



**GROSSMONT COLLEGE
Student Services Council**

April 15, 2019

1:30 p.m. – 3:30 p.m.

51-583

AGENDA

CHAIR	ATTENDEES	
<input checked="" type="checkbox"/> Marsha Gable	<input type="checkbox"/> Asma AbuShadi, Tech Programs Manager/IT	<input checked="" type="checkbox"/> MariaDenise Aceves, Counselor/Articulation
	<input type="checkbox"/> Jason Allen, UMOJA Counselor, Coordinator	<input type="checkbox"/> Caroline Althaus, College Cashier
	<input type="checkbox"/> Susan Berry, Student Engagement Coordinator	<input type="checkbox"/> Wayne Branker, Admissions and Records Supervisor
	<input checked="" type="checkbox"/> Patrice Braswell, A.R.C. Coordinator	<input checked="" type="checkbox"/> James Canady, Counselor/Chair
	<input checked="" type="checkbox"/> Mario Chacon, Associate Dean of EOPS/CARE/CAFYES & CalWORKS	<input checked="" type="checkbox"/> Martha Clavelle, Dean of Counseling Services
	<input type="checkbox"/> Michael Copenhagen, Director Financial Aid	<input checked="" type="checkbox"/> Barbara Gallego, Front Office Supervisor, Financial Aid
<input checked="" type="checkbox"/> Ángel González, Director of Student Development	<input type="checkbox"/> Gabrielle Gosselin, CalWORKS Counselor/Coordinator	<input type="checkbox"/> Daniel Hernandez, Financial Aid Supervisor
<input type="checkbox"/> Tate Hurvitz, Academic Senate President	<input checked="" type="checkbox"/> Pearl Lopez, EOPS Counselor/Instructor/Chair	<input type="checkbox"/> Karolia Macias-Madrigal, Counselor/SSSP Coord
<input checked="" type="checkbox"/> Donovan Marthis, Acting Associate Dean, Athletics	<input checked="" type="checkbox"/> Sarah Moore, Transfer Center Coordinator	<input checked="" type="checkbox"/> Renee Nasori, Career Services Supervisor
<input checked="" type="checkbox"/> Lida Rafia, Dean of Student Success & Equity	<input checked="" type="checkbox"/> Natalie Ray,	<input type="checkbox"/> Juan Carlos Reyna, Title V Director
<input type="checkbox"/> Matthew Ring, Mental Health Counselor	<input type="checkbox"/> Veronica Romero, Counseling	<input type="checkbox"/> Luma Shamon, Interim Front Supervisor
<input checked="" type="checkbox"/> Aaron Starck, Dean of Admissions & Records, & Financial Aid	<input type="checkbox"/> Michaele Toral, PUENTE Counselor, Coordinator	<input type="checkbox"/> Sara Varghese, Dean, Student Affairs
<input type="checkbox"/> Heriberto Vasquez, Outreach Coordinator	<input type="checkbox"/> Catherine Webb, CPIE Dean	<input checked="" type="checkbox"/> Courtney Williams, Associate Dean of Student Services & SSSP

RECORDER	Guests	Guests
<input checked="" type="checkbox"/> Graylin Clavell	<input checked="" type="checkbox"/> Diana Barajas, Financial Aid Advisor	<input checked="" type="checkbox"/> Clemente Ayala, EOPS SDICCCA Intern

ROUTINE BUSINESS (5 Minutes)	
1. Welcome and Introductions (5 Minutes)	We started the SSC meeting off with introductions at 3:07pm.
2. Additions/Deletions to Agenda	Professional Development (Marsha Gable) & Student Survey (Natalie Ray)
3. Approve Meeting Notes & Follow-up	N/A

NEW BUSINESS (115 Minutes)	
4. Student Services Survey (Marsha Gable) (5 Minutes)	Marsha Gable asked the SSC to complete the Student Services Survey handout and return it to Graylin Clavell for him to submit to Janet Gelb.
5. California Community College Month (Marsha Gable)	Marsha Gable informed the council that April is California Community College Month. The council received a handout with fast facts including how many community colleges are in the state of California, the gender ratio of those attending, demographics of student's enrolled, and full-time/part-time attendance.
6. Professional Development (Marsha Gable)	Professional Development programs for both classified professionals and supervisors/managers will be rolled out in the near future. Marsha encourages all to participate in these professional development workshops.

