

G R O S S M O N T  
C O L L E G E



**Student Services Council**  
**Monday, February 5, 2018**  
**1:35 pm – 3:30 pm**  
**ASGC Board Room – Note the Room Change**

**MEETING MINUTES**

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Attending: Asma AbuShadi, MariaDenise Aceves, Thomas Armstrong, Susan Berry, Wayne Branker, James Canady, Michael Copenhaver, Marsha Gable, Barbara Gallego, Gabrielle Gosselin, Kayla Houston-Farine, Tate Hurvitz, Pearl Lopez, Karolia Macias, Sarah Moore, Renee Nasori, Erica Olmos, Gloria Pollard, Lida Rafia, Juan Reyna, Matthew Ring, Taryell Simmons, Heriberto Vasquez, Sara Varghese, Courtney Williams, Dianne Woodson

Not attending: Patrice Braswell-Burris, Mario Chacon, Martha Clavelle, Daniel Hernandez, Luma Shamon, Aaron Starck, Michele Toral, Jacqueline Valdivia, Jacky Valenzuela,

Recorder: Graylin Clavell

**1. Agenda Review & Introductions**

**Dr. Marsha Gable** announced that **Courtney Williams** is the new Associate Dean of Student Services.

Former Vice President of Student Services, **Peter White**, passed away this past weekend.

**2. Program Review Update**

- a. **Student Services SSO (Dr. Marsha Gable):** To have one SSO that encompassed the entire division and that everyone would include in their program review and assessment every year.

The SSO that we will be using as an entire Student Services division will be the following: “Students will have access to a spectrum of services that respond to their needs, reflect quality of information, and are delivered with authentic care.”

Group 1 please be sure to add this SSO to your program review. How will you assess this within your own program/department? Activity for this will be held at the next SSC meeting on March 5<sup>th</sup>.

**Michael Copenhaver:** How can we assess authentic care?

**Wayne Branker** suggested a warm and friendly greeting and closing when working with students over the phone.

**MariaDenise Aceves** suggested a survey that we as a group could all agree on and use to measure authentic care service.

**Dr. Marsha Gable** will ask **Joan Ahrens** attend the next SSC meeting to further discuss authentic care.

### **3. Hot Topic Agenda Items**

#### **a. Resource Requests (One Page) – Dr. Marsha Gable**

1. What the department needs are
2. Amount requested
3. How many students will it serve
4. The expected outcome
5. How does it support the College's Strategic Goals
6. Has the department/area received prior funding

This is for requesting for resources for current & new projects going forward. You will not need to resubmit requests already submitted to Dr. Rafia UNLESS there is an additional piece missing. Funding will be based on student served, and how it will address goals of the department/area.

Please find the one page document attached for everyone to save and complete online. Feel free to meet/speak with Dr. Gable to discuss this further if need be.

**Lida Rafia:** One of the items not mentioned in the application itself was the number of students that you currently serve and the number of students you would like to serve. This information will help towards performance funding.

#### **b. Integrated Plan Update (SSSP, Student Equity, Basic Skills) – Courtney Williams**

There used to be three separate plans coming in (SSSP, Student Equity, and Basic Skills) to the State office, but this year it changed to submitting just one, the integrated plan. The Student Success & Equity Taskforce was created back in July/August that was made up of 42 people from key offices and departments. From the work of the taskforce data was collected and put into the integrated plan, forming the following goals:

1. Increase the number of students by streamlining onboarding, deepening collaborations with high school districts workforce agencies, and additional community partners, to reflect our service population. (***Outreach & Engagement***)
2. Reduce the time it takes students to successfully complete college-level coursework for Math, English and ESL from campus-wide basic skills sequences. (***Retention & Engagement***)
3. Reduce the number of excess units completed and time to complete. (***Retention & Outreach***)
4. Improve course success rates and decrease equity gaps in 12 high-enrollment, gateway courses. (***Retention***)
5. Reduce the percentage of students on academic and/or progress probation and increase persistence semester to semester. (***Retention & Engagement***)

The taskforce will be meeting again and determining what activities will go with this.

- c. **CCSSE Survey of Student Engagement: SENSE Survey: Dr. Marsha Gable** spoke about asking **Joan Ahrens** and **Bonnie Ripley** to attend the next SSC meeting to discuss a timeline, and MariaDenise Aceves added that they could look into a method of delivery.

