

Student Services Council
Meeting Notes

December 11, 2013

2:00 pm – 4:00 p.m.

Student Services Center, I4-402

ATTENDEES	Julie Barnes, Chair	Leroy Johnson	Carol Sampaga
	Ivonne Alvarez	Suzanne Khambata	Susan Topham
	Danene Brown	Marichu Magaña	Jay Walker
	Ailene Crakes	Gilda Maldonado	<i>Guests</i>
	Lynn Dang	Trina Larson (Recording Sec)	Rachelle Agatha
	Karla Gutierrez	Pedro Olvera	Kris Clark
	Ashanti Hands	Barbara Plandor	Tracy Fried
	Jill Jansen	Monica Romero	<i>Absent</i>
			Claudia Cuz-Flores

AGENDA ITEM A: One-Minute Positives

COMMENTS	We're grateful for closing the loop on program review and SLOs and for our new counselors. We're happy to have launched the online scholarship process. We're excited for the next chapter in Student Services. It's wonderful to see how ready we are to move forward even if there's still much work to be done.
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AGENDA ITEM B: Review of Meeting Notes

COMMENTS	Meeting Notes Reviewed and Approved: <ul style="list-style-type: none"> November 20, 2013 <ul style="list-style-type: none"> A typo was corrected in the Roundtable section. Pending further comment, the notes are approved.
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ACTION ITEMS	PERSON(S) RESPONSIBLE	DEADLINE
<i>None</i>		

AGENDA ITEM C: Welcome: VP, Administrative Services, Rachelle Agatha

COMMENTS	VPAS Comments: <ul style="list-style-type: none"> Rachelle is very happy to be here.
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ACTION ITEMS	PERSON(S) RESPONSIBLE	DEADLINE
<i>None</i>		

AGENDA ITEM D: UC San Diego UniversityLink (Johnson)

COMMENTS	<p>UniversityLink:</p> <ul style="list-style-type: none"> • UniversityLink, which guarantees transfer to UCSD for local students, has been around for a while, but following May 25th UCSD’s required GPA will be higher (currently 3.0 will be 3.5 after May 25th). • First-time high school students, veterans, foster youth students are targeted. We believe this is the only UC that offers a local transfer guarantee. • This program will require a campus-wide effort to prepare students. Leroy will be coming to offices to request specific input and support. More to follow. • Veterans and foster youth are exempt from first-year and income restrictions.
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ACTION ITEMS	PERSON(S) RESPONSIBLE	DEADLINE
<i>None</i>		

AGENDA ITEM E: Reinvigorating Foster Youth and Veterans Efforts with Tracy Fried (Hands)

COMMENTS	<p>New Foster Youth and Veterans Efforts:</p> <ul style="list-style-type: none"> • We’ve been looking at our efforts to support for foster youth and have brought Tracy Fried on board to help facilitate our continued work. • While looking at foster youth, we realized there were parallels between foster youth and veterans. There are also parallels between these groups and our student body as a whole. • Tracy will work with our departments individually to help identify and support these groups. We want to figure how to best connect with these students, in part, by using and enhancing what we already do. • This internal review will look at current systems and processes to make them more seamless for foster youth and veterans. • In practice, Tracy leverages existing resources and looks at how to create connections between our departments to create a warm and inviting environment. • Once she learns from us individually and in teams, she’ll be doing training for departments. • She’ll also look at what are we doing to take care of ourselves to alleviate compassion fatigue. • She’ll consider what works for other colleges and help us determine how those strategies might work for us given our culture. • Tracy will be with us until the end of February and will provide a report with recommendations. • She will gladly make time to be here prior to the trainings in January. She wants to find out what we do, what works, and where we might improve. <p>Foster Youth Success Initiative:</p> <ul style="list-style-type: none"> • Tracy launched this initiative. She’s also helped other states replicate our programs. California is a model.
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	<p>Trauma and Our Student Population: Tracy will help us deescalate from a trauma-informed care approach. If someone has experienced trauma, their brain reacts differently. With that knowledge, we can better help students.</p> <p>Next Steps: Julie, Susan, and Ashanti will work with their departments to schedule meetings with Tracy in January.</p> <p>Last Words: You're welcome to call Tracy. She's here to help. If you have any on-the-spot questions about foster youth, guardianship, verification, any student issue, she will respond immediately.</p>
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ACTION ITEMS	PERSON(S) RESPONSIBLE	DEADLINE
<i>None</i>		

