic Skills, the Learning Assistance Center, and the Library. Today's discussion centered around what SARS can be used for and how we define the different elements of SARS when inputting data: determining what you are doing with the student, how you define that, and then how you input that information into SARS so that the data provides an accurate picture of what is going on. Below is a list of primary components that make-up the SARS-GRID system:

- Location codes—defines the exact campus
- User names—identifies user personnel
- Short names—is used to input individual Master schedules for SARS Grid
- Schedule codes—identifies the general reason for the student's appointment
- Reason codes—defines the exact reason for the student's appointment based on conversation with the counselor/ed advisor.

SARS has the ability to provide valuable **Statistical Reports** for numerous components including:

- *Appointment Attendance*—used to obtain appointment statistics, including the number of drop-in visits, appointments by attendance status (attended, unattended, unmarked), cancelled appointments, individual appointment slots unfilled, and non-scheduled student contacts by type of contact.

- *Appointment Usage*—used to manage staffing resources by obtaining the total number of appointments booked and the total number of individual appointment slots unfilled.
- *Appointment Cancellation History*—used to obtain a list of cancelled appointments for a specific date range.
- *Counselor History*—used to obtain a list of counselor appointment activity.
- *Daily Counselor Coverage Report*—used to obtain a graphical display of the **actual** number of counselors available for coverage, by time, for a specified date range.
- *Location History Report*—used to obtain a list of appointments scheduled from The GRID that were marked as attended, as well as drop-ins recorded from the Drop-In Screen for students who were assigned to a counselor.
- *Miscellaneous Comments Report*—used to review administrative record keeping information, such as time and attendance data that has been entered in the Miscellaneous column in Quick Day Change.
- *Reason Code Detail Report*—used to review the appointments associated with each Reason Code during a specified time period.
- *Reason Code Summary Report*—used to review the total number of student appointments and drop-ins by Reason Code.
- *Schedule Code Summary Report*—used to review the number of hours and contacts allocated to the various Schedule Codes during a specified time period.
- *Student History Report*—used to review the history of a student’s appointment activity during a specified time period.
- *Unduplicated Count of Students Report*—used to obtain, for a selected date range, the total (unduplicated) number of students who had booked appointments for selected attendance status (marked “yes”, marked “no”, and/or cancellations).

Additionally, SARS offers numerous **Operational Reports**, including:

- *Additional Information Report*—used to obtain a printed list of students that fall within the selected Additional Information criteria and/or a history of their appointments.
- *Alerts Report*—used to obtain a printed list of existing alerts written about students who are in the database.
- *All Appointments for a Day Report*—used to obtain a printed list of all students who are scheduled for an appointment on a specific date and by a specific LOCATION CODE or of only those students who are scheduled and for which transcripts are needed.
- *Cancellation/Rescheduling Worksheet*—used for a selected location to obtain a list of appointments for a specific date that must be cancelled or rescheduled due to a counselor’s unavailability.
- *Counselor’s Snapshot Report*—used to obtain a snapshot of an individual counselor/ed advisor’s schedule for multiple dates.
- *Daily Detail Report*—used to obtain a list of activities arranged by time for one or all counselors.
- *Daily Report*—used to obtain a printed schedule of a counselor’s daily schedule or a daily schedule for all counselors within the same location.

- *Duplicate ID Report*—used to identify students who are listed two or more times due to multiple ID entries caused by typographical errors or temporary IDs.
- *Master Schedule Report*—used to obtain a printout of one or more counselor’s **proposed** master schedule(s).
- *No Show Report*—used to obtain a list of students who did not show up for their scheduled appointments.
- *Temporary ID Report*—used to obtain a list of students who have been assigned temporary identification numbers in lieu of IDs.
- *The GRID Snapshot Report*—used to obtain a snapshot of The GRID for all counselors for a single date.
- *Who’s Present Report*—used to obtain a list of all counselors/ed advisors who will be present on selected dates.

There are also **Table Reports** available:

- *Counselor Names Report*—used to obtain a list of counselors for the selected location.
- *Excluded Dates Report*—used to obtain a list of dates and corresponding descriptions that are normally excluded from appointment scheduling.
- *Location Codes Report*—used to obtain a list of the various department groupings.
- *Reason Code Group Codes Report*—used to obtain a list of Reason Code groupings for the selected location.
- *Reason Codes Report*—used to obtain a list of the reason why students request appointments with counselors for the selected location.
- *Schedule Code Group Codes Report*—used to obtain a list of Schedule Code groupings for the selected location.
- *Schedule Code Report*—used to obtain a list of codes that represent counselor activities for the selected location.
- *User Name Report*—used to obtain a list of people who are authorized to use all or part of the system as well as the class of users and location to which they are assigned.

All of the above reports are available for the SARS GRID component. For confidentiality purposes, Statistical Reports can only be ran by a SARS Administrator but Operational and Table reports can be ran by any SARS scheduler. A sample of each report is available through the SARS Administrator, Kathy Salisbury.

Currently, SARS-GRID is the only component implemented at Cerro Coso, but there is ongoing discussion about purchasing SARS-TRAK. It is believed this would be a tremendous tool for gathering statistical data in a variety of areas. SARS-TRAK includes the readers and the software program, but the cards would have to be purchased through another vendor. SARS-TRAK would be implemented as our One-Card tracking system.

SARS offers free on-campus group training to all users for all components of their system; written instruction manuals are also provided by SARS. It was suggested that prior to scheduling this training, all parties wanting to implement the system in their area should meet to determine their tracking needs, identify and define Schedule and Reason codes pertinent to

their specific areas, and identify all staff members to be trained. SARS is not a complicated system and is very user-friendly. As experienced end-users and SARS administrator, Heather, Paula, and Kathy responded to questions and concerns expressed, including:

- 1) A perception of in-ability to capture data specifically pertaining to Student Learning Outcomes (SLOs); program is built to capture use data vs. measuring SLO assessment data. How would the statistical data reflect assessing SLOs? How would SARS *measure* anything? Paula cautioned that the data collected are dependent on how the program is defined and built and that the data is only as good as the *program* that is designed, and provided some examples of what and how things might be tracked.
- 2) Additional cost associated with hiring/maintaining adequate IT and office support to ensure data is gathered/input correctly;
- 3) Real-time interface with Banner;
- 4) Adequate tech support from the vendor;
- 5) Costs associated with program upgrades;
- 6) Ability to capture data for one specific student vs. all students;
- 7) Clarification of Schedule vs. Reason codes; *schedule codes* are macro in that they identify the general purpose of the student's appointment, whereas *reason codes* are micro in that they define the exact purpose of the appointment;
- 8) Ability to schedule groups of individuals for specific workshops, tutoring sessions, etc.

