## WEST VALLEY COLLEGE
### ***STUDENT SERVICES COUNCIL***

## NOTES OF 4/14/09

<table>
<thead>
<tr>
<th>ATTENDANCE</th>
<th>Pres.</th>
<th>Abs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ernie Smith</td>
<td>X</td>
<td>Vice President, Student Services</td>
</tr>
<tr>
<td>Susan Horton-Folmer</td>
<td>X</td>
<td>Educational Transition</td>
</tr>
<tr>
<td>Cheryl Miller</td>
<td>X</td>
<td>C0-Director, DESP</td>
</tr>
<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>
</tr>
<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>
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<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>
</tr>
<tr>
<td>George Magelles</td>
<td>X</td>
<td>Classified Senate Representative</td>
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<tr>
<td>Melissa Salcido</td>
<td>X</td>
<td>Counseling Department chair</td>
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<tr>
<td>Tom Golbetz</td>
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<td>Division Chair</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>Counseling Department Chair</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>Carol Pavan</td>
<td>X</td>
<td>Academic Senate Rep</td>
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<tr>
<td>Chris Oakes</td>
<td>X</td>
<td>Bookstore Representative</td>
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<tr>
<td>Jean Finch</td>
<td>X</td>
<td>Co-director DESP</td>
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<tr>
<td>Marta Mora Evans</td>
<td>X</td>
<td>Career Programs</td>
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### Reorganizational Matrix

It was decided that we would not rank the items in the matrix but to add what, where, who and how they could be accomplished.
Need to add a column to measure results of the listed solutions.

Way finding – Information from the bookstore – flyers, operator, web
More signage, large campus maps, building banners, information tables, employee name signs.

Web site – Dean of Matriculation, card sent to assess how students see application
Student Team; ongoing development of web sites especially in Student Services.

1.5 Need to implement, who is involved

1.6 Postcard about missing registration. Extensive tracing works close with A&R. Staff to support it. Portal works better for interacting than postcard system.

1.7 EA should be a general session on featuring retention

1.19 Marketing director meeting w/SSC (Jones) Internal marketing should be pushed

1.20 Bridge program
1.21 Add classes to high school program
1.22 Dr. Frank Kobayashi contact.

*1.30 Add outreach office
   Professional Advertiser
   Bridge Program

Next meeting April 28, 2009 in Club Room 12:30-2:00p.