AGENDA ITEM F: Teaching and Learning 2014 (Clark)

DISCUSSION	<p>Teaching and Learning 2014:</p> <ul style="list-style-type: none"> • Kris is our Learning Assessment Facilitator and is supporting us with our SLOs. She can help us with our assessments and how to make them work better. She's also supporting our professional development on campus. • Our assessment cycle is five years. It's meant to align with our six-year accreditation cycle. Kris reviewed the learning assessment timeline during the meeting. • Student Services should mirror the institutional timeline, but we shouldn't be precluded from doing additional SLO assessment, for example. We can assess in the 6th year in SS. We can assess more than one SLO. Instruction needs to adhere to a stricter, more limited, timeline and process than we do, given their large number of classes. • Accreditors will want to know we're conducting SLO assessment on a continuous basis to inform improvement. • Hold on inputting SLOs for 2013-2014 until the new Taskstream updates are complete. <ul style="list-style-type: none"> • If you did input something already, you can import it into Word. If you have any problems, contact Jill Baker. Julie will send Jill an email to find further details. We'll be notified when the updates are complete. <p>Discussion:</p> <ul style="list-style-type: none"> • It will help to continue this discussion in the Spring when we begin inputting things. • This should also be a campus-wide discussion. What are the expectations for SLO assessment? Originally it was 30, then 15, now 1. • We need to look at best practices. Three to five SLOs per program or service may be a golden number, but they don't need to be complicated. They also don't need to be assessed ever year, although they can be.
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	<ul style="list-style-type: none"> • Student Services needs to have its own conversation. <p>Final Comments:</p> <ul style="list-style-type: none"> • Kris will send the timeline out campus-wide in January. • Please look at the schedule of Teaching and Learning Workshops scheduled in Spring 2014 and attend. These are small group workshops. Kris would love to have a few people from Student Services attend. Note that the May 16th session may be scheduled a week early.
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ACTION ITEMS	PERSON(s) RESPONSIBLE	DEADLINE
<i>Julie to email Jill Baker regarding 13-14 SLOs</i>	Julie	asap

AGENDA ITEM G: Student Success and Support Program Planning (Barnes & Topham)

UPDATES	<p>Spring 2014: The Era of Action:</p> <ul style="list-style-type: none"> • In Spring 2014, thousands of students will be coming and 100% of students will need to be assessed, oriented, and receive ed plans. 13,000 students of our 26,000 don't have an ed plan. One-third of our students haven't been assessed. We'll need to roll up our sleeves. • However, Julie is seeing the work we're doing and is seeing that the stars are aligning. • As we know, what we do in Spring 2014 will affect our funding going forward.
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ACTION ITEMS	PERSON(s) RESPONSIBLE	DEADLINE
<i>We will demo Ms. Olympia at the next MSSC</i>	Susan, Julie, Trina	Next Meeting