In addition to SARS GRID, which is the appointment scheduling system, other system components are also available for purchase through SARS, including:

- **SARS-TRAK**—a student self-serve system that can operate as a stand-alone system, allowing students to check in and out of service sites (labs, library, etc.) and record reasons for their visits. The system will register arrival and departure times. When it is integrated with SARS-GRID, students can use the system to self-register for drop-in visits, schedule appointments, and check in for appointments, at which time the advisor will be notified of the student's arrival. Classes can be imported from the host server and used as reasons, to facilitate tutor assignments, to associate lab hours with courses and sections, and more.

There have been on-going discussions about possibly purchasing and implementing SARS-TRAK at Cerro Coso. Prior to purchasing/implementing this SARS component, Julie, Bonita, and Laura will work together to provide Heather with information such as how their needs would be met with an ideal system; what information needs to be tracked; how will students interact with the system; ways to implement the system so that it has the least amount of impact on staff time, etc. That way, when she talks with SARS, she can be more specific in the questions she asks. She wants to make sure we go down a road that really is a solution to our needs and not something that sort of works, but sort of doesn't, leaving us with some of same issues we currently have with the manual systems we currently use for tracking our students.

Heather will also talk with Jim Doty at SARS about the Banner integration piece of the system and how that works. Sean, at District, is currently working on this, meaning that what is entered into SARS can then be reflected in Banner which means we can do more

with the information gathered by tying it in with other things within Banner. That information could then be integrated with ODS where specific reports for a variety of purposes could be created.

- **E-SARS** is another component that is being considered for implementation at Cerro Coso. Bakersfield College has already implemented this component and Porterville College is implementing it next, with Cerro Coso to follow suit. E-SARS is a web component that is not tied to a specific desk-top computer; rather it can be accessed from any computer with internet access. Julie inquired about the amount of staffing this would require. Heather will provide more information as it becomes available after her discussion with Jim Doty.
- **SARS-MSGS**—an automated messaging system that is used to send appointment reminders via email, text messages, or both.
- **PC-TRAK**—a module for use in computer labs. It tracks the amount of time a student spends using a computer in the lab, as well as the specific class that is associated with the student's computer use. PC-TRAK includes PC-TRAK Control, which allows a system administrator to monitor and control all computers for a selected application that are currently in use.
- **SARS-PLAN**—a resource planning and utilization system that works in conjunction with SARS-GRID. It enables administrators to establish work requirements for upcoming terms and then review and approve advisors' schedules using individual and consolidated views.
- **SARS-ALERT**—an early alert referral system that promotes student success and retention. This web-based software enables faculty to identify students who are having academic, behavioral, personal, or enrollment difficulties; connect them with campus support services that can provide appropriate interventions; and receive feedback on actions taken.
- **SARS-CONNECT**—a real-time interface module with Banner Student.

ACTION ITEMS:

- For consistency, Deanna Campbell, Nancy Williard, Julie Cornet, Bonita Robison, and Laura Vasquez will work together to determine the exact needs in terms of locations needed, schedule and reason codes, who will be entering data, and so forth for the Library, other LRC functions, tutoring, computer labs, Learning Assistance Center services, Eastern Sierra sites, etc.
- Julie will re-send the list of codes, that she suggested last semester when this was being discussed, to Deanna, Bonita, and Laura.
- Once the above information is determined, defined, and submitted to her, Kathy will build the requested locations in SARS.

- Heather will contact SARS to obtain cost information for SARS TRAK and exactly how we can use it.
- Heather will also obtain additional information pertaining to the SARS-MSGs component as a possible alternative to Luminis/CCAlert for getting important announcements and information out to students.
- Heather will find out about the possibility of having the SARS password made to be the same as our regular password so we don't have so many to remember.
- Once additional users are identified and the names submitted to Kathy, she will contact IT to have SARS installed on the appropriate computers.

The meeting was adjourned at 11:25 AM.

DRAFT

STUDENT SERVICES EXECUTIVE COUNCIL
November 30, 2006
AGENDA

- I. Organizational Items
- II. Expending Categorical Funds
- III. Update on Student Worker Handbook
- IV. Student Services Holds
- V. Requests for One-Time Funding
- VI. Updating Student Services Website
- VII. Student Services Program Review Model
- VIII. Employee Travel Claims
 - Room Service
 - Valet Parking
 - Internet Access
 - Timely Submission
 - Prepay Requests
- IX. Other



Student Services Executive Committee Meeting
MINUTES
30-NOVEMBER-2006

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:05 AM.

B. In Attendance:

Jill Board	Joann Spiller
Kathy Salisbury	Mary Peoples
Dave Cornell	Jan Moline
Yolanda Vasquez	Heather Ostash

Absent:

Jane Harmon

C. Approval of Agenda—Reviewed and approved as presented.

D. Approval of minutes from November 2nd meeting and review of the Action Items from those minutes.

II. EXPENDING CATEGORICAL FUNDS—

In order to more efficiently and effectively spend the categorical funds, Jill requested that each Program supervisor provide a plan and timeline at their next regularly scheduled meeting with her. During the 2005-06 fiscal year, a list was compiled by District which included information pertaining to programs/vendors that submitted invoices beyond the cut-off date. This severely impacts District's ability to close out the year in a timely manner. Hopefully, by planning and having a timeline, we can avoid that list for the 2006-07 year. Everyone is asked to seek ways to problem solve for future years as well.

III. UPDATE ON STUDENT WORKER HANDBOOK—

Handouts were provided and the group reviewed the draft documents. Several suggestions for change were made as the group read through the information. Jill requested that the task force work with the new CalWORKs Job Developer employee and consult with Paula Suarez for the final draft. The task force was asked to present the final draft at the first SSEC meeting in the spring.

IV. STUDENT SERVICES HOLDS—

Jill informed the committee that she has received a list of holds from Greg Chamberlain which prevents students from enrolling in classes. The group discussed the issue of the types of holds and unanimously agreed to lift registration holds. Instead of registration, holds will be placed on transcripts and graduation. This will allow students to enroll in classes and still conduct business with the College.

Joann Spiller stated that a FA hold is issued on students who default on Stafford loans. She will lift the hold on registration, but keep it on transcripts and graduation.

ACTION ITEM:

- Joann Spiller will check with Joan at Bakersfield College to see how they handle FA holds.

V. REQUEST FOR ONE-TIME FUNDING—

Jill and the committee reviewed copies of the one-time funding requests that have been submitted for consideration.

- *Admissions and Records* submitted a request for \$35,000.00 to pay for modular furniture, including new filing cabinets to handle the student file overload and eliminate overhead file storage. Jill requested that if the request is approved, Dave work with her and Financial Aid in order to coordinate the color scheme since all that furniture will be used in the future One-Stop Student Center. Dave feels that if approved, the new furniture would be a moral booster, better utilize the space available, provide more flexibility, and provide adequate storage for student files.

Additionally, Dave submitted another request to Dr. Retterer for funding to do something to eliminate the issue of flooding when heavy rains occur. Currently, A&R gets flooded consistently when we get a downpour.

- *Special Services* submitted a request for \$1,564.00 to pay for an AC Medical Mobile Recliner. If approved, this would provide students with mobility and health issues a place to recline in a chair that is more conducive to their mobility needs and allow them to study in a more effective manner. This purchase would also result in reportable monetary college contribution for the DSPS categorical program.
- The *Counseling Center* submitted a request for \$420.00 to purchase a new typewriter to be used in the Counseling Center for inputting information on forms and files that are unavailable electronically. This would result in a more legible and professional appearance of files and forms.

A request for \$1,500.00 was also submitted to purchase a new heavy duty shredder for purposes of shredding confidential information. According to the request, many other departments use the existing shredder because there are so few heavy duty ones available on campus. This purchase would improve efficiency in the appropriate disposal of confidential information.

A request for \$800.00 was submitted to purchase resources for the Transfer and Career Center at all sites. The existing resource information is out-of-date and does not provide relevant information to students. If approved, this purchase would provide students with access to up-to-date resources for career exploration, occupational search skills, and career development and planning.

A request for \$4,500.00 was submitted to purchase equipment needed for outreach and recruitment activities, including a digital projector, portable screen, table-top exhibition/fair display, table banner, and literature stand. If approved, this purchase will enable the Counseling department to continue with current events and the ability to respond to ongoing

requests from the community for participation with adequate equipment and a professional presence.

A request for \$45,000.00 was also submitted to purchase furniture (desks, chairs, floor mats, filing cabinets, hutches, and tables), paint, and new flooring for the Counseling Center. If approved, these purchases would transform the Counseling Center into a uniform, safe area where staff can serve students more effectively and efficiently. This purchase would also conform to future plans for the One-Stop Center, which would save Measure G funds.

- *TRiO Program* submitted a request for \$6,450.00 to purchase new computer equipment and printers for staff. According to Yolanda, the existing equipment is old, freezes up and causes students to have to wait while staff members attempt to get it up and running again. This purchase would result in being able to “design professional, top quality marketing tools to promote program and college” and eliminate the extended wait time for students due to equipment failure.

Joann Spiller stated to the group that students coming into the Financial Aid area really enjoy the new look since the office was reorganized with new furniture. It has also been quite a moral builder for the staff located in FA.

VI. UPDATING STUDENT SERVICES WEBSITE—

A handout was provided (How to Design a Web Site That Welcomes Prospective Applicants), and committee members were asked to read and become familiar with the contents of the document. Beginning in the spring semester (January), the Financial Aid portion of the Student Services website will be reviewed, followed by a review of the use of orientation portion in February. Each section of the website will be reviewed and changes made as determined by this committee.

VII. STUDENT SERVICES PROGRAM REVIEW MODEL—

Committee members were provided with a handout (Student Services Program Review and Technical Assistance Site Visit Model: A Guide to Writing Your Self-Evaluation and Preparing for Site Visits). Members were asked to review and familiarize themselves with the new model which has been dictated by the State. All were informed that Student Learning Outcomes are a crucial part of this model.

VIII. EMPLOYEE TRAVEL CLAIMS—

Due to some recent questions regarding travel claims, Jill discussed the following items with the group and provided clarification of what is or is not approved charges:

- *Room service*—is an out-of-pocket expense and not reimbursable.
- *Valet parking*—is an acceptable expense unless it is extremely more expensive than self-parking. Tips for the valets are not reimbursable.

- *Internet access*—is an acceptable expense if being used for work purposes. Jill cautioned everyone to be very vigilant about using this service and the cost. Many hotels now offer free internet service.
- *Timely submission and prepayment requests*—the initial and final requests should be submitted in a timely manner, especially if requesting prepay of lodging, registration, etc. If requesting anything be prepaid, travel should be submitted a minimum of three weeks prior to date of actual travel. This is due to the fact that requests go through multiple approval processes and checks are cut at District. **Please note: prepayment for meals is no longer available.**
- *Mileage reimbursement vs. use of college car and credit car*—supervisors were asked to make it clear to employees that if they use their own vehicle and receive mileage reimbursement, they can not use the college credit card to purchase gas. The gas credit cards are to be used only if the employee is driving a college car or rental vehicle.
- *Student travel per diem*—should be at the same rate as athletes, not the same as employees. Those rates are:
 - 5.00 for breakfast
 - 7.00 for lunch
 - 10.00 for dinner

IX. OTHER

The next meeting is tentatively scheduled for Thursday, January 25, 2007.

The meeting was adjourned at 12:00 PM.

STUDENT SERVICES EXECUTIVE COUNCIL
Administrative Conference Room (MB 229)
December 3, 2009
10:00 AM – 12:00 PM
AGENDA

- I. DATE FOR JANUARY RETREAT—

- II. PROGRAM REVIEW—
 - Taking it through process
 - Athletics/CalWORKs

- III. RESEARCH AGENDA

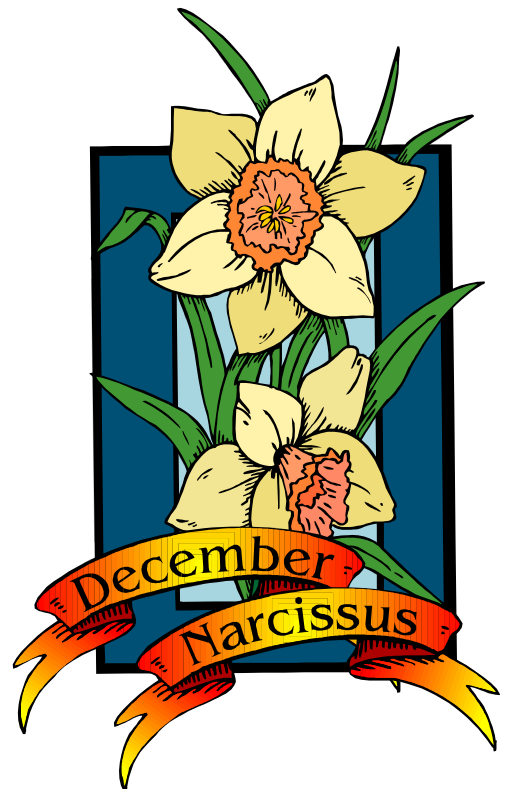
- IV. CLASSIFIED LAYOFFS

- V. BASIC SKILLS INITIATIVE MEETING

- VI. UPDATE FROM VP AND CSSO MEETING

- VII. CALL BACK DATE—

- VIII. OTHER—



Student Services Executive Committee

MINUTES

3-DEC-2009

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance: _____

Jill Board Yolanda Vasquez
David Cornell Heather Ostash
Joann Spiller Kathy Salisbury
Kim Schwartz Paula Suorez
Penny Talley

Absent: _____

Deanna Campbell James Fay

C. Approval of Agenda—Approved as submitted.

D. Approval of Minutes—the minutes from the November 12th meeting were not available for review. They will be reviewed at the next regularly scheduled meeting.

