

SBVC

Student Services Council

Minutes

March 26, 2020

10:00a.m.-12:00 p.m.

President's Conference Room - ADSS 207

Members:

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

	A	P		A	P
Dr. Scott Thayer			Joseph Nguyen		
Andre Wooten			Justine Plemons		
Andrea Hecht			Kathy Kafela		
April Dale-Carter			Marco Cota		
Ariel Davis			Maria Trujillo		
Carmen Rodriguez			Oscar Rodriguez		
Celia Huston			Dr. Raymond Carlos		
Cindy Huerta			Sam Trejo		
Deanne Rabon			Shalita Tillman		
Elaine Akers			Sharaf Williams		
Fermin Ramirez			Veada Benjamin		
Jamie Herrera			Yancie Carter		
Joanne Hinojosa					

TOPIC

DISCUSSION

FURTHER ACTION

DRAFT

1. Student Services Online 2020

If you haven't had the chance to login to the Valley College website you see on the landing page about the spring semester. We had spring break last week but we extended it to this week to prepare all staff to work remotely and also to provide training for faculty to go fully online for spring 2020.

- Come Monday, March 30th Online
- Review webpage
- Update individual webpages

We want to make sure that our individual webpages are up to date. This is going to be the main interface with our students. So we want to make sure it is all up to date. As of march 30, the majority of classes have transitioned to online. Commencement is pending as of now. All campus events have been postponed for the rest of the spring semester.

With COVID-19 and all this uncertainty, we want to make sure we are continuing our continuity.

- Signage for Offices

Verify that we have the signage at each office to communicate how students can contact us while we are off.

- Other

You might have hear of the term by district of essential employees. What that essentially is, is that district has identified essential employees. IT staff has been doing a great job getting everyone situated. Our managers have been coming in to ensure that the structure is in place. But everyone is essential it's just a matter of getting us the equipment to provide services to students.

Any questions you have you will get a chance to chime in. One of the questions are, what are the classes still meeting in person? I will get that list and provide it. Basically, there are CTE classes cannot meet in person. I will get with the office of instruction regards to that. I would say the best place to get that information would be on our website.

We've been on weekly seminars with the Chancellor's office to get clarification on a lot of things regarding how we instructions on how to keep the continuity. The Library will be open and the Pantry will be open. Following the guidelines of social distancing. Our students to transition virtually is

potentially a challenging. Not all students have access to the technologies required to complete classes. And having the pantry open so that students at least have that available. High tech center will have limited services on Tuesday's and Thursday's. We are really trying to use those days to limit the amount of students on campus. There will be some in person classes based on need such as healthcare worker who need training. In a nutshell, we are open we will just be working remotely with limited onsite staff.

Ray:

There have been students and colleagues asking questions; but, one of the concerns in place is if a student comes to campus sick or if we see that they are sick in an online meeting. Are we responsible to report that person?

Scott:

I would say, just keep track of the question. This is such an unknown situation. We will do some research to address the question as best we can. I think that we need to follow the guidelines available for the time being, but we will try to get the best answer to this question and any other questions as this is a unique and new situation.

Joanne:

I have a question, this morning I did meet with my staff, and one of the things a counselor did as was that some of the students were trying to access zooms and being limited to only 40 minutes of zoom time and instruction time runs longer. When it comes to zoom, is the district or the college going to provide the student with a greater access to zoom?

Scott:

Are the students saying what it's for?

Joanne:

The students are trying to access their classes for instruction and for counseling too.

Yancie:

Joanne, the 40 minutes is only if you're a host.

Sharaf:

	<p>Hi Joanne, this is Sharaf. We found out on our meeting that even though our meeting went over an hour it didn't get cut off.</p> <p>Joanne: I'll make sure to share that.</p> <p>Scott: The Chancellor's office is offering training. But these are some of the things we can work through and address the issues. Raina is having a training today on zoom and how to use it. Most of her training is online. I think just getting familiar with this environment. Especially for students who have never done online. We want to be able to get them the answer. We might not have the answer but let's let it to them immediately.</p>	
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DRAFT

**2. Preparation/Training—
Working Remotely**

- Laptop distribution/VPN Access
VPN access gives access to our system. That was done Monday and Tuesday and we are getting additional request. If there are additional requests, let me know and I will facilitate that with IT.

- Department
Processes/Structure/Schedule
I referred to the HR structure earlier, all of us need to be available during our normal working hours. Each manager needs to be able to communicate the structure and expectations. Making sure we are responsive during our normal working hours. Managers communicate with your areas regarding the expectations with working remotely who there is no misunderstanding on expectations on being available. We are going to be providing opportunities for training. You might have seen some emails from Rania on working remotely. We are going to be sending training on Microsoft Suite and Adobe.

