

Student Services Area Council Zoom Meeting
August 11, 2020, 2:00pm-3:00pm

Chairperson: Ross Miyashiro

Recorder: Lucy Nelson

Members: April Bernabeo, Breeanna Bond, Katherine Bonilla, Angie Cholico, Marco Colom, Junnette Fariolen, Brian Krause, Ann Libadisos, Toni Newman, Diane Swendell, Henry Ta, Nina Wong

Attendees: April Bernabeo, Breeanna Bond, Katherine Bonilla, Marco Colom, Junnette Fariolen, Brian Krause, Ann Libadisos, Ross Miyashiro, Lucy Nelson, Diane Swendell, Henry Ta, Nina Wong

The meeting began at 2:03 p.m.

Updates

1. Ross Miyashiro met with the Executive Director of Marketing & Communications and told her he put together a work group who want to meet with MarComm and their consultants to change the look and reorganize the content of the ECC website. He explained that the group's main concern is on communication protocol. MarComm will send out the meeting invitation. Ross wants to re-design the Student Services webpages into a tile format so topics are easy to find. The websites would be student-centered and every page will have multi-modal communication choices for students. Each department will also keep their webpage individuality while maintaining some uniformity. Concern over not erasing the webpage content was expressed.
2. ECC will order 1,500 laptops to loan out to students, 250 laptops for South Bay Promise, 60 laptops for Guardian Scholars, and 2,000 MiFis. The laptops will have Windows OS, 8GB hard drive, dedicated video processor - computers students can use for multi-tasking. Distribution will take place through the Library. The Library will bar code all devices. Not sure when computers will be available for students to borrow. Ross will contact ITS to install accessibility software. All chrome books will be removed out of circulation.
3. The Warrior Pantry is serving over 700 students a week. Sam's Club and Costco deliver directly, including diapers and personal hygiene products.

Return to Work

Prerequisites to reopening the buildings:

1. Put plexiglass barriers between workstations and front counters – include labs, too? Only every other computer in labs will be used.
2. Personal protective equipment (PPE) will be given to students and staff at the counters.
3. Students/staff are to complete an online/app assessment questionnaire before they enter the buildings.

4. Faculty, staff, and student workers will go through two-tiered training from Keenan & Associates and Student Health Services. Will add anxiety training for those having anxiety issues with COVID-19.
5. We do not have the devices to take temperature checks and will not use this option at this time. The online questionnaire is probably a more accurate assessment. Temperature gates that automatically read temperatures of those walking through them cost about \$2,000 each.
6. Social distancing signs will be posted throughout the building.
7. Every station would be wiped down after every use.
8. There will be a protocol in place to quarantine anyone exposed to a sick co-worker and/or student.
9. Will create staggered work days and times for staff in large offices – one third to one half will be in the office at a time. The rest may work remotely.
10. Will start with services by appointment only – 30-60 minutes apart and spaced out to ensure no lines. Waiting areas will be set up with social distancing.
11. Remote services will continue even after the pandemic. Will give students the option to have in-person or on-line services.
12. Computer Labs: a limited number of seats will be available. Staff will wear masks and face shields. Plexiglass barriers will be installed between each station and only every other station will be used. Wipes will be provided at each station to clean before and after each use. To avoid lines, lab use would be by appointment only.
13. The Warrior Welcome Center will also require appointments for services – no drop-in service. Services will also be available online.
14. Students who arrive without appointments:
 - a. A card or slip of paper explaining how to schedule appointments can be handed to them.
 - b. Doors will be monitored by staff to ensure students entering the building will have appointments. To avoid lines, staff will ask students if they have an appointment as they walk up.
 - c. Offer students virtual drop-in service.
 - d. If there are available appointments, schedule them on the spot.
15. Suggested providing an outside information booth for basic information, answer basic questions, provide how-to handouts, make on-the-spot appointments, explain the protocols for the buildings, explain how to make appointments, etc. Similar to the lobby information desk, so those who work in the booth should know basic information and where to direct students. Create handouts in Braille as well (there is a Braille printer in the SRC).
16. Social Distancing and Masks - everyone is required to wear a mask and extra masks will be available in offices and entrances. Anyone who removes their mask will be asked to put them back on or leave.
17. Traffic flow in the building will be in one direction. Doors will be marked as entry or exit only.
18. Students and staff will be asked to complete a health assessment once a day by paper or online/app, prior to being admitted into the building. Students not feeling well or with obvious symptoms will be asked to leave.
19. Social distancing will also apply in restrooms. Stalls not in use for social distancing purposes will be taped off.

20. Only those with physical disabilities will use the elevators. What about strollers? Whether children will be allowed in the building is up for discussion.
21. The water dispensers will be turned off.
22. Discussed joint cross-training for student workers who can gain experience working in areas like the SRC High-Tech Center and in different labs.
23. Labs – will there be a time-limit for student use? Some students need more time than the average person. Students who are homeless or don't have computers will want to have access for the entire day so there should be some sort of time limit. EOPS labs limits their student use to 45 minutes. A 2-hour limit was suggested. Students can schedule their lab appointments through Campus Calibrate. Maybe students can indicate the length of time they will need when they make their appointments. This is needs further discussion.

The meeting ended at 2:53 p.m.