E. Review of Action Items from previous meetings—

II. DATE FOR JANUARY RETREAT—

III. PROGRAM REVIEW—

- Taking it through process
- Athletics/CalWORKs

IV. RESEARCH AGENDA

V. CLASSIFIED LAYOFFS

VI. BASIC SKILLS INITIATIVE MEETING

VII. UPDATE FROM VP AND CSSO MEETING

VIII. CALL BACK DATE—

IX. OTHER—

The meeting was adjourned at approximately 11:33AM.

Student Services Executive Committee Retreat

MINUTES

2-December-2010

Call to order at 10:00 AM.

In Attendance:

Heather Ostash Dave Cornell
Paula Suarez Joann Spiller
Kim Kelly Penny Talley
Kathy Salisbury Deanna Campbell

Absent:

James Fay Erie Johnson

Approval of Agenda—the agenda was reviewed and approved as submitted.

Approval of Minutes—minutes from the November 23, 2010 meeting were presented and approved with one minor correction.

I. Update On Previous Action Items

The group reviewed the list of action items, as provided on the separate Action Items document. Heather stated that she had several action items that she needed to talk with the President about, and they have a meeting tomorrow afternoon.

Information pertaining to the Accreditation Standards Teams was obtained from Dr. Fay and sent out by Kathy Salisbury. That information was incomplete and incorrect. Heather will be discussing this topic with the President at tomorrow's meeting as well.

A discussion was had pertaining to the development of a SARS "location" for ESCC's Learning Assistance Center, which could be used to track students' use of the services offered. In order to create the new location in SARS, a list of *Schedule* and *Reason Codes* will have to be created. Deanna will contact Nancy Williard, the LAC staff member, to discuss what they would like to track and what codes would be relevant. Once the necessary information is received, Kathy Salisbury will create the new ESCC location.

During the discussion, Paula informed the group that Counseling is currently reviewing the existing codes and will be compiling a revised list that will then be provided to Kathy for input into SARS. She will work with Penny Talley regarding Special Services and the codes they require.

ACTION ITEMS:

- Kathy will create a new location in SARS for the Learning Assistance Center at ESCC.
- Kathy will revise the Schedule and Reason codes once information is received from Counseling/Special Services.
- Heather Ostash will talk to David Palinsky about what is required to get us set up on the web version of SARS.

II. Student Services Updates

- Counseling Department—is overwhelmed with students today and they are down one counselor due to illness. Paula requested assistance for December 8th and 9th in the form of a student worker to cover lunch periods for the full-time switchboard receptionist; that is counseling's week to provide relief coverage and they will not have anyone available to cover.
- ESCC/Bishop and Mammoth—reported that they are continuing to conduct extensive outreach at the high schools and middle schools. An all-county career day was held for all of Mono County in September; it was very successful with 450 students attending. All seven Mono County High Schools participated; there were forty presenters who presented on thirteen different career panels. Lunch was provided for the students and presenters using SB70 funds. The plan is to conduct this outreach event again next year; hoping to continue to reach out to younger and younger students and expand the program. Over the past three years, the outreach has gone from just serving the seniors in Mammoth to all students in Mono County, grades 9 through 12. Deanna is hoping to replicate the event for Inyo County but haven't been able to pull a group together to coordinate.

Additionally, a College Inspiration Day was held on November 19th for all 8th graders in Inyo County. Two hundred fifty students attended and participated in six different sessions during the day: career technical education, scholarship opportunities, housing, sample college class (The Value of Education), a film about "Why College", and G requirements. This was a full day event going from 9:00AM until 2:00PM. Sack lunches, transportation, and substitute teacher pay was covered using SB70 funds. That was a follow up from the May College Inspiration Day event which was for all ninth graders. The plan is to continue this event each year. Mono County heard about the event and now wants to plan a College Inspiration Day for their eighth graders; plans are in process for conducting this event on May 26, 2011. ESCC will be conducting surveys to determine what works best, how to improve the program, etc.

ESCC is currently working on an orientation with Owens Valley Career Development Center (OVCDC) that will be launched in January. There are three two-day sessions, four hours each day planned. These orientations are planned for the first and second weeks of January; one will be held in Big Pine and two in Bishop. The goal is to target Owens Valley Career Development Center students who are taking Cerro Coso classes but the event is open to the public. All presenters are volunteering their time. The curriculum was developed by United Tribes Technical College and was presented a conference that was attended by OVCDC. OVCDC has asked for several Cerro Coso faculty and staff members to volunteer to do some of the presentations. Deanna will be doing a presentation on budgeting and financial management for college. Matt Hightower is going to do a sample online class using Moodle. It is hoped that Julie Cornett and/or Nancy Williard will volunteer to do a presentation on research, etc. There will be a total of eight 1-hour presentations with a follow up after Spring Break. Deanna meets with this group once a month, focusing on success and retention. They are collecting a lot of data on their students and working with Cerro Coso to break down some of the educational barriers that have been identified.

Deanna reported that there has been a lot of confusion surrounding the online class Waitlisting process. Students are unsure about what they need to do to make sure they can get into the class on the first day; do they need to log in? How is that going to happen?

There is concern, confusion, and frustration among students surrounding the LVN program and how they go about getting into the program, pre-requisite requirements, etc.

Deanna is going to attempt to get an adjunct instructor to teach the Tutor Training class at ESCC. So far, they have been unsuccessful in trying to develop a tutor pool for Eastern Sierra and it is desperately needed. Nancy Williard, adjunct librarian, is willing to teach the class and it is believed that she is qualified to do so. Deanna has spoken with Bonita Robison about the possibility of offering EEC C0170 class to try to develop a cohort of tutors.

Other Updates:

- Waitlisting—recommendations have been submitted for quite awhile, but some of the process is reliant on District telling us what is possible and what isn't possible and trying to provide very clear, concise instructions based on what we understand to be true. We will try to work directly with Charlie Chiang on this. Heather will try to send out instructions sometime early next week that clarify and confirm what the specifics are. Updated information will be sent out as quickly as possible.
- Registration—is up 16.7% based on Spring term-to-term enrollment data. This has been a challenging time of the year and will only be more challenging when we return from winter break.
- Student Services All-Staff meeting—will be held on December 14, 2010 from 11:00AM until 4:00PM. It has been confirmed that we can do adjunct pay for those individuals who are already off contract for that date; we can shut down offices in order for all Student Services staff members to attend the meeting. Rooms have been reserved in the East Wing so we can spread out and work in groups as needed. Lunch will be provided. The group reviewed the list of identified attendees for accuracy and to make sure everyone is included. An electronic invitation will be sent to all Student Services staff members later today.
- Budget Allocation Model (BAM) evaluation report—a handout of the recent BAM evaluation report was provided. When the existing budget allocation model was developed, it was determined that there would be an opportunity to go back and evaluate it. This report provides the information about how it's working or not working. It also contains recommendations for every section based on the review committee's evaluation of the model. Everyone was encouraged to review the report since now is the opportune time to provide additional feedback. Areas of evaluation include:
 1. District Office (DO) discretionary carryover
 2. Enhanced stakeholder communication, understanding, and input into model components

3. Allocation of charge backs
4. Over cap
5. Strategic Initiative process
6. Structural cost differences
7. Clarification of the charge backs between regulatory, district wide, and DO
8. Line item for minimum reserve levels
9. Stabilization mechanism

Concern was voiced about the Committee's recommendation "that KCCD hire an independent consultant to analyze factors that require more economic data and a more holistic perspective that the evaluation committee can provide". There is a feeling that in the end, the result of hiring a consultant is not useful because of the context that is lost by using an external consultant, coupled with the fact that the information provided by the consultant may not be well received by all constituent groups.

