

STUDENT SERVICES MANAGERS MEETING MINUTES

los angeles
Pierce COLLEGE

September 26, 2018 | 9:00am | Meeting called to order by Kalynda McLean

In Attendance

Crystal Kiekel, Lorena Lopez, Will Marmolejo, Kalynda McLean, Alyce Miller, Ngan Mork, Anafe Robinson, Cristina Rodriguez, Lauren Saslow, Phyllis Schneider, Curtis Smith, Claudia Velasco, Abby Watson. Guests: D'arcy Corwin, Amari Williams

Approval of Minutes

Corrections made to the April 25, 2018 Minutes. The second bullet point should be #piercesuccess. Fourth bullet point third sentence removed.

VPSS Report

Pierce College Promise Update: Will

- Fulltime student tuition and mandatory fees are covered. Funds will be available to cover books in year two.
- Year one Promise students increased from last year. Year one students received a welcome kick off. Students are required to go to an engagement activity. Engagement leads to success.
- Students who completed 12 units last year offered an opportunity to travel outside of the country, selected by the Mayor's Office. Year one Promise students offered an opportunity to work in the mayor's office. Work opportunities offered to students enrolled in the Promise Program.
- Promise Committee meets on a regular basis. In tracking year two students, half are enrolled fulltime.
- EOPS promise students are encouraged to enroll and prepare to be competitive applicants. Student data report regarding promise persistent students from year one to year two will be send to all managers. A full data report is available at EMC. Students are encouraged to meet with counseling and gain access to resources available to be successful. Students with questions are encouraged to go to Outreach.
- Further discussion will take place regarding Promise email applications, reviewed by Sergio and Tatevik.

Reverse Transfer Project Update: Kalynda

- Handouts distributed. CSUN and District entered into a grant funded project to work together in partnership. Pierce, Mission, and Valley are in partnership with CSUN. Of the three, Pierce has the most students in this project. The project

started last academic year. Valley is the fiscal agent for the grant. Monthly meetings held regarding the project.

- Eligible students who left CSUN in 2016-17 for various reasons were contacted based on records reviewed, to offer students an opportunity to complete coursework at Pierce. Discussion will continue to determine best route to student awards.
- Some students were back at CSUN, Pierce and Valley and some degrees awarded due to the project. It is a very labor intense project. Part time counselors work on this. District won an award for the grant. The grant ends this year. One time fund with Pierce's portion at over 100K. Funding pays for two adjunct counselor's salaries hired part time to work solely on this project. Checkout the website at www.csunconnections.org.
- This is a one-time grant. Pierce is the only college to have favorable outcome in getting through the data. Any questions send to Sunday.

Food Pantry: D'arcy

- Program launch: Launch is pending - Hoping for beginning of October. Waiting for work requests to be executed.
- What we will offer: Food vouchers, grab and go items, dry goods/nonperishable cooking items, personal care supplies, CalFresh enrollment support, financial literacy workshops, and possibly host farmer's market style events on the mall. We will refer students to services on campus that are relevant to their expressed need. Students must have their student ID to access services.
- Hours of operation: Monday 12-5pm, Wednesday, 12-5pm, Friday 12-3pm, Tuesday and Thursday by appointment. Location: Room 306 outside of Old Library.
- Donation Processes: We will accept nonperishable factory sealed food items and personal care supplies. The campus community can also donate through our trust account.
- Data tracking: Students must complete a welcome form upon their first visit. For every meeting thereafter, students will only need to provide their student ID, sign in, and write the reason for their visit on the sign in sheet. We will work with the I.E. Office to analyze the demographic data of our visitors and we will work with I.E. to conduct a campus wide survey on food and housing insecurity.
- Outreach: D'arcy is available to visit classrooms, campus offices, department meetings, and table on the mall with the support of student workers. An email blast will be send out and request to be featured in the Brahma Beat.

Student Services SLO Assessment: Ngan

- All SLOs turned in are in eLumen connecting APPs and SLOs. Student Services APPs are due mid-January. APP timeline and template handouts provided regarding when activities are due. Amari was here as a guest to discuss the importance of SLOs.
- Discussion took place about the SLO assessment timeline. Everyone turned in an SLO and most semesters assessed are up to date. Ngan can send a reminder for programs due for assessment. Deans need to let their areas know when dates established, to give ample time to work on it.
- Amari suggests getting a group together to establish SLOs. Area owner needs to establish learning outcomes for every area.
- Amari focuses on assessment, all areas should assess before it gets into eLumen. College Outcome Committee goes through and merges. Quality can be assessed after.
- Kalynda suggests assess SLOs and do it correctly, do of quality to help the program to help the student. Amari can review SLOs give a critical eye, change and assess in the next three months.
- Discussion began in 2016, measured outcomes started at that time. Feedback of outcome in student services is different. Moving fully into learning outcome or hybrid area needs to be measured. SHC as model for everyone. Academic can be assessed based on assignment. High level of quality is recognized. Standardized model is a start.
- Feedback from the beginning and individual training would be welcome. Training starting now is welcome.
- Amari suggests sending what has been submitted so he can look at what we have to see where we are and to build on assessing whether outside eLumen, and have we met student outcome learning. Amari would like to see where we are and look at the gaps.
- Kalynda suggests Earic get together a work group, possible a point of contact for Amari. Seek out help if needed.
- Amari mentioned assessment is not the same process in student services. Student Services was not assessing at the same time. Concern was that too many surveys would be requested, that is why it was decided to be broken up into different dates. APP assessment timeline not documented because it was only discussed in the Dean's meeting.
- Amari wants to document who is researching what, whatever the plans are Ngan will get with Amari and circle back with Earic to see where we go from there to talk about the APP process and the data.
- Programs that have instruction are due in October.
- Student service areas that have instruction, APP data instruction template will be in eLumen. Nothing from compliance standpoint that APPs need to be put into eLumen. Assessment piece has been determined to be in eLumen. Student Services needs a different APP template because we do much different data.
- Student Services was determined a few years ago that the college does not want that because the same form is due end of next month. The same template exists. The problem is with data. Historically, we do not have data in student services. Some areas do their own data.

- Amari would like to have a data resource template that is standard. Each area is different. A lunchbox form can include APPs. Student satisfaction data. Discussion took place several years ago regarding underserved population. Amari says this needs another small group to look at. Amari is currently a staff of one. Wants to put together a group in fall so going forward data will be in place.

VPSS Report

- FPPC deadline is Fri 9/28? Faculty request position reminder?
- College is moving in the direction of justification of over \$5K, signed by the appropriate VP, President and VP of Admin. Services. Justification will be required for any purchase over \$5K.
- Recommendation and discussion is taking place with Sr. Mgmt. of a hiring freeze, to not have our replacement replaced, and look at ways to make due with current resources.
- Suggestion: Written reports for campus committee reports vs. verbal reports to allow more time for agenda items.

Campus Committee Reports

Technology – Anafe – N/R

Facilities Advisory – Genice – N/R

College Planning Committee – Earic – N/R

Budget Committee – Earic – N/R

SSSP Advisory Board – Kalynda – N/R

Enrollment Management – Will – N/R

Student Success Committee – Crystal – N/R

College Outcomes Committee – Ngan – N/R

Educational Planning Committee – Kalynda – N/R

Student Equity Advisory Team – Josey/Genice – N/R

College Promise – Will – N/R

Work Environment Committee – Genice – N/R

Grad Committee – Juan Carlos/Will

Area Reports – All Managers

- N/R

Next Meeting

10/24/2018 9:00 AM, VPSS Conference Room 48309

The meeting adjourned at 11:00 a.m.