
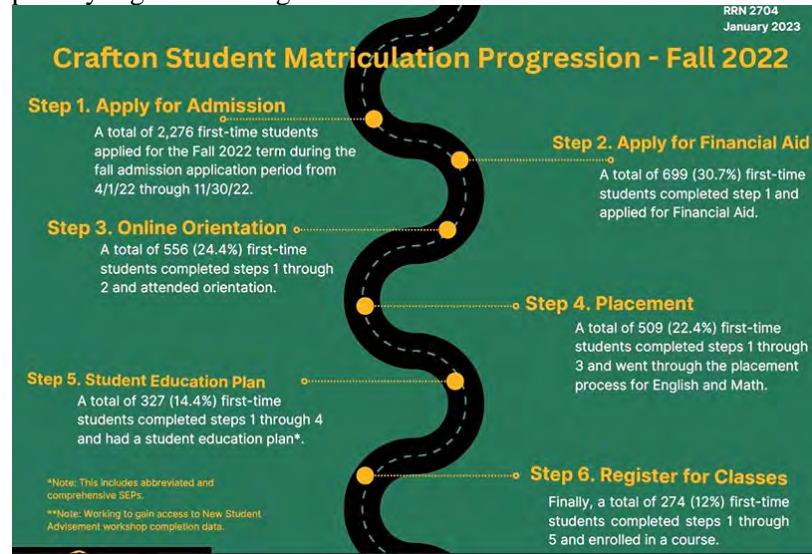


Crafton Hills College Student Services Council			Date: March 06, 2023 Time: 10:00am.- 12:00pm. Location: Remote
Minutes			
Rebecca Abeyta-A Larry Aycock - P Trinette Barrie -P Willie Blackmon-P	James Grabow- P LaTasha Hagler-P Veronica Lehman-P Mariana Macamay - P Marty Milligan-P Ericka Paddock -P	Ivan Peña-P Steve Rush-P Hannah Sandy -P Erika Sherman-P Delmy Spencer-P	Lili Medina Note taker
Guests:	Michelle Riggs, Leslie Swindell, & Ola Sabawi		
TOPIC	DISCUSSION	FUTURE ACTION	
Approval of 02-06-23 Minutes Delmy	Minutes for last meeting reviewed and approved by members.		
Marketing Update Michelle & Leslie	-Still waiting to hear from Anthony to know when they can move forward with the launching of the televisions and computer screens. -Delmy stated he has been out of vacation, but she did get an update from him. He will be looking at the different boxes in the departments to see the update needed for the software. Then he will join the next meeting to discuss how long it will take and what updates are needed. He did state that the software is already on the cloud so that more than one person has access.	-Touch base with Anthony on the boxes that are not activated and the next steps.	
Digital Form Survey Data & Best Practice Larry	-Wanted to gather some data on the effectiveness of our digital forms and the students liking them. A survey was developed that once a student completed an A&R form, they are taken to the survey immediately. The survey has been live for less than a month and has 230 responses from students, which is amazing. Larry went over survey questions and was able to use the feedback from students to modify the forms to make it easier for students. -Delmy suggested that we can be doing this in other departments as well as a best practice. Finding ways, we can change the experience for students to make it better for them.		
Orientation Hold Recommendation & Matriculation Process Ivan & Delmy	-The counseling team started taking a closer look at our orientation and new student advisement. What we have found is that it takes about 8 minutes to complete the orientation and finding where to complete it is hard to find. The new student advisement also covers a lot of what is wanted to be touched during orientation. A workgroup out of the counseling team to look at the matriculation process. We also worked with Outreach (Willie & Belinda) to get their expertise on some barriers students share with them. Willie worked with the research department (Gio) and they developed a specific document showing the data of the matriculation process for Fall 2022. Ivan went over the data on the document for steps 1-6. As part of the new counseling model, the discussion has been to compartmentalize the orientation information. The current	- Larry to submit a TESS ticket to remove rules from the registration process: remove orientation holds. -Delmy, Ivan, and counseling department work on what Step 3 will look like.	

information may be too much at once. Some of the information that is being shared during orientation is not relevant to the student until later, like when completing 30 units. Cut down the process to 30 minutes and only include the info that will allow them to be successful in enrolling and registering for classes. Taking out the information not needed as a new student and then providing that info later like at Roadrunner Rally or Senior Day.

