

# Crafton Hills College Student Services Council



Date: April 4, 2016  
Time: 10:00a.m.-12:00 p.m.  
Location: Crafton Center 247

## AGENDA

Larry Aycock  
Trinette Barrie  
Kirsten Colvey  
Cyndi Gundersen

Laurie Mann  
Robert McAtee  
Mariana Moreno

John Muskavitch  
Erica Paddock  
Hannah Sandy  
Rebecca Warren-Marlatt

TOPIC	DISCUSSION	FUTURE ACTION
Approval of March 7, 2016 Minutes		
Enrollment Management Projects Update and Discussion		
PPR, Prioritized Objectives, Next Steps and One Recommended Addition (RWM)		
Educational Planning Initiative, Update (Robert, Kirsten)		
Hiring, Status (Joe and Kirsten)		
Report Out, Shadowing Project		
Standing Agenda Item: Student Learning Outcomes, Larry Aycock, A&R <b>Counseling</b> <ul style="list-style-type: none"> <li>• Productivity</li> <li>• Student Satisfaction</li> <li>• Institutional Impact</li> <li>• Student Learning</li> </ul>		
Job Shadowing: Participants to Date		
Other Items		
Unit Reports		

Adjournment		
<p>Important Dates</p> <ul style="list-style-type: none"> <li>• <b>Georgia: Stories of Transition—This is Me.</b> Thursday April 7, 12:45 p.m. LRC 231; <ul style="list-style-type: none"> <li>○ Workshop for Safe Space Allies, Friday April 8 10 .m. CCR 233</li> </ul> </li> <li>• <b>VET NET Ally Awareness Seminar</b>, Tuesday, April 12, 9:a.m. – 1 p.m., LRC 231</li> <li>• <b>ACCJC Follow Up Visit</b>, April 13 and 14, all day</li> <li>• <b>Retirement Reception</b>, Tuesday April 19, 2016, 3:00-4:40 p.m. LRC 226</li> <li>• <b>Open Enrollment, Benefits:</b> April 25-May 12</li> <li>• <b>Classified Appreciation Luncheon</b>, Wed., April 27, 11:30-1:00 Roadrunner Café</li> <li>• <b>Student Recognition Dinner</b>, Friday April 29, 6 p.m., CHC Cafeteria</li> <li>• <b>EOPS Scholars Grad Ceremony</b> Friday, May 13, 6 pm, PAC</li> <li>• <b>Scholars Convocation</b>, Friday, May 20, 6 p.m. PAC</li> <li>• <b>Commencement</b>, May 27, 2016 <ul style="list-style-type: none"> <li>○ Breakfast 9:30 CHC Cafeteria</li> <li>○ Line Up 5:30 p.m., CCR 155</li> <li>○ Procession, 6 p.m.</li> </ul> </li> </ul>		
<p><b>Mission Statement:</b> To advance the educational, career, and personal success of our diverse campus community through engagement and learning.</p> <p><b>Vision:</b> Crafton Hills College will be the college of choice for students who seek deep learning, personal growth, a supportive community, and a beautiful collegiate setting.</p> <p><b>Values:</b> Crafton Hills College values academic excellence, inclusiveness, creativity, and the advancement of each individual.</p>		

### *Student Services Council*

**Charge:** The Student Services Council provides a forum for effective communication among representatives of the various departments within Student Services. It meets to discuss and coordinate the different services provided by each department. Relying on quantitative and qualitative evidence and the results of student learning assessments, the council discusses activities, problems and resolutions involving these departments, as well as budget items and facilities. The Student Services Council meets monthly (first Monday of the month).

**Membership:** Vice President, Student Services (chair); Dean, Counseling and Matriculation; Dean, Student Services and Student Development; Director, Financial Aid; Director, Student Life; Coordinator, Health and Wellness Center; Coordinator, Disabled Student Programs and Services; Title V Activities Director; Director, EOPS/CARE; representative of Student Services Classified Staff; Student Senate representative.

