


Crafton Hills College Student Services Council			Date: February 03, 2025 Time: 10:00am.-12:00pm. Location: CCR 233
MINUTES			
Rebecca Abeyta- Krysten Audibert- Larry Aycock- Trinette Barrie- Willie Blackmon-	James Grabow/Ernesto Rivera- LaTasha Hagler- Veronica Lehman- Mariana Macamay- Ericka Paddock-	Ivan Peña- Vannesa Ramirez- Delmy Spencer- Lily Medina-Note taker	
Guests:			
TOPIC		DISCUSSION	
FUTURE ACTION			
Approval of 12-02-24 Minutes Delmy	<ul style="list-style-type: none"> • SS Council 12-02-24 Minutes 	Key Notes: <ul style="list-style-type: none"> • Minutes were reviewed. • No specific edits or updates mentioned. 	
TimelyCare Registration Drive Ericka	<ul style="list-style-type: none"> • Dates: 	Key Notes: <ul style="list-style-type: none"> • Discussion on launching a registration drive to increase student sign-ups for TimelyCare mental health support. • TimelyCare is offering \$25 Amazon gift cards as an incentive. • Proposed promotion during Club Rush Feb 13 and running through Feb 28. • A request was made to include a QR code at multiple tables for easy sign-ups. • Faculty requested videos and Canvas shell resources to help spread awareness. • There was concern about wait times for services; follow-up needed on ensuring accessibility. 	
Undocumented/LGBTQ+ Student Support	<ul style="list-style-type: none"> • DREAMers Scholars Program • Safe Space (LGBTQ+) 	Key Notes: <ul style="list-style-type: none"> • Referrals should go through Tesha and Ericka for undocumented students 	

Delmy		<p>needing financial, legal, or basic needs support.</p> <ul style="list-style-type: none"> • ICE-related concerns: Employees should call Campus Police first if approached by immigration agents who is trained to contact College President who reviews those requests. • Need for training student workers on handling sensitive situations. <p>Future Action:</p> <ul style="list-style-type: none"> • Ensure staff know to refer undocumented students to the appropriate campus contacts.
<p>Website Update Request</p> <p>Delmy</p>	<ul style="list-style-type: none"> • Deadline 2/7/25 	<p>Key Notes:</p> <ul style="list-style-type: none"> • Deadline: February 7, 2025. • Each department must update their webpages to include a standardized "Get Help" button for online student support, see A&R as a sample. • Some departments use different virtual platforms (Cranium, Zoom, E-SARs), but a long-term goal is to consolidate these tools. <p>Future Action:</p> <ul style="list-style-type: none"> • Ensure all departments meet the Feb 7 deadline for website updates. • Verify that online support buttons are correctly labeled and accessible. • Coordinate with IT to streamline platform use for future efficiency.
<p>CCCAPPLY Placement & BookSaver Update</p> <p>Delmy</p>	<ul style="list-style-type: none"> • 	<p>Key Notes:</p> <ul style="list-style-type: none"> • Final phase of CCCAPPLY placement testing and implementation in progress.

		<ul style="list-style-type: none"> • BookSaver program running smoothly, but: <ul style="list-style-type: none"> ○ Veterans prefer county funding over BookSaver benefits. ○ Some faculty submitted book orders on time, but books were unavailable. ○ Audit course fees confusion, students are being charged for BookSaver even if auditing courses. <p>Future Action:</p> <ul style="list-style-type: none"> • Finalize testing and implementation for CCAPPLY placement. • Clarify BookSaver fee structure for audited courses. • Improve communication with the bookstore to prevent faculty/staff misinformation.
<p>CCCCO Educational Services and Support & Institutional Research (ESSR) Capability Project</p> <p>Delmy</p>	<ul style="list-style-type: none"> • 	<p>Key Notes:</p> <ul style="list-style-type: none"> • Crafton is participating in a statewide pilot program to redesign the CCC Apply admissions application and a new Student Information Systems (SIS). • Goal: Streamline registration and improve data collection. • Feedback is needed from various departments on processes they use for registration, student tracking, and support. <p>Future Action:</p> <ul style="list-style-type: none"> • Complete survey by Feb 28 detailing department processes. • Attend office hours with the state team if needed.

		<ul style="list-style-type: none"> • Ensure feedback includes concerns about identification verification and accessibility.
<p>Crafton Council Updates</p> <p>Delmy</p>	<ul style="list-style-type: none"> • Public Arts Committee Task Force • Dual Enrollment IEPI • Accreditation ISER Evidence gathering Activity 	<p>Key Notes:</p> <ul style="list-style-type: none"> • Public Arts Committee Task Force established to plan beautification projects on campus. • IEPI Grant received to improve dual enrollment, class scheduling, and faculty support. • Accreditation ISER Evidence Gathering is ongoing.
<p>Vision Aligned Reporting</p> <p>Gio (Will not attend until 11:00 am)</p>	<ul style="list-style-type: none"> • SP25 Timeline: • MIS Reporting Requirements: 	<p>Key Notes:</p> <ul style="list-style-type: none"> • State implementing new reporting requirements for MIS and Student Support Activities. • New submission platform being tested; historical data won't carry over, requiring manual entry. • Concern about misalignment between Starfish and MIS definitions for Comprehensive/Abbreviated Ed Plans. <p>Future Action:</p> <ul style="list-style-type: none"> • Submit program activity data by March 14. • Ensure alignment of student support data with state MIS definitions. • Develop a standardized process for reporting new student services activities.

Department Updates	<ul style="list-style-type: none"> • A & R • Career Center • Counseling • SAS • EOPS/CARE, CalWORKs, DREAMERS, NEXT-UP • Financial Aid and Scholarships • Health & Wellness • Outreach and Educational Partnership • Student Life and Basic Needs • University Transfer Center • Veterans Resource Center • MESA 	<p>Key Notes:</p> <ul style="list-style-type: none"> • A&R: Spring Graduation App Deadline Feb 28. • Career Center: Crafton Career Day on Feb 9; resume/LinkedIn workshops. • Counseling: TimelyCare and graduation prep promotion. • SAS: Students struggling with MIS reporting issues. • EOPS/CARE, CalWORKs, DREAMERS, NEXT-UP: Focus on Dreamers Program outreach. • Financial Aid: Fraudulent applications increasing; workshops held every Tues/Wed. • Health & Wellness: TimelyCare drive (Feb 3-8) with prize incentives. • Outreach & Partnerships: Attended Riverside College Expo (2,500 students engaged). • Student Life & Basic Needs: Club Rush (Feb 13) with food trucks; commencement planning beginning. • Veterans Resource Center: One-Week Campaign planned for spring. • MESA: Launched peer mentoring program "MESA Bond" to support new students.
Other	<p>VAR Streamlining</p> <p>SAO/SLO submission platform</p>	
Adjournment	pm	

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.