

EL CAMINO COLLEGE
Student Services
Area Council Meeting Minutes
Date: April 10, 2018

Present: Odinah Angeles-Recio, Diora Hong, Brian Krause, Ann Libadisos,
Ross Miyashiro, Lucy Nelson, Toni Newman

The meeting began at 3:30pm in COMM 201.

Review March 13, 2018 Meeting Minutes

1. College Scheduler will roll out on May 1, 2018 for the summer term. Staff training is needed to support SRC students using College Scheduler in the High Tech Center. Two weeks before priority registration should be enough time to help students.
2. The minutes were approved with no changes.

Student Services Center Updates

1. First Floor: The Village (an area where students can hang out, receive tutoring and get work done), KEAS, Student Equity, International Students, Admissions & Records, Outreach and School Relations, South Bay Promise, Veterans Center, a 2nd food pantry, Assessment Center, staff lounge, and SRC.
2. Second Floor: Counseling, RISE Center, Puente, Project Success, Transfer/Career Center (will transform into Job Placement in the future), EOPS/CARE & CalWORKs, Guardian Scholars, Financial Aid, Dean of Student Support Services Division Office, and FYE.
3. Every office should be moved in by mid-December 2018.

Issues from the Areas

1. Issues from the Areas will be a topic on every agenda. Issues discussed at this meeting can be brought to the Student Services Managers Meetings and President's Cabinet.

Updated Planning Priorities for Student Services - final list of items that can be funded under one-time funding:

1. Professional Development for the area - VPs will consider all requests from their division and prioritize by need.
2. Temporary Non-Classified (TNC) Support - the district will start restricting the number of TNCs used on campus. TNCs are temporary employees, even though some have worked at ECC for decades.
3. Adjunct Counselors are needed for programs especially for South Bay Promise students.
4. Tables, Covers and Pop-ups - will review amount of equipment needed for campus events.
5. Processes Streamlined - will review for bottlenecks in processes. Need to make ECC one of the easiest institutions to attend.
6. Customer Service Training in Fall 2018 - Ross will conduct the first few training sessions.
7. Student Services Software - by 2019-2020 all offices should have a Canvas and Cranium Café site. New software programs will give students access to online services.

8. Expand the student populations we survey - a larger student demographic surveyed (not just ASO) will help determine what students really want and need.

What is Next for Student Services

1. Will continue to establish a vision. Determining our vision relates to the 'Why Do We Exist' exercises.
2. Establishing core values relates to 'How We Behave.' The 14 team reps from the Joint Student Services meeting will meet next Thursday to narrow down the list to a few choices.
3. Establish on-going initiatives:
 - a. Customer service training for everyone
 - b. Business process review
 - c. Continuing to improve technology - i.e. to be mobile ready by Fall 2018 in A&R and Financial Aid
 - d. New building programming - moving from a window/line model to a concierge model. Use of iPads and mobile devices and more ambassadors for spring 2019. Students will be met at the door and walked to offices, creating a more welcoming atmosphere. 'Students First' will be posted in the new building.
 - e. Promise Program - over 700 applications received so far with over 95% of the applicants having completed the core requirements..
 - f. Pathways - everyone will be involved. Will provide a document 'de-mystifying' Pathways.
4. Departments need to interact with each other - will figure out ways to pull creativity and innovation from everyone. Collaboration and sharing resources help students perform better.
5. Will set up cultural training for everyone in Fall 2018. There have been issues reported about our division regarding the absence of cultural sensitivity. People are not aware they can be bias. A trainer from Cerritos College will teach us how to help students in a cultural neutral way.
6. Change Management training in Fall 2018 will cover how departments interact with each other and how we adapt to change. Help people get used to interacting with others they aren't used to working with.
7. Virtual support for students to access services and information at home and on mobile devices with software programs such as Canvas and Cranium Cafe. Brian Krause shared information about EquatIO - a digital Math tool where a photo of hand written notes can be translated into text and works with Google Docs. Students do not have to be physically present when information can be shared on Google Docs through cloud technology.
8. Area Council is the place to share ideas/information like EquatIO. Brian will send Ross the information. Will take time to train and get everyone involved and comfortable with technology.
9. The new Veterans Center will change to a place where vets will feel more comfortable with services available to them other than just getting them certified. Services will include setting up housing, jobs, and access to a Veteran's Food Pantry. Sean Cook, Veterans Club advisor, has set up a few workshops for veterans. Vets want more structure and a separate space to decompress. There will be tutors available and better computer facilities and a place to hang out.

Topics from the Floor

1. Still selecting furniture for the new Student Services Center. Vinyl cushioned seating will be placed by phone chargers and outlets for charging devices.
2. Counseling is open until 7pm every night but it may be more appropriate/cost effective to stay open until 5:30 pm most evenings and stay open until 7pm two nights a week or only during the first 2 weeks of the semester. Not many students utilize Express Counseling after 4:30pm. Very little number of students come in during evening hours. Data/reports can be pulled from SARS. Ross needs to know when resources are not being utilized.
3. If students need counselors but can't come to campus, how can we market online counseling for these students? Need to understand student demand to schedule counseling more efficiently.

The meeting adjourned at 4:35 pm.