

### Members:

**Student Services Mission: To provide a system of support services that enhances student success and achievement of educational goals.**

	A	P		A	P
Scott Thayer, Ed.D.			Sylvia Juarez		
Ailsa Aguilar-Kitibutr			Kathy Kafela		
Elaine Akers			Marty Milligan		
Veada Benjamin			Ernesto Nery		
Abe Fulgam			Joseph Nguyen		
Raymond Carlos			Deanne Rabon		
Yancie Carter			Fermin Ramirez		
Marco Cota			Maria Del Carmen Rodriguez		
April Dale-Carter			Oscar Rodriguez		
Angelita Gideon			Shalita Tillman		
Ron Hastings			Samuel Trejo		
Cindy Huerta			Maria Trujilo		
Celia Huston			Andre Wooten		
Heather Johnson			Tiffany Willis		

TOPIC	DISCUSSION	FURTHER ACTION
1. Welcome	<ul style="list-style-type: none"> <li>Starfish Launch</li> <li>Spring Schedule Printed</li> <li>DACA decision September 6<sup>th</sup></li> <li>Concurrent Enrollment → 3 different high schools – 72-hour cert. program</li> </ul>	
2. San Bernardino in the News	<ul style="list-style-type: none"> <li>Carousel Mall</li> <li>Homeless Loan</li> </ul>	
3. Information (Committee Assignments, MIS Reporting, Guided Student Pathways, Promise Program, Integrated Plan: BSI/SE/SSSP)		
4. Enrollment Update	Enrollment Update Provided	
5. Fall 2017 – Opening Week		
6. Program Updates	<ul style="list-style-type: none"> <li>Registration opens October 30<sup>th</sup></li> <li>Audit</li> <li>Information on Concurrent Enrollment</li> </ul>	
7. Adjournment		



**Please enter this committee's most significant accomplishment(s) this year: (500 character max.)**

**Please enter the improvement most needed by this committee in its processes, interactions, outcomes, or other aspect of its work: (500 character max.)**

**Please include any additional comments below: (500 character max.)**

**Thank you very much for participating in this important effort to improve committee processes at SBVC.**





## Committee Self-Evaluation Survey 2017-2018

Please assist us in our effort to improve committee effectiveness by providing your input on this survey. Consider the internal processes, external interactions, and work products as you respond to the questions. Thank you for your participation.

Select the name of this specific committee from the list below. Your responses on the survey should apply only to the committee you identify. (Complete a separate survey for each committee you served on this year.)

- |   |   |
|---|---|
| <input type="radio"/> <i>Matriculation/Student Success</i>              | <input type="radio"/> <i>Program Review</i>               |
| <input type="radio"/> <i>Enrollment Management &amp; Student Equity</i> | <input type="radio"/> <i>Curriculum</i>                   |
| <input type="radio"/> <i>Academic Senate</i>                            | <input type="radio"/> <i>Basic Skills</i>                 |
| <input type="radio"/> <i>Classified Senate</i>                          | <input type="radio"/> <i>College Council</i>              |
| <input type="radio"/> <i>Accreditation &amp; SLO</i>                    | <input type="radio"/> <i>Professional Development</i>     |
| <input type="radio"/> <i>Facilities &amp; Safety</i>                    | <input type="radio"/> <i>Technology</i>                   |
| <input type="radio"/> <i>Online Programs</i>                            | <input type="radio"/> <i>Other (please comment below)</i> |
| <input type="radio"/> <i>Arts, Lectures &amp; Diversity</i>             |   |

Other committee not listed above:

What is your primary function at SBVC?

- |   |   |                                      |
|---|---|--------------------------------------|
| <input type="radio"/> <i>FT Faculty</i> | <input type="radio"/> <i>Classified</i>   | <input type="radio"/> <i>Manager</i> |
| <input type="radio"/> <i>PT Faculty</i> | <input type="radio"/> <i>Confidential</i> | <input type="radio"/> <i>Student</i> |

How long have you served continuously on this committee?

- |                                      |  |
|--------------------------------------|--|
| <input type="radio"/> <i>1 Year</i>  | <input type="radio"/> <i>3 Years</i>         |
| <input type="radio"/> <i>2 Years</i> | <input type="radio"/> <i>4 or More Years</i> |

On how many other committees did you serve this year?

