



# GROSSMONT COLLEGE

## Student Services Council (SSC)

### MINUTES

**Monday, November 5, 2018**

**1:30 p.m. – 3:30 p.m.**

**Distance Learning Room (70-066)**

#### Attendees

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| <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Asma AbuShadi, Tech Programs Manager/IT</li> <li><input checked="" type="checkbox"/> Jason Allen, UMOJA Counselor, Coordinator</li> <li><input type="checkbox"/> Dave Evans, Acting Associate Dean, Athletics</li> <li><input type="checkbox"/> Wayne Branker, Admissions and Records Supervisor</li> <li><input type="checkbox"/> James Canady, Counselor/Chair</li> <li><input type="checkbox"/> Martha Clavelle, Dean of Counseling Services</li> <li><input checked="" type="checkbox"/> Dr. Marsha Gable, Vice President, Student Services</li> <li><input checked="" type="checkbox"/> Gabrielle Gosselin, CalWORKs Counselor/Coordinator</li> <li><input type="checkbox"/> Tate Hurvitz, Academic Senate President</li> <li><input type="checkbox"/> Karolia Macias</li> <li><input checked="" type="checkbox"/> Renee Nasori, Career Services Supervisor</li> <li><input checked="" type="checkbox"/> Juan Reyna, Title V Director</li> <li><input checked="" type="checkbox"/> Veronica Romero, Counseling &amp; Assessment Supervisor</li> <li><input checked="" type="checkbox"/> Aaron Starck, Dean of Admissions &amp; Records, &amp; Financial Aid</li> <li><input checked="" type="checkbox"/> Heriberto Vasquez, Outreach Coordinator</li> <li><input type="checkbox"/> Michaele Toral, PUENTE Counselor, Coordinator</li> <li><input type="checkbox"/></li> <li><input checked="" type="checkbox"/> Graylin Clavell, Recorder</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> MariaDenise Aceves, Counselor/Articulation</li> <li><input type="checkbox"/> Caroline Althaus, College Cashier</li> <li><input checked="" type="checkbox"/> Susan Berry, Student Engagement Coordinator</li> <li><input checked="" type="checkbox"/> Patrice Braswell, A.R.C. Coordinator</li> <li><input checked="" type="checkbox"/> Mario Chacon, Associate Dean of EOPS/CARE/CAFYES &amp; CalWORKs</li> <li><input checked="" type="checkbox"/> Michael Copenhaver, Director Financial Aid</li> <li><input checked="" type="checkbox"/> Barbara Gallego, Acting Director of Student Activities</li> <li><input type="checkbox"/> Daniel Hernandez, Financial Aid Supervisor</li> <li><input type="checkbox"/> Pearl Lopez, EOPS Counselor/Instructor/Chair</li> <li><input checked="" type="checkbox"/> Sarah Moore, Transfer Center Coordinator</li> <li><input type="checkbox"/> Dr. Lida Rafia, Assistant Dean of Student Success &amp; Equity</li> <li><input type="checkbox"/> Matthew Ring, Mental Health Counselor</li> <li><input type="checkbox"/> Luma Shamon, Interim Front Supervisor</li> <li><input checked="" type="checkbox"/> Sara Varghese, Dean, Student Affairs</li> <li><input checked="" type="checkbox"/> Courtney Williams, Associate Dean of Student Services &amp; SSSP</li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> <li><input type="checkbox"/></li> </ul> |
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Discussion Items	Action & Follow Up
The SSC meeting began at 1:37pm.	
<p><b>1. Student Success/Initiative Matrix (Dr. Marsha Gable)</b></p>	<p>A few months back it was brought to the council about starting a matrix that listed all state mandates and initiatives along with all of the programs Student Services is doing with the funding sources. A template has been started through the State Chancellor’s office. Dr. Gable presented the council with a handout from Dr. Mike Reese regarding the framework for the project. Please look at how each department is impacted by the boxes on the handout. Dr. Gable suggested finding a date in December and expanding this topic to a lunch meeting and to include strategic and integrated goals. Graylin Clavell will look for dates that might work and contact the council as soon as possible to lock down a date and time(s).</p>
<p><b>2. Addressing unconscious bias to create an inclusive campus community webinar (Martha Clavelle)</b></p>	<p><b>TABLED</b></p>

**3. Registration Assistance – Proposal on how to offer registration help to our students (Veronica Romero)**

Veronica Romero wanted to know if any departments would be offering registration assistance to students. Veronica had an idea of departments coming together and offer a classified staff worker along with a few student workers to provide such assistance in the tech mall with different shifts for those assisting. Dr. Patrice Braswell acknowledged that A.R.C. offers students registration assistance in the tech lab during open lab hours. Dr. Braswell will inform Veronica of the hours they offer. Mario Chacon acknowledged that EOPS offers assistance on an individual basis, but this idea offers a chance to combined efforts and publicize it. Gabrielle Gosselin suggested multi-lingual assistance. Dean Aaron Starck mentioned that Admissions and Records offers registration assistance everyday through the use of student workers, but would need clarification as to what assistance would be provided. Would it be just registration or are we looking at ed plans along with it? These efforts will need coordination.

Heriberto Vasquez mentioned that Outreach offers assistance on an annual basis through methods such as email notifications, in-person assistance, and through self-service and the use of YouTube videos that assist students in Arabic, English, and Spanish. Juan Reyna mentioned as well that Title V assists students with hands on help over the summer regarding this process. Title V will be offering a similar workshop from 3:30pm-5pm on the 13<sup>th</sup> and 14<sup>th</sup> of next week. Veronica also acknowledged that counseling has mini-sessions throughout the day starting Tuesday the 13<sup>th</sup>. Veronica is thinking more of student workers and staff, not counselors.

