

Cañada College
Student Services Planning Council
Minutes

October 27, 2010
1:00-3:00 p.m.
3-142

In attendance: Robin Richards, Eliazer Ayala-Austin, Rita Sabbadini, Kathy Sammut, Margie Carrington, Lucy Nolasco, Katie McKee, Valeria Estrada, Romeo Garcia, Regina Blok, Soraya Sohrabi, Debbie Joy

1. October 13, 2010 minutes approved

2. 2020 Vision PowerPoint

PowerPoint provided by Community College League of California

- College Researchers from Cañada, CSM, and Skyline are compiling data and will present it at the Counselors Retreat on December 8
- Discussion regarding the use of Kindles in classes
- Discussion about payment of classes vs. retention
- At the next meeting SSPC will discuss one of the talking points from the 2020 Vision recommendation
 - *Students should be required to participate in integrated student support, assessment, counseling and orientation, and enroll in courses according to well publicized and strictly enforced registration deadlines.*

3. Program Review, SLO, Planning

- SSPC discussed a new way of looking at SLOs and Program Review. Instead of looking at individual offices, we now look at the actual program. Below is the list of "Programs" discussed.

| Program | Program Mission/Function | Offices/individuals Involved |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Outreach and Application | To provide students with information on the advantages of a college education and help them understand the entire process of preparing for, choosing and applying to the right college for them. | Outreach Admissions & Records Financial Aid EOPS/CalWORKS DRC Counseling PIO Learning Center SSS/UB Student Life Honors International Vets Athletics CBED/VESL Workforce Development Return to Work Financial Aid |
| 2. Assessment, Orientation and Registration | To provide students with knowledge of their aptitudes to better enable them to take the right courses and to assist students in navigating the key college processes in order to be successful. | Admissions & Records Assessment Counseling EOPS/CalWORKS SSS/UB DRC Student Life |

| | | |
|------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | International Vets |
| 3. Articulation and Transfer | To facilitate a seamless transition of students from K-12 to Cañada College and from Cañada College to other accredited higher education institutions. | Transfer Articulation Counseling Admissions & Records SSS EOPS DRC Honors Basic Skills MESA University Center |
| 4. Financial Literacy | To offer learning opportunities on the management of personal finances so students can make sound financial decisions and aid students in their understanding, application, and timely receipt of all eligible financial aid resources they need. | Financial Aid SSS/UB MESA Counseling EOPS/CalWORKs Learning Center |
| 5. Counseling and Career | To guide and support students in achieving their educational, career, and personal goals and in becoming proactive participants in our diverse society. | Counseling Career EOPS/CalWORKs SSS/UB MESA DRC Transfer Articulation Financial Aid Honors VESL Workforce Development |
| 6. Student Support: Student Life, Academic Support and Wellness | To provide the necessary support services to promote academic success, social engagement and physical and mental wellness of the student. | Nursing Psych Services Student Life/Clubs Financial Aid Athletics EOPS/CalWORKs SSS Vets MESA Learning Center Tutoring Library |

This is the structure we will use to do our SLOs, Program Reviews and Planning this year – so the November 30 deadline for individual offices will not apply.

We need to move to “next steps” on setting our SLO-Program Review–Planning process up. Below are the next steps:

1. Review the Programs and identify the ones where your office is listed
2. Identify an individual from your office who can serve as part of the Team to create the SLOs, conduct the planning and program reviews
3. Send the information to me so we can create a list of the SS Program Teams and get going on the activities

4. We reviewed the action items from our July 10 Student Services Retreat notes. We'll continue to work on them and discuss them again at SSPC.

| Barrier | Action Items | Who and When |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| Facilities/Signage | | |
| <p>Signage – difficult for students to get where they need to be</p> <p>Waiting Area – the setting is confusing to students</p> | 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/Eliazar/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 |
| <p>Counters –need to simplify how students encounter the area</p> <p>Confidentiality and Security – need to work on the security of the financial aid office</p> <p>Veterans – need place to communicate to and recruit into the program</p> | 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 Complete plan by end of fall semester |
| | 10. Identify Funding to complete the “moves” and minor remodel. | |
| | 11. Create location for Veterans information board/area | Margie/Edith ASAP |
| Processes | | |
| 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 | 13. Refer these items to the Counseling Services division and identify ways to address | Robin/Kathy and the Counseling Services Staff Fall Semester |

| Barrier | Action Items | Who and When |
|-------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| fall/spring) | | |
| 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 |
| Communication & Language | | |
| 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 |
| 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 |

5. Other

- The By-Laws sub-committee will bring the draft of the revised By-Laws to our next SSPC meeting on November 10. (*Sub-committee: Margie Carrington, Eliazer Ayala-Austin, Soraya Sohrabi*)
- SSPC would like to request from Academic Senate a faculty member to sit on the SSPC.
- SLO, Program Review and Planning Task Force will meet to begin discussion. (*Task Force: Robin Richards, Greg Stoup, Rita Sabbadini, Margie Carrington*)
- Bldg. 5/6 will be finished approximately May 2011 except the Cafeteria. More information will be available at a later date.
- First generation Focus Group will be on November 17. Feedback will be discussed at the next SSPC meeting on December 8.