- |                                |                                |  |
|--------------------------------|--------------------------------|--|
| <input type="radio"/> <i>0</i> | <input type="radio"/> <i>2</i> | <input type="radio"/> <i>4</i>         |
| <input type="radio"/> <i>1</i> | <input type="radio"/> <i>3</i> | <input type="radio"/> <i>5 or More</i> |

Did you serve as chair or co-chair of this committee this year?

- |                                  |                                 |
|----------------------------------|---------------------------------|
| <input type="radio"/> <i>Yes</i> | <input type="radio"/> <i>No</i> |
|----------------------------------|---------------------------------|

Do you expect to serve on this committee again next year?

- |                                  |                                 |                                      |
|----------------------------------|---------------------------------|--------------------------------------|
| <input type="radio"/> <i>Yes</i> | <input type="radio"/> <i>No</i> | <input type="radio"/> <i>Unknown</i> |
|----------------------------------|---------------------------------|--------------------------------------|

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• Be sincere when working with employees and students</li><li>• Provide better customer service (internally and externally)</li><li>• More financial aid specialist II to improve speed of processing files</li><li>• Purchase additional server and licenses to increase data capacity to prevent Datatel going down during 1<sup>st</sup> week of semester</li></ul> |  |
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Student Services Council (Fall 2018)

Improvements:	Doing Well
<ul style="list-style-type: none"> <li>• Everyone needs to be on the bandwagon and contribute (some departments are not so busy helping students)</li> <li>• Find unity instead of competing against each other</li> <li>• Better communication between staff and departments</li> <li>• Could improve our student success</li> <li>• Wait times in office; processing can be reduced</li> <li>• Customer Service</li> <li>• Number of students not meeting progress</li> <li>• Marketing of programs and services</li> <li>• Default rate</li> <li>• Communication</li> <li>• Payment deadline</li> <li>• Office collaboration</li> <li>• Communication—updates of Instruction and Student Services (it's getting better)</li> <li>• Technology systems do not support operations</li> <li>• District continues to make decisions that harm colleges</li> <li>• Getting more streamline processes in place at all levels</li> <li>• Work on better communication to campus as a whole</li> <li>• Communication</li> <li>• Ability to allow managers to grow—allow to lead; allow to improve with own departments</li> <li>• More communication to faculty, staff and students (re: parking, add codes, etc.)</li> <li>• More parking for staff</li> <li>• More information to students on social media</li> <li>• Positive productive communication</li> <li>• Collaboration of employees</li> <li>• Transparency</li> <li>• Stop reinventing the wheel</li> <li>• Be inclusive</li> <li>• Accept objective disagreements without becoming defensive</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Service in Student Services</li> <li>• SBVC offers great programs</li> <li>• Making our Students feel welcome</li> <li>• Welcome Week a success</li> <li>• Students receiving resources</li> <li>• Managers working collaboratively (some)</li> <li>• Working as a team to provide great customer service to our students</li> <li>• Getting the students' needs met in a timely fashion</li> <li>• More open to changing practices</li> <li>• Focused on more student centered initiatives</li> <li>• Serving students</li> <li>• Providing access</li> <li>• Outreach to local school districts</li> <li>• Increased number of Financial Aid recipients</li> <li>• Availability of new Financial Aid programs</li> <li>• Support students in needs (tutors, food pantry, student services)</li> <li>• Creating welcoming environment</li> <li>• Majority of Student Services staff and faculty have used their expertise and are well-intentioned to assist student students</li> </ul>

