

EL CAMINO COLLEGE
Student Services
Area Council Meeting Minutes
Date: May 8, 2018

Present: Odinah Angeles-Recio, April Bernabeo, Diora Hong, Anam Khan,
Toni Newman, Sabra Sabio

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

Review April 10, 2018 Meeting Minutes

1. Page 3, #2 - Update: Counseling will close at 5pm for the summer. Proposed hours after summer: open 2 nights a week until 7:00pm and 2 nights a week until 6:00pm.
2. The minutes were approved with no changes.

Updates

1. Pacific Dining was selected as the new food services vendor and will coordinate bringing food trucks on campus.
2. The next Joint Student Services meeting will finalize selections of "Why Do We Exist" and "How Do We Behave."
 - a. Discussed values and what they mean.
 - b. The representatives from each of the seven teams narrowed and combined the final selection to "How Do We Behave" (values): "Student Centered, Knowledgeable, Trustworthy/Honest."
 - c. The team representatives will present and discuss the meaning of this selection at the next joint meeting.
 - d. Discussed examples of being student centered, i.e. walking students to offices where they can get help and putting students first. Easy to say but hard to do unless everyone in Student Services believes it. Being student centered means hiring the right people and creating interview questions to determine if people hired are student centered.
 - e. Every manager and staff should exemplify the values we select.
 - f. Knowledgeable - being able to give answers, learning through collaboration.
 - g. Trustworthy/Honest - Admitting mistakes you make creates a sense of trust. Own up to not knowing the answer and find the answer.
3. Furniture for the new Student Services building - now selecting for offices and lobby area. Not everyone had a chance to see the furniture samples in Robin Dreizler's office. No one liked the wedge seating for the lobby - not comfortable.
4. Will move from the service model to concierge service in the new building. Will set up training this year. Concierge service will include use of iPads/tablets by staff and student ambassadors.
5. South Bay Promise - 898 applications received by the deadline date. 369 applicants are fully qualified, 169 still have to submit their financial aid application (FAFSA).
6. Student government voted to raise the Student Activities Fee from \$10 to \$15.

7. Hope to release College Scheduler software by summer which will allow students to select and input classes they need, and select combinations of classes they can choose from for their class schedules.
 - a. College Scheduler training will include how-to fifteen minute videos for staff and students to be released through email, text, Twitter, Snapchat and ECC web page. Plus, there will be a link on the student portal. Training videos are also available on You Tube.
8. Financial Aid is almost ready to implement Campus Logic software package which will allow financial aid students to access forms and submit their documents online.
9. Starting to reduce number of temporary non-classifieds (TNCs) for 2017-18. 800 TNC positions do not fall under a classified job description. Tutors are exempt.

Social Networking

1. Ross's house may not be large enough to accommodate everyone in Student Services. Options: split the get-together into two groups or go to a park or rent a hall such as Old World in Huntington Beach. Alpine Village in Torrance was recommended. Ross will check out the venue.
2. Will address other options at the next meeting.

What to Communicate and How

1. What do people want to hear and how should we communicate the information to them? Everyone should receive consistent and timely information.
2. What to communicate: When people leave. Changes everyone need to know. What is important to one person may not be important to another.
3. How to communicate: prefer to hear from management directly - in person. Through Google Docs, Facebook for work, short not lengthy emails (using bullets to make emails easy to read).

Future Agenda Topics

1. Update on Alpine Village
2. What types of information to communicate (i.e. new processes, change of forms, calendar who will be out)
3. How to communicate

The meeting adjourned at 4:30pm.