

## 9/6/22 ISEP/Student Services

Heather Ostash, Alyssa Bloomberg, Anna Carlson, Anthony Briseno, Celen Tuitt, Christine Small, Jessica Kawelmacher, Jesus Gaytan, Karee Hamilton, Kristie Nichols

- Processes folder will be added to ISEP channel in SS Team as they are created and codified
- Any resource can be added to the channel in Teams
- Karee not yet gone into Tehachapi
  - Have been back in Cal City (Anna, Jesus, Christine)
    - First time in about 6 weeks
    - Any update or change?
      - Pretty much the same. No correspondence in or out this week as the ed team there is off this week
        - Annual around this time, last week June/first week July
      - COs working so classes can be run this week
    - Jesus: busy, saw 36 students in 2 days. Smooth overall, a couple of incidents re: incident forms but aside from that smooth running
      - Need to fine-tune the number of students to meet with each week
      - Figure out process for students to voice concerns/not necessarily complaints, but generally be able to voice concerns that fall outside of counseling
      - Need to develop a timeline for us to add to communications regarding inquiry forms and certain processes (grad evals, etc)
        - Perhaps we add certain language (like grad evals not being processed until after grades have rolled), but definitely send out a communication if the process is taking longer than 8 weeks
        - Need to ensure the use of the updated grad eval form to ensure A&R processes transcripts
          - Transcripts weren't getting to the prisons, so we added to grad eval the ability to approve for transcripts to be sent to CDCR
          - Can this be added to FERPA or Intake Process? Could also be used to send transcripts to other institutions as necessary
            - No problem - Anna
        - Also use updated inquiry forms – Christine suggests we send to the instructors as well
    - Christine met with Ted regarding getting pre-covid services back in-person
      - Ted confirmed we can use visitation room for that, ~100 students/session
        - Likely 3 sessions in a row
      - Orientation for existing and new students, so all get the same info even if they've been around previously
      - Trying to get peer mentoring/PTK back up

- Need to identify who was a peer mentor before, if any are still there they will let us know
  - Alec Griffin and Matt Crow are the advisors
  - Minimum we can pull a list of PTK students and go from there to either do a call-out or identify specific students to contact
- Drop-in counseling was an option previously during yard time, may be feasible to do again
  - Previously had cut down on a lot of inquiry forms, with forms available for more complex questions
- Timing for going back into Tehachapi?
  - Jaime and Melissa are being trained, started a couple of weeks ago, and are working on clearances (submitted but not complete yet)
  - They will go in a couple times per week, with Karee at first to ensure the students can be met and since it's been a while
  - Rotational schedule to follow
  - Tehachapi 7-800, Cal City 400
- Work on backlog of counseling appointments before moving towards adding more orientations
- Inquiry forms
  - When we receive it, it is scanned and sent to the counselor then added to the G: drive
    - Message is sent to student to acknowledge receipt
    - Form goes to the counselor/proper office and G drive
  - How is it tracked from there?
    - There are specific categories, but they can ask anything really
    - Once submitted to counseling G drive, they move to either "Completed" or to their own folder. Any notes in Navigate can also be checked or reprinted as necessary
      - Check for notes in Navigate rather than adding them to the G: drive
    - Cal City can be done this way as more counselors are added to the site
      - Jesus requests training on the process for it
  - Are we working towards what we were before (entirely face-to-face)? Yes
    - Only if there is something that wouldn't be offered, will be face-to-face
      - This is last semester of any sort of correspondence
    - Depending on type of inquiry, counseling services can also be done via correspondence without issue
  - When responding to inquiry form, is the form included with the response?
    - Yes, generally.
      - Does the response go to the G: drive?
        - Yes it does, Jesus has put into Navigate along with an explanation in Navigate

- Karee hasn't been sending the inquiry form back to student, but something she can start doing, but Navigate does have all of that
- Need to create different meeting types to further track inquiry in Navigate, perhaps change CAC In-Person, CAC Correspondence, same for CCI

## 9/27/22 ISEP Student Services

Christine Small, Heather Ostash, Jessica Kawelmacher, Anna Carlson, Anthony Briseno, Celena Tuitt, Jamie Alea, Kristie Nichols, Melissa Brandan, Karee Hamilton, Jesus Gaytan

Not present: Franki Gregor

- SS admin team worked together yesterday. Would like to identify team in each SS unit to provide support during trying times (registration, etc)

### Planning

- Grad Eval Letter
  - Counseling & AR got together to develop grad eval letter to provide more explanation to ISEP students
  - There can be misunderstandings of the grad eval process, so this helps us to be more concrete in our messaging to ISEP students
    - “From an A&R standpoint, we really wanted to give the students the estimated timeline from the moment we get the petitions to the printing of awards.”
    - “Additionally, we wanted to provide information about common delays that A&R sees so students are aware”
  - New petition to graduate
    - Updated for ISEP, acknowledgement of automatically sending transcripts (also added to FERPA form)
    - Collection of CDCR IDs/ mailing addresses for diplomas
  - Inquiry Form
    - Also being sent with new grad petition and grad eval letter
- Dates to identify
  - Ted will provide dates for CAC orientation around 9/28
  - Passes
    - Waiting on clearances from Tehachapi for Karee, Melissa, Jamie
    - Cal City, all are ready for live scan
    - Jess needs to get access, Celena will send paperwork 9/28
  - Orientations
    - Having representatives for A&R/Counseling present would be helpful
    - Jesus requests roster list of students w/ 40+ units from Christine
    - Trying to cover all students at Cal City, so they all get the same information
    - CCI will try to get as many students as possible in each yard
    - 11/29 and 12/9 for graduation
    - Heather will work with Debilyn regarding PTK
    - Franki will help with ensuring we don't miss DSPS/EOPS
- Processes to Document
  - As far as student services is concerned, not much else that would need to be documented
  - Do we need a withdraw exception form specifically for ISEP?

- Perhaps, there are lines for student/faculty signature that are difficult to capture, student email etc
  - Chancellor's office has put out that we are not asking much for an EW, give the student the benefit of the doubt, unless it has become a pattern for the particular student
- Transcripts
  - Not entirely clear if there's something more we can be doing to help facilitate the incoming/outgoing requests
    - Had worked with Bill on the concept of developing a partnership with Palo Verde etc for easier transcript handling, third party payments etc
    - The other institutions are not interested in a partnership, however with us moving to Parchment the volume of transcripts is significantly less in the office, so working with ISEP shouldn't be a problem
      - Jessica will reach out to the other institutions to see if we can try again
    - Transcripts for CCI should be going to Anna Carlson, Jess will verify with Addy/Linda
- **Dates for orientation that we hear from Christine on everyone's calendar**