


Crafton Hills College Student Services Council			Date: November 7, 2022 Time: 10:00am.-12:00pm. Location: Remote
Minutes			
Rebecca Abeyta- Larry Aycock- Trinette Barrie- Joe Cabrales- Rejoice Chavira -	James Grabow- Mariana Macamay- Marty Milligan- Veronica Lehman- Ericka Paddock -	Ivan Peña- Steve Rush- Hannah Sandy - Delmy Spencer- Willie Blackmon- Erika Sherman-	Lili Medina Note taker
Guests:	Gio Sosa, Ruby Zuniga		
TOPIC	DISCUSSION	FUTURE ACTION	
Approval of 09-12-2022 Minutes	The minutes were approved by members.		
Equity Plan Key Objectives Delmy Spencer	<p>The CHC Student Equity Plan serves an integral role in mapping the College's path to intensify students' sense of belongingness. The College is committing to:</p> <ul style="list-style-type: none"> • Increase the percentage of African American students who apply and enroll at CHC in the same year. • Increase the percentage of African American students persisting from fall to spring. • Increase the percentage of Latinx students completing transfer level Math and English. • Increase the percentage of African American/ Black students' degree or certificate attainment. • Increase the percentage of Latinx students transferring to a four-year institution. <p>Please attend the Equity Plan Campus Forum on November 14, 2022 (Zoom).</p> <p>-As a council in March we provided feedback as to what we wanted to see as a campus -If all members can attend the Equity Forum. Invitation will be going out today or tomorrow to attend the Open campus forum on 11-14-22 -Align the Streamlining project to the Equity Plan as well -Incorporate the Equity plan -Make sure we keep the community in mind -Willie spoke about being intentional about recruiting African American students. Do we have Mecha? Black Student Union? As a college, what are we doing to reach out to these students?</p>		

	<p>-Now departments can start looking at what we are doing in our department, not just as a whole college</p> <p>-The data shows students aren't feeling welcome to the college</p>	
<p>Streamlining Project</p> <p>Gio Sosa</p>	<ul style="list-style-type: none"> • Spring 2022 closing the loop deadline December 5th. <p>-Gio shared link in chat: CHC Streamlining Project Reflections</p> <p>-Gio discussed that last spring we identified the gaps and then responded to the gaps by responding specifically</p> <p>-Make sure you identify your next steps and respond specifically to what you are doing for each specific group</p> <p>-The task for the next meeting in December is to complete your responses by being more specific to what actions will be done for each group. Really develop the action plans for your response to meet the gaps for the groups</p> <p>-Start assessing to see if you have done what you said you were going to do regarding the responses & action steps</p> <p>-Look at the interventions and evaluate how they are closing the gaps</p> <p>-Some may need more time for the action steps and interventions, that is ok as well</p> <p>-Gio suggested to add "Fall 2022 Update" in the documents as tags to be helpful when adding to the document</p> <p>-Deadline is December 5, 2022</p> <p>-Gio stated that this will be an ongoing effort and will take time to complete or to update data. Some strategies will evolve over time</p> <p>-Ruby suggested that the reflections can be placed in the PPR's. This information can be utilized in more than one area. Being able to say you integrated the Equity Plan within the PPR's is very beneficial</p> <p>-Steve suggested to work with Kristina in Starfish in order to pull specific reports to help when completing the Streamlining Project</p> <p>-Delmy suggested Joe take the lead to work with Kristina to see how Starfish can help with each department to create cohorts of the specific groups</p> <p>-Gio and Luke are working on ways to link up the multiple resources up on the dashboard (long term) benchmarks will also be on the dashboard as well.</p>	<p>- Delmy suggested Joe take the lead to work with Kristina to see how Starfish can help with each department to create cohorts of the specific groups (action step)</p>
<p>Service Area Outcomes</p> <p>Delmy Spencer, Gio Sosa & Ruby Zuniga</p>	<ul style="list-style-type: none"> • Service Area Outcomes (SAOs) are clear, concise, and measurable statements that service areas use to assess how well they are accomplishing their goals. SAO statements describe one aspect of service and the desired impact (goal) of that service on key stakeholders. The aspect of service can focus on a process, client satisfaction, or student learning. 	