<ul style="list-style-type: none"> <li>• Marketing positive material about SBVC</li> <li>• We (departments) are working together to better serve students (referrals)</li> <li>• Greater exposure to students; more resource fairs (we need to track feedback for growth and improvement)</li> <li>• Departments are willing to work together for the sake of our students</li> <li>• Students appear to be excited this new school year</li> <li>• Shared information (informally and at times formally)</li> <li>• Extended hours for students</li> <li>• Staff working together to assist students</li> <li>• Trying to help find resources</li> <li>• Support and Teamwork</li> </ul>	<ul style="list-style-type: none"> <li>• Send staff emails of the emails that are sent to students so we can answer their questions accordingly</li> <li>• Funding small programs</li> <li>• Breaking down silos</li> <li>• Improve cafeteria options</li> <li>• Resources for homeless students</li> <li>• Better communication (let's share information given to students, i.e. newsletter)</li> <li>• Get more students to read their email (increase awareness)</li> <li>• Management implements ideas without the awareness of the departments. It does not enable them to prepare for questions and procedures. We are blindsided in many occasions</li> <li>• Collaborative planning for individual work</li> <li>• Communication between employees</li> <li>• Transparency</li> <li>• Identifying issues and dealing with them in an equitable manner</li> <li>• Internal career paths for employees</li> <li>• Lower cost and book availability for students</li> <li>• Work more closely with frontline employees to identify student needs</li> <li>• Communication: communicate with staff about changes so we are informed by administration and not students or rumor mill.</li> <li>• Timely key updates and changes</li> </ul>
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**Counseling Update:**

- Offered 3 sections in SDEV in support of OER

Developed the following:

- a. Counseling department brochure with quick reference code and link to cccco.edu website for SSSP video
  - b. Flyer on "Declaring a Major" after 15 completed units
  - c. Flyer on "Grad Check" campaign when over 30 units completed
  - d. Flyer to campaign for the use of "Online Advising" in line with the Online Education Initiative (OEI)
- SDEV 102 and SDEV 103 go to curriculum committee for content review
  - Continued delivery of comprehensive and developmental counseling services



Student Services Council  
 President's Conference Room  
 Thursday August 24, 2017

What we are doing well:	Areas of Improvement:
<ul style="list-style-type: none"> <li>• Servicing Students</li> <li>• Team Players</li> <li>• Problem Solving (at times it gets stuck at district)</li> <li>• Letting Students Know all about our Library</li> <li>• Text Books</li> <li>• Hours</li> <li>• Open on Saturdays</li> <li>• Welcoming, Extending Help</li> <li>• Disbursing students on time</li> <li>• \$1.5M in Pell Grant awarded for 2017-18</li> <li>• 1600+ students received payment</li> <li>• 50% of total award (does not include Cal Grants, SEOG, FISSG, FWS, Student Qualifier, Year-Round Pell, CA Completion Grant)</li> <li>• Next payment is September 1, 2017</li> <li>• Being transparent with regards to what's going on within the college</li> <li>• Assignments of Students</li> <li>• Available and accessible to students</li> <li>• Respond to needs of individual students</li> <li>• Wide range of services</li> <li>• Provide a welcoming campus</li> <li>• We doing a great job on brining students in</li> <li>• Outreach seems to be bringing in enough students to keep us busy and the staff is extremely helpful</li> <li>• Being responsive to students specific needs</li> <li>• Displaying a willingness and eagerness to assist students</li> <li>• Assisting more students in a timely manner</li> <li>• Number of students registered</li> <li>• Welcome week a success</li> <li>• Connections with students</li> <li>• Available time of access</li> <li>• Positive vibe</li> </ul>	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Processes</li> <li>• Positivity needs to enhance</li> <li>• Paperwork process</li> <li>• Communication Flow</li> <li>• Technology</li> <li>• Bookstore Prices/Too Expensive</li> <li>• Improve Processing time</li> <li>• Better Service to Students</li> <li>• Systems Integration, Consistency with Policies and Procedures</li> <li>• Disbursing remaining amount of FA for 2016-17</li> <li>• Q-Less Sign-in from Home/Phone or Website</li> <li>• Improve processing time for FA</li> <li>• More meetings and gatherings outside of work for team building</li> <li>• Provide more training for student workers</li> <li>• Update webpage (information is outdated on website)</li> <li>• Stabilize budget and collect student fees</li> <li>• Communication regarding budget, process and procedures (especially from district)</li> <li>• Stabilize the internet access (very disruptive when it is down)</li> <li>• I feel that we can do a better job of recycling on campus. Not only can it be beneficial to the campus, but it can lead to students taking charge on campus and making this a greater place</li> <li>• Resolve Pay/Drop for Non-Payment Issue</li> <li>• Need more signage for buildings/offices</li> <li>• Computer system/internet/too much downtime</li> <li>• More parking for staff and students</li> <li>• Staff parking lots need gates so students cannot park in the staff lots or drop off students</li> </ul>