

# SBVC

## Student Services Council

# MINUTES

November 19, 2020

10:00 a.m.-11:30 a.m.

Zoom Conference

### 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		X	Kathy Kafela	X	
Andrea Hecht		X	Larry Brunson		X
April Dale-Carter		X	Marco Cota		X
Ariel Davis		X	Maria Trujillo	X	
Carmen Rodriguez		X	Michelle Crocfer	X	
Celia Huston	X		Oscar Rodriguez		X
Cindy Huerta		X	Priscilla De Loera		X
Deanne Rabon		X	Dr. Raymond Carlos		X
Elaine Akers		X	Sam Trejo	X	
Fermin Ramirez		X	Shalita Tillman	X	
Jamie Herrera		X	Sharaf Williams		X
Joanne Hinojosa		X	Veada Benjamin		X
Joseph Nguyen		X	Yancie Carter	X	
Justine Plemons		X	Bethany Tasaka (Guest)		X

### TOPIC

### DISCUSSION

### FURTHER ACTION

#### 1. Enrollment

- Priority registration is concluding, open registration upcoming.
- 300-400 less student – approximately 1,200 less FTES
- A follow up of why students are not registering.
  - Our students tend to register late.
- Strategies and ideas of how to address the declining enrollment trend.
- A recommendation of sending a text message to students as to why they didn't register was suggested.
  - Asking if food, housing, or other reasons of insecurity are the cause of not registering for the spring semester.
- Outreach worked with research to send out similar question's students via text message. Data should be available soon. The survey is anonymous.
- A survey with Questions that tie specifically to each student to allow follow up is highly recommended.
- SHS Counseling is receiving information that the asynchronous aspect – lack of community and no specific time to meet with peers is not favored.

	<ul style="list-style-type: none"> <li>• A recommendation of surveying current students enrolled in the fall who are not enrolling in the spring should be looked at and why.</li> <li>• A majority of students requesting an EW (Early Withdraw) are struggling with the online format of the courses.</li> <li>• Students have also stated that they have had trouble with their financial aid being processed and they're giving up in the process.</li> <li>• Communication piece has been an issue – even though the class is asynchronous students are asked to log on at a certain time and can be penalized if not in attendance. Students are dropping because they have to be at work or are unable to be there. <ul style="list-style-type: none"> <li>○ Communication of course times and expectations should be made available prior to students registering.</li> </ul> </li> <li>• A systematic approach to proactively prepare students and meet their needs should be worked on. <ul style="list-style-type: none"> <li>○ A registration tool kit.</li> <li>○ Website has been updated weekly.</li> <li>○ Recommendations of areas of improvement.</li> </ul> </li> <li>• The group can work on compiling a list of resources for students. Suggestions to be reviewed by committee.</li> <li>• A recommendation for faculty who hold asynchronous courses consider holding a synchronous session for students who need that interaction.</li> </ul>	
<p><b>2. Equity Initiatives</b></p>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	

### 3. Area Updates

- Counseling provided update. Spring High School Counselor Conference is in the works. Counselors working on outreach by creating videos to help students.
- FYE provided an update. Foster/Guardian Scholars held event for students. Two faculties are presenting at a Dreamers conference. FYE recruiting students.
- Outreach provided update. Several application workshops have been held with little success in November; October had a higher rate of attendance. Senior Day to be held December 5<sup>th</sup> in lot 8.
- Student Health Services (SHS) provided an update. SHS continues to host tent services at 10 am and 2 pm for students to connect and discuss mental health and more. CARE Solis service is available to students, faculty, staff and family members of students, staff and faculty. CARE Solis offers immediate referrals and access from care concierge personnel. [caresolace.com/SBVC](http://caresolace.com/SBVC)
- Office of Student Life (OSL) provided an update. Along with ASG, OSL held a civic engagement event about the presidential debate. Approximately 400 students were registered new voters. ASG hosted a virtual escape room. Pantry (Valley 360) will be open Tuesday and Thursday 10 am – 3 pm. Shelves have been low on stock. Donations are welcomed.
- EOPS provided update. EOPS is now accepting applications with as little as 9 units. EOPS fall advisory meeting to be held December 1<sup>st</sup>. EOPS in conjunction with Student Equity is holding a scholarship application workshop. EOP program at CSUSB is hosting workshops on Wednesday for EOP CSU applications.
- Student Equity provided an update for Star. STAR

	<p>applications are being accepted through presence.</p> <ul style="list-style-type: none"> <li>• Admissions and Records provided update. Priority registration is ending, and open registration is coming up. Early withdraws are being processed. Concurrent enrollment packets are being processed as well.</li> </ul>	
<p><b>4. Retention Strategies</b></p>	<ul style="list-style-type: none"> <li>• Discussed in the enrollment update.</li> </ul>	
<p><b>5. Service Area Outcomes Mapping (SAO's) – Bethany Tasaka</b></p>	<p>Outcomes Website:  <a href="https://www.valleycollege.edu/about-sbvc/campus-committees/outcomes/index.php">https://www.valleycollege.edu/about-sbvc/campus-committees/outcomes/index.php</a></p> <ul style="list-style-type: none"> <li>• Bethany will email a list of current SAO's to committee for review.</li> <li>• A mapping process in progress.</li> <li>• The goal is to list strategic initiatives and writing out what departmental SAO's are.</li> <li>• Institutional Learning Outcomes (ISL's) are processed the same.</li> <li>• The goal is to tie what every department does to the entire campus.</li> <li>• Bethany is available for a zoom meet if you have any questions.</li> <li>• A post form review after submission might be scheduled.</li> <li>• A workshop on SAO training and best practices was recommended.</li> <li>• A separate rubric was recommended for program review.</li> </ul> <p>Review of each department was requested to ensure accuracy and to ensure they are up to date.</p>	<p>Submit SAO's to Bethany by end of Fall 2020 term.</p>

	<ul style="list-style-type: none"> <li>• A new digital form is in the process of being used in lieu of current paper form.</li> <li>• A refined version of the handbook will be worked on to include SAO's.</li> <li>• Next steps are to ensure accuracy and submit to Bethany by end of fall semester, work on participating in pilot program, and SAO workshops in the future.</li> </ul>	
<b>6. Other</b>	N/A	
<b>7. Adjourn</b>		

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