


<b>Crafton Hills College Student Services Council</b>			Date: March 25, 2024 Time: 10:00am.-12:00pm. Location: CCR 233
<b>Minutes</b>			
Rebecca Abeyta-P Krysten Audibert-P Larry Aycock-A Trinette Barrie-P Willie Blackmon-P Luis Chavez-A	James Grabow/Ernesto Rivera-PP LaTasha Hagler-P Veronica Lehman-A Mariana Macamay-P Ericka Paddock- P	Ivan Peña-P Vannesa Ramirez-P Hannah Sandy - P Delmy Spencer- P  Sharon Zerbel - Note taker	
Guests:	Michelle Riggs, Gio Sosa		
<b>TOPIC</b>	<b>DISCUSSION</b>	<b>FUTURE ACTION</b>	
Approval of 03-04-24 Minutes  Delmy	<a href="#">Student Services Council Minutes 03-04-24</a>  03/04/24 Minutes approved as written.		
Posting Guidelines Draft  Michelle Riggs	<a href="#">CHC Posting Guidelines 03-08-24</a>  Michelle reviewed the new Posting Guidelines which had been reviewed previously by the AD HOC Committee. This will be a working, live document and will be reviewed every six months. This live document will be posted on the CHC website. <ul style="list-style-type: none"> <li>• Hannah Sandy noted that she has two brand new sandwich boards that Michelle will have picked up by Facilities and stored for future use.</li> <li>• Mariana requested Flyer Guidelines also be created.</li> </ul>		<a href="#">Michelle – will have (2) brand new sandwich boards picked up at the Health and Wellness Center and stored at the PAD.</a>  <a href="#">Michelle – Create flyer guidelines.</a>
Counseling Model  Ivan	Ivan, Mariana, and Jimmy reviewed the Counseling Model.  “Empowering Student Success Through the Implementation of Completion Teams”  It was identified that many students were only seeing counselors for their Educational Plan at (0-14 units) and/or when they had amassed (45-60 units). It was also identified that students tend to drop out early if they are not seen between the 15–45-unit milestone.		

	<ul style="list-style-type: none"> <li>• There was a need for change to ensure counseling contact with students during units 15-45.</li> <li>• Based on research the new <u>unit milestones</u> are as follows: 0-14 units 15-29 units 30-44 units 45-59 units 60 plus units</li> </ul> <p>Counselors advise based on unit completion.</p> <ul style="list-style-type: none"> <li>• 0-29 units Counselors focus on matriculation, SEP, career guidelines, getting focused and building community.</li> <li>• 30 plus units focus on completion, graduation transfer, and job development services.</li> </ul> <p>The Completion Coaches support the things Counselors do.</p> <ul style="list-style-type: none"> <li>• Address early alert flags based on unit completion.</li> <li>• Registration assistance.</li> <li>• Applications for transfer workshops and review</li> <li>• Create and facilitate lunch and learn.</li> <li>• Facilitate the McFarlane campaigns.</li> <li>• Assist students with navigating Student Services</li> <li>• Counseling virtual lobby.</li> <li>• Organize campus-wide events.</li> </ul> <p>There has been a 44% increase in Counselor approved Ed Plans and 1,835 increased contacts by Counseling faculty from Fall 2022 to Fall 2023.</p> <p>All counselors are included in the training.</p> <p>It was also noted that Ed Plan students typically take more units.</p>	
<p>Self Service Updates Delmy</p>	<p>Self Service is scheduled to go live on 04/01/24.</p> <ul style="list-style-type: none"> <li>• All Student Services Classified staff will have access to Student View at this time. Faculty will receive an email today, 03/25/24.</li> <li>• Rebecca recommended that the login format be added to the Self Service login page.</li> <li>• Registration is on 04/07/24 – Web Advisor will no longer be accessible to students.</li> <li>• Placement will now be in Self Service.</li> </ul>	<p><a href="#">Willie – to work with Larry Aycock to set up Self Service training.</a></p> <p><a href="#">Login format to be added to the Self Service login page.</a></p>

