

EL CAMINO COLLEGE  
Student Services Area Council Meeting Minutes  
Date: March 13, 2018

Present: April Bernabeo, Angie Cholico, Diora Hong, Anam Kham, Ross Miyashiro,  
Toni Newman, Sabra Sabio,

The meeting began at 3:35pm in COMM 201.

Introductions

Area Council members introduced themselves and the departments they represent.

Discussion

Student Services Organization Chart

1. The final version of the Student Services organization chart was handed out. Only management positions and programs & services for each division are listed. Members were asked to review the chart and give their input. The divisions listed: Enrollment Services, Counseling & Student Success, Institutional Research & Planning, Student Support Services and Health Sciences & Athletics. The organization chart was distributed at the last Joint Student Services meeting and will be discussed at the next one.

Results of Joint Student Services Meeting on 3/2/18

1. Seven teams were formed at the joint meeting. One representative from each team was selected to determine initiatives at a future meeting.

Planning Priorities for Student Services

1. Determined by the Student Services Management Team deans and director and from the Joint Student Services meeting.
2. Staff:
  - a. Counselor support for student appointments
  - b. Evaluator #1 – will evaluate transcripts when students enter ECC.
  - c. Guardian Scholars support staff
  - d. Evaluator #2 - will serve the critical mass and download transcripts digitally into Colleague degree audit.
  - e. South Bay Promise support staff - over 500 applications have been received so far with a possible 200 more. This program will grow every year.
  - f. Career Support - building processes to provide more job search support to students including internships. Ideally, staff will contact businesses for job openings and students will be notified when jobs are available by their majors.
3. On-going:
  - a. Professional development - one of the most important initiatives determined from the joint meeting.
  - b. South Bay Promise events/College Night
  - c. Temporary Non-Classified support for all Student Services - may not be high priority for the college since faculty are usually at the top of list for hiring.

- d. Adjunct Counselors
  - i. South Bay Promise
  - ii. Outreach
  - iii. Guardian Scholars
- e. Case Management software to create digital/electronic files
- 4. One Time:
  - a. Tables & pop-ups for fairs and events
  - b. SENSE survey for Institutional Research
  - c. Canvas, Note Bowl - communication software
  - d. Printer for Institutional Research - may find other funds to cover this expense
- 5. Initiatives developed by representatives from the Joint Student Services meeting:
  - a. Streamline processes for students
  - b. Collaboration
  - c. Cross training and quarterly meetings
  - d. Development of the El Camino College phone app
  - e. Professional development
  - f. Creating and improving the employee phone directory
  - g. Expanding population of students surveyed to include student groups other than ASO
  - h. Customer service training
- 6. Missed priorities?
  - a. Need more career exploration information for students. Career exploration is part of the on-boarding process for every pathway program. Not sure what software will be used for on-boarding and career exploration.
  - b. Child care is important to students. It's a valuable asset for students to feel at ease knowing their children are well cared for.

### Discussion

1. A second group from the Joint Student Services meeting will discuss why we exist (how does El Camino change people's lives for the better) and how we behave.
2. How we behave are our core values as a division. Do we perform as we say we do and talk the talk, walk the walk? To instill core values, we have to start from the top-down. Aspiring values are the values we still need to practice. The next exercise will determine where we are and then where we want to be.
3. "Students First" - providing student-focused help may take more time for us to help students find their strengths, passions and goals. Students need a smooth transition to succeed.
4. What does being of service mean?
  - a. Being willing and able to get what needs to get done.
  - b. Direct and/or walk students to where they need to go.
  - c. Listen, be patient, and recognize that each student is different and spend time to ensure all their questions are answered.
  - d. Ask appropriate questions to effectively determine the help students need.
  - e. Find answers if you don't know. Don't tell people I don't know.
  - f. The Information Desk staff are taught that service is number one.
5. A suggestion was made for new employees to go through a yearlong orientation program, meeting every month covering a different topic/process. New employees can tour offices, learn about departments, and have the opportunity to meet other staff and develop

relationships and build collaboration.

6. What does it mean to be held accountable? Own up to your mistake. Pre-requisites to being held accountable: honesty, transparency, and trust. Everyone makes mistakes. You grow when you make mistakes.
7. Eventually, we will narrow this down to one 'why do we exist' and one 'how do we behave.'

#### Student Services Center

1. The area originally designated for Community Education will now become the Veterans Center. KEAS and Student Equity will be located in the space originally planned for the Veterans Center.
2. What was originally a conference room will now be "The Village" where there will be tutors and students can sit and read. Student ambassadors/staff with tablets will be available in the Concierge Hall to assist students by walking them to where they need to go.
3. Special Resource Center has the largest footprint in building with three alternative media labs.
4. A second Food Pantry will be located next to the Veterans Center.
5. First Year Experience program - the plan is to scale up the program to one of largest in the state and will be the backbone to the South Bay Promise.
6. Plans for the Student Activities Center will include the Health Center and Student Development.
7. College Scheduler - development began early this week. Software will allow students to build their own class schedules. Software will link to live data in Colleague saving students hours of searching for classes. Target date to go live is May 1st in time for summer registration.

The meeting adjourned at 4:40pm.