

**Student Services Council**  
**Monday, December 18, 2017**  
**1:15 pm – 2:27 pm**  
**Distance Learning Room**

Attending: Caroline Althaus, Thomas Armstrong, Wayne Branker, Patrice Braswell-Bur, Mario Chacon, Martha Clavelle, Marsha Gable, Nallely Gecik, Gabrielle Gosselin, Renee Nasori, Lida Rafia, Juan Reyna, Aaron Starck, Sara Varghese, Heriberto Vasquez

Not attending: MariaDenise Aceves, Jason Allen, Susan Berry, James Canady, Michael Copenhaver, Barbara Gallego, Daniel Hernandez, Pearl Lopez, Karolia Macias, Sarah Moore, Matthew Ring, Luma Shamon, Michele Toral, Courtney Williams, Dianne Woodson

Recorder: Graylin Clavell

**1. Agenda Review/Lunch**

**2. Spring 2018 Extended Hours**

**a. Nallely Gecik proposed new starting extended spring hours earlier:**

Last Year extended hours started the weekend before the first week of classes and feedback from students was to move the extended hours back a week or two before then.

Previous extended hours were 7am-7pm all week long, but with evening statistics acknowledging that very few students utilized those late hours it proved costly to keep those late hours all week long.

Consensus was that being available two weeks before peak times would benefit both the students and staff. The proposal would be to start extended hours on January 20<sup>th</sup>, the weekend before Professional Development Week starts and change the open hours to the following:

- **Monday, January 29<sup>th</sup> & February 5<sup>th</sup>; open until 7pm**
- **Tuesday January 30<sup>th</sup> & February 6<sup>th</sup>; open until 7pm**
- **Wednesday and Thursday to 5pm; and**
- **Friday to 3pm through the first two weeks of the semester**

As for advertising the new hours social media blasts, flyers, word of mouth, emails for those that have not registered, and phone calls if necessary to get the message across.

Outside of building 10, discuss with your respective deans regarding extended hours.

- b. **Lida Rafia reported on the All-Campus Convocation:** All campus Convocation will be on **January 22<sup>nd</sup>**! Dr. Gable illustrated the importance to share with your department members to plan and participation as well as building closure(s).
  - Martha Clavelle: It would be helpful if the President's cabinet make an official decision whether or not to completely close campus or not to remove inconsistencies
- c. **Aaron Starck reported on holiday hours:** Holiday Hours: confusion that we close at 5pm this week. Hold for discussion and plan for next year to have shorter hours the week after finals. Hours are normal this week though.

### 3. **SSC Charge and Composition**

- a. **Review SSC Charge & Composition**
  - Counselor Coordinator positions should be optional to come to these meetings due to overburden
  - Needing to update our website with agendas and minutes. Those not included in the charge do not have a vote. Dr. Gable will take another look at the composition for the next meeting
- b. **Student Services Mission Statement & Goals**
  - Proposal to include #2 and #5 (and possibly #6) in some combination
  - Sub-group (**Gabrielle Gosselin, Martha Clavelle, Patrice Braswell-Bur, Thomas Armstrong, Wayne Branker, Heriberto Vasquez**) to come up with a couple of draft statements before the February 5<sup>th</sup> meeting
  - Suggestions: 1. Empower students by fostering opportunities for student success by providing innovating programs, intentional guidance, and wrap around support services 2. Foster student success through outreach, engaging guidance, and timely delivery of student support services.

### 4. **Department Updates**

- a. **Wayne Branker requested updates on the student application:** Updating end of student application regarding what the student would like to learn more information about; Some of the inquiries are going to people

who no longer work here (who do we want to respond or do we want automatic replies, how do you want to run your program)

**b. Aaron Starck reported on the following information:**

- The need to find a central spot on the intranet to put information like holiday and extended hours on it.
- Building 10 will be addressed on Jan 10<sup>th</sup>, Bld 60 will be addressed on Jan 12<sup>th</sup> and Bld 70 will be addressed on Jan 4-5<sup>th</sup>.
- Forming a Student Services Technology Taskforce with a preliminary meeting when we get back from the holiday break. The purpose of this taskforce is to see what our needs are, create one voice for technical needs, and assisting IT distinguish between operational support and new support