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<thead>
<tr>
<th>Name</th>
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<tr>
<td>Angelica Bangle</td>
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<td>Co-Chair, Counseling</td>
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<td>Berni Walker</td>
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<td>Coordinator, Veterans Support</td>
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<td>Carol Pavan</td>
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<td>Division Chair, Student Services</td>
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<td>Cheryl Miller</td>
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<td>Director, DESP</td>
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<td>Daisy Stoddard</td>
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<td>Representative, Student Senate</td>
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<td>Elise Johnson</td>
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<td>Director, TRiO</td>
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<tr>
<td>Gretchen Ehlers</td>
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<td>Coordinator, First Year Experience</td>
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<tr>
<td>Herlisa Hamp</td>
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<td>Director, Student Equity &amp; Success</td>
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<tr>
<td>Irene Serna</td>
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<td>Director, EOPs</td>
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<td>Joe McDevitt</td>
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<td>LeAnn McGinley</td>
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<td>Assessment/Curriculum</td>
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<td>Maritza Cantarero</td>
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<td>Director, Admissions &amp; Records &amp; Financial Aid</td>
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<td>Marta Mora-Evans</td>
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<td>Pauline Clark</td>
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<td>Co-Chair, Counseling &amp; Rep., Academic Senate</td>
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<tr>
<td>Sean Pepin</td>
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<td>Sharon Heimbaugh</td>
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<td>Susan Wolfe</td>
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<td>Victoria Hindes</td>
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<td>Wanda Wong</td>
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<td>Whitney Clay</td>
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<tr>
<td>Veronica Bernal</td>
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<td>Azar Babakan</td>
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<td>Loretta McMahon</td>
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<td>Lili Ebrahemi</td>
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<td>Mike Scalaetta</td>
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<td>Shamiran Badalabdisho</td>
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<td>Amber Garcia</td>
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<td>Yalem Lake</td>
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<td>Ryan Flannigan</td>
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Session I – SSC members and their constituent groups

I. Introductions
   - All the members and guests shared their name, department, and a fun activity.

II. Accomplishments “Snaps” and challenges
   - The participants had a “homework” assignment where they had to think of accomplishments and challenges. They were charged to gather into small groups for about 10 minutes to form a list on 3x5 cards.
   - The groups shared out their accomplishments “Snaps”
     - Now have an office of Student Equity & Diversity
     - Expanded student diversity
     - Online Student Orientations
     - Electronic Ed-plans
     - Advocacy for students
     - Updated Student Handbook
     - One-year milestone for Accuplacer (from paper to a computerized test)
     - Online student appointment management system
     - Online fillable forms for Challenges and Pre-requisites
     - Smooth transition of staffing change.
     - Hired a new staff in DESP
     - Completed interviews for the DESP SOC and will be conducting final interviews.
     - Have an endowment, first year they were given $10k and this year gave $15k.
     - Students were not impacted during the DESP transition of staff.
     - Have an interim director of health services and
     - Kept the level of service in health services despite budget cuts.
     - Successful campaign to help students signed up for health insurance before the deadline
     - Students are getting served in EOPS, retention and success levels are high.
     - Survived staff shortages and other various challenges.
     - Will have a payment plan for students
     - Added 5 staff members to VRC
     - Student Activities has a new director.
     - FAQ page posted for Financial Aid
     - Student loan default rate down from 32% to 17%.
     - Redirected more student to apply for scholarships instead of loans.
     - Electronic Veteran’s certification done electronically using electronic ed-plans.
     - Completed the TRiO grant.
     - Raised over $1200 dollars for people in shelter over Christmas.
     - Successful merged the Financial Aid and Admissions and Records departments.
- Open CCCApply through the state.
- Process transcripts electronically.
- Priority registration change implementation.
- Faculty attending outreach events.
- Reformation of the marketing group.
- Open house for juniors and seniors
- Leading from the Middle leadership conference attended by Herlisa Hamp, Whitney Clay, and Christina Llerena
- Received state approval received for 50% records evaluator person.
- Completed the Student Equity Report. And are busily spreading the word throughout campus.
- *Courageous Conversations* is being read in the campus book club.
- Reducing mental health stigma posters.
- Completed the Basic Skills report and yes, we are improving in this area.
- Positive energy towards Student Success.
- NCAA will continue to process eligibility for two-year colleges.
- Reclassification study completed.

**Challenges**
- Keeping the momentum
- Counseling Online and meeting the student’s needs, update the curriculum, and SLOs
- Developing plans for Student Success
- System upgrade and changes in Accuplacer
- Pre-requisites not aligned with what’s in Catalog and Schedules and Colleague.
- Data Transferring
- DESP SOC retired. Tram driver’s position was eliminated. Full-time faculty on sabbatical, another went on phase-in retirement.
- budget deficit in health services due to low enrollment
- EOPS is losing Irene Serna due to retirement
- Working on getting a full-time counselor in EOPS
- Communication across the campus and district.
- Low Morale
- IS support lacking in all departments. This was cited as a major issue on campus.
- Processing of timely VA ed-plans
- Class cancellations.
- Effective communication to students.
- New payment plan and increasing awareness.
- Cross-training for Financial Aid and Admissions and Records.
- Correct information regarding which classes allow pass/no pass option.
- Printing services
- Decrease in enrollment.
- Process of cancelling class.
- Records are in a rush completing the ADT verifications (evaluations).
- SLOs and bench markings.
- NCAA discounting two-year colleges and trying to lump them with the high schools.
- Breaking through academic snobbery and increase the image of a community college.