<p>Department Updates</p>	<ul style="list-style-type: none"> <li>• <b>A &amp; R-</b> No Update</li>   <li>• <b>Career Center-</b>   04/25/24 Etiquette/Networking Luncheon  12:00 P.M.– 2:00 P.M. CCR 151   03/29/24 1:00 P.M. – 2:00 P.M. Crafton Grow  (Student Training Program) – 17 students  attended last training.</li>   <li>• <b>Counseling-</b>  2,259 Student seen this semester, 688 drop-ins,  1,821 unduplicated. There was a total of 521 Ed  plans completed in total this fall 2023 and  spring 2024.</li>   <li>• <b>SAS-</b>  Registration Event 04/08, 04/09, and 04/10-  Food provided.</li>   <li>• <b>EOPS/CARE, CalWORKs, DREAMERS,  NEXT-UP-</b>  Parenting Mixer 03/27/24 1:30 – 2:30 P.M.  CCR 155</li>   <li>• <b>Financial Aid and Scholarships</b> – They need  scholarship readers to volunteer, please reach  out to Gabby.</li>   <li>• <b>Health &amp; Wellness-</b>  03/28/24 Health &amp; Wellness Fair – Food,  Dental Exams, and testing. There will be  vendors to help with registering for Health</li> </ul>	<p>There will be many events that will be hosted in the Roadrunner Café, due to the construction in Crafton Hall. Please look for other options like the Quad, LRC etc. to minimize interruptions to students.</p> <p>Mesa is ordering new furniture and has offered their existing furniture to any of the departments that may need extra tables and seating.</p> <p>Submit a highlight to the next board for Michelle Lee, student as she will be presenting her Equity Oriented Survey at Stanford University.</p>
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	<p>Insurance. Family PACT will also be in attendance.</p> <ul style="list-style-type: none"> <li>• <b>Outreach and Educational Partnership –</b> 04/05/24 Adult Education Open House from 2:00 P.M. – 5:00 P.M.</li> </ul> <p>04/12/24 Senior Day 10:00 A.M – 2:00 P.M. 445 students to date will be in attendance.</p> <ul style="list-style-type: none"> <li>• <b>Student Life and Basic Needs-</b> Homeless to Harvard 03/26/24 12:00 P.M. – 1:00 P.M via Zoom.</li> <li>• <b>University Transfer Center-</b> Transfer Recognition Celebration 05/15/24 6:00 P.M. – 7:30 P.M. Roadrunner Café.</li> <li>• <b>Veterans Resource Center-</b> Priority Registration 04/08, 04/09/24</li> </ul> <p>CHC has partnered with VA K9 Team, they will be on campus on 04/09/24.</p> <p>05/15/24 Veteran Coin Ceremony</p> <ul style="list-style-type: none"> <li>• <b>MESA-</b> 03/26/24 Last event for Women’s History Month featuring a movie night – Hidden Figures.</li> </ul> <p>03/29/24 Loma Linda University &amp; University of Redlands Student Tour from 8:00 A.M. – 2:30 P.M. (Campus Tour, Program Fair, Tour the Simulation Lab and visit their Embryo Museum.)</p> <p>CHC Alumni Software Engineer contacted Krysten to invite CHC to participate in the 2025 Human Exploration Rover Challenge which engages students in hand-on engineering design.</p> <p>04/26/24 STEM students will be visiting Cal Poly, Pomona.</p>	
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	Michelle Lee, CHC student was accepted by Stanford University to present her proposal for equity patterns.  Gio, Ivan and Teisha have been invited to the Regional Convenings to present.	
Other	<a href="#">Streamlining Project</a> The deadline to send Gio your activities and labeled data is Friday, 03/29/24. Please also add this information to the Streamlining portal.  <a href="#">Admin &amp; Student Services Outcomes</a>	All - Deadline to send Gio your activities and labeled data files is Friday, 03/29/24. Please add this to the Streamlining portal too.
Adjournment	11:51 am	

**Important Dates:**

**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.

**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.

**Values:**

- 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.

**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.