Student Support Services SLO’s Workgroup #5
09/19/2012

AGENDA

1. Welcome

2. Review minutes/attendance (please sign attendance sheet)  Karen Grant

3. Status Report on Recommendation #5 response  Thelma Scott-Skillman
   Web site presence for Student Services - ✓
   SLO Matrix - ✓
   SLO Handbook - Student Services Input - ✓
   Draft Accreditation response to Recommendation #5

4. Student Services Discussion on Delivery/Prioritization of Services  All
   a. Draft guiding principles
   b. Draft Identify Student Services
   c. Review other college organization charts
   d. Draft Calendar
   e. Inclusionary Planning Process
      Step 1: Discussion meetings with:
      SS administrators; faculty; staff
      i. Draft guiding principles
      ii. Identify Student Services

      Student Focus groups
      i. Identify Student Services

      Step 2: Data Gathering – SS Administrators
      Step 3: Data and Cost Analysis of delivery of services
      Step 3: Draft Student Services Org Chart

*Future Meeting Dates:

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<tr>
<th>DATE</th>
<th>TIME</th>
<th>LOCATION</th>
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<tbody>
<tr>
<td>09/26/2012</td>
<td>1:00pm-2:30pm</td>
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<td>10/03/2012</td>
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<td>10/10/2012*</td>
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College Planning Calendar:
Accreditation Report  10/15/2012
Closure Report  3/15/2013
Show Cause Report  3/15/2013
Budget Preparation – Feb 2013-apr 2013

Reminder of Accreditation Task:
  a. Systematically assess student support services using SLO’s and other measures
  b. Communicate plans for delivery and prioritization of student services regardless of location.
STUDENT SERVICES PLANNING PROCESS
PURPOSE: DELIVER AND PRIORITIZE STUDENT SUPPORT SERVICES FOR CCSF

ELEMENTS TO EXAMINE:
WHAT types of services are offered
WHY are the services offered
WHEN are the services offered
HOW are the services offered
WHERE are the services offered
WHO offers/delivers the services
WHO receives the services
COSTS

Student Services: ________________________________

Lead Administer/s: ______________________________

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<th>Name</th>
<th>Position</th>
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<tr>
<th>Position/s</th>
<th>Current FTE* 2011-12</th>
<th>Location</th>
<th># of Students Served*</th>
<th>Costs+</th>
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Additional Funding needs beyond staffing costs:

FUNDING NEEDS TO SUPPORT THE IDENTIFIED SERVICES $ AMOUNT

*NOTE: Cite reference/source documentation used.

CHALLENGES (Identify any specific issues that you think should be considered as this student service is reviewed):
SUGGESTED GUIDING PRINCIPLES

1. Accessible services at main campus and centers
2. Adequate resources: financial and human to support the delivery of identified services regardless of location
3. An organizational structure to support the delivery of services
4. Professional development to support currency of staff; cross-training; customer services

IDENTIFY SUPPORT SERVICES

1. Comprehensive services at main campus
2. Basic services at centers

Develop an organizational structure to manage and support services

Triage process – Information booths

TASKS

- Discussion Groups: students, student services faculty, staff, administrators to provide feedback on guiding principles; identify comprehensive services and basic services for main campus and centers; suggested organizational structure
- Workgroup 5: develop initial draft guidelines, support services, and planning process to recommend the necessary information to address the recommendation 5.
- Student Services administrators to cost the services for staffing, facilities, any additional needs to support the services.
## DRAFT MASTER PLANNING CALENDAR

### STUDENT SERVICES

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<tr>
<th>ACTIVITY/TASK</th>
<th>BENCH MARK/SUCCESS INDICATOR</th>
<th>COMMENTS/PROGRESS</th>
<th>LEAD PERSON/GROUP</th>
<th>START DATE AND COMPLETION DATE</th>
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Your input is needed as the Accreditation Workgroup #5 gathers and analyzes information regarding the delivery and prioritization of support services for students, regardless of location. The workgroup is interested in hearing from you about student support services at CCSF. Specifically the group needs to understand your perspective on the support services that this institution currently provides as well as any perceived gaps. Your input is imperative as we anchor our responsibility to serve the needs of the San Francisco community.

Please be specific in your answers.

1. What current support services do you feel CCSF needs to provide at the education centers:
   a. ________________________________________
   b. ________________________________________
   c. ________________________________________
   d. ________________________________________
   e. ________________________________________

2. What current support services do you feel CCSF needs to provide at the main campus:
   a. ________________________________________
   b. ________________________________________
   c. ________________________________________
   d. ________________________________________
   e. ________________________________________

3. Perceived gaps (services not offered that you feel should be. Please provide your justification.

4. Additional comments: