Student Services Executive Council
October 6, 2011
RETREAT MINUTES

Call to order at 9:00 AM.

In Attendance		Absent:	
Heather Ostash	Kathy Salisbury	Joann Spiller	Corey Marvin
Kim Schwartz	Dave Cornell		
Erie Johnson	Paula Suorez		
Deanna Campbell			

Guests Attendee: Tina Tuttle

Handouts provided for today's meeting:
- Agenda
- 2011-2012 Cerro Coso Student Success Plan
- Information regarding California Community Colleges Task Force on Student Success
- 2011-2012 Annual Unit Plan Timeline
- 2011/12-2014/15 KCCD Strategic Plan
- Strategic Planning Working Group
- 2011 CCSSEE Key Findings for Cerro Coso Community College
- Spring 2011 CCSSE benchmarks
- The Community College Student Report survey
- Student Progress and Achievement
- CCSSE Benchmark "Support for Learners"

I.   Continental Breakfast and Welcome

II.   Institutional Research (Tina Tuttle)
- *ARCC/Student Progress and Achievement Study (SPAR)*—written report provided. The SPAR study was conducted at the request of Chancellor Serrano. Tina stated that the hardest information to get is completion data. Outcomes include achieve a certificate, AA/As, transfer ready, transfer prepared, and transfer to a 4-year institution. The group reviewed and discussed the findings of the report.

- *CCSSE Results*—written report provided.

- *Research Priorities*—requests for research from Tina Tuttle should be sent to Heather first so she can try to avoid duplication. Student Services will be conducting a Satisfaction of Services Survey this fall; the last time a fully comprehensive survey was conducted was in 2006. Tina and Heather will work together to create the survey questions based on input from this group; the survey will be site specific. The

expectation is to summarize the responses, look for specific trends, and then create strategies to approach those trends.

We are also due for a cut-score validation study focused on English and Math. Heather will be requesting this data from Tina as well. The study response could result in an adjustment, up or down, of the cut-score levels and possible changes in the way we do things.

III. Student Success
- Statewide Student Success Task Force—handout provided. State legislation enacted last year called on the California Community Colleges Board of Governors (BOG) to convene a task force of system representatives and external partners for the purpose of developing a plan to bring about significant improvements in success rates of our students. Beginning in January 2011, the Task Force has met monthly and worked to develop a robust and thoughtful set of recommendations that hold real promise to open a new chapter for the CCCC system. The recommendations identified include:
  o Increase college and career readiness
  o Strengthen support for entering students
  o Incentivize successful student behaviors
  o Align course offering to meet student needs
  o Improve the education of Basic Skills students
  o Revitalize and re-envision professional development
  o Enable efficient statewide leadership and increase coordination among colleges
  o Align resources with Student Success recommendations

The group reviewed and discussed the recommendations identified in the document and the potential effects for Cerro Coso in terms of orientation, assessment, persistence rates, course offerings, etc. Suggestions made during the discussion include:
  a) Establish and implement earlier and specific cycle dates/deadlines for matriculation components such as registration, assessment, applying for financial aid, etc.
  b) Provide an extended orientation and incorporate the use of CC Confer
  c) Create and advertise orientations focused specifically on Basic Skills students and financial aid applications and processes.
  d) Cut off all assessment two weeks prior to the beginning of a given semester
  e) Eliminate late registration
  f) Conduct financial aid workshops focused on just completing the online application
  g) Use multiple methods of getting important information out to the students such as newspaper and radio announcements, post cards, posters, etc.

  h) Increase priority registration timeframe from two weeks to three weeks
  i) Post registration dates/timelines in prominent location on website

<mark>ACTION ITEMS:</mark>
➢ Dave will work with Allison Whiting to have priority and open registration dates posted on the website.

- District Strategic Plan

- CC Student Success Plan

- Satisfaction With Services survey

- Preparation for next registration cycle

- Legislative Changes

- Student Success Committee

IV. **Department Updates—**
- Degree Works/transfer articulation

- Student Employment

- Installment plans/deferrals (Financial Aid)

- Satisfactory progress (Financial Aid)

- Book vouchers (Financial Aid)

- Workshops

V. **Planning and Evaluation**
- Planning cycle

- Annual Unit Plans

- Program Reviews

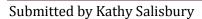- Student Learning Outcomes and Assessments

- Accreditation Update

VI.   Technology

- Website/Inside CC

- Student Services Group

VII.   Wrap up and general information

- Form/document conventions

- December All-Staff meeting

- Upcoming meetings

Meeting adjourned at 5:00 PM

Student Services Executive Council
September 22, 2011
MINUTES

Call to order at 10:06 AM.

In Attendance		Absent:	
Heather Ostash	Kathy Salisbury	Kim Schwartz	Dave Cornell
Paula Suorez	Deanna Campbell	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 an 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-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.

  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.

Student Services Executive Council
December 8, 2011
MINUTES

Call to order at 10:00 AM.

In Attendance		Absent:	
Heather Ostash	Paula Suorez	Joann Spiller	Kim Schwartz
Kathy Salisbury	Dave Cornell	Corey Marvin	Julie Cornett
Deanna Campbell	Erie Johnson		

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 Suorez 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 Suorez 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:
  - o Repeat limitations
  - o Registration changes
  - o Program approvals
  - o 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.

<mark>ACTION ITEMS:</mark>
- 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 lead 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:
    o An A-Z discussion of Programs
    o 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.

Student Services Executive Council
March 1, 2012
MINUTES

Call to order at 10:00 AM.

In Attendance		Absent:
Paula Suorez	Karee Hamilton	Heather Ostash
Dave Cornell	Jennifer San Nicolas	
Kathy Salisbury	Corey Marvin	
Julie Cornett	Deanna Campbell	
Erie Johnson	Kim Schwartz	

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

Meeting facilitated by Paula Suorez, 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:
    o What gaps were identified?
    o What has been done to address the identified gaps?
    o 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
August 15, 2011
MINUTES

Call to order at 2:00 pm.

<table>
<tr><td colspan="2"><u>In Attendance</u></td><td><u>Absent:</u></td></tr>
<tr><td>Heather Ostash</td><td>Kim Schwartz</td><td>Erie Johnson</td></tr>
<tr><td>Paula Suorez</td><td>Kathy Salisbury</td><td></td></tr>
<tr><td>David Cornell</td><td>Deanna Campbell</td><td></td></tr>
<tr><td>Joann Spiller</td><td>Corey Marvin</td><td></td></tr>
</table>

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.

   <mark>ACTION ITEMS:</mark>
   - 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.

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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 listserve 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

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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

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dates, institutional planning, Unit Plan process, Program Review, data needs, Student Success Plan, etc.

<mark>ACTION ITEM:</mark>
- 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.

<mark>ACTION ITEM:</mark>

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- 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.