




Crafton Hills College Student Services Council			Date: December 05, 2022 Time: 10:00am.-12:00pm. Location: Remote
Minutes			
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:			
TOPIC		DISCUSSION	
FUTURE ACTION			
Approval of 11-07-2022 Minutes		Update notes for Student Services Operational Hours and resend them to members.	
Transcript Website Update Larry		Larry is out sick today. Mariana updated the group: -A& R website was updated to make the steps clearer to students on how to get free transcripts. An * was added so students can understand they get two free transcripts during their lifetime by requesting by mail, in-person, or online via Cranium Café. Larry has put in a ticket with TESS to work with them. -Please make sure to share with colleagues in your department so they know how to share with students to make them aware of the 2 free transcripts. -Most students request transcripts in January and February, data shows this is when the need for transcripts is. Trinette asked if in these months the transcripts are delayed since they are busy with all the requests? Mariana said no, there isn't really a delay because A&R is good at staying on top of the transcript requests. But she did state they tell students to save receipts because even if they haven't received the transcript to meet the transfer deadline, they can show receipt it was requested on time and can appeal any withdrawn applications because transcripts were not received by due date.	
Basic Needs Update Laundry Vouchers Ericka		-PO has been approved for laundry vouchers. There will be 25 \$25 laundry vouchers for students. The vendor is Jenny's Laundry. Vouchers will be tracked for data. Students scan QR code, and they will enter their information for data to be tracked. There is a location in Redlands and Yucaipa. The laundry vouchers will be first come, first serve.	

	<p>-Delmy received an email from District, and they have a clothes closet that we can use as a resource as well.</p> <p>-Trinette shared that the clothes closet at CHC is being cleaned out and updated. All the clothes are being sorted through and organized. The Career Center is ordering new clothes racks to help setup the clothes.</p>	
Equity Plan Review Delmy Spencer	<p>-The Equity Plan is towards the end of being completed and are almost done getting feedback. Lots of feedback from Academic Senate and we have updated many changes they provided. Once the plan is approved, there are a lot of interventions and activities that will be in our area. Different committees or groups have been listed as the responsible parties, once approved then the responsible parties will start working together in work groups. Several of the members will be in these work groups. The plan should be finalized by 12-13 and it will be sent out by the end of next week 12-16. The goal is in the Spring semester to start working, taking action, and having discussions on these activities. The next step after the final plan is approved, is to start doing the work on the action steps.</p>	
Streamlining Project Delmy	<p>-Delmy received a few emails from a few members in regard to looking into the Streamlining project and updating their sections. A question was asked by Delmy: How many areas need an extension on this? A few members suggested getting feedback on what they have completed already in the project to make sure they are done or have completed it correctly. Delmy will be working with Gio to have him look at what has been done already and give feedback in the comments area of the document.</p> <p>-Veronica shared the update she did in the Financial Aid section with the group. Veronica will send Lily emails that her department has been sending with students to share with this group to get an idea.</p> <p>-Steve shared the updates he has made to the project. Will be meeting with Vicky later today to get some information regarding funding that has been used for Veterans events. He has worked with Kristina and Starfish. Currently working on doing a presentation with Region 6 to give to other schools information on how to use Starfish with the Veterans department.</p> <p>-Delmy will review the updated document by the end of next week and will provide feedback.</p> <p>-Delmy stated when Spring semester begins, we will begin scheduling 1-1 meetings with Ruby or Gio to review data elements. You will work using the data you have in regard to events you have done already. Gio</p>	

	<p>will guide you where to enter data and figure out the next steps to align with SAOs. The 1-1 meetings will be about 1.5 hours long and you will have conversations with Research department about Streamlining Project and SAOs</p> <p>-Lily will reach out to Ruby to get SAO link and share with members.</p>	
<p>Logo Update</p> <p>Delmy</p>	<p>-2015 the college decided to update the logo. The request was for each department to update the stationery or tablecloths. Some departments still have out-of-date logos. Please take inventory in your areas and work with your area managers to replace with updated logo since it has been 7 years already. If you have the department funding to make the change, go ahead and move forward. If you don't have the budget, please speak to your managers and they will speak to Delmy. Then in February this can be added to your departmental budgets.</p> <p>-Ivan please, send a picture to Lily of canopy and department flag that we have already. The flags can double as table stand as well if canopies are not needed. Ivan Sent Info Below:</p> <p>A total of 12 canopies and 12 tablecloths were ordered</p> <div style="text-align: center;"> <p>Pop Up Tents</p>  <p>Table Cover</p>  </div> <p>Teardrop Sail Sign</p> <p>Sail Sign Mount</p> <p>Tear Drop Banners:</p> <ul style="list-style-type: none"> • 2 – EOP&S/CARE/CalWORKs • 1 – Disabled Student Services • 2 – Career Center • 2 – University Transfer Center 	

