



GROSSMONT COLLEGE

Student Services Council (SSC)

AGENDA

Monday, September 17, 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"> <input type="checkbox"/> Asma AbuShadi, Tech Programs Manager/IT <input checked="" type="checkbox"/> Jason Allen, UMOJA Counselor, Coordinator <input type="checkbox"/> Thomas Armstrong, Associate Dean, Athletics <input type="checkbox"/> Wayne Branker, Admissions and Records Supervisor <input checked="" type="checkbox"/> James Canady, Counselor/Chair <input checked="" type="checkbox"/> Martha Clavelle, Dean of Counseling Services <input checked="" type="checkbox"/> Dr. Marsha Gable, Vice President, Student Services <input checked="" type="checkbox"/> Gabrielle Gosselin, CalWORKs Counselor/Coordinator <input type="checkbox"/> Tate Hurvitz, Academic Senate President <input checked="" type="checkbox"/> Karolia Macias <input checked="" type="checkbox"/> Renee Nasori, Career Services Supervisor <input checked="" type="checkbox"/> Juan Reyna, Title V Director <input type="checkbox"/> Luma Shamon, Interim Front Supervisor <input type="checkbox"/> Michaele Toral, PUENTE Counselor, Coordinator <input checked="" type="checkbox"/> Heriberto Vasquez, Outreach Coordinator <input type="checkbox"/> <input checked="" type="checkbox"/> Graylin Clavell, Recorder | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> MariaDenise Aceves, Counselor/Articulation <input type="checkbox"/> Caroline Althaus, College Cashier <input type="checkbox"/> Susan Berry, Student Engagement Coordinator <input checked="" type="checkbox"/> Patrice Braswell, A.R.C. Coordinator <input type="checkbox"/> Mario Chacon, Associate Dean of EOPS/CARE/CAFYES & CalWORKs <input checked="" type="checkbox"/> Michael Copenhaver, Director Financial Aid <input checked="" type="checkbox"/> Barbara Gallego, Acting Director of Student Activities <input type="checkbox"/> Daniel Hernandez, Financial Aid Supervisor <input type="checkbox"/> Pearl Lopez, EOPS Counselor/Instructor/Chair <input checked="" type="checkbox"/> Sarah Moore, Transfer Center Coordinator <input checked="" type="checkbox"/> Dr. Lida Rafia, Assistant Dean of Student Success & Equity <input checked="" type="checkbox"/> Matthew Ring, Mental Health Counselor <input checked="" type="checkbox"/> Aaron Starck, Dean of Admissions & Records, & Financial Aid <input type="checkbox"/> Sara Varghese, Dean, Student Affairs <input checked="" type="checkbox"/> Courtney Williams, Associate Dean of Student Services & SSSP <input type="checkbox"/> <input type="checkbox"/> |
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Discussion Items	Action & Follow Up
<p>1. VPSS Updates (meeting started at 1:37pm)</p>	<p>Started with introductions. President Abu-Ghazaleh stopped by to say hello.</p> <p>Dr. Patrice Braswell presented to the council a question from one of the team members in her department in reference to internally developing a “process” for phone calls to be answered (separate phone line) for faculty and staff questions. Dr. Gable suggested that each department work within our own departments to determine if a general department line for each department is feasible.</p> <p>Dr. Gable started off with taking a vote on having the SSC meeting just once a month which was voted by all present and agreed upon to have the SSC meeting a monthly meeting instead of a biweekly one. Starting October 1st, the council will meet once a month.</p>
<p>2. Student Success Matrix (VPSS/Deans/All)</p>	<p>Dr. Gable turned to the council discussion over to Courtney Williams to discuss the Student Success Matrix. With regards to current initiatives and mandate reforms, Courtney presented the idea of utilizing the Student Services Matrix at department meetings as a way of collecting information from those meetings and then relaying this data to the SSC. This</p>

