

Student Services Area Council Meeting
Tuesday, July 13, 2021, 2:00pm-3:00pm and
Wednesday, July 14, 2021, 10:00am-11:00am

Chairperson: Ross Miyashiro

Recorder: Lucy Nelson

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

Attendees: April Bernabeo, Breeanna Bond, Marco Colom, Audrie Devera, Brian Krause, Coleen Maldonado, Toni Newman, Nina Wong

July 13, 2021 - the meeting began at 2:03 p.m.

Introduction of Audrie Devera, the new ASO Director of Student Services was the former ASO Senator of Health Sciences and Athletics.

Opening the Student Services Building for Registration, A&R, Financial Aid, and Other Basic Services

1. Ross will update the Student Services Return to Work document to reflect new Cal OSHA requirements. The goal is to re-open the Students Services Building soon.
2. Starting July 19, World Back to Work will have 24 stations set up on campus. Only those who check in at the station for health screening will get wristbands and allowed in the buildings. This is where you would show your proof of vaccination. Once entered into the system, you will not have to be tested.
3. The Student Health Center is offering J&J vaccinations by appointment and walk-in basis.
4. Does the COVID status need to be updated every six months? ECC will follow CDC and LA County guidelines.
5. Will the health screenings, we will no longer require student appointments. Plan to open the first floor from the Welcome Center lab and A&R windows in the Student Services Building next week. Managers will cover if staff do not return.
6. To better inform students about safety protocols, suggested creating an informational video walk-through to post on the ECC website. Students who are processed at the kiosks will have been tested and given wristbands. May take more coaxing for staff to return. PPE, training, walkthroughs will be provided to make staff 'more comfortable' to return to work a few weeks earlier.
7. Staff will go through orientation and training on safety protocols, and given PPE bags that will include masks, hand sanitizers, and wipes. Ross will order 200 PPE bags to be delivered to the Student Services staff lounge.
8. On Monday, Facilities delivered the first of the Student Services Building air purifiers.

How do we get staff to return to help students before August?

1. Staff members who are able and willing will return first.

2. A walk-through the Student Services Building would help staff's confidence to work in the building safely. They need to know that it is safe to return. Returning staff will have go through orientation and training.
3. Recommend staff write down their return to work ideas and share them with their managers. Ross will create a Formstack form for this with narratives and room for comments. Suggested adding this question: Do you need to speak to your director/manager one-on-one about this?
4. Seeing students return will help motivate staff to see that students need us.
5. Discussed a proposal for when staff return to campus: give staff temporary job titles (such as an advisor) when no counselors are available, and then determine if the student needs to make a counseling appointment. Create temporary unlimited staff job descriptions (helping students when there are no counselors) to triage students and help enroll them on the spot.
6. Incorporate Warrior Wednesday with a Warrior Welcome Week event in the Student Services plaza, an event similar to an Extreme Registration event at West Hills College. Use stimulus package funding to create a party atmosphere.
 - a. Get ASO students to help – use students to speak to students.
 - b. Should we offer food? Only if packaged and handled with gloves during this COVID environment.
 - c. Create Welcome-back-to-school gift bags for every student who attends.
 - i. Give away/raffle 2,000 \$250 bookstore gift cards.
 - ii. Rocket Books (about \$10-\$20 on Amazon) - digital notebooks to write, scan and upload notes digitally into Google Docs.
 - iii. ECC logo backpacks.
 - iv. Offer 30% off textbooks, if possible, in lieu of gift cards.
 - v. Chick-fil-A coupons/discounts
 - vi. Locate vendors who can provide hygiene items, like toothpaste and toothbrushes.
 - vii. ECC Gear and water bottles
7. Will set up another meeting tomorrow at 10:00 a.m. to continue this discussion.

The meeting ended at 2:57 p.m.

July 14, 2021 – the meeting began at 10:12 a.m.

1. Discussion continued:
 - a. Suggested the dates of August 23, 24, 25, and 26 for the Warrior Welcome Week. Need to consider how much time it will take to put everything together.
 - b. Financial Aid uses Instagram and Facebook and can post and advertise steps for safety so students feel safe to return. The information should be brief and fun, under 10 seconds to maintain students' interest. Suggested creating a TikTok video using students or Ross. Or maybe use quick bullet points to inform them what we're doing for their safety. Invite students/ambassadors to create videos. Involve the ASO Director of Publicity to come up with ideas. If students watch and like a video, enter them in a weekly drawing to win ECC merchandise. Ask Marketing to interview and film students who want to return to campus. Implement weekly drawings into ICC's Trivia Thursdays to get more student involvement.

- c. Suggested using EOPS peer mentors to make videos but videos need to come through Marketing. ECC Bookstore can order Rocket books with the ECC logo. ASO gave out Rocket books at one of their events - maybe connect with them on how to order them.
 - d. Food giveaways – Chick-fil-A or contact Kinecta – they gave away free ice cream at another ECC event (contact Ricky Gonzalez for more information).
 - e. Outdoor music with a DJ, festive decorations, tables representing ECC programs.
 - f. Publicity will be important. Marketing works with radio stations.
 - g. Make a video about giveaway items (i.e. Rocket books) – show the items and talk about its purpose.
2. Is it possible for students to register for classes and complete a FAFSA at the event? Students will need to bring specific information with them on that day to apply for FAFSA.
 3. Collect contact information for students who need follow up help.
 4. There are safety concerns about getting rid of student appointments, and students roaming and hanging out in the building. All students will be screened at the health screening kiosks and will receive wristbands to be allowed in the building.
 5. It is important for staff to understand that not everyone is required to be vaccinated. Those who are not vaccinated will be tested at the kiosks.
 6. Not sure if children will be allowed on campus.
 7. If departments do not have air purifiers, let your managers know. There should be an air purifier in every office.

Meeting ended at 11:01 a.m.