

**Student Services Council
Meeting Minutes**

April 15, 2020
2:00 – 4:00 pm, Zoom

ATTENDEES	Ashanti Hands, Chair	Claudia Estrada-Howell	Charlie Lieu
	Johanna Aleman	Erika Higginbotham	Gilda Maldonado
	Ivonne Alvarez	Anne Hedekin	Mark Manasse
	Raquel Aparicio	Vicki Hernandez	Larry Maxey
	Robyn Bolden	Leroy Johnson	Vicki Miller
	Ailene Crakes	Kyung Ae Jun	Agustin Rivera, Jr.
	Leticia Diaz	Suzanne Khambata	Andrew Tanjuaquio
	Lynn Dang	Trina Larson (Rec Sec)	Karla Trutna

AGENDA ITEM I: Welcome

REMARKS	<p>THANK YOU</p> <ul style="list-style-type: none"> • We miss seeing you and appreciate you so much, including how you’ve all made sense of what is needed. You’ve all gone above and beyond. This demonstrates how nimble Student Services is, stepping forward when there is a need. • Thanks for rolling out the emergency funds. Kudos to Johanna, Pahua, Associated Students, and the Foundation. • Ashanti: You’ve done a phenomenal job of getting the team together, while keeping your sense of humor.
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AGENDA ITEM II: Review of Meeting Notes

APPROVAL/ MODIFICATION	Notes from February 19, 2020 were approved with no changes.
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AGENDA ITEM III: Campus/District Updates

<p style="text-align: center;">UPDATES</p>	<p>Graduation Survey</p> <ul style="list-style-type: none">• Dashboard: Check it out! <p>AFT: M&M</p> <ul style="list-style-type: none">• A new mentor/mentee program is being launched for faculty and classified professionals. Please look for emails coming out this summer. Click here for the presentation. <p>Title IX</p> <ul style="list-style-type: none">• There is a huge rise in domestic violence right now. We are here to help. Contact the Student Affairs Office for support. 1:1 services are available.<ul style="list-style-type: none">• Contact Information• SAAM (Sexual Assault Awareness Month) Webinar Flyer <p>Chancellor Budget Development Message</p> <ul style="list-style-type: none">• Please read the Chancellor’s message which was emailed on April 14, 2020.• We’re doing a lot on enrollment management and estimated reductions due to COVID-19 budget impacts.• The CARES Act will be providing funds to colleges to support the needs of students and its own needs incurred to address remote learning. <p>Mesa 2030 & IEPI Online Mesa 2030 Meetings</p> <ul style="list-style-type: none">• Timeline for completion has shifted to Spring 2021• The IEPI meetings are tentatively slated to occur online from April 27-May 8, as they would have been conducted in person. Check with your deans for the meeting schedule when it becomes available. <p>COVID-19 Messages</p> <ul style="list-style-type: none">• These messages help to organize information we’re receiving from the State. They usually come out on Fridays. Employees can review this. Students will then receive well-crafted messages the following Wednesdays. The District is posting all announcement on its COVID-19 webpage.• The CCCCCO’s office organizes guidance on their webpage HERE. We will see more information within the next two weeks.
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AGENDA ITEM IV: Old Business

UPDATES	None
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AGENDA ITEM V: New Business

UPDATES	<p>Refer to the PowerPoint, "Impactful Practices."</p> <p>Impactful Practices Highlights/Themes:</p> <ul style="list-style-type: none">○ We've been working to move information and services online.○ We're developing online petition processes.○ Zoom appointments are being well used and students are being asked their preferences for communicating.○ Great 1:1 support of students, meeting them where they are.○ Our chatbot now has live capability, so that a representative can answer questions live. Departments can turn on this feature. Charlie is working with departments to learn more about this feature. <p>Department Needs Highlights/Themes:</p> <ul style="list-style-type: none">● Communication and access to information are primary needs. We will work together to think about how we can further develop this.● Deans will ask personnel in their schools for more information about their needs:<ul style="list-style-type: none">○ Technology learning and training:○ Updated technology and software.○ Available equipment. Laptop loaner program: bit.ly/MesaLaptopCheckout We have 25 laptops available for students or employees.● Email limitations: We are inquiring about this. More space may be coming down the line.● We will be looking at hiring processes. Stay tuned.● Electronic health records: We know there is a need.● Student engagement: We are open to ideas.● Accounting will be processing the checks for AS emergency funds on Thursdays.● WiFi hotspots.● Testing modalities.● Keep sharing specifics with your deans so your specific needs are identified and can be responded to.
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	<p>Equity Efforts</p> <p>Highlights/Themes:</p> <ul style="list-style-type: none"> • If we are not being intentional about equity, we are fulfilling other intentions. • Those who are most disproportionately impacted are likely to be additionally impacted by these circumstances. • We have to start calling out specific populations. We have to be able to say, “Chicano-Latino males are underserved in these ways...” • Access to technology is key. We cannot take for granted that students can successfully navigate technology once they have it. • We need to be fluid and flexible. We need to adjust as needed. • We have multiple ways for communicating with students, in ways that are reassuring. • Our work needs to be data informed. <i>Who is attending Zoom appointments? What do we see? What should we change?</i> • Reaching out and assessing student needs. Being intrusive. • Be clear and validating. Clear is kind. • See CORA webinar • See Equity definition
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AGENDA ITEM VI: Student Services Updates