It was announced that the Strategic Initiative process name was changed to Special Projects Initiative. This is the process used to request additional funding for one-time projects. There are very specific guidelines and parameters pertaining to what the kinds of projects that can be funded as a Special Project Initiative. Application for Special Projects Initiative are usually sent out in the spring each year so we should see something sent out after the winter break. The BAM Evaluation Report handout also contained information about the Special Project Initiative process and a sample application form, which were briefly reviewed by the group. According to the information provided, "Special Project Initiatives must result in tangible, measurable outcomes that benefit a district entity and by extension the district as a whole commensurate with the dollar amount committed". The document further states, "there are no guarantees that any projects recommended to the Chancellor will be approved for funding".

ACTION ITEM:

- Heather will talk with Gale Lebsack to get a feel as to why the BAM committee felt hiring an outside consultant would be the best course of action.
- Heather will ask Gale about whether or not unspent general fund money stays with individual college reserves or goes back to the District reserve.
- Heather will talk with Doris Givens regarding the expected timeline for submitting applications for Special Project Initiatives.

III. COURSE IDENTIFICATION NUMBER SYSTEM (C-ID)

The group briefly reviewed s handout pertaining to the Course Identification Number System (CI-D). CI-D is a supranumber, a faculty-driven system to assign that number to significant transfer courses, and a response to needs of transfer partners and their transfer initiatives. Each CI-D number identifies a lower-division, transferable course commonly articulated between the California Community Colleges and the Universities of California and the California State Universities, as well as with many of California's independent colleges and universities. CI-D has a much more thorough evaluation process for identifying classes that are CI-D classes. CI-D replaced

the CAN and LVTP processes. Faculty members will need to participate and provide feedback so this does not become a meaningless process. All faculty requests will filter through the college's Articulation Officer.

IV. SB1340

The group was provided a handout pertaining to SB1440. This is important legislation that was passed and designed to give students who earn an associate degree for transfer a direct route to upper division coursework at the CSU by standardizing lower-division prep for certain common majors. The State Academic Senate is developing proposed transfer model curriculums for a variety of different majors. Community colleges who adopt those transfer model curriculums then there will be an expedited process for getting them approved by the State. SB1440 will increase the number of degrees granted and will directly affect college curriculum.

SB1440 also includes many mandates for the CSU system, one of which is that students who transfer through this process cannot be required to take anything more in lower division or to repeat any class that was approved as a part of this process. Ed code can't mandate anything for the UC system, but it appears they plan to be involved in the process and play along as much as possible.

There are some challenges however; it could mean either having to develop a new class or offer a class that has not been offered for several years. The group discussed the pros and cons of what that means for the community colleges. SB1440 puts a lot of pressure on community colleges to conform students into getting in and getting out in sixty units; how many of our students graduate with only sixty units? There are other aspects that have caused concern among the Articulation Officers so the officers are getting together and writing letters of concern because it is not realistic for a lot of students. It has a transfer/admission guarantee but only if it fits specifically into SB1440. There will be revised legislation as SB1440 continues to evolve so that small rural community colleges are not disproportionately disadvantaged by the local concept. We have to move forward on some things very quickly; some of the SB1440 majors must be in place by the fall 2011 semester. More information will be provided as it becomes available.

V. SSEC MEETING SCHEDULE—

The next meeting will be the All-staff meeting scheduled for December 14, 2010. The regular meeting schedule for spring is:

February 1, 2011	April 19, 2011
February 15, 2011	May 3, 2011
March 1, 2011	May 17, 2011
March 15, 2011	June 7, 2011
April 5, 2011	June 21, 2011

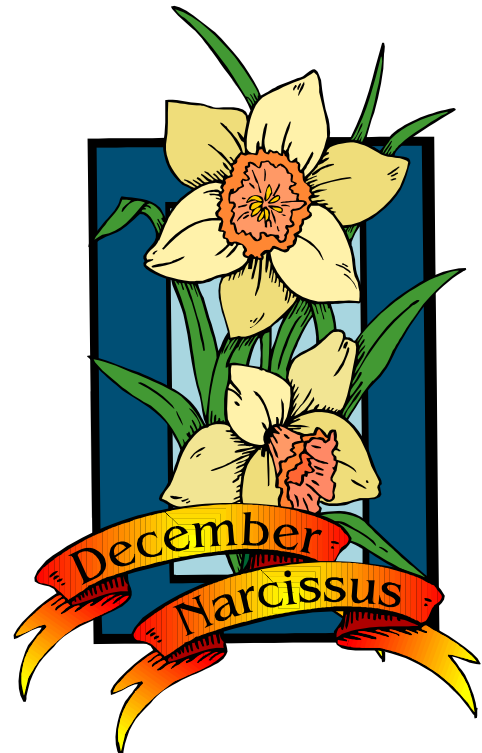
The meeting was adjourned at 11:55AM.

STUDENT SERVICES EXECUTIVE COUNCIL
Admin Conference Room 214D
December 6, 2007
10:00 – 12:00
AGENDA

I. Preparation for Possible Mid-Year Budget Reduction

II. Announcements

III. Other



Student Services Executive Committee Meeting
MINUTES
6-DEC-2007

I. ORGANIZATIONAL ITEMS

A. Call to order at approximately 10:00 AM.

B. In Attendance:

Joann Spiller Penny Talley
Jill Board Deb Ernst
Paula Suarez Kathy Salisbury
Deanna Campbell

Absent:

Jane Harmon Heather Ostash
Gayle Whitlock Jan Moline
Yolanda Vasquez Dave Cornell

NOTE: Only those individuals who are responsible for categorical budgets were required to attend this meeting.

C. Approval of Agenda—Reviewed and approved as presented.

D. Approval of minutes from November 29, 2007 meeting.

II. PREPARATION FOR POSSIBLE MID-YEAR BUDGET REDUCTIONS—

The committee discussed the impact if categorical budgets incur a mid-year reduction. A big concern pertaining to several of the budgets will be lack of matching funds. All committee members in attendance were asked to have a specific plan for where the reductions would be made within each budget by the end of January 2008.

- *Financial Aid*—Joann Spiller stated that BFAP (RP400) budget can not withstand any reductions for 2007-08 or 2008-09 without incurring staff lay offs.

