![Cerro Coso Community College logo]

Student Success & Support Council Meeting Minutes
March 19, 2014
MB350A
12:30 – 2:30 PM
MINUTES

Charge of the Committee:

Through the integrated efforts of academic and student services, the Student Success and Support Council reviews and recommends strategies and initiatives designed to help students achieve success. The committee engages in research, analysis, and dialogue to guide implementation of initiatives to ensure college access and improve student success and equity.

Present: Lauren Patridge, Caroline Sanderson, Paula Suorez, Sarah King, Lisa Darty, Christine Swiridoff, Cliff Davis, Deanna Campbell, Kristin Hanle, Lisa Stephens, Heather Ostash, Kathy Salisbury, Julie Cornett, Steve Rogers, Matt Jones

Absent: Lisa Fitzgerald, Laura Vasquez, Pam Godfrey, Corey Marvin, Jennifer San Nicolas

Handouts: Agenda, SS&SP meeting minutes from Feb. 12th meeting, ACCJC 2014 Annual Report Notes, ATD 2014 Principles Assessment Survey, Leveraging Online Student Services to Support Students, Faculty and Staff, ATD Example Implementation Plan

TOPIC	FACILITATOR	SUMMARY/ FOLLOW-UP	O	C
1. Opening of Meeting	Heather Ostash	Meeting called to order at 12:30 PM.		
2. Approval of Agenda	All	The agenda was approved as presented.		
3. Approval of Minutes		The minutes from February 12, 2014 meeting were presented, reviewed, and approved with no changes. ==**Previous Action Items:**== • Kathy Salisbury will work with Julie Cornett to schedule rooms for the Inquiry Focus Group (FIG) meetings at IWV. • Julie will work with Caroline at ESCC and Lisa at KRV to schedule rooms for the FIG meetings at the sites. • Heather will contact Michael Carly to ask if he has a template or can suggest		X X

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		something else we could use for recording the FIG sessions.		X
		• Kathy and Heather will arrange for laptop and flash drive for each FIG session.		X
		• Heather will look at the calendar and try to schedule another meeting prior to April 23rd.		X
4. Institutional Set Standards—ACCJC		A copy of the ACCJC 2014 Annual Report Notes pertaining to institution-set standards was provided, reviewed, and discussed by Council members. It was clarified that institution-set standards are standards which are identified as at the absolute lowest level of tolerance for some of our student achievement measures: completion, success, and retention/persistence. Input was sought about what approach we should be taking in regards to the institutional-set standards. Some of the concerns voiced were: • Using static numbers vs. percentages • Doing this so quickly and locking ourselves in • Combining online and on-site • Using a 2-year average vs. a 5-year average • Completing this report considering that ACCJC is currently under investigation It is extremely important that we do take a good, hard look, conduct a serious evaluation, and meaningfully set the numbers for our institution-set standards. This will only be meaningful if we take the time to really look at where we are now, where it is acceptable for us to be, and report those numbers. The numbers reported last year were based on a 5-year average with some minor adjustments. We must be proactive in taking the role of setting some reasonable benchmarks. During a recent Institutional Effectiveness Committee (IEC) meeting, discussion was conducted about having this process be on the same review cycle as our mission and strategic plan. Institutional-set standards have also been discussed in Academic Senate. The discussion ended with a request that the IEC touch base with the ad-hoc Senate group that met to come up with new Institution Set Standards numbers to let them know that their numbers would not be used for the new report, along with a justification as to why.		
5. Debrief/Faculty Inquiry Groups (FIGs)		Julie reported that the last of the Faculty Inquiry Focus Groups was completed last week, but she is still summarizing the information gathered and the notes that were taken. Some recurring themes have already been identified: • People attending the focus groups were really appreciative, stating that it was great being able to talk with other instructors and not just the instructors from within the same discipline. • A desire for more opportunities like the focus groups where specific topics or issues could be discussed among colleagues.		

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		• A desire to know more about what it is that Counseling does; faculty expressed a desire to help, but really don't know what they can do to help. Would like an opportunity to sit down with Counseling staff and discuss matriculation, education plans, etc., and what it is that faculty can do to help out in those areas. Currently, part of the problem is how faculty FLEX is set up; it is held during a time when it is impossible for Counselors to attend due to the demand to meet with students prior to the beginning of the semester. FIGs, or something very similar, is something that need to be imbedded in our culture and be occurring in an on-going manner each semester. ESCC already conducts "Lunch and Learn" sessions at those sites. We also need a more robust professional development plan.		
6. Student Inquiry Groups (SIGs)		This issue has not yet been discussed, but it was decided that there would a smaller group discussion related to Student Inquiry Groups (SIGs) conducted at a later date to determine how we move this forward.		

7. Debrief/ATD Conference Outcomes:
• Basic Skills
• Student Engagement
• Student Experience
• Professional Development
		Council members who attended the ATD Conference in Orlando were asked to weigh in on what they took away from the conference in terms of how you think ATD impacts us and how we move forward.
		• Felt a renewed energy after attending the conference. Even though it can be challenging for full-time faculty to attend conferences because of classroom commitments and adjunct faculty normally do not attend, opportunities must be provided to them to attend for professional development purposes.
		
