

**Members Present:**  
 Cheryl Marshall  
 Denise Allen-Hoyt  
 Colleen Gamboa  
 Kyle Hundley  
 Jessica McCambly  
 Keith Wurtz

**Members Absent:**  
 Michelle Riggs  
 Mike Strong  
 Rebecca Warren-Marlatt

TOPIC	DISCUSSION	FURTHER ACTION
<p><b>Review and Approval of Minutes of October 9, 2012 Minutes</b></p>	<p>The Minutes were approved as submitted.</p>	
<p><b>Review Implementation Plan for Campus Climate Survey</b></p>	<p>Keith reviewed with Crafton Council the <i>CHC 2010 Campus Climate Survey Results Suggestions, Implementation Plan, and Progress</i>. Council updated the items that are in progress or have not been completed as follows;</p> <p><b><u>Suggestions for Improving how Crafton Recognizes Employees</u></b></p> <ul style="list-style-type: none"> <li>• Applause Cards</li> <li>• Training for managers on recognition            A workshop for managers was held on November 9.</li> </ul> <p><b><u>Suggestions for Improving Shared Governance at Crafton</u></b></p> <ul style="list-style-type: none"> <li>• Committee membership terms should be extended to 2 years.</li> <li>• Some employees do not have time and are unable to serve on committees. Some employees may not serve because past experiences may lead them to believe it is a waste of time and nothing gets done.</li> <li>• We need a gathering place for full-time and part-time faculty.</li> </ul> <p><b><u>Suggestions for Improving Communication at Crafton</u></b></p> <ul style="list-style-type: none"> <li>• Develop an email that only includes changes and distribute to entire campus.</li> </ul>	<p>Cheryl Marshall will send out a reminder that a link to the Applause Card is now available on line.</p> <p>Another workshop will be scheduled on Flex day.</p> <p>Revisit</p> <p>Revisit with Chairs at committee training. Continue to review membership list and charges.</p> <p>Mike Strong will be asked for an update on space being added in new buildings.</p> <p>Delete from list.</p>

	<ul style="list-style-type: none"> <li>• For emergencies, develop a better plan and a phone in every room.</li> <li>• The ability to search the email database by first name, department, or office. <b>Completed:</b> When click on “To,” check “More columns” and enter first name.</li> <li>• The directory that is six years old needs to be updated.</li> <li>• Master Calendar, Facilities Use Calendar – make more accessible and make sure everyone understands the process of getting information posted on the calendar.</li> <li>• There should be a “what’s going on” page on the website where all activities are listed.</li> </ul>	<p>Check progress with Mike Strong</p> <p>Communicate to campus.</p> <p>Check progress with Mike Strong.</p> <p>In Progress--managers are submitting names of people who should be authorized to update calendar.</p> <p>Cheryl Marshall will work with Kristi.</p>
<p><b>Results from Student Satisfaction Survey &amp; Recommendations from Student Senate</b></p>	<p>Keith reviewed with Council results from the <i>Crafton Hills College 2012 Student Satisfaction Survey</i>. Overall, the survey results were positive and the respondents were satisfied with their experience as a student at Crafton Hills College. The following suggestions for improvement provided by the Associated Students at a Student Senate meeting were reviewed.</p> <p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• On the website post instructions of how to link student email accounts to personal email accounts.</li> <li>• Use the pictures feed to post important messages that roll rather than the same photos.</li> <li>• Encourage faculty to make announcements in class – especially adjuncts.</li> <li>• Create a process for communication</li> <li>• How to get things on the marquee and website.</li> </ul> <p><b>Variety of Courses Offered</b></p> <ul style="list-style-type: none"> <li>• Use the Ed Plan to plan course offerings. Forecast courses needed by looking at declared majors of students and Ed Plans.</li> <li>• Student Ed Plans should be developed to fit into when the classes are offered.</li> </ul> <p><b>Admissions &amp; Records</b></p> <ul style="list-style-type: none"> <li>• Timely printing of schedules – schedules should have consistent release dates.</li> <li>• Students like the hard copy.</li> <li>• Link courses in schedule to web advisor.</li> <li>• Recommend helping a few students who can help other students. Have a workshop to train students who have been here more than 2 semesters so they can help other students.</li> <li>• Work study students in library, tutoring, student services, all students who have access to a computer should be able to help other students use web advisor.</li> </ul>	

- Teach the faculty how to use web advisor so they can help students. Many don't know how.
- Recommend staff take a customer service skills course.
- A&R should clarify their purpose.
- Post a list outside of the door – Come here to register, pay for classes, petition to graduate, etc.
- Consolidate duplication of services.

