

Student Services Area Council Meeting
September 14, 2023, 10:00-11:00 a.m.

Attendees: Breeanna Bond, Sandy Carbajal Perez, Cindy Chong, Marco Colom, Leslie Delgado, Alicia Guevara, Saara Hashim, Marleen Ledesma, Coleen Maldonado, Jeff Stephenson, Toni Newman, Sharilyn Thomas, Nina Wong

The meeting began at 10:07 a.m.

Professional Development

1. VP Stephenson asked for volunteers to assist with planning a Classified Professional Development Day
2. Potential topics for agenda:
 - a. A keynote speaker
 - b. State of Student Services
 - c. Updates
 - d. Customer Service Training
 - e. Stay together or split into groups
 - f. Personality/work style assessment
 - g. "Be Our Guest" book
 - h. Administrative Assistant training

In a period where we want to increase enrollment, how do we increase student engagement?

1. Food and freebies at booth/events
2. Internship opportunities (big draw for MESA)
 - a. CalWORKs pays 75% of wages
3. Coffee for evening students
4. Fair with activities and booths
5. Online engagement
6. On-campus job fair towards the end of spring semester for the fall
7. Evening events
8. Child-friendly events (partner with Child Development Club)

Student and Employee Orientation

1. Provide a list of department liaisons with pictures of them
 - a. Walk students to the department they need
 - b. The main number to each department
2. Color code the different departments
3. Train students on customer service, confidentiality, work conduct, work schedules, communication (including via e-mail), attendance, and policies
4. Areas have their own handbook/resource binder
5. Technological Resources (jabber, ECC Connect)
6. Updated campus directory

The meeting ended at 11:02 a.m.