**Term:** One year (for appointees)

## *Student Services Strategic Directions*

- ▶ Integrated and Mandatory Key Intake Programs, Placement in appropriate Programs of Study, Careful Monitoring of Student Success, and Creation of Student Success Pathways
- ▶ Promoting Equity, Access, and Inclusion, Valuing Diversity, and Supporting Student Connection
- ▶ Promotion of Deep Learning through Experiences and Courses
- ▶ Inclusion, Development, and Empowerment of Staff
- ▶ Continuous Quality Improvement and Effective Resource Utilization



### *Job Shadowing Project, Status*

<b>Date</b>	<b>Intern</b>	<b>Host/Department</b>
	Rejoice Chavira	Laurie Mann
<b>2/23/2016</b>	Kirsten Colvey	Financial Aid
<b>2/5/2016</b>	Evan Sternard	Admissions and Records
	Manika Singh	Assessment Center
<b>2/19/2016</b>	Kathy Wilson	Admissions and Records
	Britnee Quintanar	Financial Aid
<b>2/2/2016</b>	Kashaunda Harria	Admissions and Records
	Larry Aycock	VPSS
<b>2/23/2016</b>	Mariana Moreno	Financial Aid
	Ericka Paddock	Joe Cabrales
	Michelle Tinoco	Kirsten Colvey
	Lisa Martin	Financial Aid
	Violeta Vasquez	Financial Aid

[Plans for Student Services](#) >> [2015 - 2016 Student Services CHC Roll Up Plan 2015-2016](#)

>> **Objective Priority List**

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**You can't edit the priorities unless the plan is locked for editing first.**

<b>Id</b>	<b>Priority</b>	<b>Title</b>	<b>Details</b>
6.1	1	Improve oversight, planning, and services in Admissions and Records.	<a href="#">Details</a>
5.1	2	Offer Career Counseling, career assessment and career assessment interpretation	<a href="#">Details</a>
5.3	3	Maintain online systems to provide key Career Center services	<a href="#">Details</a>
4.1	4	Increase student engagement and involvement by facilitating increased participation in student clubs and activities on campus.	<a href="#">Details</a>
6.2	5	Increase and maintain the timeliness and quality of evaluation services and online service access for CHC students	<a href="#">Details</a>
9.3	6	Promote the expansion of SSSP services.	<a href="#">Details</a>
8.1	7	Maintain health services for CHC students who are without other means of healthcare as measured through SARS statistics and other data.	<a href="#">Details</a>
17.1	8	Improve and expand services for Foster Youth in order to promote equity and student success.	<a href="#">Details</a>
20.2	9	Continue to increase student financial literacy on campus by providing student workshops throughout the year.	<a href="#">Details</a>

<b>Id</b>	<b>Priority</b>	<b>Title</b>	<b>Details</b>
5.5	10	Promote the expansion of Career services and support to CHC students.	<a href="#">Details</a>
14.2	11	Full Automation of CCCApply Imports	<a href="#">Details</a>
6.4	12	Centralize the admission of international students and ensure adequate program monitoring for compliance with federal regulations.	<a href="#">Details</a>
12.1	13	Extend Assistive Technology Services to assure that it is widely available in all college labs and classrooms.	<a href="#">Details</a>
5.4	14	Support student employment opportunities	<a href="#">Details</a>
14.1	15	Increase Transcript Processing Efficiency	<a href="#">Details</a>
5.6	16	Develop Internship Program	<a href="#">Details</a>
10.2	17	Obtain data to guide program improvement, provide for the secure storage of student records, and increase HWC efficiency.	<a href="#">Details</a>
5.2	18	Develop a calendar of events and activities to promote student understanding of their career choices	<a href="#">Details</a>
26.1	19	Ensure all students using G.I. Bill benefits obtain, during their first term of attendance, a complete educational plan as required by the Veterans Administration to certify students for educational benefits.	<a href="#">Details</a>
12.2	20	Maintain state of the art assistive technology in DSPS and throughout the campus.	<a href="#">Details</a>
21.1	21	Provide CHC Financial Aid Office forms in electronic versions to students.	<a href="#">Details</a>