	<p>could be a better way to inform all areas on specific updates. Martha Clavelle reminded the council that for some of these initiatives we are still learning and deciding on how to facilitate these initiatives. The Student Services Matrix would be used to collect data on any state, federal, or departmental initiatives that would need reporting on. It could be that departments include technology on the matrix as well.</p>
<p>3. Equity Statement and beliefs (Lida Rafia)</p>	<p>Dr. Lida Rafia discussed how her department provided an opportunity to discuss ways to improve success rates in the 12 gateway courses at the 12 Gateway Course World Café Forum on Friday, September 14th of last week. Through the forum faculty that taught on these particular courses, both part-time and full-time, were invited. The 12 gate courses focus on 7 disciplines which are history, biology, sociology, psychology, English, math, and <u>one more</u>. Those part-time faculty that attended the 5-hour workshop were paid a stipend and at the end of the workshop all were given an assessment. The focus of these workshops were to find the baseline beliefs from faculty to see if they deem these strategies are important, do they utilize them, and do they feel that these strategies would yield student success. The results derived from the assessment was that the data was incomplete and lacked socioeconomic status, sex of the students, if they were first generation college students, and other data. While that information is important there was a great need to start with race, no matter how uncomfortable it is. To help dissect this dialogue a guest speaker by the name of Dr. Tyrone Howard from UCLA.</p> <p>We ran up against barriers so the next time we meet we made the following belief statements which are that are tied to the Integrated Planning Goals. Both are below:</p> <ol style="list-style-type: none"> 1. We believe that we have the power to positively impact our students' lives. 2. We believe that all of our students are capable of improving and achieving their goals. 3. We believe that not all students come to us with the same expectations, opportunities, support systems, and privilege. 4. We recognize that systems produce inequitable outcomes AND we will improve ours. 5. We believe that we (staff, faculty and administrators) are all doing the best that we can. 6. We all have the ability to continue to improve. <p>The 5 Broad Integrated Planning Goals:</p> <ol style="list-style-type: none"> 1. To increase the number of students by streamlining onboarding, deepening collaborations with high school districts, workforce agencies and additional community partners, in order to reflect our service population. 2. To reduce the number of excess units completed and time to complete. 3. To reduce the time it takes students to successfully complete college-level coursework

from Math, English, and ESL from basic skills sequences.

4. To improve course success rates and decrease equity gaps in 12 high-enrollment gateway courses.
5. To reduce the percentage of students on academic and/or progress probation and increase persistence semester to semester.

The conversation shifted from a student deficit minded conversation to Beliefs (see attached). The beliefs are at the heart of what Equity is about. Ultimately the responsibility shifts from the students to all of us at Grossmont. What would make sense for student services, and how do you see the dialogue continuing to support day to day operations? Gabrielle Gosselin suggested having this as a convocation topic/focus. Graylin suggested a series of workshop/talking points to continue the momentum and start looking at possible solutions.

Heriberto Vasquez asked how Equity is going to embed this Equity feature into the governance restructure and committee and taskforce meetings. Dr. Rafia responded that in the Governance Handbook every committee has an equity and inclusion statement in it, and that every committee has an equity commitment and how to run a meeting, belief systems, what they look like.

Martha Clavelle spoke on how the workshop was an important one and hopes that different iterations are done, but that there is a negligence of representation of minority women, and overshadowed as the workshop focused on primarily on men of color. Also, Dean Clavelle would like to know who decides when something is equitable and when our institution is good on the topic. In Graylin's opinion, these would be great topics for the next series of workshops to keep the momentum going.

Jason Allen acknowledged that this work gives us the ability to invite others to establish certain relationships within departments.

Dee Aceves touched on how our division could support a next right step.

Lida again asked how this dialogue can continue within Student Services division including instruction and/or separate and within departments. What would that look like?