A question was asked about the possibility of Mobility Aids and some student workers being funded by the financial aid budget(s) in order to free up some funds in the DSPS budget (RP008).

- *Matriculation*—the big concern pertaining to Matriculation is the lack of matching funds.
- *CalWORKs*—Paula Suarez stated that the CalWORKs budget will be okay because child care money is not being spent and can be moved; however, that would require a 1.75% match. Work study funded by CalWORKs also requires a 25% match and can not be matched by other categoricals such as EOPS and CARE. Paula stated that CalWORKs has a lot of restrictions as to how the funds can be spent.
- *TANF*—Paula stated that if a mid-year reduction occurs, some of Jennifer Schewerin's salary/benefits may have to be shifted to the CalWORKs budget and supply money would be eliminated.

- *DSPS*—Deb Ernst stated that DSPS should be okay with the proposed 10% mid-year cut. She raised the question about the possibility of paying the Peer Mentors out of Federal, College, or CalWORKs Work Study funds. This would amount to 50% of the Mentors total salary/benefits for the spring semester.
- *EOPS*—Penny stated that EOPS will be okay with a mid-year reduction. Jill reminded her to make funding for the Summer Institute a priority even if funding for books has to be reduced.
- *CARE*—This budget will also be okay. If faced with mid-year reduction, supplies, meal tickets, and student grants can be cut to balance the budget.

Joann Spiller suggested there should be more CARE grant funding at the beginning of the semester rather than waiting till the end of semester. Penny explained that the reasoning behind waiting was to ensure that students don't simply enroll and then drop classes once the grants are dispersed.

ACTION ITEMS:

- Joann Spiller will closely review the funds available in the student employee accounts and plan very carefully and accordingly for the spring 2008 semester.
- Jill will talk with Jane Harmon about Julie Cornett and the possibility of her salary being used for match to Matriculation.
- Jill will talk with Jane Harmon about the possibility of moving the percentage of Sherri Windish's salary off of TANF onto Basic Skills for 2008-2009 in order to free up some money in that budget.
- Deb Ernst and Penny Talley will work with Joann Spiller and Paula Suarez to determine who or even if any of the Peer Mentors can be funded partially out of Federal, College, or CalWORKs Work Study.
- Jill and Penny will check the status of CARE grants to students.

IV. ANNOUNCEMENTS—

Jill announced that, per Chancellor Serrano, Cerro Coso Community College and Porterville College will each receive one faculty position each; Bakersfield will receive seven faculty positions.

According to the CEO of the State Board, Mary Rattendal, the General Fund allocations will be cut for the 2008-2009 fiscal year due to a shortfall in state income. In addition, the General Fund may also see a 10% mid-year reduction. If that happens, it could result in less of an impact for the 2008-2009 fiscal year. Currently, the General Fund is expected to be decreased by 10% for 2008-09 and an additional 5% for 2009-2010.

Cerro Coso Community College has not implemented a spending freeze at this time; however everyone is encouraged to prepare for the proposed mid-year reduction and to be very cautious in spending.

ACTION ITEMS:

- Jill, Jane, Penny, Deb, and Deanna will meet and discuss the position for ESCC and determine the funding source(s).

V. OTHER—

The Student Services Executive Committee *Call-Back* meeting will be held on January 11, 2008 in the Administrative Conference room.

The next *regularly scheduled* meeting is Thursday, January 31, 2007 in the Administrative Conference room.

The meeting was adjourned at Noon.



Student Services Executive Council

December 8, 2011

LRC733

10:00AM – 12:00PM

AGENDA

Vision Statement:

Student Services Executive Council (SSEC) collaborates to ensure an exemplary student services program, which uses innovative approaches to promote student access, retention, and success. SSEC integrates the leadership of all student services to promote institutional responsibility and accountability for student success.

Mission Statement:

The mission of the Student Services Executive Council is to increase community college student access and success by providing effective core services and programs. The council's primary focus is on the coordination of support services to students entering or returning to college and to provide a foundation for student achievement and completion.

- I. **Minutes and Action Items**
- II. **Check-in**
- III. **Degree Works Update**
- IV. **Input on Agenda for Tuesday's SSEC Retreat**
- V. **Student Experience Survey**
- VI. **Matriculation Statistics**
- VII. **SS Data Plan**
- VIII. **Discussion Items:**
 - Success, retention, and completion
 - Student Learning Outcomes
 - Presentation on Customer Service training at ESCC
 - FERPA training and updates
 - Board Policy, Title V, and other updates
 - Departmental meetings
 - Start of semester preparations
 - Other?



Student Services Executive Council
December 8, 2011
MINUTES

Call to order at 10:00 AM.

In Attendance

Heather Ostash	Paula Suorez
Kathy Salisbury	Dave Cornell
Deanna Campbell	Erie Johnson

Absent:

Joann Spiller	Kim Schwartz
Corey Marvin	Julie Cornett

Materials provided for today's meeting:

- Agenda
- Minutes from September 22, 2011
- Updated Action Item Chart
- Matriculation Services Summary
- Percentage of Cohorts That Did Not Complete Matriculation Components
- Student Satisfaction Survey Questionnaire

I. **Minutes and Action Items**—minutes from the September 22, 2011 meeting were reviewed and approved as submitted.

II. **Check-in—**

- Eastern Sierra—Deanna reported they had Open-house on Monday and Tuesday of this week at the Bishop and Mammoth locations. They did not have a tremendous turnout, and she suggested moving the event to the last day of priority registration, the first day of open registration, or to just do it once per fiscal year.

The Admissions and Records Department is conducting Customer Service training today at the Mammoth campus with the Chamber of Commerce; they hope to do a presentation at the SSEC Retreat next week.

There appears to be an issue with some textbooks not being available through the Book Store. The Book Store also wanted to change the availability date for books to 2-days prior to the beginning of the semester; Deanna has asked they be available one week prior to the start of classes instead because this issue has a huge negative impact on the students; Deanna has already notified Gale Lebsock about the problem and it has been resolved for this semester; the books will be available one week prior to the beginning of semester. Deanna wanted to inform Heather in the hopes of avoiding this problem for future semesters.

Deanna communicated a problem pertaining to concurrently enrolled high school students. Last year, the high schools were told that high school students who are concurrently enrolled and fail a course are not eligible to re-take that course until after they graduate

from high school. Just recently, they were told that was not correct and that students can re-take the failed course while they are still in high school to try to have the failing grade replaced. Deanna wanted to clarify that students are receiving a consistent message pertaining to the question of re-taking a failed course. Paula responded that today is the first day designated for concurrent students to enroll. She stated that the Counseling Dept. normally reviews a concurrent enrollment student's previous history with their courses through Cerro Coso, and if that student is found to have been unsuccessful, enrollment is typically denied because we don't want high school students to continue to take college courses that they are not successful in completing. Paula further stated that she feels it would be highly problematic to have a concurrent student who failed a class re-take that same class again while still in high school course unless there is a very good reasons why they could now successfully complete it. As a rule, we typically do not want a concurrent student re-taking a course that they have already failed once; additionally, we do not want them taking college-level courses if they have already demonstrated that they cannot be successful.

