


Crafton Hills College Student Services Council			Date: November 7, 2022 Time: 10:00am.-12:00pm. Location: Remote
AGENDA			
Rebecca Abeyta- Larry Aycock - Trinette 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-	Lili Medina Note taker
Guests:	Gio Sosa, Ruby Zuniga		
TOPIC	DISCUSSION	FUTURE ACTION	
Approval of 09-12-2022 Minutes			
Equity Plan Key Objectives Delmy Spencer	<p>The CHC Student Equity Plan serves an integral role in mapping the College’s path to intensify students’ sense of belongingness. The College is committing to:</p> <ul style="list-style-type: none"> • Increase the percentage of African American students who apply and enroll at CHC in the same year. • Increase the percentage of African American students persisting from fall to spring. • Increase the percentage of Latinx students completing transfer level Math and English. • Increase the percentage of African American/ Black students’ degree or certificate attainment. • Increase the percentage of Latinx students transferring to a four-year institution. <p>Please attend the Equity Plan Campus Forum on November 14, 2022 (Zoom).</p>		
Streamlining Project Gio Sosa	<ul style="list-style-type: none"> • Spring 2022 closing the loop deadline December 5th. 		
Service Area Outcomes	<ul style="list-style-type: none"> • Service Area Outcomes (SAOs) are clear, concise, and measurable statements that service 		

<p>Delmy Spencer, Gio Sosa & Ruby Zuniga</p>	<p>areas use to assess how well they are accomplishing their goals. SAO statements describe one aspect of service and the desired impact (goal) of that service on key stakeholders. The aspect of service can focus on a process, client satisfaction, or student learning.</p> <ul style="list-style-type: none"> • All departments should analyze and hold meaningful conversations about the assessment data • All services areas should assess at least 2 outcomes per year <ul style="list-style-type: none"> ▪ 1 outcome must be a student satisfaction assessment • Create and implement evidence-based action plans to foster continuous quality improvement • Assess the impact of implemented action plan • Decide if the SAOs should be revised or complete 	
<p>Student Services Operational Hours</p>	<p>Week of November 21st Student Services Operational Hours:</p> <ul style="list-style-type: none"> • 8am to 5pm. <p>Spring 20223 Two weeks prior to school starting and then first week of school. Schedule will be Monday-Thursday 8:00 am-6:00 pm. Friday 8:00 am-4:00 pm</p>	
<p>Admissions and Record Updates</p>	<ol style="list-style-type: none"> 1. Update on FERPA Releases & Self Service 2. Transcript ordering process upgraded from Credentials to the new Parchment ordering system. Enhancements with placing order and selecting CSU/IGETC certification. 	

Department Updates	<ul style="list-style-type: none"> • A & R- • BIT- • Career Center- • Counseling- • DSPS- • EOPS- • Financial Aid- • Health & Wellness- • Outreach- • Student Conduct- • Student Life- • Student Conduct • University Transfer Center- • Veterans Center- 	
Other	<p>Streamlining Project</p> <p>Admin & Student Services Outcomes</p> <p>CHC Streamlining Project Reflections</p>	
Adjournment	pm	
Important Dates:		
<p>Mission Statement: The Crafton Hills College mission is to change lives. We seek to inspire our students, support our colleagues, and embrace our community through a learning environment that is transformational. Crafton Hills College welcomes everyone and is committed to working with students from diverse backgrounds. The College has an exceptional learning environment built on a tradition of excellence, a talented faculty, a driven student body, a committed staff, with passionate leadership and community support.</p> <p>Vision: To empower the people who study here, the people who work here, and the people who live in our community through education, engagement, and innovation.</p> <p>Values:</p> <ul style="list-style-type: none"> ▪ Respect: To champion active listening and open dialogue within our community. ▪ Integrity: To uphold honesty in our interactions and academic pursuits and maintain community collaboration. ▪ Diversity & Inclusion: To promote a welcoming environment through equitable and antiracist practices in all aspects of our work. ▪ Innovation: To actively grow and adapt to support our mission and vision through a willingness to embrace new perspectives and new ideas. ▪ Leadership: To develop and inspire current and future leaders through professional development, mentorship, education, and experience. ▪ Sustainability: To be a leader in our community by reducing environmental impact with practices that meet the needs of the present without compromising the future. 		

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