

# SBVC

## Student Services Council

# MINUTES

January 25, 2024

10:00 a.m.-11:00 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. Olivia Rosas, Facilitator |   | X | Amanda Moody              |   | X |
| Elaine Akers                  |   | X | Joseph Nguyen             |   | X |
| Jason Alvarez                 | X |   | Justine Plemons           |   | X |
| Veada Benjamin                |   | X | Fermin Ramirez            |   | X |
| Dr. Raymond Carlos            |   | X | Carmen Rodriguez          | X |   |
| Yancie Carter                 |   | X | Oscar Rodriguez           |   | X |
| Marco Cota                    |   | X | Dave Rubio                |   | X |
| Michelle Crocfer              |   | X | Evelyn Ruiz Trujillo      |   | X |
| April Dale                    |   | X | Marina Serna Pulido       | X |   |
| Priscilla De Loera            |   | X | Ty Simpson                |   | X |
| Aida Gil                      | X |   | Ayanna Spivey             | X |   |
| Joanne Hinojosa               |   | X | Michelle Tinoco           |   | X |
| Patrice Hollis                |   | X | Sam Trejo                 |   | X |
| Maryum Malika                 | X |   |                           |   |   |
| Marty Milligan                |   | X | Thomas Berry (Guest)      |   | X |
|                               |   |   | Kay Dee Yarbrough (Guest) |   | X |

| TOPIC   | DISCUSSION  | FURTHER ACTION   |
|---|---|--|
| 1. Approval of 9/28/23 minutes                  | Ray Carlos moved to approve; Joanne Hinojosa seconded. Minutes approved with one addition to page 5.  | Add Library under #4, 4 <sup>th</sup> paragraph where XXX is.  |
| 2. SAO Process – Thomas Berry Kay Dee Yarbrough | <p>Thomas gave a refresher course on the SAO process for Student Services. Emails will be forthcoming asking for input. Please respond.</p> <p>Kay Dee went over how to use Meta, how to access through the website and how to submit items for curriculum and soon to be added for assessment and program review. Changes are taking place to fit the needs of accreditation and a more consistent evaluation of our SAO's which will be assisted with the Meta system. Kay Dee stated Meta will probably start being tested in the spring with a full roll out in the fall.</p>                               | <p>If you need access to Meta, email Kay Dee and she will add your name. If you need training, contact Kay Dee to set up a department training session.</p> <p>Workshops will be held for further training.</p>  |
| 3. Enrollment Update                            | Olivia reported on enrollment: 12,278 students enrolled for Spring 2024; 4,303 FTE's. The downside is we are also losing students with 700 students dropping all their courses and 3,411 who have dropped at least one course and Census is not here yet. Spring Census date is February 5. We are doing a good job of bringing students in to register, with Starfish and messaging campaigns doing well but we are still losing students at a faster rate than we are bringing them in. Retention is the piece we need to work on. Suggestion was to provide lunch and talk with students to get their input. | <p>A plan is in place to message students who were registered in fall but no spring. Planning also to send a message to students who registered for spring and dropped completely and ask why.</p> <p>The Fall 2023 Drop Analysis will be sent to the Council.</p> <p>Dr. Rosas will bring suggestions to Cabinet.</p> |

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|--|---------------------------------------|--|
| <p><b>4. Student Services Highlights</b></p>                       |                                       | <p>Tabled for next meeting due to time constraint.</p>   |
| <p><b>5. Area/Dept. Updates</b></p>                                |                                       | <p>Tabled for next meeting due to time constraint.</p>   |
| <p><b>6. Other Items</b></p>                                       | <p>Emergency kits were discussed.</p> | <p>Dr. Rosas suggested all areas work on emergency kits to include first aid, bottles of water, bandages, etc.</p> |
| <p><b>7. Adjourn –<br/>Next Meeting:<br/>February 22, 2024</b></p> |                                       |  |