**Tate Hurvitz** – East County Education Alliance is looking into tracking software to use part of the grant money. Could possibly utilize this software on our survey responses. The software they are looking into is Campus Recruit Point of Service tracking software.

- d. **Review of CCCC Vision for Success (HOLD TO NEXT MEETING)**

- e. **Equity Data – Lida Rafia**

Requires we report on our website our Student Equity data and how we are doing on the five following areas:

1. Access (Information we get from SANDAG): Outreach will utilize this information to figure out who we are reaching out to.
2. Course Completion
3. Basic Skills – English, ESL, Math
4. Certificate or Degree Completion
5. Transfer

The report informs us on areas that we are succeeding in and the gap has closed were highlighted in green. Areas that we are closing the gap on and making good progress are highlighted in yellow, and the areas where the gap has increased are highlighted in red.

The second iteration of this report will include number of students so each department has a frame of reference.

Please note that some areas like continued development of outreach office or development of a 'retention center' to assist with early alert interventions may not be in our integrated plan but are in our strategic plan.

**James Canady** expressed concern on the “Mandatory face to face counseling” goals are unattainable without a greater infrastructure and increased staffing, and have we scheduled dates for these goals to be accomplished by? **Lida Rafia** responded that there is a Guided Pathways Taskforce that will be meeting to discuss these topics. Both the Guided Pathways and the Student Success & Equity taskforce will conduct frequent meetings to iron out the details of attaining goals by June 30, 2019, and that we are making progress. **Tate Hurvitz** also acknowledge that by making “Mandatory Face to Face Counseling Appointments’ a goal, and we can write it into institutional goals, then we can make specific priorities to enable those departments to accomplish those specific goals.

**Michael Copenhaver:** Can colleges drop of enrollment because of lack of demand impact this report, and the answer is yes.

**Heriberto Vasquez:** Concerns of setting the bar to high with our goals we are setting ourselves us for failure.

**Lida Rafia & Tate Hurvitz:** The demographics are “wonky” in Access because they are from SANDAG and not necessarily focusing on the students who do not have a degree and/or working towards transferring for a bachelor’s degree.

**Thomas Armstrong & Wayne Branker:** Spoke on the National Student Clearinghouse data that can be utilized to collect certain data on tracking where students are now. It is something that we as an institution has access to but that we are not utilizing now. The catch is we might not get complete data due to aspects out of our control like how colleges report enrollment or degrees.

You can find this report under the [CPIE website](#) under “[Integrated Plans Executive Summary](#)”.

**f. Student Services Comments from Student Focus Groups – Lida Rafia**

Back in October 2017 we contracted a research planning group to come out and do student focus groups for us. The last time before this Grossmont had done such student focus groups was 2014. 2017’s focus group focused on the following:

- i. Latino, Middle Eastern, African American, Foster Youth, Pacific Islander, and Adult-Reentry students participated in the focus groups.

- ii. 46 students participated but a few themes emerged (Student Faces, Voices, and Numbers). Performances at convocation were direct quotes from the student focus groups.
- iii. Themes that emerged was:
  1. **Sources of Motivation to Attend College:** Personal, families, peers/faculty
  2. **Historically Underserved Students at Grossmont:** Culture Shock: students around me are different (white, conservative); Family Obligations; People not understanding their family obligations and how this effects what they can or cannot do
  3. **Connection:** Able to get resources if feeling more connected, lack of interest/information if not in the know
  4. **Financial Concerns/Expenses:** How to balance work/school/life; College is expensive; Not getting public assistance
  5. **Perspectives on Student Services and Support:** No flyers, best way to know is in the classroom; It is very important for SS to work with Instruction to inform students in the classroom of all that the college offers
  6. **Counseling**
  7. **Financial Aid**
  8. **Campus food:** Kudos to the food pantry

#### 4. Standing Agenda Items

- a. Setting up a time and date to have the President and VPs meet with the Student Services Division at a SSC meeting to address the division.
- b. **Financial Aid is doing a S3 Professional Development** session from **1:15pm-2:30pm on Friday, February 9<sup>th</sup>**. Student Services Specific workshop for faculty to learn about the different services we offer in an organized way.
- c. **Hiring Updates:**
  - i. **Thomas Armstrong** announced the hiring of **Samantha Cider** who started on February 1<sup>st</sup> as the new Assistant Athletic Director Sports Information Specialist;
  - ii. **Pearl Lopez: Maite Valladolid & Cintya DaCruz** are the new EOPS/CARE Full-time counselors; Retirees **Jim Tolbert** and **Sylvia Montejano** have returned as well;
  - iii. **Renee Nasori** announced the hiring of **Taryell Simmons** (Internship/Job Developer), and **Erica Olmos** (Navigator/Job Developer) for the Student Placement and Career Center;
  - iv. **Wayne Branker** announced that A&R is seeking an assistant position to fill and that was just posted;

