


Crafton Hills College Student Services Council			Date: September 18, 2023 Time: 10:00am.-12:00pm. Location: CCR 233
Minutes			
Rebecca Abeyta-P Larry Aycock-P Trinette Barrie-A Willie Blackmon-P Debbie Bogh-A Luis Chavez-P	James Grabow-P LaTasha Hagler-P Veronica Lehman-P Mariana Macamay-P Robert McAtee-A Ericka Paddock- P	Ivan Peña-P Vannesa Ramirez-A Steve Rush-A Hannah Sandy-A Gio Sosa-P Delmy Spencer-P	Lily Medina Note taker
Guests:	Mike Strong		
TOPIC	DISCUSSION	FUTURE ACTION	
Approval of 05-01-23 & 05-15-23 Minutes Delmy	-Members reviewed meeting minutes from both 05-01-23 and 05-15-23 and approved.	-Future agendas and documents will be emailed electronically. -Creating a folder for members where agenda and minutes can be viewed. Members can also add agenda items as well. Resources and files can be shared in this live folder (Ask Delmy) One Drive.	
Campus Map Input Mike	-Trying to capture areas on campus that students have trouble finding. Wanting feedback from members. -Will take back all the feedback and try to incorporate with the architect -Plans to update to a 3D map and virtual way finding -Delmy stated we will be working with Mike to get clarity for students -Members participated in placing notes on a campus map to provide written feedback for Mike -Feedback: * Building 10 lower sections hard to find * Upgrading Our Way Finding program * Delmy suggested if hiring a student worker could be possible to provide virtual tours * Rebecca suggested an interactive map that students could click on and find their place * Ivan suggested using the current virtual map that the campus has	-Active Shooter training was done with A&R and Financial Aid. -Rest of the departments in the fall need to schedule safety training with Luke 1 st and 3 rd Thursday 4:00-5:30 pm.	
Review Student Services Council Charge and Norms Delmy	Charge: The Student Services Council provides a forum for effective communication and collaboration (added) 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	-Delmy and Lily will work on updating membership titles. -Add resources like Erika or Gio.	

	<p>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).</p> <p>Membership: Vice President, Student Services (chair); Dean, Counseling; Dean, Student Services; Director, Financial Aid; Director, Associate Dean 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.</p> <p>Term: One year (for appointees)</p> <p>Student Services Strategic Directions</p> <ul style="list-style-type: none"> ➤ 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 	<p>-If member will not present, you do not need to send someone else from your department, deans will update you with the report.</p>
<p>California Reconnect (Inside Track Update)</p> <p>Delmy</p>		
<p>Matriculation Data Review</p> <p>Delmy</p>	<p>-Larry suggested adding the calculations of the individual steps.</p> <p>-Ivan suggested only having the one semester abbreviation data. Try to work on cleaning up the plan to one semester instead of how the district has it with two semesters. Gio stated we may have a disconnect between what the state requires and what the local district requires.</p> <p>-Delmy will ask Diana to run the report again in about 6 weeks to have more data.</p> <p>-Gio pointed out from step 3 to step 4 there is not a significant drop out.</p> <p>-Feedback is that having students go from CCCApply to then a Laserfiche form to complete the placement test, it confuses students and then the process stops.</p> <p>-Larry attended a meeting last week and received clarity of moving forward with having this process updated.</p> <p>-Mariana suggested that some applications are being marked as fraud and the application goes to junk or spam folder.</p>	<p>-Gio to follow up on what the state requirement is?</p>

	<p>-Delmy shared the criteria is that if a student's address is not local, the application will be added to a hold folder that the A&R staff must go through to approve the application as non-fraud.</p> <p>-Larry said there are several steps that A&R completes to review these applications.</p> <p>-Mariana will share her nephew's info and Larry will investigate his application to see what fell through.</p> <p>-ID Me may be implemented in the application process, it may be required by the state, but the CSSO is advocating against it.</p> <p>-If students are having issues with their applications not being found, please let all of Student Services know that they can contact A&R and they will work with them to find the application.</p> <p>-When we find these application barriers, let Larry know so they can work on improving the student experience. If he sees patterns, he will be able to work on improvements.</p> <p>-Delmy has confirmed with Veronica that FA is doing internal Outreach with students to make sure we are reaching out to students to make sure steps are being completed for FA.</p> <p>-Delmy asked members to look at the data provided and if they have questions, please let her know, she is working with Ola.</p>	
<p>SAO Gio</p>	<p>-Gio revisited conversation from the Spring 23 semester of documenting your service area outcome efforts.</p> <p>-The SAO template is the home of all your efforts from your department. Please document at least 1 SAO in place every academic year for your department. We would like to see this more for each program/department. If you need to see a great sample, please refer to the FA department.</p> <p>-If you need assistance, please email a research request and someone from research will help you through the entire process. They want to support your areas.</p> <p>-Delmy needs this to be completed in a timely manner for the 2022-2023 school year. If you forgot to document a previous outcome, please update the document. Have last year's information on the document and begin to add this year's information as well.</p> <p>-Reach out to your deans and they can find support for you.</p> <p>-Keith, Delmy, and Gio will be presenting in a few months to the different committees about the new standards.</p>	<p>-Need to look at previous meeting notes to see if it is 1 or 2 SAOs.</p> <p>-Goal is to have this in the Cloud by December, hoping the platform will be updated by December.</p> <p>-Gio will look at the older version and pass over the info to the new link. Gio will email the updated link and review this by the next Council Meeting.</p> <p>-Delmy will work with Gio on combining the new and old SAO excel sheet and then Delmy will provide deadline for when the members need to update.</p>

