



Student Services Council
Monday, March 5, 2018
1:37 pm – 3:20 pm
Distance Learning Room 70-066

MEETING MINUTES

Attending: Joan Ahrens, Caroline Althaus, Thomas Armstrong, Wayne Branker, Patrice Braswell, James Canady, Mario Chacon, Martha Clavelle, Michael Copenhaver, Barbara Gallego, Tate Hurvitz, Sarah Moore, Renee Nasouri, Lida Rafia, Natalie Ray, Juan Reyna, Matthew Ring, Aaron Starck, Dianne Woodson

Not attending: MariaDenise Aceves, Jason Allen, Susan Berry, Marsha Gable, Gabrielle Gosselin, Daniel Hernandez, Karolia Macias, Luma Shamon, Michele Toral, Heriberto Vasquez, Courtney Williams

Recorder: Graylin Clavell

Aaron Starck called the meeting to start at 1:37pm.

1. Program Review Update

- a. **Division SSO and applying it to program review (Joan Ahrens & Natalie Ray):** Natalie Ray started the council meeting off by discussing the Student Services Outcome or SSO. Michael Copenhaver then asked if departments would still need their own program SSOs and SLOs to which Joan Ahrens responded with yes they will and they will need to align with the overarching SSO of "Student will have **access** to a spectrum of **services** that respond to their **needs**, reflect **quality of information**, and are delivered with **authentic care**" in one area or more. Joan also reiterated that the department will want to map out their SLOs to the departmental SSO. Michael's concern was in order to determine results for this encompassing SSO, the division/departments would need qualitative data in which he would want a Student Services survey to provide this sort of data. Michael mentioned in the past there was a division wide, comprehensive survey but that it has not been done since 2010.

Joan spoke on the need for program review and accreditation to ensure that we are meeting our student's needs. Joan was adamant to be intentional with the survey not only with administering it but even more so about analyzing the results and coming up with a plan with how well each department did. Decisions need to be data driven decisions. Comprehensive survey to disclose qualitative data for each department;

Lida Rafia announced that we will be implementing the SENSE Survey for entering student information and that there is a ton of information the school has yet to really access from the CCSSE survey from 2015. She also implied that we need to figure out what it is we want to know and look at what our students have said. Before we go creating more surveys we need to first view the information we have and what we will be administering with the SENSE survey.

Joan believes that the SSO's and the SENSE survey differ in the sense that the SSOs are not supposed to be cumbersome and that the SSOs would examine student learning outcomes and take a quick glance in a specific area.

Aaron summarized that we have a joint SSO that each department can identify and be able to tie in at least one departmental SLO/SSO back to this joint SSO (*Student will have **access to a spectrum of services that respond to their needs, reflect quality of information, and are delivered with authentic care***). Each department should be able to tie something back to "**Access**", "**Quality of Information**", "**Services**", "**Needs**", and "**Authentic Care**" and if not there needs to be a discussion.

James Canady brought a concern regarding the language of "how many students do we turn away". There was further discussion and majority felt it could be better worded, and some suggestions were "what is our capacity" or "how many students are is the department able to serve". Aaron stated that everyone should review the SSO document and then email [Graylin Clavell](#) with any thoughts, comments, and questions regarding the SSO document for the next SSC meeting to discuss further.

If you have already completed your program review, please be sure to still complete the attached SSO form and email it to [Graylin Clavell](#).

- b. Natalie Ray announced training for program review for April 5th in Griffin Gate from 10:00am-2:30pm.

2. **Hot Topic Agenda Items**

- a. Review of CCCCCO Vision for Success (**Hold to next Meeting**)
- b. **Student Complaint Process (Michael Copenhaver)**: Part of discussion was how students complain/file complaints. There is a formal process for filing complaints they would go to the Student Affairs site and click on the "Complaint Process". There you will find information regarding the process as well as a link to the Complaint Form. Sara Varghese acknowledged that there is a one click form available by searching "complaint" on the main Grossmont site. Once Student Affairs receives the complaint, a staff member from Student Affairs will respond to the student stating that the complaint will be sent to the appropriate person. The complaint is then sent to the lowest level point of contact for the specific area of complaint and will respond to the student within 10 days. Sara also said that her department looks for trends, whether it is a number of complaints towards a professor or something else and Sara will find a subtle way to reach out the person/department to hopefully correct the issue.

Patrice Braswell informed us of a complaint software Grossmont might implement on campus called Maxient. Patrice was informed of the software at a directors training in Sacramento and has informed Dr. Gable of this software. Dr. Gable has asked that this be priority #1 for IT.

Lida mentioned that the real focus is improving the interface with the student access of the complaint form (putting it in Arabic, Spanish). The form is very compliant based, not student oriented. The form, to some, may possibly discourage students to even complete the complaint form.

Michael stated that we should consider implementing changes sooner rather than waiting on what IS can do with [Maxient](#). He also recommends that he and a team of others be a part of an implementation team to make sure the new process and software are compliant, student focused, and the standard by which all others are measured. Pearl Lopez is interested in the joining the team.

Aaron will recommend to Dr. Gable to pull a team together to seek resolutions on the form itself, the process, and the access/interface of complaint form. Also, a discussion on what we will be moving forward on. We will wait for Dr. Gable's decision on these matters and forming a sub-group for this project. Furthermore, Aaron asks to please be mindful of professional courtesy of contacting the person/department of specific items of interest before bringing it to the council.

