

EL CAMINO COLLEGE  
Student Services  
Area Council Meeting Minutes  
Date: September 11, 2018

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

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

Review May 8, 2018 Meeting Minutes

1. Ross will be submitting results of Why do we exist and how do we behave.
2. Will have comprehensive training on a concierge model.
3. College Scheduler has not been advertised but there are 9,000 users currently using the program.
4. Campus Logic is helping Financial Aid speed up processing students.
5. Ross is investigating the software program *Workplace*, made by Facebook for business. This is a great way for those working in student services to use for communication and collaboration.
6. The minutes were approved with no changes.

Discussion

1. Overview of the New Student Services Center
  - a. Contractor pushed back the Center's opening date. Move in will begin in December for Outreach & Recruitment and Welcome Center and Financial Aid. The Center will open in February 2019. The Assessment Center will convert to the Student Equity and Achievement Center. This office will focus on onboarding services for students: financial aid, in-person orientations, workshops (FYE, Counseling, Health Center), and computer lab.
  - b. ECC Connect – Early Alert system response team will be located in the SEA Center. The Response team will connect with students having issues within 24 hours. Those who work in Assessment Center may be part of the Early Alert Response team; the three deans may assign additional staff.
  - c. Phone charging trees will be available in the lobby. Student can access most services on their cell phones, including counseling sessions through Cranium Café.
  - d. Every office will have a Canvas and Cranium Café site.
  - e. The Village will be a place for students to receive tutoring, to study, charge their cell phones, hang out and be productive.
  - f. The move-in will take place in three phases: first in December 2018 (Outreach & School Relations, Welcome Center and Financial Aid; second in early January 2019 (all offices on the second Floor); and third several weeks after (all remaining offices on the first floor).
  - g. There will not be a lot of storage space in the new building. Everyone may have to convert to electronic files. The campus needs a reliable imaging system.

2. Department Issues/Concerns

- a. Diora Hong had to submit work orders to remove the trash from the Institutional Research office and clean the public restroom west of the Financial Aid office. Both areas have not been maintained regularly since school started. Ross will look into it.
- b. Institutional Research administered the Climate Survey to staff and students last spring. The findings/results will be presented in October. Student perceptions were better than expected. Recommend administrating the Climate survey every 3 years. Will be administering the *Sense* survey next week to students measuring their engagement experience as a new student on campus. This is a nationally normed instrument, used to compare against other educational institutions across the United States.
- c. Brian Krause suggested decorating the Village wall with images that students can identify with, like the banners on campus showing photos of students and their successes or multicultural artwork.
- d. Ross said the vacant evaluator position will be filled. One of the A&R evaluators received a promoted and transferred to Campus Police.
- e. Can we have another tour of the new Student Services Center? Even though the Contractor complained that tours impede work progress, three more tours are planned.
- f. Furniture and boxes will be moved simultaneously.
- g. Discussed Time Clock Plus issues with lack of proper training and start-up. Ross will bring up these issues in the next Cabinet meeting.
- h. Discussed Disney's training on customer service. Ross's 3-day training program is still on hold before presenting it to the Board. The "Be Our Guest" training is more affordable if done in-house.
- i. Will use the Area Council group to provide ideas for collaboration – use more as a 'think tank' group, not just for reporting out.

The meeting adjourned at 4:30pm.