- The participants will count off into groups of fours and then come up with solutions to the sets of challenges they are assigned. Major challenges were staffing, resources, processes, and communication.
- The groups were to come up with 3 to 4 actionable goals to the assigned challenges.
- Each group was given about 5 minutes to share their actionable goals. After this process the groups will assign a liaison for the individual goal; liaison in parentheses.
  - Process, “owning it”
    - Create procedure manual for staff. (Hindes)
    - Create process to measure benchmarks. (Clay)
    - Hiring committees (Bangle and Miller)
    - Who in IS can we contact for emergency support
    - Banner - can’t be a goal since this is a district project.
    - Accountability. Will regroup and check-in and provide updates. Can do this off-line and have a fall retreat.
  - Resources
    - IS – Banner, use the $3 mil allocation to purchase the Datatel upgrades and hire more IS staff (not possible). How IS can help us help IS. We need a clear understanding of their needs since they are low staffed. Recommend identification is specific point people from IS. Invite IS to a SSC and Classified Senate. (Hindes and member of classified Senate)
    - Printing – have the district come up with an immediate solution. How do we make the district aware of all the issues? Survey? (Babakan and Ramirez)
    - Rethinking the system of taking low-bids for all new buildings. We have no control over the board and this is a state law that requires low-bids.
  - Staffing
    - Overlapping the training with the old and new hires. (Miller and Bangle)
    - Provide overtime/comp-time for veteran staff to train new employees. (Lakew and Pepin)
• Hire more staff to acknowledge and boost morale. Group decided to remove this from the actionable goal list since it appears more to be a long-term goal.

➤ Communication
• Create written procedures (Hindes)
• Monday morning updates, even just for our own areas (Wong)
• Updating campus directory so it’s accurate (Walker)
• Better access to part-time faculty. Make it a requirement that all part-time faculty have an @westvalley.edu address. HR needs to be involved but maybe have SOCs provide a list to the campus. (McDevitt)
• Turn on Portal feature “email pop” so that messages to students can be sent as text messages. (Hamp)
• Have a list of staff who speak different languages to support students. (Wong & Ochoa)
• Banner training. (Hindes and Ogilvie)
• Marketing (McDevitt)

Session II – SSC members

III. Define the Charge of SSC beyond standard existing definition
• The members had an open discussion of all the different items they would like addressed by SSC.
• The members listed all the charges they were responsible for and brainstormed ways to better serve these charges.
  ➤ Establish processes without micromanaging individual departments.
• More discussion on major items – not to drill down to the individual departments
• Consistency have updates on the agenda
• Time keeper on points
• Time on the agenda
• Major Standing Items – Process towards goals.
  ➤ 3SP updates
• Student from ASO on the council
• Provide more resources at the info desk.
• Hold Student Services Day every semester
• Email Sean if you want to submit or share information at the concierge desk.
• March 17 the Campus Activities Board (CAB), formally Program Board, will be launching CAB Tuesdays. Student groups, departments, and vendors will be able to hold tabling sessions during the weekly event. There will be a DJ, giveaways, and treats. Information regarding this new event will be sent out to the campus community next week. Your programs are encouraged to sign up for a tabling session.
Student workers

- How to better student workers? They are students but when they are sitting at the counter they are a pseudo college representatives.
- Create student worker evaluations.
- Work study students have complained to Financial Aid regarding verbally abusive conduct by staff in certain departments.
- Members shared their successful training methods. Mike Scaletta was volunteered as a resource on successful student training advisor.
- Creating a list of acceptable behavior

Success, what does it mean to you?

- Continuous journey to reach whatever your goals may be.
- Permission to redirect.
- The small stuff, the little accomplishments are successes.
- Students having the mindset for college and knowing that they are doing this for themselves and not others.
- Never giving up until you reach your goals.

Charges – what’s the purpose of Student Services Council?

1. Take ownership to communicate to their constituent groups.
2. The body to discuss/develop processes that impact the broad college procedures that affect students.
   a. Follow up on the developed processes/procedures
   b. Assign individuals to own their areas
   c. Re-evaluate
3. Body charges to respond to and implement Student Services State mandates.
4. Advocacy for the different student services areas
   a. Training, initial and ongoing
   b. Develop recommendations for dealing with issues that arise within programs
5. Develop the missions charge and values for Student Services.
6. Hold Student Services accountable to the mission, values, and charges.

IV. Identify SSC Priority Goals for 2015-2016 and longer term priority goals

- Communication
  - Improve communication within Student Services and throughout the campus.
- Processes
  - Develop, evaluate and improve the processes within Student Services.
- Staffing
  - Assess and evaluate staffing needs within Student Services and recommend (advocate) changes.
• Resources
  ➢ Inform, advocate, and educate concerning the operational needs of Student Services programs.

V. Lessons learned
• We’re all on the same page regarding our concerns and needs
• We have a lot of work to do
• Feeling recharged
• We have challenges but identified a lot of accomplishments
• We’re redirecting our focus to better serve our needs
• We like each other
• We want to support each other
• Appreciate working with non-instructional faculty