W EST VALLEY COLLEGE
STUDENT SERVICES COUNCIL
December 2, 2014 Notes

<table>
<thead>
<tr>
<th>Name</th>
<th>Present/Absent</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Angelica Bangle</td>
<td>Present</td>
<td>Co-Chair, Counseling</td>
</tr>
<tr>
<td>Berni Walker</td>
<td>Absent</td>
<td>Coordinator, Veterans Support</td>
</tr>
<tr>
<td>Carol Pavan</td>
<td>Present</td>
<td>Division Chair, Student Services</td>
</tr>
<tr>
<td>Cheryl Miller</td>
<td>Present</td>
<td>Director, DESP</td>
</tr>
<tr>
<td>Daisy Stoddard</td>
<td>Absent</td>
<td>Representative, Student Senate</td>
</tr>
<tr>
<td>Elise Johnson</td>
<td>Absent</td>
<td>Director, TRiO</td>
</tr>
<tr>
<td>Herlisa Hamp</td>
<td>Present</td>
<td>Director, Student Equity &amp; Success</td>
</tr>
<tr>
<td>Irene Serna</td>
<td>Present</td>
<td>Director, EOPs</td>
</tr>
<tr>
<td>Joe McDevitt</td>
<td>Present</td>
<td>Director, Outreach</td>
</tr>
<tr>
<td>LeAnn McGinley</td>
<td>Present</td>
<td>Assessment/Curriculum</td>
</tr>
<tr>
<td>Maritza Cantarero</td>
<td>Present</td>
<td>Director, Admissions &amp; Records &amp; Financial Aid</td>
</tr>
<tr>
<td>Marta Mora-Evans</td>
<td>Present</td>
<td>CalWorks</td>
</tr>
<tr>
<td>Pauline Clark</td>
<td>Present</td>
<td>Co-Chair, Counseling &amp; Rep., Academic Senate</td>
</tr>
<tr>
<td>Sharon Heimbaugh</td>
<td>Absent</td>
<td>Director, Health Services</td>
</tr>
<tr>
<td>Susan Wolfe</td>
<td>Present</td>
<td>Manager, Barnes and Noble</td>
</tr>
<tr>
<td>Victoria Hindes</td>
<td>Absent</td>
<td>Vice President, Student Services</td>
</tr>
<tr>
<td>Wanda Wong</td>
<td>Present</td>
<td>Representative, College Council</td>
</tr>
<tr>
<td>Whitney Clay</td>
<td>Present</td>
<td>Coordinator, Student Success</td>
</tr>
</tbody>
</table>

I. Program Updates – Maritza Cantarero and Herlisa Hamp
   a. IS Workgroup
      - Meets with Mission and IS and troubleshoots any issues that come up that effect the colleges.
      - Fee changes and any types of updates are regulated by this group.
      - They meet once a week on Thursdays from 2:30 – 4:00 in IS.
      - Student Acknowledgement statement was added to the student registration process. At the end of registration students are informed of their registration responsibility such as they are required to drop the class they no longer want to take, it is not the instructor’s responsibility etc. Students are required to click to say they read this statement before they are able to complete the registration.
      - Waiting on the Academic Calendar for 2016, it is delayed due to faculty negotiations.
      - Reviewed the security access for Datatel, all counselors now have access to XPRI to verify ed-plan, orientation, and assessment credits and whether the students are in special cohorts.
      - If the student has proof of completing the required items for priority registration they can go to A&R to have their priority corrected.
There was a large committee (CST) that covered a lot of district discussion of reports etc. This group was dissolved due to leadership breakdown. This group met once a month.

SSC moved to reinstate the CST since there is a vital need for the district. Motion by Angelica Bangle, Seconded by Wanda Wong, All approved.

b. NelNet

This is a payment plan company that the district is interested in using. Right now the committee is waiting for it to go to EMT and is awaiting approval from Ed Maduli.

This will be a district payment plan so students can pay for classes in installments instead of in lump sum.