<p>7. Holistic Student Support Redesign (Martha Clavelle & Barbara Gallego) (60 Minutes)</p>	<p>Martha Clavelle and Barbara Gallego had a brief discussion with the council regarding Holistic Student Support and how it will redesign the way Student Services handles business, how students are serviced, and what attention is being given to Student Services across the nation. There is currently a great deal of focus shifting across the nation towards Student Services and access and completion. Currently, the measuring stick on if a student succeeds in college is the result of the income level (middle class or greater) of the parents.</p> <p>Dean Clavelle listed off 6-year completion statistics from the ATD Toolkit which stated the following percentages: 68.9% for Asian students; 66.1% for White students; 48.6% for Hispanic students; 41% for American Indian/Alaska Native students; and 39.5% for Black students. Black students also “represent the only group more likely to stop out or discontinue enrollment than to complete a credential within six years” according to the ATD Toolkit. Please be sure to pick up the ATD Holistic Student Supports Redesign Toolkit by stopping by Graylin Clavell’s desk.</p> <p>Catherine Webb, the Dean of College Planning and Institutional Effectiveness here at Grossmont College will attend the May 20th SSC meeting and will further discuss the equity gaps experienced here at Grossmont specifically. Martha made an emphasis on going forward the work Student Services does at Grossmont College will be focused on getting away from a deficit model. To start Martha suggested that Student Services examine the inequities in opportunity distribution.</p> <p>Student Services is receiving more recognition in the importance of student completion.</p> <p>Barbara Gallego mentioned that Dr. Gable asked her and Martha Clavelle to co-lead a workgroup with regards to redesigning the Student Services division in a more holistic and integrated way. Martha acknowledged that an important first step is looking at the “why behind it” and the “how to serve” students of all backgrounds differently instead of traditionally. Student Services will need to look within and see what changes need to be made from within. It will need to be student focused, collaborative and transformative.</p> <p>Barbara gave an example of student petition to forgive a student for non-satisfactory progress for an academic semester. The process that Financial Aid was handling petitions was a rigid process based on how the department interpreted the law for each specific case. This student involved in this case had multiple non-satisfactory progress marks due to a diagnosed mental capacity issue. This case required further examination of current guidelines and proved how each individual case can be different and require a different approach for each petition.</p> <p>The work group will be intentional about receiving student feedback. The toolkit will have resources to utilize to retrieve the data necessary to move forward with the work. The plan is to tie this with program review.</p> <p>Lida Rafia suggested taking this to the Student Success & Equity Committee. She also mentioned that there are two sections of Research Methodology courses that are using the 12 Gateway Courses to gather data. Lida suggested adding Student Services questions to the sections.</p> <p>Natalie Ray mentioned that Amy Ramos, a psychology instructor, has a research course where her students do active research. Natalie mentioned about reaching out to Ms. Ramos about partnering up and working with her students on collecting data through this course.</p> <p>What is our understanding of serving students holistically? We need to examine the data and be ready to handle the responses and feedback. Martha also suggested that</p>
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	<p>the next campus read be “Closing the Equity Gaps” and get everyone a copy of the toolkit.</p> <p>Dee Aceves suggested that we examine what is successful about the impacted student group and find the common denominators that are most impactful.</p> <p>Barbara acknowledged that the workgroup is seeking a representative from all Student Services departments.</p> <p>Courtney Williams would like to know our shared definition of holistic student support is and how does it tie in.</p>
<p>8. Pilot: Student Support Teams (Aaron Starck) (10 Minutes)</p>	<p>Aaron Starck suggested that each department has a good idea of what makes a difference right now, the question lies in what can we do about it. Aaron suggests that why we are examining and working on the holistic student redesign, let’s have Student Services start a pilot program based off of the information we already know that focuses on the affect/motivational domains, cultural capital outage (take to the student and not wait for the student come to us), and processes. We need to track the students! Those from different Student Services form a team and a group of students that are a disproportionately impacted population (based off of equity outcomes), and the team monitors them and provides them with information that they need. This would hopefully lead to a larger scale redesign and create success teams! This would be a short-term pilot program with monitoring and communicating with the small student group.</p> <p>Dee Aceves suggested pinpointing subpopulation of students enrolled in the 12 Gateway Courses, and mentioned that there is a student success team component around meta-majors in the Guided Pathways work.</p> <p>Barbara mentioned that re-examining the operational framework and processes is part of the holistic redesign she mentioned previously.</p> <p>Focus on our department homework first on how to build this up and in the right direction before inviting others as Graylin Clavell suggested inviting the ASGC/Student Ambassadors to assist with information.</p> <p>Pearl Lopez would like to see the toolkit and see the framework before moving ahead. She mentioned that she realizes many of us would like to see change, but there is the issue of being institutionalized from years of service.</p> <p>Mario Chacon suggested utilizing resources of those outside of the district that some of us work with.</p>
<p>9. Survey (Natalie Ray)</p>	<p>Natalie Ray acknowledged that any Student Services departments in need of data for their program reviews to consider utilizing Amy Ramos’ course regarding active research.</p> <p>Aaron Starck suggested that before contacting Amy Ramos to please speak with Dr. Gable and CPIE first so that if those departments who wish to survey students through the use of Amy Ramos’ course, that there will be no conflicts.</p>
<p>10. Equity Plan, CCSSE & SENSE (Catherine Webb) (30 Minutes)</p>	<p>TABLED TO NEXT MEETING</p>

<p>11. Extended Hours for Fall Semester (James Canady)</p>	<p>The proposed schedule below is based upon our internal student tracking data for students coming in to utilize student services.</p> <ul style="list-style-type: none"> - Saturday, Aug. 17th before the start of the semester (9am-2pm) - Saturday, Aug. 24th week of the semester (9am-2pm) - 1st (8/19) & 2nd (8/26) week of the semester: Monday-Thursday: 8am-6pm, Friday: 8am-3pm. <p>Angel Gonzalez suggested an evening student focus group to gather data for use of services as well as class block schedule to allow students to seek the services offered on campus but that do not interfere with classes.</p>
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<p style="text-align: center;">DEPARTMENT UPDATES (10 Minutes)</p>	
<p>12. CalWORKs Open House</p>	<p>Marsha Gable announced that CalWORKs will host an open house on Wednesday, April 17th from 11:30am-2pm in 38E.</p>
<p>13. U.S. House of Representatives Education & Labor Committee Hearing</p>	<p>Marsha Gable announced that there will be a U.S. House of Representatives Education & Labor Committee Hearing on Wednesday, April 24th from 10:30am-12:30pm.</p>
<p>14. May 10th Managers/Supervisors Retreat</p>	<p>Please note that there will be a retreat on May 10th for managers and supervisors.</p>

<p style="text-align: center;">FOLLOW-UP</p>		
<p style="text-align: center;">Who</p>	<p style="text-align: center;">Item</p>	<p style="text-align: center;">Timeline</p>

The SSC meeting ended at 3:15pm.

NEXT MEETING: Monday, May 20, 2019, Distance Learning Room (70-066) / 1:30pm-3:30pm