-Larry suggested submitting a help desk ticket to modify the registration rules. He will submit a TESS ticket to remove rules from the registration process. Delmy asked Larry to please move forward with this. The goal is for this to go into effective before priority registration begins for Summer and Fall 2023.



-In the last Student Services Manager’s meeting it was discussed editing or removing any of the steps to enhance the student experience. For step 2 “Apply for Financial Aid” it was discussed to make it a recommended step, but not a required one. Suggestion is made to remove step 2 as a requirement but add it as “What are my next steps in Financial Aid?” on their homepage. Council members agreed to pilot this. Delmy suggested coming to this with proposals to review next time. For step 3 “Online Orientation” should it be removed as well? Delmy would like to get feedback from key stakeholders and other subgroups. Delmy will work with Ivan and the counseling team to see what their recommendations are. For step 4 “Placement” currently working with Keith and board to see if we can remove it. Still working with faculty and getting feedback. Removing step 4 may not take place between now and April when priority registration begins, but the conversations are happening now.

Educational Master Plan

Delmy

Delmy shared article from Robert McAtee:

[Tuition, Costs, and Online Options](#)

Quick list

-Ivan and Willie will be working with their areas to assess the lists above.

	<p>The paper lists key areas that can help colleges in boosting admissions and enrollment based on the survey findings:</p> <ul style="list-style-type: none"> ▪ Ensure that the college’s website is “engaging, easy to use, and geared toward prospective students in how information is presented.” ▪ Review how certain information is shown, especially cost of attendance and available online course options. ▪ Continue to promote the value of the degree, especially in the current economic climate. ▪ Ensure that the admissions and financial aid offices have a clear path and direction for students to follow to get information. ▪ Identify additional ways to support applicants throughout the application and enrollment process. ▪ Continue to find ways to clarify and reduce steps needed for application and enrollment. ▪ Identify the preferred communication method for applicants and offer several options. ▪ Highlight career opportunities and career prospects on the college website and include them in communication and events for prospective students and applicants. ▪ Continue to communicate with students after they apply, while reviewing their application to build the connection and keep them informed of progress. <p>-Ivan and Willie will be working with their areas to assess the lists above. -Delmy asked Larry, what happens when students check off the box when applying through CCC? Larry states that when they check off that box, it will trigger an email to be sent to the student with links to websites and more specific details about resources. Emails that go out for different departments are generic emails that will refer students to our website for additional information. It can also be set up in CCC apply that employees get an email after the student has submitted the application and then the department will follow up with that student. Larry, shared the Beta CCCApply link for members to review the application: www.craftonhills.edu/beta/apply</p>	
<p>Senior Day Willie</p>	<p>-Will be held on 04-28-23 from 9:00 am to 1:00 pm. This time they have taken a different approach because last time students were attending tracks/workshops about pathways they weren’t necessarily interested in. This time around, they have decided to make it like a resource fair and students can visit the different pathways and careers of their choice. The goal this time around is to have students leave with registration completed and enrolled in classes. Registration assistance will be available to students. -A google signup sheet will be sent out soon to have volunteer’s signup. Please encourage your departments to help and all hands be on deck for Senior Day. Willie will email out an agenda to all members so they can see what it looks like. -After the Senior Day, they are looking to send out a survey to students after the event. The school with the most responses will win a Cookie Crumble Party for seniors. -Students will also leave with a student ID if they have everything done and ready.</p>	<p>-Willie send out google document for volunteer sign up and agenda of the day.</p>