Lastly, Lida mentioned one of the SSSP's goals is to form a student interface group that would meet periodically to discuss numerous subjects of which one of them could be the complaint process. Also looking at a syllabi review as an action plan.

- c. **Closure of buildings 10 and 60 at 2pm, June 7, 2018 in support of Commencement (Sara Varghese)**: Student Affairs does need ceremony volunteers and would love any assistance out in the main quad, and more info on how to sign up to be a volunteer will come out soon. Aaron mentioned that anyone working in building 10 & 60 should be volunteering since your buildings are closed.

3. **Standing Agenda Items**

a. **Hire Updates/Personnel Changes:**

Patrice Braswell is waiting for a classified, full-time position due to a retirement.

James Canady spoke about an Articulation Officer position that closed on February 28th and there is a committee being formed for the hiring process.

Michael Copenhaver spoke about a Financial Aid Assistant position that will be posted shortly.

Martha Clavelle spoke on the Student Specialist and a classified supervisor position that a committee is being formed now and an administrative assistant position that will be opened shortly after. Barbara Gallego informed that interviews for the Student Specialist position will be conducted in the next couple of weeks.

Wayne Branker touched on an A&R Assistant position they advertise which received over 300 applicants.

Caroline Althaus spoke on a Substitute Assistant Cashier and hopefully will be filled within 6-8 weeks.

b. **Travel Updates:**

Juan Reyna and Courtney Williams will be attending the Capitol National Forum in April 9th-10th advocating for Title V and underrepresented students.

Michael announced that his Program Specialist and another staff member will be attending a Financial Literacy training March 19th-20th in anticipation of doing a train the trainer program and flow out more opportunities for other staff members and faculty, and then work on a proposal to launch a financial literacy program. The proposal will be brought to the Basic Needs Taskforce sometime in April or May.

Tate will be traveling to the Statewide Academic Senate Plenary Session in April. In advance of any insights or ideas you have on the specific topics Tate might email you about, please provide so that he can represent your department on.

Lida mentioned that she, Shawn Hicks, and Stacy Teeters will be presenting to the RP Group regarding our integrated planning efforts in Long Beach.

c. Upcoming Events:

- Planning Forum is this Friday, March 9th. Please RSVP!
- Student success fair (ASGC, SSSP, Student Affairs joint effort) tomorrow (March 6th 10am-1pm)
- Thursday, March 15th Dia Familia in the medical field with guest speakers and employers to speak on what is in demand 5pm-8pm in the main quad along with a tour of some of the facilities in building 34.
- March 22nd 1st Annual Food Fight – Grossmont Debate Team will be hosting and facilitating a public debate regarding foods with GMOs (7pm-Griffin Gate)
- Renee Nasouri spoke about a couple of hiring events coming up out of the career center. Tomorrow, March 6th Advantage Solutions will be on-campus promoting part-time, flexible positions. Last week the career center had Harmonium for positions in child care on campus, and out of 32 students interviewed 15 have been hired. They are coming back to campus on April 11th in hopes to fill more positions. Also the career center has a couple of employer mixers coming up. The first one up is culinary/hospitality mixer for upper management positions for recent grads. Another mixer for business office technology will take place later this semester as well. The Career Center will also host an employer appreciation event later as well.
- Sara Varghese spoke about how Public Safety is looking at long term liability for adding some SDGE EB stations on campus. Aaron suggested that Sara speak with Agustin Albarran regarding this project for any insight.
- Barbara Gallego AAW put in an entire month program for Women's History Month. This Thursday is a panel on diverse women in Stem Opportunities & Barriers from 4pm-6pm and then another panel next Thursday regarding women of color and leadership. Matthew Ring announced that Health Services is giving away Amazon Fire Sticks (2) in a partnership with AAW. Students can be entered in a drawing for those through Get Inclusive module and bring the printout to Health Services.

- Wednesday, April 25th from 10am-1pm is the Spring Transfer Fair. The Fall Transfer Fair will take place on the first Wednesday of October.
- Wayne Branker utilized this opportunity to plug that the last day to apply for Graduation here is this Friday, March 9th.

4. Department Updates

- a. **Health Services:** 283 flu deaths in San Diego County, although it appears that the number of flu cases are going down. Another outbreak of Whooping Cough is expected to take place this year.
- b. Tate Hurvitz announced that the district is putting together a taskforce to reform and revising our search and hiring practices. What are the points where we could improve? Please email Tate bullet points on how the process can be revised.
- c. **Transfer Center:** Sarah Moore announced that universities have started to release decisions, and SDSU has already started as of last week and will continue on a rolling basis until end of April. UCs will release end of March or early April. The Transfer Center will have workshops for students who have been denied admission and what steps they can take next. The first one will be on March 21st. Students have 30 days to do their appeal. Pearl asked what was a wait list at SDSU was and how does that apply to an appeal. Sarah responded that it was early to receive a wait list, but that the usual process is to start taking people of the wait list after May 1st as seats permit. A wait list in the past that are almost there but not at the cusp.

Next Meeting: Monday, March 19th
Distance Learning Room
1:30pm-3:30pm