<p style="text-align:center">Student Services Area Council Zoom Meeting</p>
<p style="text-align:center">May 12, 2021, 3:00pm-4:00pm</p>

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, Katherine Bonilla, Brian Krause, Ann Libadisos, Toni Newman, Henry Ta, Nina Wong

The meeting began at 3:02 p.m.

<u>Review of the April 13, 2021 Draft Minutes</u>
No changes were made to the meeting minutes.

<u>American Relief Funds (ARF)</u>
1. ECC received 3 rounds of higher education federal stimulus funds from CARES Act, CRRSAA and American Relief Fund (ARF) ($22 million).
2. There are seven criteria or allowable uses for ARF to help with immediate needs related to coronavirus, focusing on #2 and #7 to re-engage students, increase declining enrollment, technology costs, distance education and faculty and staff trainings (related to coronavirus):

   #2 - Increased costs from declining enrollment and efforts to mitigate attendance declines.

   #7 - Providing financial aid grants to students (including students exclusively enrolled in distance education), which may be used for any component of the student's cost of attendance or for emergency costs that arise due to coronavirus, such as tuition, food, housing, health care (including mental health care), or childcare.

3. ECC already identified $9 million of the ARF funds to spend throughout the campus including upgrading the filtration systems throughout the College and purchasing portable air cleaning systems to be deployed throughout the campus, including the Student Services Building.
4. Ross submitted requests for software packages: ConexED, Hobsons, and Financial Aid. And he will submit a request for an online forms program for Admissions & Records.

Discussed reasons why students are not returning:
1. The need to improve outreach:
   a. There are plans to implement a 40-person call center.
   b. Text messaging/direct messaging system: Students are inundated with email and don't look at their emails; many students are experiencing full mailboxes. Regroup Mass Notification System is not meeting our needs so Marketing and Communications is looking at other messaging products.

2. Students do not have access to technology. We need to better inform students who do not know about the Library's laptop and Wi-Fi loan program.
3. Students don't know how to access Canvas and take classes online. SRC is working to launch a new Canvas shell. We don't have a formal student services Canvas hub.
4. Students have childcare issues, needing to help their children taking online classes at home.
5. ECC's K-12 districts all have different return to campus plans.
6. Online lab and math courses don't work for some students who are waiting for them to return as in-person classes.
7. Students need to work – we can better inform students about working and still be able to go to school through the Federal Work Study program.
8. Need to offer better support services in the evenings and weekends for students who work full-time during the week. We have been expanding services for some years but managers noted that the first weekend is really heavy and then by the third weekend there are hardly any students.
9. Discussed having a COVID hotline. If we do, it will probably be handled by the Warrior Welcome Center once staff are trained. Student Health Services hosts COVID talks every Friday.
10. Integrate FAQs from departments and upload them into the Chatbot responses. Or have separate responses if Chatbot can ask for the topic you need.
11. ECC website is difficult to maneuver for information. It takes quite a number of clicks to locate particular information. Updating students on the status of the campus should be prominent on the ECC main page. Information is not reaching the community. An updated MyECC will launch soon.
12. Students need direct contact – we should continually try to reach them directly until resolution and not leave messages.

Suggestions for funding:
1. Purchase text messaging software – to compose texts to be sent out through computers.
2. With fewer lab stations due to social distancing, provide more flexibility by purchasing more technology (e.g. the High-Tech Center, requested second monitors, new web cams and microphones for each station).
3. Purchase plexiglass shields on wheels for use in the labs.
4. Purchase a virtual queueing program for support services and other offices to assist with in-person services when available.

Announcements
1. Brian Krause - SRC requested CARE funds to purchase Otter.ai (50 licenses) and Kurzweil 3000 (site license) software and justified it for persons with disabilities but the software can serve students campus-wide.   Kurzweil 3000 is software that converts text to speech.
2. Nina Wong – Campus Police: Zoom Beat is a monthly event that covers safety topics. The next event is on May 26, from 12:00pm – 1:00pm. Guest speaker David Brown from Financial Aid will talk about basic needs. There will be a Q&A and discussion at the end of the session. Please let students know to attend this great event.
3. Katherine Bonilla – ASO developed career roundtables where a panel of professionals from each division talk to students about their careers. Voting for ASO elections closes at 8pm today and the results will be posted on Friday at 1pm on the ASO election website. You can also view the candidates' bios on the website.

4. Breeanna Bond - EOPS applications for next academic year are open. Have funding for both book vouchers and grants. Information sessions for EOPS/CARE are listed on their website. CARE packages are being sent directly to students that include items to assist them with online learning, such as, noise cancelling head phones and laptop desks. Guardian Scholars is hosting various virtual events, and sending out meal assistance and their own type of package to their students. Breeanna is working with other CCC EOPS association coordinators to reevaluate implementing guidelines for CARE. EOPS/CARE/CalWORKs is hosting a virtual event with student speakers from each program sharing their empowering stories.
5. With California planning to re-open on June 15, ECC will stay with their current reopening plan. Reopening plans need a month to coordinate – managers will come in earlier before staff.

The meeting ended at 3:59 p.m.