Aaron Starck cautioned the council that there is a need to be careful as to who we place as role models until they have been fully vetted as well as pushing another idea that has not been fully reviewed as well to ensure potential problems do not arise from the choices. Also, Aaron asked what we can do from the service side to support the effort that can identify ways that can help. One example might be a way for A&R to review why students drop out of classes and select from the 12 gateway courses to examine the data and how it correlates to these issues. A manual

	<p>process can be done, a lot more work, but it can be done.</p> <p>Dr. Gable reiterated what Dee was speaking on with making ourselves available to certain departments.</p> <p>There is a real urgency to continue this dialogue to address continued micro-aggressions towards our students.</p> <p>Dr. Braswell asked about having this topic not just focused on the faculty of the 12 gateway courses, but for the Student Services division as well.</p> <p>Dr. Rafia stated that the division could take a look at any of the 5 integrated goals and examine the issue(s) and see what it is the division can do to change.</p> <p>An idea of a book for a book club was presented. "White Fragility" was suggested as a book to read for a book club.</p> <p>Barbara Gallego suggested that each department take a moment to reflect on the beliefs presented and come back at the next meeting and discuss how we feel, what we can do, and how we can improve.</p> <p>Dr. Rafia asked how do we create the sense of urgency to attend, and how do we ensure it is long lasting.</p> <p>Dean Starck suggested a teaching 101! Dr. Rafia asked how we build a culture of wanting new structures/ways of teaching that assist with delivery of material, and other teaching and learning strategies. Dean Clavelle expressed that these methods are what the Counseling Department have been grappling with for some time as well as looking at other best practices for faculty. Dean Clavelle has reassigned one employee just to examine this area. There is a want of a meaningful connection between student and faculty and vice versa in the Counseling Department.</p>
<p>4. Facilities Projects Request (Heriberto Vasquez)</p>	<p>Revisit a facility request presented and approved and wanted to know how to follow up. Dr. Braswell says that there is a 2nd round and more information should be coming forward soon, or you can reach out to Loren Holmquist regarding the Outreach counter request.</p>
<p>5. Program Models (Heriberto Vasquez)</p>	<p>Heriberto Vasquez announced a need for models for video marketing and that an email will be sent out soon with information on workshops and photo sessions for those students looking to volunteer.</p>
<p>6. Academic Calendar (Aaron Starck)</p>	<p>A few proposed modifications will be for the 2019-2020 & 2020-2021 calendars will be: 1. Move the registration date for June 24th for 2019 and June 22nd for 2020; 2. Census date will be September 1, 2019 (Sunday);</p> <p>Vision going forward would be able to register two semesters (spring and fall) at once. This is a few years down the road, but there is a need to start the dialogue now to see if we have the ability and can we do this?</p>

7. Brief Department Updates (All)

Articulation (Dee Aceves): Region X articulation officers got together to write a position paper on the failed launch of the New Assist software. Dee is looking for faculty from the Counseling, Transfer, and Articulation, to assist with this project. The data base is not working and the Articulation office needs it up and running as soon as possible. Also, there is a need for Articulation and Transfer faculty representation on the Executive Oversight Management Committee (possibly a need for student representation).

SSSP (Karolia Macias): Karolia handed out the Spring/Summer 2018 SSSP newsletter and spoke on all of the events that took place:

- Family Orientation (May 14): 214 attendees received information about Grossmont College from the following areas: Onboarding Process; Associate Degrees and Certificate Programs; Counseling Services; Financial Aid, University Transfer options; and Special Support Programs
- Student Success Fair (March 6th) There were 1227 student contacts from the fair which allowed students to learn more about the importance of CEP and student services departments. The next Student Success Fair will take place on Wednesday, September 26th. Please RSVP with Jocelyn!
- Fast Friday's and Super Saturdays which assist incoming students with the complete onboarding process. Over 400 students were assisted in total from both events.

More events that took place can be found on the SSSP newsletter which is attached.

Dean Starck and the Petitions Committee are currently analyzing the students that were granted return. Dean Starck would like a list of names from those students who attended the Probation & Dismissal Workshops that were offered in June and August.

Jessica Silva, a new SSSP counselor was hired and started this week.