<b>Id</b>	<b>Priority</b>	<b>Title</b>	<b>Details</b>
19.2	22	Provide timely and appropriate services to students with disabilities.	<a href="#">Details</a>
10.1	23	Provide knowledge about students' health risks status, access health behavior, impediments to academic performance and perceived norms	<a href="#">Details</a>
29.14	24	Hire Adjunct Career Counselor	<a href="#">Details</a>
8.2	25	Pursue alternative funding sources in order to maintain and increase clinical services to students	<a href="#">Details</a>
19.1	26	Provide an appropriate range of services and accommodations to CHC students with a disabling condition.	<a href="#">Details</a>
9.1	27	Increase access to Counseling Services by providing more counselor availability for both individual and group appointments.	<a href="#">Details</a>
21.2	28	Continue and refine the Financial Aid module of WebAdvisor	<a href="#">Details</a>
12.3	29	Develop a Technology Success Center to increase the success of all CHC students.	<a href="#">Details</a>
18.1	30	Ensure that appropriate measurement strategies are selected	<a href="#">Details</a>
23.3	31	Improve transfer services to students	<a href="#">Details</a>
24.2	32	Generate Quality Improvement (QI) in all clinical and educational services provided	<a href="#">Details</a>
2.4	33	Develop online advising.	<a href="#">Details</a>

<b>Id</b>	<b>Priority</b>	<b>Title</b>	<b>Details</b>
6.3	34	Ensure A&R processes and services are clearly defined, published, and documented for internal and external use	<a href="#">Details</a>
7.5	35	Provide ongoing training of Counseling Staff regarding transfer.	<a href="#">Details</a>
15.1	36	Reinforce good work practices, safety awareness, and employee education	<a href="#">Details</a>
14.4	37	Streamline Enrollment Verification Process	<a href="#">Details</a>
23.7	38	Math and English (ME) 1st Campaign	<a href="#">Details</a>
4.2	39	Continue to support the development of positive faculty/student mentoring relationships.	<a href="#">Details</a>
23.8	40	Exposure to 4-year institutions	<a href="#">Details</a>
9.2	41	Expand Assessment Services to the campus and the community.	<a href="#">Details</a>
18.2	42	Ensure continuous professional development of staff	<a href="#">Details</a>
9.4	43	Ensure the effective oversight and planning of the counseling department.	<a href="#">Details</a>
24.1	44	To complete Program Review and Planning Process	<a href="#">Details</a>
5.7	45	Create career based curriculum and workshops	<a href="#">Details</a>
26.3	46	Develop systems to communicate with students about VA benefits and certification	<a href="#">Details</a>
2.7	47	Develop a Faculty Advisor program.	<a href="#">Details</a>



<b>Id</b>	<b>Priority</b>	<b>Title</b>	<b>Details</b>
11.1	48	Provide employees with effective customer service training to improve student and community satisfaction with services.	<a href="#">Details</a>
1.1	49	Reduce the disbursement period from 2 weeks to 1 week through a prepaid card system	<a href="#">Details</a>
13.7	50	Revive Mobile Counseling Centers in various areas on campus including the Tutorial Center.	<a href="#">Details</a>
16.3	51	Develop relationships with campus and local community leaders and stakeholders	<a href="#">Details</a>
21.3	52	Use a multi- and social-media approach to increasing Financial Aid knowledge and awareness among students.	<a href="#">Details</a>
1.2	53	Ensure the Financial Aid Office meets the student needs by reducing processing time.	<a href="#">Details</a>
2.12	54	Ensure that international students have appropriate academic advisement and follow up.	<a href="#">Details</a>
2.11	55	Ensure that CHC athletes have appropriate counseling and support.	<a href="#">Details</a>
20.1	56	Develop a plan of action for a large scale in-reach effort to increase financial aid participation.	<a href="#">Details</a>
14.3	57	Ensure the process for destruction of student records meets state regulations and district policy	<a href="#">Details</a>
23.1	58	Increase the use of the TC by Hispanic and other underrepresented students	<a href="#">Details</a>
22.1	59	Implement Online Student Educational Plan	<a href="#">Details</a>
26.2	60	Create a formal Veterans Resource Center	<a href="#">Details</a>