	<ul style="list-style-type: none"> • All departments should analyze and hold meaningful conversations about the assessment data • All services areas should assess at least 2 outcomes per year <ul style="list-style-type: none"> ▪ 1 outcome must be a student satisfaction assessment • Create and implement evidence-based action plans to foster continuous quality improvement • Assess the impact of implemented action plan • Decide if the SAOs should be revised or complete <p>-All departments will hold meaningful conversations on the data that has been collected</p> <p>-Are the interventions working? What changes need to be made?</p> <p>-All departments need to assess 2 outcomes, 1 outcome must be a student satisfaction assessment</p> <p>-There will be one question that will be the same for all surveys, student satisfaction. One question will be common for all surveys</p> <p>-Gio will give suggestions of what the question will look like. Next month Gio will present several possibilities of what the question could be</p> <p>-This is the same process as the Streamlining projects. Departments can be intentional where they align the Streamlining project to the SAO's</p> <p>-Gio stated the goal is by the time we come back to Fall 2023, at least two of the outcome loops have been closed. The work being done, we should have 2 data elements that have been assessed and the loops have been closed</p> <p>-Ruby went over the Admin & Student Services Outcomes document with members</p> <p>-Ruby also showed the document has been updated to show the Academic year since the goal is to work on the gaps in a school year, not just a term. Closing the loop is also making sure all areas of the document are being updated and data being entered</p>	
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	-Gio stated that if anyone needs any help with any of the columns, reach out to him and Ruby for a more of a 1 on 1 meeting	
Student Services Operational Hours	<p>Week of November 21st Student Services Operational Hours:</p> <ul style="list-style-type: none"> 8am to 5pm. <p>Spring 2023 UPDATED: Two weeks prior to school starting and then first week of school. Schedule will be Monday-Thursday 8:00 am-6:00 pm. Friday 8:00 am-4:00 pm. Dates 01-04-23 to 01-20-23, opened to serve students.</p> <p>-Delmy shared the updates on scheduling with all the departments. All members approved of the scheduling changes -Counseling department will be a little different in regard to the full time contracts</p>	
Admissions and Record Updates	<p>1. Update on FERPA Releases & Self Service 2. Transcript ordering process upgraded from Credentials to the new Parchment ordering system. Enhancements with placing order and selecting CSU/IGETC certification.</p> <p>-Transcript ordering service has changed. We have been using Credentials Ink for a long time for orders. They have been bought out by Parchment. They have been slowly switching colleges over to their online platform. Last week we did the update, and we are now fully using the Parchment platform. With the old system it was more complicated for students when ordering digital transcripts. With the new platform, the options are easier for students and make more sense for them when ordering transcripts. Students still can't get the first two transcripts free with the new Parchment system. They would have to do it through A&R.</p> <p>-FERPA, Larry has still been working on the release form. Colleague did not have any screens to record FERPA releases. We asked IT to investigate and see if there were any screens, but there weren't any. They did create a few screens that are going to be implemented for FERPA releases. They will be able to assign each person a number pin, that will allow us to release records. In self-service there will be a screen that a student can add and remove records that they want to release, if they want to end it early, or who they want to be able to access the release forms. There is an option that the student can select who they want to join them in counseling meetings. This will require a little bit of training for staff, will have to figure out the logistics of training on this. Delmy suggested to do on a Friday afternoon. The authorizations do not expire, they are good until the student goes into program and ends it.</p> <p>-Quick update for Self Service. Delmy stated we will be transferring to Self Service. The plan is that AR will start working with TESS in December to complete intense</p>	<p>-*Schedule meeting with Larry and Mike Mariana Ivan (transcript ordering) meeting then updates the rest of members</p>

	<p>testing. Larry will be working with Andy to come up with a communication plan -We have been accepted to offer a bachelor's degree for the respiratory program</p>	
<p>Department Updates</p>	<ul style="list-style-type: none"> • A & R- • BIT-Were invited by Rejoice to present. RCC was very impressed and have set up a meeting to get some advice and feedback • Career Center-No additional events for the rest of the semester. Thank you to all who helped put the Hello Major together. Three projects being worked on now to include opportunities for employment for Black students and Latino Students. New online job portal, homepage of Career Center. Professional development and career development. • Counseling- Busy times seeing students. Working on new counseling projects. Completion coaches contacting students to get them in to see counseling • DSPS- Recruiting to fill Jamie's position. On October 28th, department presented to large group of YHS students • EOPS- Last week was priority registration. Staff are manning a table outside of the bookstore to see if they can recruit more students for EOPS program. Reaching out to instructors as well to see if they can do a 5-minute presentation to their students. Still accepting applications to all 5 programs. If you know any students, please refer them to EOPS • Financial Aid-This week by Thursday a large disbursement will be going out to students. If anyone needs any presentations or workshops, please reach out and let them know. Covid emergency waiver is ending in February 2023. FASFA will be changing for the 2024-2025 school year. Delmy suggested in the Spring term, give a presentation to this council to get an idea of the changes being made. Veronica said sometime in April will be best • Health & Wellness- Mental health counseling is all booked. The department has up to 4 counselors right now. Next week a nurse practitioner will be starting. Still looking for a woman therapist. Have lots of Covid test kits. Delmy and Mike did get tests for the departments if you need any please reach out • Outreach-Jamie started with department today. She is at CRYOP Monday-Thursday. YHS has 	<p>-Veronica to present new 2024-20225 FASFA rules in April</p>

	<p>already reached out to schedule for next year. Allied Health Career Day with the Girl Scouts. CRYOP will be bringing about 120 students to tour and speak about business programs. January 10th 1:30-5:00 will be express enrollment</p> <ul style="list-style-type: none"> • Student Conduct- • Student Life- Full swing with Native American month. Link to event: https://www.eventbrite.com/cc/crafton-hills-native-american-heritage-month-22-1325439 • University Transfer Center- Busy season, transfer season. Many workshops to help students apply. Students are allowed to apply to up to 2 free universities thanks to GALA funds • Veterans Center- This week is super busy because it is Veterans Week. CAL Vet came out to give a presentation on VA home loans, disabilities, and other benefits. Tomorrow there will be BBQ lunch for Veterans, come out to support students. On 11-11-22 will be representing CHC in the Annual Redlands Veterans Day parade 	
Other	<p>Streamlining Project Admin & Student Services Outcomes CHC Streamlining Project Reflections</p>	
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 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