<p>Streamlining Project</p> <p>Gio</p>	<p>-Gio shared that the work CHC has been doing for the last 3 years on this project, will now be required from all colleges to complete.</p> <p>-Gio shared that you may receive calls from colleagues from other colleges for assistance on this project.</p>	
<p>Department Updates</p>	<ul style="list-style-type: none"> • A & R-ID Me verification will be added to the application process. A pilot will be implemented in October through November. It will go live on December 1, 2023. Continuing to work on Laserfiche forms. • Career Center-Launching the Crafton Grow program is for all students who work on campus. It will be training for student workers to get a better understating of areas of interest and to get feedback from employers in areas to grow. The LEAP program was launched, and the Research department partnered with the Career Center to provide research opportunities. On 10-18-23 the Career fair will happen and are partnering with SAS • Counseling-Have partnered up with Student Senate for October 5th Club Rush event from 11-2 pm to acknowledge completion units. • SAS- Vannesa will also begin today to oversee the Health & Wellness Department. • EOPS/CARE, CalWORKs, DREAMERS, NextUp-Increase in student applications. Serving around 275 students right now, goal is to serve 300 students by end of semester. Completing Outreach efforts by reaching out to students who have received BOG. Each month lunch workshops are provided to help students join the programs. On October 16-20 partnering with Student Life with events to bring awareness for Undocumented Students. Several field trips for students throughout the school year. • Financial Aid and Scholarships -Very close to being able to import all the Dreamer's applications, great for reporting purposes. Working with Blue Eye on the SAI process and how this will affect our students. Coordinator position interviews starting this Thursday. • Health & Wellness-Will be reporting to Vannesa starting today. Have increased mental health and wellness for our students as well. TB 	<p>-Luis shared that students don't tend to look up or search things online. He suggested that we may find other ways to promote the resources the departments have to offer. Maybe newer students know or learn about the available resources, but what about the students that are not new?</p> <p>-Mariana suggested having bulletin boards in classrooms.</p> <p>-Rebecca suggested broadcasting in the lunchroom. Delmy will follow up with marketing on this suggestion.</p> <p>-Please get feedback from your departments on how to get resources out to students.</p> <p>-Luis please get feedback from students as well.</p> <p>-Add this to the next agenda to follow up.</p> <p>-Update the TB appointment hours on website.</p>

	<p>testing is happening on M & W or T & Th. Employees can get vouchers for HR.</p> <ul style="list-style-type: none"> • Outreach and Educational Partnership-Have been working with Academic Seante to provide a centralized location where members can sign up to volunteer. • Student Life and Basic Needs -Working on several events: Club Rush, Indigenous Day, Hispanic Heritage ending on 10-12 with salsa event. • University Transfer Center -Application season has started. Signs will be posted around campus. Various fieldtrips are available to students to go on campus tours. University reps are back on campus, but online appointments are still available as well to students. Delmy suggested Mariana go to the Student Senate meeting and present this info to the students. They can give feedback to Transfer Website as well. • Veterans Resource Center-Steve has been working with Willie on their calendar and are hoping to bring off campus visitors to come and present to students for resources. Ivan shared that SAS will be partnering with the VRC to complete monthly workshops. Counseling is also partnering with VRC with weekly counseling appointments 	
Other	<p>Streamlining Project</p> <p>Admin & Student Services Outcomes</p>	
Adjournment	11:59 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

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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

Norms:

- We will start and end meetings on time.
- We will follow the agenda.
- We will read materials, minutes, etc. and be prepared to discuss at meetings.
- We will listen to our colleagues without interruption and will show mutual respect.
- We will operate on consensus and seek agreements all can "live with." All points of view will be considered before reaching consensus.
- We will make decisions based on clear information.
- We will bring closure to decisions.

- We will support the committee's recommendations.
- We will accept the fact that there will be differing opinions and encourage open dialogue and courageous conversations.
- We will use the best interests of our stakeholders (especially students) as the basis for our decision making.
- We will honor brainstorming without being attached to our viewpoint.
- We will give the opportunity for all members to contribute.
- We will be free to speak our minds without fear of reprisal.
- We will be transparent with our colleagues and our positions on issues.
- We will identify pending issues, agreements, and action steps at the end of the meetings.
- We will stay focused on topics under the charge of the committee.
- We will report back to and seek input from constituents.