- Cranium Café
Cranium café is the technology we are using in support of our students. We have training currently on Cranium Café which is the counseling tool that will help us engage students in a meaningful way.

- Training
- Communication: Answering Questions (Phone/Email)
We are going to get, and some of us already have been getting emails and phone calls. We need to make sure we have a way to respond to the communication coming to our offices. With this new structure, we are going to be getting a lot of calls and emails. The business office is getting all the calls and we need to have a way for them to direct student correctly. Just so that we can get back to people. We will use our website, email and other means as a means of communication.

Larry:
I wanted to offer a suggestion, we have a general DSPS email. We have the our voicemails going to the general email and Michelle checks the emails (voice messages) and gets back to students in a timely manner.

Scott:

	<p>That's a great idea. Any ideas you have send them to me and cc Kathy and we can disseminate it.</p> <p>Any questions on training, communication?</p>	
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3. Student Resources/Needs

- **Library/Computer Access**

We've touched on this already but the biggest part I wanted to touch on is the technology. We know that not all students have access to the technology. We are trying to figure out how to get access to students who need it. We are trying to see how many Chromebook we have. Our college Promise students have Chromebook, but there are other students who don't have access. Let us know if you have student asking in you area. We are looking at how we would go about streaming those and creating a process to get Chromebook to students. That's something we've been talking through.

Ray:

Scott, I was talking to a couple of colleagues at other colleges and I think there's a couple of things here. We have students who have laptops/Chromebooks but they don't have Wi-Fi. Is there a parking lot where we can have student use their laptops in their cars instead of getting down and be on campus? Again assuming they have vehicles. The other aspect is that we have homeless students who need to charge their Chromebooks, is there a way they can charge their Chromebooks at certain hours. And then, are showers going to be open at all for homeless students?

Scott:

In regards to the first two questions, if there are templates from the other campus that we can look at to see if they fit us with regards to having the parking lots to charge for laptops. In regards to the showers, currently the showers and campus is closed to the public. That might change but that is the direction we have been given. Anything in regards to a structure or process is open for us to take a look at. Unfortunately right now with the showers, the campus is closed to the public.

Ray:

I don't think there is a suggestion it was just a question in case it came up.

Scott:

	<p>If you have any suggestions, please feel free to bring them up as we continue to look for ways to support our students. Any other items on that one?</p> <ul style="list-style-type: none"> • Food Pantry • Technology • Other 	
<p>4. Staff Resources</p>	<ul style="list-style-type: none"> • Professional Development <p>Look for Rania's emails as she has been putting out a plethora of emails regarding training and dealing with this different environment. A lot of times we are alone and we have this minimal social contact. We want to make sure that we stay engaged virtually. We want to make sure we are taking care of ourselves. Just wanted to make sure we are aware of those things.'</p> <p>We just want to make sure we are taking care of those things. Prior to the meeting we were talking about recipes and staying engaged with one another.</p> <p>We don't want to lose that connectivity with each other because we virtual. We want to make sure we are connecting with each other.</p> <p>Anything regarding staff resources?</p> <ul style="list-style-type: none"> • Other 	

5. Area Updates

- Enrollment

Currently our enrollment is strong, it's continues to be strong. We have been paced but we are ahead of our target in the beginning of the year. The hard part is the retention piece. Now as students transition. We want to think about the virtual engagement.

- Retention

We want students to continue to stay connected as we transition to virtual learning. We want our student to feel comfortable in the new space. We've heard Canvas is going to be used a lot more along with Cranium Café. But really finding ways to keep students connected and engaged.

I wanted to give you all an opportunity to provide an update

- Other

Joanne: I had a question, going back to retention, I had a student who decided to drop all his classes. So I set up an appointment with him to meet with the counselors. Because even though he is a good student he doesn't do well in an online platform. How will that affect him? Sam would you be able to answer how it would affect him?

Sam:

Sure, in the event that a student happens to not meet sub-standards the student can submit an appeal. It's not a complete end to it. It just depends on the student's situation a drop or two wouldn't make a difference.

Joanne:

What about having to pay back financial aid that has already been paid back? So if they go paid and they ended up dropping the courses.

Sam:

I think Maria, are we at the point where the student's don't have to pay back the money?

Maria:

So if they drop all their classes, that's when Marie would run the R23 calculation.

Sam:

But the 60 percent, are we beyond that?

Maria:
I think that's in April.

April:
I think it's April 3rd.

