


Crafton Hills College Student Services Council			Date: September 12, 2022 Time: 10:00am.-12:00pm. Location: Remote
Notes			
Rebecca Abeyta - Larry Aycock - Trinetta Barrie - Joe Cabrales - Rejoice Chavira -	James Grabow- Mariana Macamay- Marty Milligan- Veronica Lehman - Ericka Paddock -	Ivan Peña- Steve Rush- Hannah Sandy - Delmy Spencer- Willie Blackmon- Erika Sherman- Lilibeth Medina, Note taker	
Guests:	Michelle Riggs, Ruby Zuniga, Gio Sosa		
TOPIC	DISCUSSION	FUTURE ACTION	
Approval of 5/2/22 Notes	Notes were approved by members.		
Student Services Video Project Michelle Riggs 10 minutes	<ul style="list-style-type: none"> -Delmy and Michelle met with Eric last week who is a videographer that offered to do a video for Crafton. -After taking the project to the President's Cabinet meeting, they decided to do a video about Student Services to let students know the services/resources that are available to them. -They will start with the following departments on the video: Counseling, EOPS, Basic Needs, Financial Aid, & Tutoring. Just one video overview of those departments with short snippet videos of each area. -First round are these departments/areas, but there will be other areas highlights in other videos in the future -Trinette suggested that on 9-23-22 the new success coaches will start their roles. Maybe we can ask them to be a part of the video since they are Crafton graduates. They could share where their journey has taken them. 	<ul style="list-style-type: none"> -Filming week of September 20-23rd Need to have one faculty staff member from each area -Need to have one student from each area -Need 4 hours of filming to be set aside for each area -Format will be Q & A, student will talk about services they received from that area and how it was helpful to them. Then employees will talk about the services that are available in their area. -Hoping for a diverse group of students and employees -Michelle needs employee and student nominations by Friday 9-16-22 to get schedule ready for Monday 9-19-22 	
Streamlining Project Update Gio 5 minutes	<ul style="list-style-type: none"> -Project still slated to take place this year -The name will be changed to Vision Aligned Reporting Project. The name change was made to better call out the emphasis on linking our local efforts to division for success by the State Chancellor's office. -Last year a fair amount of time was spent on thinking about what the data was telling us -This year we will revisit the document to spend time reflecting on what we set out to do last April and use that as a basis for the work that we do this year. -Gio will send the link to the Google doc to share with everyone again -For new employees or new areas, reach out to Gio for help in creating baselines and collecting the data. This way the baseline will let us know where to go next. 	<ul style="list-style-type: none"> -Review Streamlining Data in October -Make sure to start looking at your data elements to collect the data that you need for the year -Make sure to look at action plans in your areas to be able to close the achievement gaps -Gio, Willie, Ericka P., Erika S., Larry meeting to help create streamlining baselines 	

<p>SAO Spreadsheet & Cloud revisions</p> <p>Gio</p> <p>15 minutes</p>	<p>-SAO cloud is primarily geared towards instructional; district is revamping that for student services to enter our service area outcomes</p> <p>-8 Minute walk through video available to tour</p> <p>-If you have questions, you can click on link for questions that will send an email</p> <p>-The goal is to revise the outcomes cloud so that instead of using the excel format tool, you can jump right into the cloud to enter your data</p> <p>-If your target is being met, maybe look at new outcomes to work on</p> <p>-The goal is to fill in column J (Proposed Actions Based on Findings) and have that completed in your action plans</p>	<p>-Need to add Basic Needs, Outreach and Educational Partnerships</p> <p>-Ruby and Willie will review afterwards together</p> <p>https://sbccd-my.sharepoint.com/:x/g/personal/rzuniga_sbccd_cc_ca_us/EYVPV4aA9wpMjZszOj_uAAAd0BL97zAPMJ6jMnQ9zSzLWMzQ?CID=873AFF87-0772-4037-9D17-C00689E4571A&wdLOR=c8E275CD6-E6C7-4050-BFD9-9990A8BFD98F</p> <p>-Delmy, Ruby, Gio will work behind scenes on standardize template, looking at calendar, and bring it back to team for feedback</p>
<p>Financial Aid Laserfiche Presentation</p> <p>Veronica</p> <p>10 minutes</p>	<p>-Financial aid and admissions and records use this program for a web application; allows students to click on the forms that are required from them. Students can complete the forms right online and the form will be sent to whoever is dedicated to processing the form</p> <p>-The program simplifies the process and students can complete right from home within hours compared to before it was weeks of getting all forms, required signatures, and required documents</p> <p>-You can customize the processing of forms like forwarding to other staff/department, notification of completed forms, tracking and filing customization, apply rules to the form like required fields, and upload documents option</p> <p>-Automatic communications are sent out each step of the way to help limit the number of calls and emails from students</p> <p>-Questions: How long does it take after you develop the form to get it up and running? Once you click on activate and post the link on the website, the form is live instantly. Can anyone use Laserfiche? Like asking questions to students and getting responses? Delmy suggested using Google Docs or Survey Monkey because there is a cost tied to using Laserfiche.</p> <p>-Will be getting an additional 50 licenses for more departments to use and the Cares Act will be funding it for this year. It will be incorporated into Equity funding later.</p>	<p>-Take the presentation info back to your departments and colleagues to make them aware of the different processing improvements</p>
<p>Counseling Redesign Update</p> <p>Jimmy & Mariana</p> <p>10 minutes</p>	<p>-Will be presenting campus wide during the January in-service</p> <p>-The counseling transfer career is going through a redesign of how they provide services to students</p> <p>-What they are finding is that students are not coming back to the transfer center as often as they would like them to come. They want to provide students with multiple things that will help them on their journey.</p> <p>-Resources to help if they are struggling with classes and majors</p> <p>-The goal is to create a pathway for them to help them in the beginning, middle, and end of their major path.</p> <p>-Working on benchmarks throughout their journey</p> <p>-Five completion coaches will be joining the team to provide a proactive outreach</p>	