- v. **Juan Reyna** announced the hiring of **Angel Rocha** for community liaison, and that he is seeking to fill an outreach and assessment specialist for Title V;
- vi. **Courtney Williams** announced that SS Assistant to replace **Sam Rigby** interviews have been going on and hope to be filled soon;
- vii. **Michael Copenhaver** announced that Financial Aid has an assistant position posted and looking to be filled;
- viii. **James Canady** announced the recent posting for an articulation officer and a career services counselor;

d. **Travel Updates: Juan Reyna & Courtney Williams** will be attending the HACU National Forum in early April; **Wayne Branker** mentioned an ASCCC Accreditation Conference in February

e. **Events**

- **Outreach:** Cal-SOAP Advisory Board meeting outreach event on Thursday from 12pm-agenda items
- **Dia Familia:** careers in the medical field event Thursday, March 15<sup>th</sup> 5pm-8pm
- **Directing Change event: Matthew Ring** in conjunction with San Diego City College regarding suicide prevention through creative filmmaking. A statewide competition with 1<sup>st</sup> is \$1k, 2<sup>nd</sup> is \$500; deadline for submission is March 1st **(See attached flyer)**

5. **Department Updates**

a. **OUTREACH: Heriberto Vasquez** displayed one of the new how to [Outreach YouTube videos](#) as well as [application videos](#), which can be viewed in different languages (English, Arabic, & Spanish) and can assist our students.

Outreach Onboarding update: Santana, El Cajon Valley, & Helix site visits yielded the following: 400 applications from Helix, and 350 applications from El Cajon Valley

b. **TITLE V: Via Rápida** updates – **Juan Reyna** touched on numbers of staff (32 mentors currently); Fall 2018 we are piloting the Via Rapida program, one of the biggest aspects is the peer mentor piece as we are contacting roughly 250 students (refer to the *Via Rapida* site from the Grossmont site); 978 mentor meetings with over 77% of those meetings lasting more than a half an hour; **Michael Copenhaver** added about adding a link on the left side of the site as well as having information for *Via Rapida* on the Future Students link as well

c. **STUDENT PLACEMENT & CAREER CENTER: Renee Nasori** touched on new career services staff (**Tayrell Simmons & Erica Olmos**), Job Readiness Training Academy and Workshops **(flyer and calendar**

**attached**), interacting with the students in class, and engaging in different events and promoting the college. The office has a survey to gauge student interest that are translated a lot of their work in Arabic and Spanish. Along with the survey, the office also has a couple of mentors to meet with and encourage students further. Free student job board where they can sign-up, upload a resume and employers will contact the student directly! Utilizing text messaging is a better communication asset than flyers and other methods, and the method is all digital, no paper. If your departments have hiring needs please let Renee and her office know!

- d. **Barbara Gallego** touched on Black History month and poetry slam; and the lack of efforts in fundraising from Foundation and there is a need to correct the disconnect
- e. **SSSP: Karolia Macias** announced that Grossmont would be hosting a high school counselor breakfast to come and see and know about Grossmont College. The event is Friday, February 23<sup>rd</sup> along with a SS fair to highlight what the departments provide to the students. March 6<sup>th</sup> is the Student Success fair.
- f. **Dianne Woodson**: Love your heart day on February 14<sup>th</sup> event checking blood pressure and a strong emphasis on it still being flu season and to be vigilant of the symptoms. Health Services is offering FREE flu shots for those who have yet to have one. Also, it is no longer No means No, but it is now Yes means Yes to consent for sexual relations. The Health Clinic also has free HIV testing.
- g. **Susan Berry**: Women & Men of Color coffee talks events coming soon as well as an all campus dodgeball tournament!
- h. **Wayne Branker**: Friday is the last day to drop!

Next meeting:

**Monday, March 5th**

Grossmont College

Distance Learning Room 70-066

1:30 pm -3:30 pm