Deanna also voiced concern about the fact that the registration process for spring semester seemed much more hectic than usual. Heather stated that, in a general sense, many students, at all campuses, seem to be coming in with a heightened level of anxiety and stress associated with the lack of a clear understanding of all the new processes and forms; students are afraid that one misstep could preclude them from getting into the classes they really need. Deanna is really hoping for the addition of a new Educational Advisor at ESCC and has included it in her Section and Unit Plans; Heather stated that she has included the need and request in her Executive Plan, too.

- Kern River Valley—Erie reported that KRV has the same concern about receiving books from the Book Store in a timelier manner. Enrollment reports for the spring semester indicate significantly lower numbers at KRV than previous semesters. He reports the KRV counselor has been ill and that could have a direct impact on enrollment figures. Gale is out ill today, but Pam Godfrey was at KRV for something else and was able to assist several students. The situation at hand strongly supports the need for an Educational Advisor for KRV campus. Heather reminded Erie that absence reports must be submitted each time the Counselor is absent from work.

Erie shared with the group, that because of recent bullying and suicide situations happening within the valley, there is an attempt taking place to create some *safe-spot* organizations; stores and other facilities where students can go and expect to be received and protected. Training was held last Tuesday; Karen Patino attended to represent the KRV campus because Erie was out of town. Cerro Coso's KRV campus has been designated as a community *safe-spot*; the KRV campus is the closest facility to the high school and middle school where the incidents occurred. Hopefully, word will get around that students are welcome to come to the KRV campus if they feel the need to get away from an unpleasant or threatening situation.

On the evening of December 13th, at 5:30 PM in Room G, the KRV campus will participate in a “Business After Hours” event along with the Chamber of Commerce and other businesses in the valley. Members of the KRV Student Club will also be there and will be serving hors d’oeuvres. This will provide an opportunity for many of the Chamber of Commerce members to come onto the campus and provide exposure for some of the students to the business community.

On January 11th, the Clay Witherrow Recognition event will take place at the Senior Citizens facility. This is when the local Foundation scholarships will be handed out, and Chancellor Serrano will be the keynote speaker for this event. This will be a catered dinner.

On Friday, December 9th, KRV will be holding the pinning ceremony for the Fall CNA class; Erie will attend the event.

- South Kern/California City—Erie announced that there were three spring courses scheduled, but that one EMT class has already been cancelled. Kristi Lowe is expected to return from medical leave when the campus re-opens in January. Laurie Rice, from A&R, and Paul Kuttig (from IT) have been going down to assist students with registration, etc.

Erie also informed the group that we must be out of the facility by December 19th; we will be moving on December 12th to allow for painting and installation of new carpet. The office will re-open on January 3rd. Erie and Kristi have been asked by Cory Marvin, VP of Academics, to put together a plan for how they are going to address the needs at California City and get it to him in January.

- Counseling Dept.—Paula reported that concurrent enrollment started today. Counseling is holding to the policy that concurrently enrolled students are restricted to taking only one class unless they have an established history of being successful in taking Cerro Coso courses and the student is at a Junior or Senior high school level; there will be very few exceptions made. If the student is a senior and has taken a class or two in the past, concurrently, with a C or better grade, that student can request to take two courses. However, those requests will be reviewed to determine the appropriateness of taking the two courses being requested. Concurrently enrolled students cannot be placed on the WaitList, so if a class is closed, the student will have the option of selecting an open class or waiting until the following semester. One reason behind such strict adherence to the policy is the fact that we don’t have enough seats for our college-level students and they have priority over students seeking concurrent enrollment. Some instructors are not happy with this and we will probably hear from some unhappy parents as well. It was stated that notification has already been sent to the virtual high school partners.

Deanna Campbell requested that she be copied on any future emails being sent out to the virtual high school partners. She also suggested that we have a meeting prior to the beginning of Priority Registration to ensure everyone is on the same page and to also have, in written format, the registration policies and what the registration dates will be. That

information was not available on the website for Spring 2012 semester; also notify Natalie Dorrell for the purpose of media notifications.

Dave Cornell was then asked to explain the tiered open enrollment process. He stated that he received an email notification from David Palinsky on November 30th regarding tiered enrollment; it seemed the process had to do more with Bakersfield College issues and not tilting the system; unlike BC, we don't have 15,000 students scrambling at open enrollment. Heather stated that she would take this issue to the District Vice Presidents meeting because it is unacceptable for Cerro Coso to receive last-minute notification about such a significant change without us having the opportunity to respond; the tiered open enrollment process resulted in a lot of confusion and problems on campus.

Paula Suarez provided assessment information for Erie at KRV campus. She stated that Paula Caudill will come over three times in January, prior to the beginning of spring semester. Inge had requested that Paula come over for assessment testing next week, prior to the winter break, but there would be no counseling available to the students during that week. Heather stated that she prefer we not have any assessment testing going on the week immediately before semester starts, unless the students will be directed to registering into the subsequent term; she also requested there be no assessment scheduled during the first week of school. There is a problem with students at KRV campus being scheduled for assessment testing and then not showing up at the specified time, which results in wasted resources; we definitely need to change that culture. Heather requested that we identify all the assessment and orientation dates for the fiscal year and publish those dates online and then strictly adhere to them. Those dates will not include matriculation services up to the day school starts and beyond. Matriculation services will be in place so that students have ample time to get into classes, get their books, and be prepared for the first day of school.

- Admissions & Records—Dave informed the group that currently, we have approximately 100 students registered for classes, who are military veterans, but only about forty of those students have actually seen a counselor; he has spoken with Paula Suarez about this.

Dave stated that he and the A&R staff have been to a couple of call sessions pertaining to Degree Works; that is progressing and the scribing work is under way.

Heather clarified that the "W" date will now be the day before census and will coincide with the date that faculty are expected to drop inactive students. Since this is a huge change, it was suggested this be discussed with all instructors so they thoroughly understand the change and a large information campaign to inform the students. It was further suggested that the information campaign should also include the following:

- Repeat limitations
- Registration changes
- Program approvals
- Changes to priorities so that students get in for matriculation earlier.

Once spring semester is brought up, we need to start focusing on how we're going to prepare for all the changes that will affect summer and fall registration. Summer and fall registration are going to be like nothing we've never experienced before in terms of the kinds of changes that will all be hitting at the same time and very significantly impacts the way we do business and the students. In addition to the registration changes, we will also have the Satisfactory Progress process for Financial Aid being enforced. There is a lot going on and we must do all we can to ensure that students understand the changes being implemented.

Dave brought up the fact that, on a limited basis, some active students from previous years (prior to spring 2010) do not have college generated email addresses. The short-term fix for this problem, at last in Admissions & Records, has been to allow the student to use the department assistant's phone to contact the District Help Desk and request their student email account be created. Updating their application information does not result in an automatic email account being created for the students. Without a college-generated email address, students cannot log into Inside CC on our website. Heather has already requested that instructions to the student for accessing their email account be placed on the website.