- 1 – College Honors Institute
- 1 – Veterans Resource Center
- 1 – Student Life
- 1 – Financial Aid
- 1 – Admissions & Records
- 1 – Health & Wellness
- 2 – Counseling
- 1 – Business and Industry
- 1 – Creative and Fine Arts, Communication, and Design
- 1 – Public Safety and Health Services
- 1 – Science, Technology, Engineering, and Mathematics
- 1 – Society, Behavior, and Culture

-Email Willie if you think you may need more items with Outreach for giveaways.

-Need to look up policy of giving away or getting rid of old logo items.

-We received additional money for Marketing and Outreach departments. We hired a job developer for the Outreach department. We did the same thing with Marketing, and hired Leslie, who will be starting on 12-12-22, to assist and work with departments. Will begin working with Michelle in spring semester to see how they can assist.

-For Holiday Celebration: Department that has the best decorations, Delmy will donate prize for the department. The celebration will be on Friday 12-16-22. Judging and celebration will be on the same day. People can decorate their offices/department. The department winner will be announced on 12-16. From 8-9 your department does not need to see students. Rebecca suggested to create a Google Doc with signup of items needed and also add sign up for cleanup crew. Work with Rebecca and Ericka to come up with games and plan for event. Should we give white elephant gifts? Need prizes for little games.

-Steve and Joe will work to see if they can get a few Christmas trees donated from Lowes or Home Depot to do a raffle of giving trees away to students who are in need.

-Basic Needs is working with Duck & Owl to give students hot meals from 12-12 to 12-16.

<p>Department Updates</p>	<ul style="list-style-type: none"> • A & R- Not present • BIT-Have a few students with mental anxiety due to finals coming up. Joe will see if they can do something for students to come by and talk before exams. • Career Center-Working on identifying benchmarks to help students identify their career paths. Petro will start in January as a job developer. • Counseling- Still figuring out what the new counseling model will look like. • SAS-Frances is now covering Jamie's old position. Adjunct counselor will move from working on Wednesdays to Thursdays starting in January. • EOPS- They had gift wrapping party on Friday. The gifts will be handed out to students on 12-16-22 at Crafton Hall from 3-5 pm. There are about 175 gifts being handed out and Santa will be there as well. Still accepting applications for Spring semester. Please refer anyone if you know students who need assistance. • Financial Aid-Wrapping up fall semester and hopefully ready to launch 23-24 in March. • Health & Wellness- Have COVID test kits, if you need them, please grab them. Through Starfish, a message was sent out about COVID test kits to about 5,000 students. • Outreach-11-28 to 12-1 "Coffee, Tea and Register" event helped over 100 students register for classes. Outreach is having impact on enrollment numbers. Hosted 1st of six field trips from CRYOP. There were about 120 students who attended on 12-02-22. • Student Conduct- • Student Life-Helping to organize the CHC Christmas parades with Redlands and Yucaipa. If you would like to participate you are welcome to sign up. • Student Conduct- • University Transfer Center- Email sent about deadline extension for transfer applications. Workshops have been updated on the website for students. Departments need to take down the lawn signs after events. Same goes for flyers placed around the campus. Student 	
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	<p>workers or completion coaches can help with taking down signs.</p> <ul style="list-style-type: none"> • Veterans Center- During the month of November, they had several events for Veteran students. Have had new students apply in department. Steven and a few students attended Redlands Day Veterans Center at the Elk Lodge. Currently up to date with the VA regulations. 	
Other	<p>Streamlining Project</p> <p>Admin & Student Services Outcomes</p> <p>CHC Streamlining Project Reflections</p>	
Adjournment	11:34 am	
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 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