<b>Id</b>	<b>Priority</b>	<b>Title</b>	<b>Details</b>
28.1	61	Identify existing program gaps in demographic representation by identifying College and community demographics using the College environmental scan as a baseline.	<a href="#">Details</a>
2.1	62	Increase the number of students who have student educational plans.	<a href="#">Details</a>
28.2	63	Increase the recruitment of students from underrepresented groups by conducting above and beyond in-reach and outreach activities.	<a href="#">Details</a>
22.2	64	Implement Online Advisement	<a href="#">Details</a>
23.2	65	Identify potential transfer students	<a href="#">Details</a>
30.1	66	Create EOPS online orientation and fillable EOPS application.	<a href="#">Details</a>
7.3	67	Secure a fully-staffed and operational transfer center according to Title 5 regulations/recommendations and Title V/HSI Transfer Prep Grant language.	<a href="#">Details</a>
13.3	68	Strengthen communication and collaboration amongst counselors and office staff.	<a href="#">Details</a>
16.1	69	Increase Faculty Staff and Student Awareness of services provided through the Career Center	<a href="#">Details</a>
19.3	70	Collaborate with instructional departments, Technology Services and Professional Development to implement elements of universal design across programs and services.	<a href="#">Details</a>
34.1	71	Obtain data that demonstrate the outcomes/performance of the EOPS Program	<a href="#">Details</a>

<b>Id</b>	<b>Priority</b>	<b>Title</b>	<b>Details</b>
2.2	72	Create processes in the new office space which includes the development of a student intake process at the front desk of Counseling.	<a href="#">Details</a>
16.2	73	Develop working relationships with counseling, student success, research, admissions, financial aid, student life departments	<a href="#">Details</a>
25.2	74	Policies and Procedures	<a href="#">Details</a>
27.1	75	Identify and implement procedures to gather data and evaluate SSSP processes and services on an annual basis	<a href="#">Details</a>
37.1	76	Design and implement an online advisement program to improve accessibility of counseling services and to support distance students.	<a href="#">Details</a>
23.4	77	Utilize technology to reach out to and engage potential transfer students	<a href="#">Details</a>
27.2	78	Work with ORP to develop systematic evaluation process for SSSP SAO and services	<a href="#">Details</a>
33.1	79	Work with Professional Development and departments to provide training on the identification and support of students with disabilities	<a href="#">Details</a>
38.1	80	Provide intrusive services to support the engagement, retention, and success of students.	<a href="#">Details</a>
2.6	81	Incorporate Terry O'Banion's six success factors of student success into counseling services in order to strengthen and support the campus's Engage, Learn, and Advance initiative.	<a href="#">Details</a>
7.2	82	Increase Instructional Faculty (Professors) support for transfer.	<a href="#">Details</a>

