

Student Services Area Council Zoom Meeting
Tuesday, December 8, 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, Coleen Maldonado, Toni Newman, Diane Swendell, Henry Ta, Nina Wong

Attendees: April Bernabeo, Breeanna Bond, Marco Colom, Junnette Fariolen, Brian Krause, Ann Libadisos, Coleen Maldonado, Henry Ta, Nina Wong

The meeting began at 2:03 p.m.

Review of the November 10, 2020 meeting minutes

1. The Federal Work Study proposal to Cabinet received unanimous approval. The goal is to get 120 FWS students trained and employed by early spring. Training will be given through an electronic badge system. Recommendations made by the Area Council were included in the presentation.
2. The Campus Police sponsored DUI event went well and had about 50+ participants.
3. Students participating in the Warrior Toy Drive annual holiday event will pick their wish list items from Amazon. There have been more requests this year for jackets and basic needs instead of toys. Raised \$3,500. Donations doubled within one week.
4. No changes were made to the November 10, 2020 meeting minutes.

Federal Work Study Proposal

1. This program is meant to provide well-trained work study students to work throughout the College.
2. Topics covered in the PowerPoint presentation made to Cabinet:
 - a. SWOT Analysis of Student Services – Strengths, Weaknesses, Opportunities, Threats
 - b. How to use Work Student Students to Support our Students
 - c. Training the Students
 - d. Benefits of the Proposal
 - i. Increased enrollment through student onboarding – FWS students could work in phone banks in the Warrior Welcome Center and Outreach and Recruitment.
 - ii. Increased student success and retention.
 - iii. Increased response time to ECC Connect.
 - iv. No new personnel cost.
3. Training Program for Federal Work Study Students - the plan includes use of the free software, Micro-Credentials by badgr, a company partnered with Canvas. Electronic badges will be given for the completion of each skill set. Each training module will show the depth and breadth of training skill levels, descriptions and hours. Students will earn micro-badges for each training module(s) completed. Area Council members added to the list of suggested training modules:

Training	Hours	Micro-badge (Yes or No)
Equity Mindedness	8+ hours each semester	Yes
Customer Service		Workplace (WP) WP1 (workplace)
FERPA and HIPPA Privacy	8 hours	Yes
History of El Camino College		ECC MB1
Tour of El Camino College		ECC MB2
Majors at El Camino College (will ask academic deans as guest speakers)		ECC MB3
Basic Needs (Warrior Pantry, Warrior Closet, housing, etc.)		Yes
Where to get support & services (e.g. A&R, FA, DSPS, EOPS, Warrior Jobs, etc.)	16+ hours	ECC MB4
In-person, email, phone & test etiquette		WP2
Dress for Success		WP5
Specialty Training (e.g. Assistive Technology training, Canvas, etc.)		Yes
Student Success Programs (Toro, MESA, Career Pathways, etc.)		ECC MB5
Student Life (ASO, ICC, Clubs, Social Justice Center, etc.)		Yes
Community Education (Kids College, Business training programs, etc.)		Yes
Workplace etiquette and values for El Camino College		WP3
Meeting etiquette (Roberts Rules of Order training through ASO?)		WP4
Wellness (stress management, Health, etc.)		Yes

4. Brian Krause volunteered to beta test some of the training.
5. Planning to have two different types of training: one in a Canvas shell and another in-person.
6. Students will be paid for training as part of their employment.
7. Ross will send the committee members an updated list.
8. Committee members were asked to take this list back to their respective offices to verify training hours.

Topics from the Floor

1. Currently piloting a combination of Jabber and Cisco call center software in the Warrior Welcome Center and Outreach, to act as a call center and also distribute calls among themselves. This is an experiment mixing two different software. Jabber is Cisco software that attaches your office phone number to your cell phone, desk top/laptop or tablet, whichever device you are logged into.
2. Served 453 students at the Warrior Pantry turkey give away. Gave away 300 turkeys plus other food by 10:30am that day.
3. Now offering academic counseling and disability specialist drop in hours in the SRC High Tech Center using break out rooms, which is working very well. Will continue in the next year.
4. There is a new K-14 Career Pathway using a different model under Guided Pathways, with the same concept of meta majors. The Public Safety Career Pathway is confirmed for one of Hawthorne High

School's academies to prepare students for careers under fire technology, law enforcement, EMT, etc., and focusing on competencies.

5. December 11 is the deadline to accept the Warrior Toy Drive holiday donations but accepting donations year-round. 100 students rsvp'd for the event.
6. EOPS is making proactive efforts to reach out to students who enrolled in fall but have not enrolled for spring.
7. CalWORKs at the state level is lobbying for more funds through the county. Students can request a laptop for \$400, but also internet service for those who may run into some issues and not to supplant anything ECC has in place.
8. Marco Colom is working with David Brown to send out a letter to financial aid students regarding advice and consultation on financial aid application scam prevention. Financial Aid and Admissions & Records are the first two offices to roll out Jabber.
9. Ross will email the list the committee worked on today so they can talk to anyone who may know how long it takes to train students for each module. It may take 1 ½ - 2 hours of financial aid training.

The meeting ended at 2:52 p.m.