



Crafton Hills College Student Services Council			Date: November 3, 2025 Time: 9:30am-11:00am Location: CCR 233
Minutes			
Rebecca Abeyta Krysten Audibert-A Larry Aycock Trinette Barrie-A Willie Blackmon Ivan Peña Delmy Spencer James Grabow Ernesto Rivera LaTasha Hagler-A	Veronica Lehman-A Mariana Macamay Ericka Paddock Gio Sosa Amanda Smith Matthew White		Veronica Salceda-Note taker
A=Absent			
	TOPIC	DISCUSSION	FUTURE ACTION
	Review 10/06/25 Meeting Minutes Delmy	<ul style="list-style-type: none"> Minutes from 10/06/25 approved. Changes to Charge, Membership, and Norms do not need to be approved by Crafton Council. SS Council committee can make the changes. 	<ul style="list-style-type: none"> Veronica S. to make changes to the charge, membership, and norms as discussed on 10/06/25.
CHC Signage Approved		<ul style="list-style-type: none"> If ICE shows up on campus, these signs indicate what the approach is, in specific spaces. Signs have been approved by legal counsel, campus leadership, and undocu team. Campus police know the protocol with verifying warrants. 	

<p>Student Services Master Calendar Reminder</p>	<ul style="list-style-type: none"> • Please remember to check dates to coordinate events. 	
<p>BookSaver Update & Marketing Plan</p>	<ul style="list-style-type: none"> • Student & Campus Community will receive email with BookSaver updates by 11/3/25. • Flyers will be posted on campus by 11/5/25. • As of today, 40% of courses are ZTC. • Students can now Opt-in vs Opt-Out to BookSaver. • Students have to pay Booksaver fees to access book. <ul style="list-style-type: none"> ○ Use FA to pay fees • 26% of CHC students used BookSaver program. • If a student enrolls and the course turns into ZTC, students can petition for a refund. <p>NEW Program Update Highlights:</p> <ul style="list-style-type: none"> • Flat Fee: The cost is \$27.50 per unit for all required materials. • BIG Savings: We are now EXCLUDING ZTC courses from the cost calculation! • What's ZTC? Zero Textbook Cost classes use free materials (like OER). Now, you won't pay the \$27.50 fee for these free-material units! More money stays in your pocket! • How to Join: Opt-in to the BookSaver Program when you register for your Spring classes. • Ready Day One: Get all your materials before the first day of class (if fees are paid). 	<ul style="list-style-type: none"> • Larry will work with Delmy to update petition and processes. No change on the student side of things. Larry will provide an image of what it looks like for counselors and completion coaches.

	<ul style="list-style-type: none"> • BookSaver FAQ Website Updated by 11/3/25 	
Vision Aligned Reporting Gio	<p>Vision Aligned Reporting</p> <ul style="list-style-type: none"> • Begin the process of reflection for VAR aligned reporting • End of semester submission deadline <ul style="list-style-type: none"> ○ State will use data to run reports • If there is no DI-acknowledge the work, you are doing. The fact there is no DI means you are doing great work. 	<ul style="list-style-type: none"> • VAR Reflections Narratives Due on Nov. 14, 2025. • Gio will review on or by Nov. 26th and identify themes. Next meeting, Dec. 1st all members will review and work in groups to review narratives/respond to questions required by the State. • Gio will list campus-wide statistics on document • Vision Goals-Submitted to CO in December. Work in groups to review narratives to respond to state's questions.
Department Updates	<ul style="list-style-type: none"> • A & R: No report • Career Center: <ul style="list-style-type: none"> ○ Trinette, Rebecca, Pedro did a great job with employer job fair-great turnout. ○ Working hard alongside completion coaches to reduce the number of undeclared majors. • Counseling: <ul style="list-style-type: none"> ○ PPR Complete ○ Priority registration is coming up. The department 	<p>Action Item: Matt-SAS</p> <ul style="list-style-type: none"> • Look at websites to see compliance with accessibility. The district is also working on these efforts. As a CHC division, do a self-assessment on your websites.

	<p>will be sending students reminders via text/email</p> <ul style="list-style-type: none"> • EOPS/CARE, CalWORKs, DREAMERS, NEXT-UP: No report • Financial Aid and Scholarships: No report • Health & Wellness: <ul style="list-style-type: none"> ○ Staff/Faculty training coming up Nov. 18th/19th CCR-155 2:00pm-3:30pm. • MESA: No report • Outreach and Educational Partnership <ul style="list-style-type: none"> ○ Counselor Luncheon • SAS <ul style="list-style-type: none"> ○ Advisory Committee ○ Title II compliance-software application coming up in April 2026. • Student Life and Basic Needs <ul style="list-style-type: none"> ○ Native American Month Kick-Off 11/6/25 • University Transfer Center <ul style="list-style-type: none"> ○ Info Session: 11/5/25- Prepare to graduate/transfer collaboration with counseling center ○ CSUSB-11/18/25- Admit/Transfer Day. Depts from CSUSB will be at CHC to meet with students. • Veterans Resource Center: <ul style="list-style-type: none"> ○ VRC Week 	
Other	<ul style="list-style-type: none"> • <u>2025 Chaptered Legislation and Guidance Report</u> • <u>VAR Streamlining</u> • <u>VAR SARS Reason Codes</u> 	

	<ul style="list-style-type: none"> • SAO/SLO submission platform • Student Services Master Calendar 	
Adjournment	10:46am	Next Meeting Dec. 1, 2025
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; Associate Dean, Student Life; Coordinator, Health and Wellness Center; Director Student Accessibility Services; ~~Title V Activities Director~~; Director, EOPS/CARE; representative of Student Services Classified Staff; Student Senate representative. **Add: Associate Dean of Health & Wellness**

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.