<p>UPDATES</p>	<p>Student Services:</p> <ul style="list-style-type: none"> • Thanks to the VP Student Services team. Trina has been working behind the scenes to support employee’s remote access to their work computers. Charlie has done amazing work in developing the Student Support Services webpage and in helping departments be student-ready remotely and to realize the potential of the chatbot for live communication with students. <p>Student Affairs:</p> <ul style="list-style-type: none"> • The SA Dean shared that she has been invited to the homes of every member of her team since we began working remotely. For her, Student Affairs is more than a school; it is a family. The dean feels so blessed. • The Dean has spoken with Suzanne every day to provide services students need while maintaining perspective. Thank you, Suzanne. • The Dean and Gilda have been inseparable. Gilda has kept sight of getting students paid. Her creativity and commitment never stopped. Financial Aid is in great hands. Gilda is always thinking about the next plan. Sidebar: Financial Aid is live for 20-21! • Our Outreach, Promise, and Ambassador teams are so strong because
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of Karla. There's so much trust and desire to do more because of the relationship Karla has with her team. The way she thinks about getting things done is global and takes into account impacts on students and faculty.

- Charlie has been remarkable in supporting Student Affairs' needs in ways that are smart and savvy.
- Associated Students donated \$20,000 to support students before we even left campus. Associated Students was proactive. At an emergency meeting, the AS was already ready. Today, the AS thought about how they could give more.
- It all comes from kindness. Thank you. This is who we are as Student Affairs.

Student Development

- The SD Dean is thankful for how we are focused on our choices and what we can control. She is thankful for her Student Services and Student Development families.
- Student Development leaders have mobilized, looking for services and employment available for students. Claudia, Ivonne, Raquel, Vicki have been creative and proactive in making opportunities for students accessible. Andrew has been a leader in advocating for flexibility as we work to support our students. This team is amazing.

Student Success & Equity

- The SSE Dean thanked the SSE team for its wonderful service and updates. He reminded us that we are all being impacted in ways others don't necessarily know.
- Dean Maxey recognized Erika's constancy, patience, and the way she looks at the people on her team and their contributions, not just tasks.
- He shared that -
 - Sasha is doing a phenomenal job as an adjunct for CalWORKs under these circumstances.
 - Agustin's humor and flexibility is huge. The relationship he has with his PN's is as a coach to his players.
 - Leticia's leadership is amazing. During the days leading up to this pandemic, she had developed a plan with herr teams that became a model for other groups. She is appreciated.
- The Dean acknowledged –
 - Pahua's flexibility and initiative to keep him on task.
 - Johanna as the heart of SSE. He said that when it comes to Basic Needs, there is no one more committed. Johanna is the perfect person to oversee the many facets of Basic Needs.
 - Ashanti who allows us all to be professionals and human beings. We have families, fears, and concerns. She keeps us focused on the work while showing care and concern for us as

	<p>individuals.</p> <ul style="list-style-type: none"> • Dean Maxey concluded by saying that when we get back, we will adopt many practices we've learned to improve our services. <p>MT2C (Manasse)</p> <ul style="list-style-type: none"> • Mark expressed thanks Student Services' support in sharing information about Tutoring. One of the biggest barriers is getting the information out. We have appointments and drop-ins. Thank you for all of your help. <p>Institutional Effectiveness & Research (Jun)</p> <ul style="list-style-type: none"> • It's great to hear the great things student services is doing. • The Research department is grateful to support you with research needs remotely. • The Research Office is working with Student Affairs to learn more about students desires for commencement. So far, it looks like students would like to have a real commencement, even if it is well after the fact. • We received over 11,000 responses from students regarding needs. Research will work on developing an infographic to tell this story. <p>Student Accounting (Hands for Dang)</p> <ul style="list-style-type: none"> • Accounting has been amazing in helping us to pivot. Thank you!
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AGENDA ITEM VII: Institutional Effectiveness Updates

<p>UPDATES</p>	<p>Planning and Institutional Effectiveness</p> <ul style="list-style-type: none"> • There is a recommendation to postpone Program Review for one term (one year). This will be going to PCab for approval. • BARC processes may carry on.
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