<p>In-Person Express Enrollment</p> <p>Willie</p>	<p>-Saturday June 3, 2023, from 9-1 pm event will be in-person to get students to register. A&R, Financial Aid, and Counseling will all be in attendance. Breakfast and Lunch will be free and available for all students who attend. Willie will send out signups for volunteers, overtime will be allowed. Please encourage staff to sign up. The plan is also to offer the online enrollment version as well. Still discussing as a group to maybe do this in August.</p>	<p>-Willie will send out signup for staff volunteers.</p>
<p>Summer Bridge Program Update</p> <p>Ivan</p>	<p>-The program is part of an effort with the Student Equity Committee. One of the goals for the committee was by this summer to launch a summer program targeting the African American and Latinx students. The opportunity will allow students to take 2 classes that are linked together, building off on another to introduce students to the college experience. Research has shown that when students participate in these summer bridge programs, they are more likely to enroll in the fall semester. We are piloting this program right now with EOPS students, but the goal is to then extend this to all students. The 2 courses being offered are COUN 100 and ENGL 101. The program will be June 12-Aug 3.</p>	
<p>Counseling & Student Senate Spring Fest</p> <p>Ivan</p>	<p>-Partnership event with Student Life and Student Senate to celebrate students and their units completed. There will be food trucks, desserts, and photobooth. All the clubs will be out there, a counseling table to make appointments and speak to counselor. The goal is to work with Student Senate at least once a year for an event for students. Pins will be given out to students for their unit completion gift.</p>	
<p>Streamlining Update</p> <p>Delmy</p>	<p>-Gio sent a spreadsheet that will be forwarded to all members about all units he has met with so far. The deadline to log into the Streamlining platform and to submit your activities is March 17, 2023. Some of you are required to send him data and those are also due to him by March 17th. Please make sure to look at the Excel spreadsheet for your areas.</p>	
<p>Department Updates</p>	<ul style="list-style-type: none"> • A & R-State is looking to redesign the CCCApply application. CCC Technology sent an email to please identify some students to be student testers to provide feedback on the online application. Larry will forward the email to all members and please identify one or two students from your department that might be willing to participate. • Career Center-Have started a series of lunch & learn with students and the completion coaches. Free food is provided to students who attend. Flyers are being posted and going out to students. Etiquette lunch is also being planned with focusing on social skills and networking with employers. • Counseling-Working with YHS with SOAR this Wednesday and Thursday. • SAS-Planning a transition to college night for all high school seniors. It will be on May 4th from 4:30-7:00 pm. • EOPS/CARE, CAIWORKs, DREAMERS, NEXT-UP-Kudos to Larry for helping this department with the Laserfiche forms! Looking forward to having students be a 	<p>-Please send agenda items to Lily for next meeting.</p>

	<p>part of the Summer Bridge Program. Last week had Meet & Mingle had a great turnout. This week there will be another Meet & Mingle for students with food provided.</p> <ul style="list-style-type: none"> • Financial Aid and Scholarships -Tying up loose ends for the 23-24 launch next week. • Health & Wellness-Have a new contract with Quest Laboratory and have orientation coming up with them. The mental health department is thriving and has been very busy. Looking at interviewing two more trainees. • Outreach and Educational Partnership-Have hired 4 student ambassadors that started last week. They are currently making phone calls to students who applied but didn't register to let them know about the delayed start classes. They are also calling students who are taking less than 6 units. Every Friday we have field trips to show students around, including middle schools as well. • Student Life and Basic Needs -In the fall semester we had 246 pantry requests and as of today we have had 253 pantry requests. This Friday is a meeting with the community action partnership for an orientation for diaper distribution here on campus. Currently working with TAD to have EBT available on campus. Club Rush will be on March 7th and in April will have Gaypril events/programs. • University Transfer Center-This year we are giving a free sash to students that are transferring. Partnering with marketing to do interviews with students in exchange for the sashes. This would be to help create videos for marketing. • Veterans Resource Center-Working with California Department Veterans Affairs to hold a workshop for the female Veteran's for the month of March. The student Veteran's will be doing another fundraiser on March 16th making pancakes for students. 	
Other	<p>Streamlining Project</p> <p>Admin & Student Services Outcomes</p>	
Adjournment	12:01 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>		

Values:

- 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