I wanted to piggy back off Joanne's question. So there was an executive order that came down from the Chancellors State office yesterday in regards to emergency withdraws due to COVID-19. And so, we're working with IT to implement, because currently as it pertains to EWG, Emergency Withdrawal Grades, students are not allowed a refund. That's the normal protocol. But with everything that is going on that's going to change. So students who withdraw from their classes will automatically receive an EW grade. And then a refund would then be issued to their account. IT is currently working on the details on how that's going to work out. We also discussed, how that's going to work within our district. We decided that we might just go off of the date the governor issued the order. I don't know how this is going to impact the financial aid aspect.

Scott:
The Chancellor did speak to that, so from a state prospective a lot of the paper work and processes and appeals are being waived in the EW situation. They advocating at the national level to get federal relief for students. To your question Joanne, I would encourage your student to stay and try the online process over the next few weeks and they would have gotten through the first 60 percent. If the student is doing well now then encourage them to try it out. And if we can provide them with additional support so that they don't just drop because we know dropping can have a potential impact. Because we know that the federal government is looking at it because everyone is dealing with it but it's another piece that we don't have control over, state has given us some assurances. There is no need to drop right now. They can always drop later because the direction we've gotten on their transcripts with the EW.

Camen:

I do have a question, since our withdraw is on April 3rd. Is that EW going to be given the opportunity to withdraw after April 3rd? Or does it have to be...

Scott:

There is no date that they have to withdraw by. My understanding is that April 3rd is the date they would have to get to in order to not pay any money back. Is that correct?

April:

But it's also the last date they can withdraw with a "W." That's what we've been working with IT to configure it in the system. My understanding is that we are trying to have it so that students can still drop after the April 3rd date with an EW grade. And this will be through at least the spring semester because we some student might not move right away on this. Student requests will be looked on in a case-by-case bases after this.

Scott:

So that's going to be an ongoing conversation. So, we'll continue to monitor that, get updates and provide information as soon as it becomes available.

If we have questions, let's ask them. We'll try to get to everything.

Kathy:

Are we saying that we want our classified staff to answer the phone from home?

Scott:

No we are saying that we want sole one to respond to voicemails and emails. I don't want our phones to ring and not getting replied to. Email is definitely a way to communicate. Some of the areas have an info@.

Larry:

We had our phone number set up to where our general number voice messages get directed to our email. You hunts need to have someone designated.

Justine:

What if they don't leave a voice message?

Scott:
We can give direction by leaving our email for student on our voicemails. So change the voice messages to instruct student on how to contact us. We are also open to suggestions. This is a whole new environment for most of us.

Justine:
So what I did on my voicemail where I re-recorded my message and included my cell phone number and I know that not everyone is comfortable with leaving their cell phone number, but I also left my general outreach email.

Scott:
Another suggestion, is to direct people to our website and having accurate information on the webpage.

Andrea:
Google Voice has services where you can provide phone services without using your personal phone number.

Larry:
Skype is also being used by our counselors.

Scott:
Great information. Any area updates?

Sharaf:
My team has been good and checking in everyday. Some of our students have not been checking in but after receiving emails they have been understanding what has been going on. So, we have been doing well on this end.

Scott:
The ways to communicate, lets continue to do that. We will keep using things that are functional but

Justine:
I have a question and a comment, I have used Eventbrite.

Scott:
Webinars trainings?

Justine:
Yeah.

Joseph:
I just want to read an update on the HACU conference. Since the

	<p>conference is in October, we will continue to proceed with the application process. We are still sticking to our deadline which is next Tuesday. But we might need to extend it.</p> <p>Scott: Before you send out the newsletter, I want to meet with Joseph, Marco, and a few of us to go over it.</p> <p>Joseph: I can send you a draft.</p> <p>Raymond: I have a list of updates, we have couple of resources and we will be doing virtual engagement events. If you have a hobby or something you like to do we would like to get that on zoom for something students can discuss. And using presence. A couple of last minute details, Omni trans is not charging until April. So if you have students who are concerned with public transportation.</p> <p>Scott: The bookstore will be open for students Monday, Tuesday and Wednesday starting next week. Students have the option of having it shipped. That is for short term classes.</p> <p>Andrea: Currently</p> <p>Scott: Any other updates or comments?</p>	
<p>6. Accreditation Standard II.C. Evidence</p>	<p>The accreditation report, the institutional self-evaluation report is closer to being submitted for approval. And now that we have this working remote, I would everyone in Student Services to review Standard II.C. and add evidence (i.e., agendas, minutes, flyers, strategic plans, events, etc.). We need to put those things in the document in a structured way. Once you have evidence, send it to me and copy Kathy Fonseca and we will compile it. I know we have been taking about it but now is the time to be working on it. I'll have Kathy send that out again. Make that a priority, get it to us so that we can catalog it and put it together.</p>	