Barbara Gallego feels like counselors would be needed to answer certain types of questions that the students would more than likely have. Tech mall would need access that they currently do not have for certain documentation the students would need like transcripts that building 10 can provide. Dr. Gable suggested updating a few of the computers with the software needed to pull up transcripts and the documentation needed. Asma Abushadi said that there is no need to install software for this instance, and that the selected computers in the tech mall would just need a LAN flipping and change IP addresses to simulate the computers to act like those in building 10.

Renee Nasori offered the career resources to assist in this as well as a counselor on Tuesdays and Thursdays. Aaron suggested that the easiest thing to do would be to do abbreviated ed plan in these mini-sessions and offer strictly registration assistance. Jason suggested renting the assessments lab for this.

Dr. Gable concluded that the plan would be to continue the mini-sessions and asked that Veronica create a schedule and to have all hands on deck to assist with the process and coverage. Courtney Williams will check the assessment offices to see if it can be utilized for these efforts. Dr. Gable also asked Veronica to contact Lorena Ruggero for signage and get that information out as soon as possible.

	<p>Susan Berry offered to have student workers tabling around the student center to advertise if that would help.</p> <p>Aaron would like to know if there will be a training session for all student workers assisting with registration to ensure that all are on the same page, and to reduce any student workers giving wrong information. Aaron feels that this project needs to be examined further and develop a more concrete plan. Dr. Gable suggested a mini-orientation for student workers going forward for future assistance programs, but since it is so close to the dates this time around we will proceed without it.</p> <p>As for a timeline, this assistance with registration would be available until open registration and note beyond.</p> <p>Courtney suggested setup and plan for this same assistance for January 22<sup>nd</sup> and 23<sup>rd</sup>.</p>
<p><b>4. Information Security (Michael Copenhaver)</b></p>	<p>Michael Copenhaver explained what the IT Security Workgroup, a sub group that reports to TCC, has been doing recently. Michael acknowledged that the current work has been for strengthening the District information security. The IT department would like to eventually roll out Windows 10. This product will disable individual users ability to download software to prevent malware and information security risks. An IT professional will have to do it. This will assist in protecting private information of our students and staff. There will be the ability to download software of preapproved items reviewed by Microsoft. IT is currently working through these issues.</p> <p>Aaron added that departments should audit the software and computer equipment departments have to ensure each department has what they need and to ensure it will be on the new computer with and it is supported with Windows 10. This applies to laptops as well and surface pros. Any brand new computer purchased as of July 1<sup>st</sup> of 2018 it already came with Windows 10. District is not ready to unroll it.</p> <p>Web based software should still be compatible.</p> <p>There will be training and professional development for this, and this will be coming down the pike and will impact all of us.</p> <p>The force rollout probably won't take place until the 19/20 academic year.</p>
<p><b>5. Adding Specialty Group (Aaron Starck)</b></p>	<p>Aaron asked the council how they felt about putting specialty groups like ASGC, Dream Center, PUENTE, &amp; UMOJA in the self-selected priority groups. Those that meet state legislation (5 Priority Groups) fall into Tier 1, and these programs would fall into Tier 2. The decision to add these groups would need to go to the board for overall approval. There is a critical need on how to code these programs to ensure the student has the proper priority registration.</p>
<p><b>6. Department Updates</b></p>	<p><b>1. Career Center (Renee Nasori):</b> Renee wanted to remind the council of Carl Cameron, the Career</p>

	<p>Services counselor who is on campus on Tuesdays &amp; Thursdays. Tuesday, November 6<sup>th</sup> in griffin Gate from 3pm-5pm Career Services will be having an Administration of Justice Employer Mixer. Tuesday, November 13<sup>th</sup> Viejas is coming on campus to hire for many of their openings, and the Job Club is hosting from a Day in the Life: Hope Flores event from 12pm-1pm. Next week Career Services will also be hosting a Child Development Mixer.</p> <p><b>2. Student Engagement (Susan Berry):</b> Student Engagement will be hosting a Basic Needs Resource Fair next week that will showcase over 30 agencies, including housing services, food insecurities, LGBT services, and more. Those departments looking to be a part of it please contact Susan. A flier of the event will be provided in the near future. The date and time of the event will be on Thursday, November 15<sup>th</sup> from 11am-1pm. Susan is hoping to do this once a semester.</p> <p><b>3. Student Activities (Barbara Gallego):</b> 1pm-2:30pm in Distance Learning Room this Thursday, November 8, voting for the new Governance Handbook will be taking place if you have not voted on it already.</p> <p><b>4. Admissions &amp; Records (Aaron Starck):</b> Dean Starck gave an update on AB 19 stating that students who applied should have received communication on whether or not they were approved or not. If you need to find out if a student is eligible for it please have them speak with Wayne Branker or Aaron Starck. Those who have it for the fall semester and will continue for spring semester will need to be enrolled in 12 units and have a 2.0 GPA. Also, if students are eligible for it in the spring that did not utilize it in the fall they will only receive it for the spring semester. To receive the full year the student would have had to receive it for the 2018 summer session, fall semester, and 2019 spring. There were approximately 600 students that were AB 19 eligible district wide.</p> <p><b>5. UMOJA (Jason Allen):</b> HBCU Recruiting Fair on Wednesday, November 7 from 10am-11am for a special welcome and then the fair is from 11am-2pm in the Quad. 25 colleges will be attending the fair!</p>
<b>Next Meeting</b>	<b>Monday, December 3, 2018, 1:30pm-3:30 pm, Distance Learning Room (70-066)</b>