

**Student Services Council
Meeting Minutes**

November 19, 2014

2:00 pm – 4:00 p.m. Student Services Center, I4-402

ATTENDEES	Julie Barnes, Chair	Leroy Johnson	Mario Romero
	Ailene Crakes	Suzanne Khambata	Monica Romero
	Monica Demcho	Trina Larson (Recording Sec)	Cheri Sawyer
	Genevieve Esguerra	Marichu Magaña	Susan Topham
	Pilar Ezeta	Gilda Maldonado	
	Ashanti Hands	Marcelo Masur	
	Jill Jansen	Pedro Olvera	

AGENDA ITEM A: One-Minute Positives

COMMENTS	Introduction of new staff: Ikuko MacAnally, SCA, HSI Grant; Monica Demcho, Acting Transfer/Evaluations/Career Supervisor; Nicole Judd, SCA, EOPS. We also have a new staff member in Counseling, Roxann Ascencio, SSA. Welcome!
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AGENDA ITEM B: Review of Meeting Minutes

COMMENTS	Meeting minutes from October 15 were approved pending the following changes: Change: Title IV to Title V Grant. Item B, first page, Marcelo should only have one "L."
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AGENDA ITEM C: Student Learning Outcome Series – "Dialogue About the Results"

PRESENTATION & DISCUSSION	<p>Outreach and Community Relations</p> <ul style="list-style-type: none"> • Outreach began by mapping Outreach SLOs to Mesa SLOs. • They thought about who they serve: prospective and current students. • They considered evaluation instruments and how they were implemented.
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AGENDA ITEM C: Student Learning Outcome Series – “Dialogue About the Results” (con’t)

<p>PRESENTATION & DISCUSSION</p>	<ul style="list-style-type: none">• They considered the services they provide and assessed SLOs related to each of the services.• They focused on the learning the department supports and amended SLOs accordingly.• They developed training programs to help student ambassadors learn about instructional programs as a result of student feedback.• They also looked at assessing ambassador learning as it relates to reaching educational and work goals. These have been assessed through regular semester evaluations and other means.• Currently, all prospective-student assessments are based on ambassador observations.• Over time, this process has evolved to include the supervisor, staff, and ambassadors.• Now SLOs have been refined, condensed, and are integrated into the daily work of Outreach and Community Relations.
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AGENDA ITEM D: Student Success and Equity

<p>UPDATES</p>	<p>Student Success and Support Program (SSSP)</p> <ul style="list-style-type: none">• Ed plan campaign, <i>Flash Forward to Your Future</i>, has been launched. This reflects the SSSP Plan in action. <p>Student Equity Planning</p> <ul style="list-style-type: none">• We have a draft Student Equity Plan. Next phase: Delve into areas of disproportionate impact which refers to populations of students who aren't achieving as high as other students. How can we support these students to mitigate this impact? We will also be working actively with the Center for Urban Education (CUE) for the next year and a half. <p>Title V/Hispanic Serving Institutions (HSI) Grant</p> <ul style="list-style-type: none">• Monica Romero shared the organizational structure for the HSI grant implementation (see attached).• The HSI grant is meant to strengthen institutions. It will help us institutionalize work that we're already doing.• We'll be sharing more as we move through each step.
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AGENDA ITEM E: Institutional Effectiveness

<p>UPDATES</p>	<p>Program Review</p> <ul style="list-style-type: none">• Why do we need program review? To review, evaluate, and assess our programs to identify gaps and address them. For continuous improvement.• Deadlines: Submit to Liaison/Manager: December 19th Managers/Liaisons Provide Feedback: by January 14th Final Deadline: January 30th• Comment: We may prefer to be paired with instruction so that instructional faculty and administrators are learning about Student Services. Accreditation calls for peers to conduct program review, which was why this change was made. We might rethink the notion of “peer” as instructional faculty are the peers of student services faculty. Ashanti will look into. <p>Planning and Institutional Effectiveness (PIE)</p> <ul style="list-style-type: none">• Working with strategic goals and providing feedback. <p>Budget and Resource Allocation Committee (BARC)</p> <ul style="list-style-type: none">• No updates. Work will resume in spring. <p>Learning Assessment Task Force (LATF)</p> <ul style="list-style-type: none">• No updates. The recent meeting was canceled.• There are 500 accounts of the e-portfolios, which we’ll have through Spring. this may be an expensive tool once the trial period expires (\$25/student). <p>Accreditation</p> <ul style="list-style-type: none">• In December, we’ll have a very, very, very rough draft. In spring, we’ll have very, very rough draft. We’re making a lot of great progress.• Employee and student perception/satisfaction surveys will go out in spring to help support our Accreditation efforts. <p>Point of Service Surveys</p> <ul style="list-style-type: none">• We want to minimize questions related to satisfaction. Just because students experience satisfaction doesn’t mean they’ve gotten what they needed; it doesn’t mean they’ve acquired learning.• These will be online continuously. How to get students to take the survey? We have survey kiosks; we may email students.• Student Services practitioners to help develop these surveys.• Can we integrate current SLO assessments? Yes.
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AGENDA ITEM F: General Items

UPDATES	<p>Enterprise Resource Planning (ERP) Project Update</p> <ul style="list-style-type: none">• Gilda is enthusiastic about PeopleSoft. Things are coming together.• It's very user friendly; information will be integrated.• A great example: The system will flag students receiving financial aid, so they won't be dropped for non-payment. (The crowd cheers!)• There will be some new language to learn.• Ivonne's team is identifying what ISIS does and identifying gaps between ISIS and PeopleSoft.
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AGENDA ITEM G: Roundtable and Committee Updates

UPDATES	<p>Admissions, Veterans, Records/Sawyer</p> <ul style="list-style-type: none">• We have 4,532 students enrolled as of this morning; we're very busy. <p>ASG/Masur & Romero:</p> <ul style="list-style-type: none">• We attended the Student Senate Community College California General Assembly this weekend. We presented a bill which passed by a large margin. One resolution centered on Veterans Resource Center; the other resolution centered on an International Student Center. Next, it will go to the state. The resolution seeks to promote centers at schools where needed. <p>Career & Evaluations/Demcho</p> <ul style="list-style-type: none">• Career is working on student and faculty outreach on campus. <p>DSPS/Jansen</p> <ul style="list-style-type: none">• We're about to hire a test proctor. We're seeing a great influx in veterans. <p>EOPS/Olvera</p> <ul style="list-style-type: none">• An SDSU rep has come to do outreach with EOPS and has another visit planned. <p>Financial Aid/Ezeta</p> <ul style="list-style-type: none">• There won't be paper BOGs anymore. Now all students have to fill out FAFSAs in order to get the BOG. Some students won't be eligible because their parents make too much money. A flyer will be distributed.
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Next Meeting: February 18, 2015