Career Services (Renee Nasori): Renee announced the following events:

- A Day in the Life event (9.19.18 / Career Center / 11:00am-12:00pm) Entrepreneur and Public Speaker Skyler McCurine
- A Day in the Life event (9.26.18 / Career Center / 12:30 – 1:30pm) Supervisory Deportation Officer, Heriberto Quibrera
- Career Expo Career Services will be borrowing another 30 tables from Cuyamaca College for the Career Expo along with 84 registered employers, and 6 sponsors. Please contact Renee that if you would like to promote your department at the event and to reserve a table.
- Renee would like the Career Services to partner with the Probation & Dismissal Workshops.

Student Affairs (Barbara Gallego): Barbara spoke on the following events through Student Affairs:

- Politics and Pizza (the Indivisible Club is putting on this event and Barbara would like to part with UMOJA for it
- Campus Clubs fair Tuesday, September 18th and Wednesday 19th in the main quad;
- Latin Heritage Month starting Tuesday, September 18th
- Student Social from 1pm-3pm on Thursday, September 20th in the common ground with food
- Please read the digest!

Outreach (Heriberto Vasquez): Got Plans event at Cuyamaca on Saturday, October 20th from 9am-12pm. If your area is interested in participating, please complete [this online form](#) by 5 p.m. on Friday, October 12.

As for feedback from the all the calling the Outreach Department did to students who had not completed the enrolling process Outreach is in the process of creating a newsletter to share that data that was compiled out to the campus. Dean Starck requested that the information be shared with the SSC so that in the case that departments started receiving calls they would be aware of the information being requested or questioned.

Equity (Dr. Lida Rafia): 3CSN October 19 & 20 and 3CSN is planning the event; Professional development credit for those that attend!

Title V (Juan Reyna): National HSI week and if you would like add HSI to your signature for your emails please contact Heriberto. It is a great way to get the word out that we are an HIS institution. Gabriela Soto, the Title V Outreach Specialist, has been working with the International Rescue Committee to host a closed session on DACA and potential students that can benefit on October 3rd followed by a general session the same day from 5pm-6pm to give an update on where we are at with DACA.

Also, in regards to the Spring Orientation Title 5 had 266 students register of which 205 students followed through and have been engaged. The remaining students Title V has been in contact and they are assisting those students with individual appointments. Title V has conducted Pre and Post surveys from Spring Orientation. They are also putting on Workshops like How to Communicate with Faculty, and a Career Exploration workshop, and more!

Transfer Center (Sarah Moore): Sarah has been troubleshooting/working with San Marcos, UC TAG, UC Applications, SDSU's transfer planner, Cal State Apply, and Assist. Common Application uses a new vendor which looks similar to what CAL State Apply looks like. More to come on the new application.

	<p>October 3rd is the transfer fair from 10am-1pm with close to 50 schools coming!</p> <p>CSU transfer workshops starting October 8th!</p> <p>Mental Health (Matthew Ring): Matthew added 2 interns and Nadine Rodgers to the staff. Mental Health is currently booking about a week out. If you are meeting with a student in crisis please let Mental Health know they are in crisis. Also, the department also has a Spanish speaking intern as well,</p> <p>A&R (Aaron Starck): Diplomas from June have been mailed out, but if the student owes money they need to come in and pay before receiving their degree.</p> <p>AB 19: The deadline report was run at the Census deadline, but another report will run on September 21st so if a student has turned in anything they were missing before then it will be captured and they might still qualify for AB 19. After September 21st there will not be another chance to fulfill the requirements.</p> <p>Dual Enrollment under a MOU with Helix is a go, but A&R are still having conversations with El Cajon Valley which might not be under a MOU as well as a couple of other schools.</p> <p>Rita Petrus started today as an interim records position.</p> <p>UMOJA (Jason Allen): November 7th HVCU Transfer Fair with about 22 HVCU schools attending! On-site admissions for most of them with 30 units to transfer. Special presentation from 10am-11am presenting on what their specialties are. All of UMOJA REGION X, PUENTE, and instructors have been invited to attend.</p> <p>Counseling (Veronica Romero): saw 2589 students during the extended hours.</p>
Next Meeting	<p>Monday, October 1, 2018, 1:30pm-3:30 pm, Distance Learning Room (70-066)</p>