The student will need to pay a $20 set-up fee; there may be a 2% surcharge to the student if they opt to use a credit card to make their payments.

Members of SSC wanted to know what percentage of students that used their service defaulted.

II. Discuss the Proposed Mini-Presentations Listed Below and Establish Dates – Cheryl Millter

What would be helpful in these presentations?

DESP - how do they assess the students and has the process changed?

Statistical data on the students i.e. where they are assessing, are they passing, etc. The effects of multiple orientations and its effect on student progress.

Crossover students and how to better serve them; how to better facilitate. Ed-plans and what is ok.

International – data on student stats, male vs. female, countries they come from, how many graduate/transfer, etc. Funding, where does the money go? What are the benefits of these students to the college? What types of recruitment efforts are employed?

Counseling was added to the mini-presentations list.

DESP will do their presentation in February, International in March, and Counseling in April.

Follow-up with Tutorial, Transfer, and Articulation will be made by Cheryl to see if they would like to present to the council.

III. Hours of Operation, Winter and Spring – Maritza Cantarero and Joe McDevitt

Counseling’s last day for December will be the 18th and will reopen on January 5th. Will be on reduced hours. Monday – Thursday 8:30am – 12:30pm, 1:30pm – 5:00pm and closed on Friday.

A7R’s last day will be December 18th and will reopen January 5th. The hours will remain the same as they are now. Starting January 20 – 30 will be on extended hours except January 23rd since it is All College Day. Friday January 30, 8:30am – 12:00pm.

Bookstore – regular hours till 12th, open till 2:00pm till 22nd, reopen January 2nd. During the week of finals students can get up to 50% back, 0% - 20% all regular time for buy back.
IV. Student Equity – Herlisa Hamp, Joe McDevitt, and Cheryl Miller
   ◆ Tracy Johnson is sending the copies to the Board today.
   ◆ Please note page 42 where it states the timeline and the responsible parties to complete the listed duties.
   ◆ Please note that this is just the draft and the final copy is due in January.
   ◆ Whitney Clay was thanked for keeping everyone one on schedule.

V. Student Services Retreat, Decide on Date and Place – ALL
   ◆ Topics to discuss: Emergency on Campus, what to do during a campus evacuation, etc.
   ◆ February 27th or March 6th.

VI. Standing Report
a. College Council
   ◆ Did not meet
b. Academic Senate
   ◆ Called for people to serve on the technology committee.
   ◆ Called for faculty to be on the Dean of Student Services hiring committee.
   ◆ Graduation will be at the Mountain Winery, shuttle service will be provided.
c. Classified Senate
   ◆ Did not report
d. Student Senate
   ◆ Did not report
e. BRAC
   ◆ Working on response to the accreditation recommendations.
   ◆ Please enter your budget request in your program review.
f. DCC
   ◆ Met with Brad about joining up the different committees on what programs should be offered (DCC, Academic Directions Committee). Faculty are not good at telling other faculty that their programs should be deleted or create new programs. It would be better to get direction from administration. Haven’t seen the hiring list although ultimately the college may not hire due to the current FON.

VII. Hiring
   ◆ DESP: Support Services Technician was approved by EMT. The position should be posting soon. Colleen Butterfield will be retiring on December 17th. Her position will be going to EMT and should be hired by February.
   ◆ Director of Student Activities, 1st interviews conducted last week and another set will be held next week.
   ◆ Assessment, position applications closed last week.
   ◆ Dean of Student Services, Lisa Bell volunteered but may not qualify because she’s a part-time instructor. Right now the committee consists of Herlisa Hamp, Maritza Cantarero, Leticia Hernandez, Jean Finch, Brad Weisberg, Tu-Lan Trinh, Dan Sanidad, and a student.
Researcher hiring is going very quickly. They have a large pool of applicants. The first interview should be December 9th. Committee members are: LeAnn McGinley, Jim Henderson, Terry Langworthy, and Stephanie Kashima.