		• Made it very clear that our college needs to really embrace professional development, in a very intentional manner, for faculty and staff. Deanna informed the Council that ESCC has just received approval for professional development regarding the proposed Lunch & Learn sessions. The dates/topics have now been posted to Inside CC on the Professional Development tab. Everyone was urged to register for the sessions they are interested in attending. The sessions will also be recorded, placed Inside CC, and will be available for 30 days after the session. Planned topics include:
		   ➢ Native American Cultural awareness with K. Anderson from the Owens Valley Career Development Center, who will be speaking about how students interact with other students on April 1, 2014.
		   ➢ LRC Databases: Beyond Research with ESCC Librarian, Nancy Williard on April 8th.		

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Debrief/ATD Conference (cont.)		➢ Learning How to Learn & Teaching Motivation with Deanna Campbell on April 15th.
		➢ Moodle Activity Round-table with Lauren Patridge on April 29th.
		
		• Technology is the number one way to reach out to students at any given time. The #1 technology that most students have in common is cell phones; 80% of all students have cell phones. The college must have sufficient technology to meet the student demand for information.
		
		A handout titled *Leveraging Online Student Services to Support Students, Faculty, and Staff* was provided. It also included a short quiz that Council members were urged to take on their own time; those who take it can contact Paula Suorez to find out the correct answers.
		
		The handout also included a list of technology tools that could prove very useful. Council members reviewed the list and identified some specific tools that could definitely benefit Cerro Coso and our students:
		• *Innovative Educators Student Lingo*—a series of interactive on-demand video workshops, action plans, and valuable resources focused on helping students achieve their academic, personal, and career goals. Available online 24/7 on demand.
		   o Free to students, faculty, and staff
		   o Flat price annual fee based on number of workshops selected
		   o Unlimited usage
		   o Hosted completely off campus
		   o No IT involvement
		   o Monthly usage reports provided
		   o Some podcasts available in Spanish
		   o Students receive certificates of completion
		   o Excellent customer service
		
		• *IntelliResponse*—24/7 online, on-demand questions and answers about the college.
		   o Free to all users
		   o Flat price annual fee based on number of students at institution
		   o Unlimited usage
		   o Hosted completely off campus
		   o No IT involvement
		   o Web portal and LMS integration
		   o Monthly usage reports		

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Debrief/ATD Conference (cont.)		o Excellent customer service with assigned project manager
		
		• *AfterCollege*—the largest online career network for college students and recent graduates that connects new job seekers with the best entry-level opportunities to suit their skills and education through alumni, faculty, and other networks. AfterCollege gives new job seekers a competitive advantage by tapping into valuable professional networks with a job search algorithm and career-building tools to help land a job.
		    o Free to students
		    o Free to college with branded website
		    o Excellent customer service
		
		• *Financial Aid TV*—an insightful, easy-to-use technology that makes the large body of financial aid information comprehensible and digestible to students through online video. This technology not only educates students, it can also help ease the burden on Financial Aid staff.
		    o Free to students
		    o Flat annual rate to college
		    o Additional cost for customized video workshops
		    o Excellent customer service
		    o Hosted off site/no IT involvement
		    o BFAP funds can be used to purchase this
		
		• *Khan Academy*—is a not-for-profit with the goal of changing education for the better by providing a free world-class education for anyone anywhere. All of the site's resources are available to anyone. It doesn't matter if you are a student, teacher, home-schooler, principal, adult returning to the classroom after 20 years, or a friendly alien just trying to get a leg up in earthly biology. Khan Academy's materials and resources are available to you completely free of charge.
		    o Free to students
		    o Free to college
		    o Excellent selection of well-done tutorials
		    o Very user friendly
		    o Hosted off site/no IT involvement
		
		• *Open Study*—is a social learning network where students ask questions, give help, and connect with other students studying the same things. Their mission is to make the world one large study group, regardless of school, location, or background.		

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		○ Free to students ○ Free to college ○ Customizable study networks ○ Hosted off site/no IT involvement • *Grad Guru*—a free app that helps students get through college with school deadlines, advice, and a way to earn rewards for doing the right things! Grad Guru's messaging systems allows for the capture of granular and customizable information directly from students about specific actions you may want them to take (or not take.) It can also track and report data about app performance and key outcomes. Council members were encouraged to visit the websites (listed on the handout) for these technological tools to view additional information about what they can be used for, how they work, how they could benefit the students, staff, and faculty, etc.		
8. ATD Plan…Next Steps		Two handouts were provided: 2014 Principles Assessment Survey and an Example ATD Implementation Plan. Heather will be working on the college's ATD Implementation Plan. A draft is due by April 24, 2014 and the final document is due May 22, 2014. During the month of April, we will need to conduct some Student Inquiry Group sessions in order to have pertinent feedback from them about their experiences and perceptions as well as the information that was obtained from the FIG sessions. Council members spent a few minutes discussing the best approach, what will be in the plan, etc.		
9. Other:		Nothing added to the agenda.		
10. Future Meeting Dates/Times		~~January 29, 2014~~ April 30, 2014 ~~February 12, 2014~~ May 7, 2014 ~~March 5, 2014~~ CANCELLED May 14, 2014 ~~March 19, 2014~~ April 23, 2014		
11. Adjournment		The meeting was adjourned at 2:30PM.		

O Open/**C** Closed

Title   Heather Ostash   Recorder   Kathy Salisbury

Person in charge of meeting   Person responsible for recording meeting