

Student Services Area Council Meeting  
August 8, 2023, 2:00pm-3:00pm

Attendees: Breeanna Bond, Cindy Chong, Marco Colom, Leslie Delgado, Alicia Guevara, Brian Krause, Marleen Ledesma, La Shonda Lipscomb, Coleen Maldonado, Nabeeha Muhammad, Jeff Stephenson, Toni Newman, Nina Wong

The meeting began at 2:02 p.m.

Executive Cabinet Updates

1. Enrollment is one of the key topics that is discussed in Executive Cabinet. We have exceeded our goal for this semester, but we need to keep growing and retaining our students.

Budgets

1. Decisions will be made soon for resource requests that were put in last fall

Student Experience

1. Where are there challenges for our students? What barrier do you see for our students and possible solutions?
  - a. When a student needs to log in to the My ECC portal, under the self-service menu, they will see financial information and under that it says financial aid, which may be confusing
  - b. Provide students a parking pass to park on campus overnight
  - c. Some k-12 schools don't share El Camino College information to their students. How do we connect with the parents of those students?
    - i. J. Stephenson will reach out to the President' Office to connect with the Superintendent/Presidents to receive a list of students graduating
  - d. Confirm extensions and hours that staff are available to answer the phone
    - i. Can't transfer calls to Financial Aid
    - ii. Warrior Welcome Center is overwhelmed, so they prefer emails
  - e. We are one of the few colleges that don't have a childcare center. We could have partnerships with other childcares around the community.
  - f. Lactation rooms for student parents
  - g. Diaper changing stations
  - h. Child friendly study space
  - i. Provide emergency grants for student parents
  - j. Discounts for students that commute to school if they need assistance with car problems
  - k. Cross training for the front facing offices who work with students
    - i. Create a resource sheet/booklet
    - ii. Student peer advisors
  - l. Keep food services open later for students who take classes in the evening
  - m. Have a committee to look at messaging that goes out to students to ensure it's simple to understand
2. J. Stephenson's goals for this year:

- a. Make sure that there is communication coming from student services. He would like to post a monthly newsletter to share updates.
- b. Simplify the process for students to register

The meeting ended at 2:52 p.m.