<p>Master Calendar of Events Delmy 5 minutes</p>	<p>https://docs.google.com/spreadsheets/d/17DVXae7F0NMiSpljFkq4uK5a331xiygpcAGYqJEixPY/edit#gid=0</p> <p>-Deadline to update is Monday September 26, 2022 -If you see another event on your date already, please try to reschedule it you can. If you can't that is understandable as well, just trying to avoid conflicts between events.</p>	<p>-Please add monthly events by September 26, 2022 -Add as much information as possible -Talk to Michelle to see if the calendar of events can be connecting to marketing like for Riker or photographer</p>
<p>Student Services Organizational Updates Delmy 10 minutes</p>	<p>-Management classified study has been completed. What that means for CHC is that two managers were identified as completing work that needed to be elevated. Ericka Paddock and Rejoice Chavira will have their roles changed to associate deans. -Erika Sherman has been hired as the basic need's coordinator -Moving forward with hiring of permanent outreach coordinator -Job developer position is currently open to the public (1 year left for funding as of now, but could be funded for more time) -Moving forward with the senior student services technician position (2-year funding) -Two senior student services technicians for outreach (2-year funding) -Vacancy for a senior services technician, but that position will be abolished and will become a counselor position in adult education in the outreach area. This is based on the feedback from our partners</p>	
<p>Department Updates</p>	<ul style="list-style-type: none"> • A & R- • BIT- • Career Center- • Counseling- • DSPS- • EOPS- • Financial Aid- • Health & Wellness- • Outreach- • Student Conduct- • Student Life-Many events for the month of September will be virtual. • Student Conduct • University Transfer Center-Wednesday is the transfer fair that is partnering with Hispanic Heritage Month. There will be limited parking in Lot E because the reps will be parking there. • Veterans Center- 	
<p>Other</p>		
<p>Adjournment</p>	<p>11:42 am</p>	
<p>Important Dates: -Students services video project: Filming week of September 20-23rd -Michelle needs employee and student nominations by Friday 09-16-22 -Please add monthly events to the master calendar by September 26, 2022</p>		
<p>Mission Statement: To advance the educational, career, and personal success of our diverse campus community through engagement and learning. 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. Values: Crafton Hills College values academic excellence, inclusiveness, creativity, and the advancement of each individual.</p>		

Student Support (Re)defined

Directed: helping students clarify their aspirations, develop an educational focus they perceive as meaningful and develop a plan that moves them from enrollment to achievement of their goals

Focused: fostering students' motivation and helping them develop the skills needed to achieve their goals

Nurtured: conveying a sense of caring where students' success is important and expected

Engaged: actively involving students in meaningful and authentic educational experiences and activities inside and outside the classroom

Connected: creating connections between students and the institution and cultivating relationships that underscore how students' involvement with the college community can contribute to their academic and personal success

Valued: providing students with opportunities to contribute to and enrich the college culture and community

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, budget items and facilities, and all related accreditation standards. The Student Services Council meets monthly (first Monday of the month).

Membership: Vice President, Student Services (chair); Dean, Counseling; Dean, Student Services; 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