

**Student Services Planning Council**  
**July 28, 2010**  
**1-3pm**

**Meeting Notes**

The meeting of the Student Services Planning Council was called to order by the Co-Chairs – Eliazer Ayala-Austin and Robin Richards with the following members present: Lucy Nolasco, Debbie Joy, Rita Sabbadini, Soraya Sohrabi, Valeria Estrada, Regina Blok and Bob Haick.

***Next Meeting Agenda Items:***

The group wanted to review the bylaws and membership at the August meeting to determine if any changes were needed.

***Review of Retreat Ideas***

The members reviewed the planning worksheet based on the discussion of the barriers and proposed solutions for our new students at the July 22, 2010 Student Services Retreat. The following are the actions recommended to be completed for each of the areas. (Note: Because this was summer, the group did not discuss ideas related to counseling services. This will be done with the Counseling Services group in August.) And, many of the ideas can be completed as soon as possible.

Barrier	Action Items	Who and When
<b><u>Facilities/Signage</u></b>		
Signage – difficult for students to get where they need to be  Waiting Area – the setting is confusing to students	1. Remove one-stop sign and possible replace with welcome	Robin/Deb ASAP
	2. Tour the campus and create a list of the added kiosks to help navigate.	Soraya/Eliazer/Lucy & 2 Students (Regina will identify) ASAP
	3. Post campus maps in elevators, entry ways, at bus stop.	Robin/Deb (for \$) ASAP
	4. Identify way to have accessible signage (e.g. Braille) available for directions	Regina/Robin ASAP
	5. Purchase hanging signs for the following counter areas in the front: Financial Aid, Cashier, and Admissions & Records. (added signs will be purchased later if these work)	Robin/Deb ASAP
	6. Revise the “DMV” look of the foyer	Bob and others... ASAP
	7. Set up a board (e.g. portable white board) to list items of key interest to students during the busy weeks (Open Classes, How to read room numbers, etc.)	Rita/Lucy/Ruth ASAP
	8. Set up a new “forms” stand which includes all of the forms students need and is easily accessible and identifiable in the front lobby area (label & number the forms for easy retrieval)	Lucy/Ruth/Margie ASAP

Barrier	Action Items	Who and When
Counters –need to simplify how students encounter the area	9. Revise the entire Building 9 ground floor configuration. Create Building 9 Task force by requesting a representative from each of the departments. The reps will meet in a group and develop options for the reorganization of the first floor space. They will be responsible for collecting input from staff, meeting developing options, and then collecting input from staff on the options.	Robin/Margie + Reps from each of the departments in Building 9
Confidentiality and Security – need to work on the security of the financial aid office	10. Identify Funding to complete the “moves” and minor remodel.	Complete plan by end of fall semester
Veterans – need place to communicate to and recruit into the program	11. Create location for Veterans information board/area	Margie/Edith ASAP
<b>Processes</b>		
Lines – way too many lines; students are sent to four different lines for various things in the building 9 foyer	12. Create a triage table with a floor manager to help students identify where they need to be; schedule staff from August 9 – 20 in shifts (e.g. two or three hours)	Margie ASAP
Counseling Services – need to look at our processes for assessment, orientation, advising and registration; release of prerequisites; late registrations; drop-in vs. appointments; availability of counselors (particularly in summer and at 8am in fall/spring)	13. Refer these items to the Counseling Services division and identify ways to address	Robin/Kathy and the Counseling Services Staff Fall Semester
Parking Permits – confusing process with little explanation	14. Use the triage table staff to assist in guiding students	Margie ASAP
Photo IDs – have consistent, regular hours of availability	15. Train SS staff members to fill in when students are unavailable	Margie ASAP
Logistics of Campus – bus drops students off away from building 9 and students don’t know where to begin	16. Use the group studying the location of the kiosks to address this	Soraya/Eliazer/Lucy & 2 Students (Regina will identify) ASAP
<b>Communication &amp; Language</b>		
Language – need more Spanish speaking staff; need to have common forms translated into Spanish	17. Identify the predominant “first” languages of our students (using COMPASS data)	Bob ASAP
	18. Create directory of faculty/staff who are fluent in other languages and who are willing to help translate	
	19. Identify key documents and translate into other languages as needed (Spanish, for certain)	Ruth/Lucy – ID ASAP Robin/Margie – find translators ASAP
Website – need to review as the navigation is confusing; not unified; revise to simplify the use of higher education language	20. Review and revise the college’s website using a task force of staff and students.	Robert H/Roberta Don (for accessibility) and task force 2010-2011

Barrier	Action Items	Who and When
Institutional Vocabulary – simplify the language used in the catalog and schedule so it is not so confusing	21. Revise schedule of class information for students for the Spring schedule	Soraya/Robin ASAP
Faculty Office Hours – need to have them all posted on-line	22. Work with marketing/website and the deans to make certain this information is included	Robin ASAP
Brochures/Promo Materials – need to have updated and consistent brochures and promo materials	23. Work with marketing and the deans to have these created (include Spanish translations)	Deans/Marketing
Communication re full classes and wait lists – need to better inform students about full classes and wait lists	24. Add clear information on the foyer bulletin board; place information on the website (access from the home page)	Margie/Deans and Marketing
Staffing – need to have additional staff at peak times	25. Identify clear needs and look at alternatives for covering (e.g. other staff whose “peak” times are different, overtime, etc.)	Margie/Robin and Supervisors ASAP

### ***Master Calendar***

The group discussed creating a master calendar to list key dates for students and staff. Google has a calendar option which is easy to use and we can allow a large number of individuals access to add events/critical times/etc. Debbie Joy will investigate and get back to the group.

### ***Updates***

Key upcoming events include:

Transfer Day – October 26 – 10am to 1pm in the Learning Center

College Night – October 27 – 5:30 to 7:30 in the Gym

TAG Timeline is very short this year – September 1-30

### ***Week of Welcome***

There was a discussion of Welcome Week and EOPS orientation activity. Some possible activities include having information tables (departments, clubs, other) in the quad from 12 to 1 pm daily beginning Wednesday, August 18th and ending Tuesday, August 24<sup>th</sup>. A possible collaboration with Outreach’s information booths; BBQ, health fair; ice cream served in other location to draw students to those areas; financial aid day.

EOPS is accepting applications, and will be hosting new student orientation throughout August.

### ***SLOs***

Need to complete our 2009-10 SLO information – have we written, assessed and reflected on them? Data to be entered into TracDat.

Next Meeting: August 25.

The meeting was adjourned at 3pm.