### **Counseling**

- Hire more counselors. With ratios 1-1000 it is not possible to serve students well.
- Have counselors who specialize: two counselors who see new students, another counselor would specialize in students who want to graduate.
- The Counseling office needs structure and organization.
- Need computer program to track Ed Plans
- Would like to see some generic schedule examples
- Students need Ed Plans – Make Ed Plans mandatory
- Students should talk to counselors from the school they plan to transfer to because our counselors do not have sufficient training.
- Counselors need more training.
- Students don't know the right questions to ask and counselors don't give information with their own initiative.
- Needs to be more interpersonal relationships.
- Would be better to see the same counselor.
- Need to develop a guideline to help counselors: Same Questions – Same Answers.
- Guidelines for helping every student with consistent information.

### **Financial Aid**

- There should be a huge banner advertising – “It's time to file for next semester.”
- Students would like emails and phone calls to let them know.
- Offer financial aid workshop for all of our students including night students.
- Staff should smile and be nice.
- Make it easier for students to find the answers on their own.
- Have someone working the line answering general questions.
- There should be a way to get answers to simplest questions.
- General information checklist/guidelines should be available to make it easier for students.
- Student Senate would like to have all the deadlines so they can keep them on one calendar.
- Students should be able to go to one place for information on deadlines.
- For each service, the checklist should be called the same thing.

	<ul style="list-style-type: none"> <li>• Checklists should all be designed so they are easy enough to read that a Basic Skills student can understand.</li> <li>• Guides need to be very basic. Details should be separate. If it is all together it is too much information. The first thing students look at in a guide should be very simple.</li> <li>• The website should have a basic easy-to navigate list first with deadline before all of the detailed information.</li> <li>• Transfer center should be the model for all student services webpages.</li> </ul>	
<p><b>Suggestion from Student Senate Regarding Increasing Transfer</b></p>	<p>Keith &amp; Kyle reported on suggestions from the Student Senate for improving student transfers to Four-Year institutions. Keith explained that during the Summer of 2012, the Office of Institutional Effectiveness, Research and Planning conducted a study examining the relationship between student behavior and instructional and student service strategies to transferring to four-year institutions. The results of the study were shared with the Student Senate and the members of the Senate provided feedback for increasing the likelihood of students transferring to a four-year institution. Crafton Council reviewed the suggestions to develop an Implementation Plan as follows.</p> <ul style="list-style-type: none"> <li>• Provide data to high school students and parents of 11<sup>th</sup> &amp; 12<sup>th</sup> graders.</li> <li>• Put information on the web site on facts page and/or on the home page where pictures currently cycle.</li> <li>• Provide information to counselors so that they can share with students.</li> <li>• Communicate importance of preparing for assessment. A lot of students are not aware of the importance of Assessment.</li> <li>• Are we offering more basic skills sections than transfer? Are we meeting transfer demand or are we losing students because we do not offer enough transfer sections?</li> <li>• Counselors go to classes and talk to students about taking math sooner.</li> <li>• English and reading courses need to combine curriculum.</li> </ul>	<p><b>Include in SOAR Outreach Program, HS Visitation Day, provide information to principals.</b></p> <p><b>Pictures are a waste of prime space. Leave pictures and add 1 or 2 facts.</b></p> <p><b>Communicate through faculty &amp; counselors; explore on-line options; make link easier; we need a prescriptive program that moves students through this process.</b></p> <p><b>Will explore.</b></p> <p><b>Transfer Center Coord will take information to students in classes.</b></p> <p><b>Keith will talk to Raju.</b></p>

	<ul style="list-style-type: none"> <li>• Learning communities with math and English</li> <li>• Make tutoring Center attendance mandatory</li> </ul>	<p><b>Revisit</b></p> <p>Already attached to some sections.</p> <p>Keith will put the information from today's discussion into a plan and bring it back to Crafton Council</p>
<b>District Strategic Plan</b>	Cheryl Marshall reported that the presentation on the state of the college to the District Strategic Planning Committee went very well and it was a great exercise.	
<b>Student Success Act</b>	<p>Cheryl Marshall stated that the campus needs to develop a plan to be in compliance with the Student Success Act. Along with Crafton Council, the following committees should include the SSA on their agenda:</p> <ul style="list-style-type: none"> <li>Chairs Council</li> <li>Educational Master Plan</li> <li>Enrollment Management/Student Success</li> <li>District Assembly (Kyle will keep Council informed)</li> <li>Senates</li> <li>Matriculation</li> <li>Dean's meeting</li> <li>Student Services Council</li> <li>Open Forum</li> </ul> <p>In mid-March, all the information will need to be rolled into one Plan that makes sense for the campus.</p>	<b>Cheryl Marshall will draft of list of topics that will need to be discussed and bring it back to Council</b>
<b>Next Regular Meeting: November 27, 2012</b>		
<p><b>Mission Statement</b></p> <p>The mission of Crafton hills College is to advance the education and success of students in a quality learning environment.</p>	<p><b>Vision Statement</b></p> <p>The vision of Crafton hills College is to be the premier community college for public safety and health services careers and transfer preparation.</p>	<p><b>Institutional Values</b></p> <p>Our institutional values are creativity, inclusiveness, excellence, and learning-centeredness.</p>