


Crafton Hills College Student Services Council				Date: April 17, 2023 Time: 10:00am.-12:00pm. Location: Remote
Minutes				
Rebecca Abeyta-P Larry Aycock -P Trinette Barrie-A Willie Blackmon-P	James Grabow-P LaTasha Hagler-A Veronica Lehman-P Mariana Macamay-P Marty Milligan-P Ericka Paddock-A	Ivan Peña-A Steve Rush-P Hannah Sandy-P Erika Sherman-P Delmy Spencer-P	Lili Medina Note taker	
Guests:	Luke Bixler, Michelle Riggs, Leslie Swindell, Gio Sosa, Joe Cabrales, Ola Sabawi			
TOPIC	DISCUSSION	FUTURE ACTION		
Approval of 03-06-23 Minutes Delmy	-Meeting notes approved by members, no feedback on edits or changes.			
Self- Service Demo & Update Luke	<i>Self Service Migration:</i> -Ellucian ended support for WebAdvisor ended on 12-31-22 -Old WebAdvisor had limited design capabilities, not scale to mobile device. Rather than fixing WebAdvisor they came out with Self Service -Self Service is modern portal -TESS is working with PD on faculty training and with DAWG to begin user acceptance testing -Self Service will have the same capabilities/customizations as WebAdvisor -Timeline- *Migration of WA customizations to Self Service March 2023 *User Acceptance Testing March-May 2023 *Communication & Training: June-August 2023 *New Self Service Launch: September-October 2023 *Colleges want to launch in time for Spring 2024 registration <i>Enrollment Funnel Update:</i> -Luke shared an enrollment funnel he has been working on with Valley College to know where students were in the process of getting enrolled -He shared a prototype of what he has created to see if CHC would be interested in creating an enrollment funnel, do we think it would have value? -The mockup shows the admissions steps and the number of students that are at each step. You can click on each step, and it will show you the list of students that are on that step along with the students email address. You can send an email to the list of students to encourage them to move onto the next enrollment step. -Luke discussed the funnel charts and how to read the charts with the student data provided -The data refreshes nightly and Luke can move to the data warehouse so the research team at CHC can reference the data	-Luke please incorporate the following into the Self-Service timeline: PD/training before going live and marketing for students -Work group for Enrollment Funnel: Gio, Willie, Larry, Ivan & Veronica (Lily schedule meeting for them to review and provide feedback at next S.S. Council meeting and then share with Luke)		

	<p>-If CHC would like specific or additional steps added to the pipeline, it can be done by adding additional columns</p> <p>-Council members agreed that they would be interested in moving forward with this project</p>	
<p>Marketing Updates</p> <p>Michelle & Leslie</p>	<p>Marketing Services</p> <p>-Leslie shared marketing services presentation-</p> <p><i>Media Services On-Campus:</i></p> <ul style="list-style-type: none"> *Banner in Central Complex Breezeway (must be exactly 36" tall to hang properly) *Campus TV *PC Wallpaper *Street Marquee *Flyers/Posters on Bulletin Boards (10 boards across campus) *Internal Bulletin Boards (LRC & Art Building) <p><i>Media Services Online:</i></p> <ul style="list-style-type: none"> *Social Media *CHC Homepage Bulletin *Promo Items *Wall Posters *Newspaper Advertisement *Postcard *Email Campaign <p>Posting Guidelines Do & Don'ts</p> <p>Campus maps of bulletin boards</p> <p>Tabling tents, tablecloths, & departmental flags for outreach events</p> <p>Promoting events web request form</p>	<p>-Lily and Hannah work to order a Health & Wellness tablecloth</p> <p>-Possibly create a work group to go over printing & marketing services Do's & Don'ts</p>
<p>Streamlining Project</p> <p>Gio</p>	<p>-There are a few departments that haven't turned in their data for the Streamlining Project. If your department receives an email from Delmy, please work on turning in your data by Wednesday.</p> <p>-Gio wanted to make sure each department knows that for each activity that you enter, you must submit a separate set of data, every activity requires its own data set. We need to know which specific students received specific services.</p> <p>-Gio's goal is to have the data in place by the next S.S. Council meeting in May.</p>	
<p>Free Tuition & Books + Information</p> <p>Delmy</p>	<p>-Delmy met with the district and Valley and created some FAQs that will be posted to the CHC web page by the end of today. Please see the link below for more details.</p> <p>Free Textbook Rentals & Tuition</p> <p>-CHC will be using two different resources to pay the tuition. The auditors have approved the language that will be shared with students regarding the free tuition and rental books.</p>	
<p>Outstanding Fee Pay Off for Fall 2020 to Fall 2022</p> <p>Delmy</p>	<p>-CHC was able to get funding that would pay for all of the students outstanding fees. Currently working with marketing to send out postcards, email, and text to let students know unpaid balances have been paid. The goal is to encourage students to enroll in the summer.</p> <p>-Question was asked if students that have paid already and request a refund since classes will be free, where do we send them to if they want more of explanation of no refunds?</p> <p>Delmy said it should be her or Mike that can help.</p>	

	-Delmy shared that the Book Plus Program will continue for the summer and spring semesters.	
Important Updates/Info Delmy & Gio	-Please make sure to have all items purchased by April 21, 2023, because the cutoff date is April 28, 2023. Make sure to have your travel all planned and all purchase orders submitted. -Gio asked if you have time, please join the open forum at 12:00 pm today for the Educational Master Plan.	
Future Agenda Items	-Erika Sherman to present data -Gio Streamlining Project Discussion -Matriculation steps -Workgroup Feedback	
Department Updates	<ul style="list-style-type: none"> • A & R- • Career Center- • Counseling- • SAS-Participating in a recruiting event with East Valley event this Friday, 400 high school seniors will be attending. • EOPS/CARE, CAIWORKs, DREAMERS, NEXT-UP-Larry & Tesha have been working on the online application/form and will start user testing this week. If all goes well, they will have it up and running by Senior Day 04-28-23. They are helping and training the staff with the online forms to help them go live. • Financial Aid and Scholarships - • Health & Wellness- • Outreach and Educational Partnership-Senior Day is on April 28th. • Student Life and Basic Needs-April 9th a survey was sent and has had 400 students respond. On April 7th an email was sent out to students to who are CalFresh eligible for benefits. Several students have reached out to Erika for help with CalFresh benefits. Easter Boxes went well and served 50 students, hoping next year to serve 100 students. • University Transfer Center-On the spot admission event on May 9th, on Stop Shop • Veterans Resource Center-Challenge Coin ceremony for those who are graduating on May 12th 	

Other	Streamlining Project Admin & Student Services Outcomes	
Adjournment	11:56 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