

Crafton Hills College Student Services Council



Minutes

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

Larry Aycock
Trinette Barrie
Joe Cabrales
Kirsten Colvey

Cyndi Gundersen
Laurie Mann
Robert McAtee
Mariana Moreno

John Muskavitch
Ericka Paddock
Hannah Sandy
Rebeccah Warren-Marlatt

TOPIC	DISCUSSION	FUTURE ACTION
Approval of March 7, 2016 Minutes		Tabled to May meeting
Enrollment Management Projects Update and Discussion	<p>Robert McAtee reported counselors have gone out to Redlands high schools, are beginning to meet with HS students individually. The high schools are interested in summer classes.</p> <p>Robert reported the issues with programs will impact 600-700 students, who will receive a letter notifying them that, pursuant to our accuracy policy, their majors will change. The group brainstormed effective language to communicate this information.</p> <p>Laurie reported that DSPS is also conducting HS outreach for the DSPS population.</p>	<p>A "Talking Points" sheet will be developed for counselor use in order to standardize the information we give to students about their major changes.</p> <p>Reason codes are still under development. Cyndi will determine if the results of the fall phone pilot are available.</p>
PPR, Prioritized Objectives, Next Steps and One Recommended Addition (RWM)	<p>Rebeccah shared the PPR prioritized objectives for Student Services. The group agreed to add a resource to item 101 and to pull it up to 9th place in order to fund the Behavior Intervention Team.</p> <p>The group wondered when they can begin the 20116-17 PPR and Annual Planning process.</p>	<p>RWM will make the change and will submit the final roll-up. At the next meeting, the SSC will review the thematized Student Services strategies. The strategies will be used as next year's program-level goals. Gaps will be identified and addressed.</p> <p>Cyndi found that PPRs and plans can be started in June.</p>
Educational Planning Initiative, Update (Robert, Kirsten)	RM reported the EPI state project manager, Robin Tornay, is on campus today. The	

	<p>colleges are working on the programs to ensure the catalog is cleaned up so degree audit can be implemented.</p> <p>A contract to integrated SIS with Hobson's has been drawn up.</p> <p>Members of the LFTM group will visit Sierra College to look at Starfish.</p>	
Hiring, Status (Joe and Kirsten)	<p>List of recruitments in process and finish date:</p> <p>LD Specialist (end of April)</p> <p>DSPS Coordinator (beginning now)</p> <p>Counselor (end of April)</p> <p>CalWorks Counselor (End of April, mtg this Wed.)</p> <p>Assistive Technology Spec. (out a second time)</p> <p>SSP, DSPS (out for xfer)</p> <p>Sec II, Counseling (out for xfer)</p> <p>SST II, EOPS reclassification (pending—1 year)</p> <p>Veterans Counselor (out a second time)</p> <p>Lead Evaluator, A&R (on hold temporarily)</p> <p>FA Spec (in recruitment)</p> <p>A&R Tech (final interviews this Thurs)</p> <p>FA 19-hour Clerical II (filled)</p>	The goals for SS positions is to make June Board.
Report Out, Shadowing Project, and other SS Committee Reports	<p>Some job shadowing has taken place. None present had participated.</p> <p>The Technology Committee hasn't met. Joe asked unit leaders to consider funding digital signage software and hardware.</p>	Q-less will be approved at the May BOT meeting.
<p>Standing Agenda Item: Student Learning Outcomes, Larry Aycock, A&R</p> <p>Counseling</p> <ul style="list-style-type: none"> • Productivity • Student Satisfaction • Institutional Impact • Student Learning 	<p>Larry discuss A&R SAOs. Considerable data has been compiled regarding electronic transcripts. The group offered some "next steps"—ideas for program improvement—based on the data. For example, to increase student use of online transcript ordering, market actively, using strategies such as use of social media, E-Boards, direct marketing to transfer students close to graduating.</p>	
Other Items	None	
Unit Reports	None	
Adjournment	12:00 p.m.	

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

Date	Intern	Host/Department
	Rejoice Chavira	Laurie Mann
2/23/2016	Kirsten Colvey	Financial Aid
2/5/2016	Evan Sternard	Admissions and Records
	Manika Singh	Assessment Center
2/19/2016	Kathy Wilson	Admissions and Records
	Britnee Quintanar	Financial Aid
2/2/2016	Kashaunda Harria	Admissions and Records
	Larry Aycock	VPSS
2/23/2016	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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Id	Priority	Title	Details
6.1	1	Improve oversight, planning, and services in Admissions and Records.	Details
5.1	2	Offer Career Counseling, career assessment and career assessment interpretation	Details
5.3	3	Maintain online systems to provide key Career Center services	Details
4.1	4	Increase student engagement and involvement by facilitating increased participation in student clubs and activities on campus.	Details
6.2	5	Increase and maintain the timeliness and quality of evaluation services and online service access for CHC students	Details
9.3	6	Promote the expansion of SSSP services.	Details
8.1	7	Maintain health services for CHC students who are without other means of healthcare as measured through SARS statistics and other data.	Details
17.1	8	Improve and expand services for Foster Youth in order to promote equity and student success.	Details
20.2	9	Continue to increase student financial literacy on campus by providing student workshops throughout the year.	Details

Id	Priority	Title	Details
5.5	10	Promote the expansion of Career services and support to CHC students.	Details
14.2	11	Full Automation of CCCApply Imports	Details
6.4	12	Centralize the admission of international students and ensure adequate program monitoring for compliance with federal regulations.	Details
12.1	13	Extend Assistive Technology Services to assure that it is widely available in all college labs and classrooms.	Details
5.4	14	Support student employment opportunities	Details
14.1	15	Increase Transcript Processing Efficiency	Details
5.6	16	Develop Internship Program	Details
10.2	17	Obtain data to guide program improvement, provide for the secure storage of student records, and increase HWC efficiency.	Details
5.2	18	Develop a calendar of events and activities to promote student understanding of their career choices	Details
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.	Details
12.2	20	Maintain state of the art assistive technology in DSPS and throughout the campus.	Details
21.1	21	Provide CHC Financial Aid Office forms in electronic versions to students.	Details

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

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

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

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

Id	Priority	Title	Details
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.	Details
16.2	73	Develop working relationships with counseling, student success, research, admissions, financial aid, student life departments	Details
25.2	74	Policies and Procedures	Details
27.1	75	Identify and implement procedures to gather data and evaluate SSSP processes and services on an annual basis	Details
37.1	76	Design and implement an online advisement program to improve accessibility of counseling services and to support distance students.	Details
23.4	77	Utilize technology to reach out to and engage potential transfer students	Details
27.2	78	Work with ORP to develop systematic evaluation process for SSSP SAO and services	Details
33.1	79	Work with Professional Development and departments to provide training on the identification and support of students with disabilities	Details
38.1	80	Provide intrusive services to support the engagement, retention, and success of students.	Details
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.	Details
7.2	82	Increase Instructional Faculty (Professors) support for transfer.	Details

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

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

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

Id	Priority	Title	Details
2.8	123	Expand office hours and access to counseling services.	Details
2.9	124	Provide appropriate oversight, planning, and supervision of counseling faculty and staff.	Details
29.13	125	Offer Career Events	Details