

# SBVC

## Student Services Council

Notes/Minutes

August 27, 2020

10:00 a.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
1. Schedules	<p>Scott:</p> <p>As we start the semester, we have our extended hours. We have Saturday open. Please make sure you have your websites updated — even when we change back to normal hours make sure the website is updated. Also, in our offices as well. We want to be clear with our signage.</p> <p>Library is open Tuesdays and Wednesdays for student who need access to computers and the internet. We have Chromebooks and hotspots for student to check out from the library. We are limiting our time on campus. Students must be registered to (to be able to login to the single sign-on). Since March we've distributed about 500 Chromebooks to the general population — which does not include the special programs. We do want to continue to promote that to our students.</p> <p>Also, the High Tech Center is also open with a schedule aligned with the Library. Also, our Pantry is open.</p> <p>We do want to encourage students to stay off campus. We do have very few on campus classes like tech trade and nursing courses. We're following protocols to ensure safety guidelines are being met.</p>	

## 2. Upcoming Events

Scott:

Past events:

- Kick Off
- New Student Welcome Day:  
Great event and great job on the virtual aspect — the video.  
Great collaboration with the media academy.

Justine on New Student Welcome Day:  
We had about 400 student. The video was very well received by our student and campus. It went very well.

- Flex week — included professional development.  
Student Services Webinar.
- Virtual Welcome Week — we had teams available in a zoom room for the first week Monday through Thursday. Turned out really well.

Joseph on virtual welcome week:

- Student's were really happy to be able to talk to a live person. We had a group from different areas on campus. We really did a great job helping students out.

Fermine:

- Students were really happy to have us there. Canvas questions were really hard.

Scott:

- It was great.

10:24AM

Ray:

I have a question, is the chat feature homegrown or from a third party vendor?

Scott:

I think it might be a third party vendor but I would have to double check with Paul.

<p><b>3. Enrollment</b></p>	<p>Scott:</p> <ul style="list-style-type: none"> <li>▪ Right now we're in a pandemic and many students don't like the remote or online environment.</li> <li>▪ We can see less students which equal less full-time equivalent students (FTES).</li> <li>▪ Last year we exceeded 11,000</li> <li>▪ Instruction is looking at adding more sections for our short-term classes.</li> <li>▪ We want to retain our students.</li> <li>▪ We want them to be successful in their education.</li> </ul> <p>Jamie (chat question):</p>	
<p><b>4. Accreditation</b></p>	<p>Scott: Official Accreditation site visit will be October 12-16. Our ISER report has been board approved — please review it.</p> <p>Assessment of Student Area Outcome (SAO's) are important. Be familiar with your program review content.</p> <p>Joanne: The last time we assessed our SOA's was in Fall of 2019, is that okay or are to assess more recently?</p> <p>Scott: No, 2019 that is recent and shows continuous review of our program.</p>	
<p><b>5. Other</b></p>	<p>Joanne: EOPS is accepting applications online. We are also accepting applications for our CARE program. It's for EOPS eligible student who receive cash aid through the county. Single parents receiving aid enrolled in at least 12 units with a dependent under the age of 17. Please send students fitting the criteria our way. We definitely want to provide them with services.</p>	