AGENDA ITEM H: Institutional Effectiveness Committee Updates

UPDATES	<p>Program Review Committee (Hands):</p> <ul style="list-style-type: none"> • Congrats to all for getting your Program Reviews in. • 77 Program Reviews were submitted and several of those are new. • We'll be conducting a Program Review Evaluation in February. • We'll be doing a comprehensive Program Review next time. More on that later. • We'll be pulling data out for resource allocation purposes. • What did you learn about your program or service? What meaningful dialog are we conducting? We'll be talking about this at MSSC. • We want to make sure the data we're getting works for us. • We also want to align Program Review with the Accreditation Standards. <p>Planning and Institutional Effectiveness Committee - PIEC (Ashanti):</p> <ul style="list-style-type: none"> • A climate survey will be going out in February 2014 to assess our processes. • We'll be rolling out our ed master plan. • Keep your eye out for call for folks in your areas who might like to work on Accreditation Standards.
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	<p>Budget and Allocation Recommendation Committee – BARC (Dang):</p> <ul style="list-style-type: none"> • We'll have around \$180,000 in IELM (Instructional Equipment and Library Materials) monies. We last received IELM monies in 2008-2009. • Jill Baker will pull out supply and equipment requests from the Program Reviews. • BARC is hoping to get this information before their first meeting in February, when they will norm their scoring. They hope to be finished by late February, for the President's consideration in March. The faculty and classified prioritization processes will also be moving forward. • Pod materials should not be used unless the Incident Commander (the president) instructs us to use the materials. Charlotta will work on replacing expired materials. <p>Learning Assessment Task Force – LAFT (Barnes):</p> <ul style="list-style-type: none"> • Bottom line: Make it work for you. Make it meaningful. • We have a retreat planned on January 21st to help us develop an action plan for Mesa based on the ACCJC rubric. We'll also revisit Instructional Learning Outcomes (ILOs).
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ACTION ITEMS	PERSON(S) RESPONSIBLE	DEADLINE
<i>None</i>		

AGENDA ITEM I: Mesa Mobile App (Topham)

UPDATES	<p>Blackboard Mosaic:</p> <ul style="list-style-type: none"> • Please help us gather information about what features/modules students, faculty, staff, and administrators would like. Lina is helping us distribute a survey to accomplish this. • We will have complete content management control over our app, just as on our website.
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ACTION ITEMS	PERSON(S) RESPONSIBLE	DEADLINE
<i>Complete a survey</i>	See Petra Montgomery	asap

AGENDA ITEM F: Roundtable

PROGRAM UPDATES	<p>Outreach/Karla: We're prepping for Spring semester when we'll likely see more ambassadors.</p> <p>TEC/Romero: If you have students interested in UC San Diego, send them to the Transfer Center.</p> <p>STAR/Magana: STAR has seen an increase a 38% of logins.</p> <p>Counseling/Plandor: Since we've hired more adjuncts, we have appointments</p>
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	<p>available for next week, We're the only campus in the District offering appointments. Counseling is also finishing up the process for hiring a new SSSA.</p> <p>Admissions & Records/Alvarez: No major glitches in registration. We're getting ready to welcome about 50 international students starting in Spring. The Veterans office has been very busy certifying veterans.</p> <p>Financial Aid/Maldonado: Be aware of the Secretary of Education is thinking about moving toward a pay-as-you-earn financial aid system. Students will soon be able to get immediate tax transcripts from the IRS. We're in the final stages of hiring a new position. As a result of the sequestration and students uproar over large burdens of student loans, the changes in origination fee will increase every year in October.</p> <p>EOPS/Olvera: We're currently holding an EOPS/CARE book fair in the office.</p> <p>Student Affairs/Hands: If you'd like to provide an activity or open house during Welcome Week, please let us know so we can get this on our calendars. Otherwise, please sign up to work at the Information Booths.</p> <p>Student Health Services/Khambata: The Comfort Tents have been very well received.</p> <p>Academic Skills Center/Sampaga: The Center is winding down, with its last day of service tomorrow. The District has been trying to launch an online tutoring center for Spring. This would be funded by the District, rather than the colleges. We are required by Accreditation to offer online tutoring so that online students are receiving the same services as on-campus students. The Classified Staff Conference will be held May 28-29.</p> <p>Julie: We won't have an MSSC meeting in January. The next meeting will be February 19th.</p> <p>Student Development/Topham: Our new Veterans Center will be open in the Spring.</p>
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ACTION ITEMS	PERSON(S) RESPONSIBLE	DEADLINE
<i>None</i>		

Next Meeting: ~~Wednesday, January 15~~ **February 19, 2014, 2 pm – 4 pm**
2013-2014 Calendar: 3rd Wednesdays, 2:00-4:00, I4-402 (except as noted*)