ACTION ITEMS:

- Paula will talk with Greg Kost to discuss concurrent enrollment guidelines for high school students.
- Erie will follow up on absence slips for the KRV Counselor.
- Heather will take the issue of tiered open enrollment to the District VP meeting for discussion.
- Paula will talk with Karee about adding information about student college email account to all Counseling messages sent out to students.
- Paula will speak with Karee about revising the flyer pertaining to student email accounts to include information about how students who do not have a college-generated email account need to contact the District Help Desk to set an account set up.

III. Degree Works Update—we are moving forward with Degree Works. Currently, we have a scribe who is working on transcribing the 2012 catalog and any additional addendums. There is also a consultant, being trained by SCT, who will be working out of KCCD, and there has been some discussion on retaining that person. If that is the case, this person might very well be someone who can provide us with ongoing support for Degree Works. There are regular progress meetings being held regarding Degree Works so we can check the status on where we are in the process. Porterville will be up and running Spring 2012; Cerro Coso anticipates implementation for Fall 2012 semester. There will be a heavy testing phase prior to it going live to students. Heather will notify everyone as early as possible about the dates for training and testing. Virginia Gurrola, Matriculation Coordinator at Porterville College, is the main liaison for working with Degree Works and is extremely knowledgeable.

IV. Input on Agenda for Tuesday's SSEC Retreat—the next Student Services All-staff Retreat is scheduled for Tuesday, December 13, 2011, from 9:30 AM until 2:30 PM in EW206. Heather provided a list of agenda items and requested input from all SSEC members regarding additional agenda items. Discussion items identified include:

- *Success, retention, and completion*—
- *Student Learning Outcomes*—
- *Presentation on Customer Service training at ESCC*—
- *FERPA training and updates*—
- *Board Policy, Title V, and other updates*—
- *Departmental meetings*—
- *Start of semester preparations*—
- *Review at least a portion of Virginia Gurrola's PowerPoint presentation*—

V. Student Experience Survey—Heather has confirmed that we can legally offer an incentive to the students to entice them to participate in the Student Experience survey. The problem is having the survey be completely anonymous and still be able to identify the winner of the incentive prize. Heather has talked with Gale Lebsock regarding having a section for M&O included on the survey; this section will be added to the existing document. The overall feeling is that it is better to have one large inclusive survey vs. several individual surveys being sent out to the students. The group spent time reviewing the survey draft to ensure that all areas were included.

Council members were asked review the document and provide feedback. The survey will be implemented during the Spring 2012 semester. Heather is working with Tina Tuttle on the methodology so that we get as many responses as possible; we will be doing a bulk mailing and providing online access to the survey. Once we have the results of the survey summarized, Heather would like to conduct a more in-depth, outside-facilitated customer service training for Student Services staff.

ACTION ITEMS:

- Kathy will add tables to the Student Satisfaction Survey for the areas of EOPS/CARE and for CalWORKs.
- Heather will talk with the College Foundation about the possibility of them providing an I-Pod or something similar for the Survey incentive.
- Deanna and Erie will review the survey, mark it up, and send the document to Kathy so input can be incorporated into the survey document.

VI. Matriculation Statistics— a Matriculation Services Summary Report was provided. According to the report, the number of students who complete all matriculation components prior to enrollment is low; we need to work on this. The group spent time reviewing the report and discussing areas that need improvement. Some things to be looked at include:

- Are Matriculation components getting recorded with regularity and consistently?
- Does the report numbers in any way indicate that we have gotten a little bit out of practice of using SWACOUNT at some sites? Heather explained that SWACOUNT is a Banner form

used for recording students' orientation, assessment, counseling, and follow-up. Subsequent counseling appointments for students, Early Alert, etc. can be recorded in FLWP.

- What are some strategies or ways that we can provide our services that follow students more specifically through the matriculation process and encourages them to enter through the matriculation process instead of outside that process and dropping into classes? Students really need to orient, assess, see a counselor, and develop a student education plan no later than their second semester to have all four matriculation components completed. Beginning with the summer semester, students will get priority registration only if they have completed orientation, assessment, and counseling. They will only get continued priority for the second semester if they have met with a counselor and developed a long-term education plan.
- Paula stated that she wants to do a research project where she reviews a couple of days of Drop-ins, across the board.

VII. SS Data Plan—tabled due to time constraints.

VIII. Agenda Items for Tuesday—

- *Success, retention, and completion*—
- *Student Learning Outcomes*—
- *Presentation on Customer Service training at ESCC*—
- *FERPA training and updates*—
- *Board Policy, Title V, and other updates*—
- *Departmental meetings*—
- *Start of semester preparations*—
- *Student Experience Survey*—
- *SARS Update*—currently working on acquiring SARS TRAK. Since Bakersfield and Porterville are always using SARS TRAK, Sean James was making an inquiry about getting a special group rate on the cost. However, in order to get the component implemented, Heather is prepared to proceed with making the purchase based on the price quote already received from the vendor.

Dave Cornell inquired about the possibility of SARS being implemented in Admissions & Records Dept. for tracking purposes.

ACTION ITEMS:

- Heather will meet with Mike Campbell to discuss the possibility of using Luminis to send out important registration information for all students. She will also inquire about other options available for getting the information out, such as ConnectEd.

IX. ANNOUNCEMENTS—

- Dave informed the group that KCCD had to write-off \$1 million dollars for bad student loans. That led to a discussion pertaining to Pell disbursements; we will now be making three disbursements per semester. By breaking the Pell into three disbursements, it

reduces the amount of money students receive up front and will, hopefully, have a positive impact on reducing the number of students who register for classes, receive their Pell grant money, and then drop the classes.

- The next regularly scheduled SSEC meeting will be held on Thursday, January 26, 2012. Some of the suggested agenda items include:
 - An A-Z discussion of Programs
 - Program de-activation process
- The next SSEC Retreat is scheduled for Thursday, February 9, 2012 from 8:00 AM until 4:00 PM in the Admin Conference room (MB212). Suggested agenda items:
 - ✓ Discussion of Safety issues and “what would we do in specific scenarios?” Heather is 100% committed to getting a highly recommended presenter, Kirsten Olsen, who does a presentation on Distract and De-stress Students do the presentation on campus in the spring. With the implementation of so many changes and the bleak economic outlook, students and staff are stressed and frustrated. There is also a possibility of another presenter from Oakland being brought in by Chancellor Serrano to address the college. Heather thinks his presentation is available on YouTube; she is going to pull it up and maybe glean some excerpts from it to share with the Student Services staff.
 - ✓ Do something more light-hearted at the beginning of the All-staff Retreat vs. jumping right into all the issues. The group devoted several minutes to discussing possible fun activities.

The meeting was adjourned at 12:15 PM.