NOTES OF 11/18/2008

Special Meeting

ATTENDANCE

<table>
<thead>
<tr>
<th>Name</th>
<th>Pres.</th>
<th>Abs.</th>
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<tbody>
<tr>
<td>Ernie Smith</td>
<td>X</td>
<td>Vice President, Student Services</td>
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<tr>
<td>Susan Horton-Folmer</td>
<td>X</td>
<td>Educational Transition</td>
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<tr>
<td>Cheryl Miller</td>
<td>X</td>
<td>Co-Director, DESP</td>
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<tr>
<td>Angelica Buendia-Bangle</td>
<td>X</td>
<td>Academic Senate</td>
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<tr>
<td>Martin Jue</td>
<td>X</td>
<td>Coordinator, Tutorial Services</td>
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<tr>
<td>Linda Gibson</td>
<td>X</td>
<td>Dean of Matriculation/Counseling</td>
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<tr>
<td>Maritza Cantarero</td>
<td>X</td>
<td>Director, Financial Aid</td>
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<tr>
<td>Joe McDevitt</td>
<td>X</td>
<td>Outreach</td>
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<tr>
<td>Paula Pritchett</td>
<td>X</td>
<td>Director, Admissions and Records</td>
</tr>
<tr>
<td>Becky Perelli</td>
<td>X</td>
<td>Director, Health Services</td>
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<tr>
<td>George Mageles</td>
<td>X</td>
<td>Classified Senate Representative</td>
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<tr>
<td>Melissa Salcido</td>
<td>X</td>
<td>Chair Counseling</td>
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<tr>
<td>Irene Serna</td>
<td>X</td>
<td>Director, EOPs</td>
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<tr>
<td>Carol Pavan</td>
<td>X</td>
<td>Academic Senate Representative</td>
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<tr>
<td>LeAnn McGinley</td>
<td>X</td>
<td>Assessment</td>
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<tr>
<td>Michelle Donohue</td>
<td>X</td>
<td>Campus Center Director</td>
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<tr>
<td>Ginny Aragon</td>
<td>X</td>
<td>Dean, Student Support Services</td>
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<tr>
<td>Tom Golbetz</td>
<td>X</td>
<td>Division Chair</td>
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<tr>
<td>Chris Oakes</td>
<td>X</td>
<td>Bookstore Representative</td>
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<td>Inge Bond</td>
<td>X</td>
<td>Institutional Research</td>
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<tr>
<td>Nick Bedel</td>
<td>X</td>
<td>ASB Representative</td>
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<tr>
<td>Jean Finch</td>
<td>X</td>
<td>Co-Director, DESP</td>
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The notes of October 28, 2008 were approved and seconded (Donohue, Pritchett)

ReOrganization of Student Services Council

After working for some weeks on the reorganization of the Student Services Council it was decided that:
Our Mission is:

To promote cohesion, communicate collaboration among Student Services Council for benefit of students.

Because time ran out, we will be finishing the discussion on redesigning the SSC where we left off. Refer to retreat planning for SSC meetings document.

Our Ground Rules are:

1. Give others a chance, don’t monopolize.
2. Demonstrate respect through eye contact, listening, open body posture, holding off on responding
3. No side bars/conversations.
4. Public praise and private criticism.
5. Constructive feedback.
6. Focus on the issue, not the person.
7. Embrace change/ invite creativity.
8. Come prepared for meetings, read agenda and minutes.
9. Establish this meeting as a safe place
10. Check things out with each other.
11. Get in the same space of trust and safety.
12. Remember everyone has a voice.
13. Create hospitable space.
14. Remember to use the rules of brainstorming, let people share ideas without others commenting on the idea.
15. Speak from your own experience.
16. Demonstrate our value of diversity opinions/ views; by respect dialog, ensuring open dialog, and maximizing participation.

Our Goals are

1. Discuss action items.
2. Enhance teamwork and effectiveness.
3. Have standing items for agenda ie retention, enrollment management

Our objectives would be:

1. Bring a topic of concern – use this as a problem solving group.
2. Identify and creatively resolve issues within council and collegiacy through information and collaborative teamwork.
3. Council serves as a conduit between/among constituent groups.
4. Practice ground rules
5. Actively address issues: i.e recruitment, retention, equity, on a monthly basis.
6. Provide clarification information and information items in depth that need analysis.
7. Share insight to enhance council knowledge on specific campus-wide issues.
8. Be a shared governance committee, be a decision-making body that will participate and respond to college-wide issues.
9. Set meeting timelines as well as logic timelines.
10. Set clear expectations.
Reports will be submitted before the Council meets so that everyone is aware of contents of report and may ask questions during the Council meeting if necessary.

**Organizational Report**

The second Organizational Consultant Report is due out next week for review. It will be sent out by email. There will be forums for staff starting the week of the 9th of December. The team mentioned that they looked at the budget with more than the 9 million due to the news that there will be some cuts at mid-year we weren’t expecting.

Linda mentioned that we need to look at co-locating programs, having some programs re-locate at a central spot so we can offer more services to students than less. This change could take effect starting at the beginning of the year.

Inge is doing some information on our students so we have a better idea who they are which will help with our planning of courses, services etc.

Tom reported that the UCs and CSUs may be limiting freshman entrance and giving that priority to their local community college students. This isn’t affecting our transfer students at this time.

Ginny reminded us to add enrollment and retention as standing items on our agenda.

**E&FMT**

The question was asked to those who attended the consultants committee on this subject what was their impression? Did you feel that Student Services was well represented?

*Felt that retention was obvious to them.

*Focus was on individual shops and not collaboration in last E&FMP, didn’t go that well.

*There are no portables listed in the new E&FMP report.

**Augmentation Funds**

The time is here. There will be $200,000 put forth and there has been two million asked for. It will be soon that the SSC will be receiving the requests for prioritizing and the College Council will make the final selections.

**Reg Push**

We will be doing Reg Push starting on Wednesday to encourage students to register during their registration date and to take that one more class if possible. Their registration dates are now on mywebregistration.

**Text Books**
Under my text books under mywebreg a student can go in and look up their textbooks for the next semester. It has a link to the bookstore and they can get a list of their books or order them.

**Last day to drop a full semester class is November 21, 2008.**

**Retention**

Retention was discussed, because we are trying to focus on retention. Someone reminded us that retention and success are not the same. The question was asked how do we get information out to and from the rest of the college? Faculty need to make a commitment to retention and collaboration with faculty is imperative.

It was suggested by Tom that we re-up our retention task force which would involve collaboration with faculty and student services.

We need to share with the faculty hard data on who is retained and who is not. We do not have good buy in with early alert from our faculty. We also could help by phoning or emailing students who have stopped coming to class with lists from faculty. It doesn’t seem that faculty is held accountable. What we hear frequently from faculty that students aren’t coming to them well prepared. We are making assumptions we shouldn’t be making. How can we support faculty in this collaboration?

Linda will email the old retention task force and we can see who doesn’t want to take part and replace those.

**The next meeting of the Student Services Council is a Special Meeting on December 2, 2008 at 12:30 in the Baltic Room.**