<b>Id</b>	<b>Priority</b>	<b>Title</b>	<b>Details</b>
22.4	83	Develop an effective Assessment Orientation	<a href="#">Details</a>
33.2	84	Review and develop resources and public information tools to better inform students and the public of the services provided by DSPP	<a href="#">Details</a>
38.2	85	Encourage EOPS student engagement and involvement in facilitating increased participation in student clubs, College Hour events, and Three Peaks Challenges	<a href="#">Details</a>
7.4	86	Create an advisory committee for the Transfer Center	<a href="#">Details</a>
13.4	87	Invite academic departments to present during counseling meetings.	<a href="#">Details</a>
22.3	88	Maintain effective and efficient orientation services	<a href="#">Details</a>
25.1	89	Develop curriculum to support the success of students with disabilities	<a href="#">Details</a>
38.3	90	Incorporate in all counseling activities, the six factors to student success.	<a href="#">Details</a>
22.5	91	Develop and maintain a current Student Handbook	<a href="#">Details</a>
31.1	92	Move towards paperless environment	<a href="#">Details</a>
39.1	93	Collaborate with college programs to improve learning for all students through universal design concepts.	<a href="#">Details</a>
13.5	94	Assign counselors to be liaisons to the various academic departments.	<a href="#">Details</a>
23.5	95	Change name to "University Transfer Center"	<a href="#">Details</a>
27.3	96	Prepare and update SSSP program plan on an annual basis	<a href="#">Details</a>

<b>Id</b>	<b>Priority</b>	<b>Title</b>	<b>Details</b>
36.1	97	Identify/Refine DSPS Data	<a href="#">Details</a>
2.10	98	Discuss the transition of the EPI tool with the goals, objectives and office processes.	<a href="#">Details</a>
23.6	99	Identify which private and out-of-state universities CHC students are transferring to during the last 5 years (2010 - 2015).	<a href="#">Details</a>
2.3	100	Evaluate and improve the effectiveness of Probation process.	<a href="#">Details</a>
32.2	101	Enhance Crisis Intervention services and staff capability.	<a href="#">Details</a>
32.1	102	Increase student access to emotional and mental health resources.	<a href="#">Details</a>
2.5	103	Continue to refine and evaluate student learning outcomes and use the information to improve counseling services.	<a href="#">Details</a>
29.1	104	Increase Faculty, Staff, and Student Awareness of Career Services	<a href="#">Details</a>
29.2	105	Develop working relationship between the Career Center and Admissions department.	<a href="#">Details</a>
29.3	106	Develop working relationship between the Career Center and Financial Aid department.	<a href="#">Details</a>
29.4	107	Develop working relationship between the Career Center and Student Life & Academic Senate.	<a href="#">Details</a>
29.5	108	Develop working relationship between the Career Center and Counseling Department/ Student Success.	<a href="#">Details</a>

<b>Id</b>	<b>Priority</b>	<b>Title</b>	<b>Details</b>
29.6	109	Offer Career Counseling and Assessment Interpretation to Students	<a href="#">Details</a>
29.7	110	Develop a Career Services Advisory Team	<a href="#">Details</a>
13.1	111	Further develop Counseling web site.	<a href="#">Details</a>
13.6	112	Email/SMS students when they reach a certain number of units to see a counselor.	<a href="#">Details</a>
13.2	113	Publicize Counseling Services	<a href="#">Details</a>
29.8	114	Maintain online systems to provide key services through companies such as College Central Network, CPP	<a href="#">Details</a>
35.1	115	Provide support to Learning Community classroom faculty and students.	<a href="#">Details</a>
29.9	116	Provide a Career Clothes Closet to students	<a href="#">Details</a>
29.10	117	Develop an Internship Program	<a href="#">Details</a>
29.11	118	Offer Career based Courses and One Day seminars/workshops	<a href="#">Details</a>
29.12	119	Provide Professional Development	<a href="#">Details</a>
2.13	120	Encourage counselors to take advantage of training to specifically learn and enhance teaching strategies in the classroom.	<a href="#">Details</a>
3.1	121	Provide consistent counseling services to EOPS and CARE/CalWORKs students.	<a href="#">Details</a>
7.1	122	Streamline institutional policies and processes that affect transfer	<a href="#">Details</a>

<b>Id</b>	<b>Priority</b>	<b>Title</b>	<b>Details</b>
2.8	123	Expand office hours and access to counseling services.	<a href="#">Details</a>
2.9	124	Provide appropriate oversight, planning, and supervision of counseling faculty and staff.	<a href="#">Details</a>
29.13	125	Offer Career Events	<a href="#">Details</a>