Student Support Services SLO Meeting Minutes
July 20, 2012

Attendees: Jorge Bell, Roland Montemayor, MaryLou Leyba, Monika Liu, Terry Hall
Chris Jackson, Karen Grant, Carl Jew, Carmen Pacheco

The meeting was called to order at 9:00 a.m.

Vice Chancellor Bell reviewed the work assignment to be completed:
Read the recommendations from WASC
Read the Standards
Read the relevant sections of the report for Student Services
Look at effective models where they exist
Identify any resources (expertise) you may need to complete your task
List the activities/steps that need to occur to accomplish your task

Vice Chancellor Bell:
Provided an overview of the deadlines and timeline of work group assignments to alleviate any confusion about what SLOs are.
(Available in each participant’s SLO Committee Binder)
Reviewed the Rubric for Evaluating Institutional Effectiveness
   Awareness
   Development
   Proficiency
   Sustainable Continuous Quality Improvement

There was a general discussion on how to approach the Faculty Student Services versus the Administrative Student Services. The discussion centers around the “One Stop Center” concept for student services at the campuses. This item was tabled and identified as a separate topic with different staff and faculty resources. Vice Chancellor Bell will call the meeting. TBD

Vice Chancellor Bell asked that the attendees review the Accreditation Response Matrix to identify any discrepancies in the existing chart. The following changes were proposed:
   1. Admissions (credit & noncredit) needs to be broken into unit areas. They are:
      Admissions Credit/Noncredit
      Registration
      Tuition and Fees
      Transcripts
      Graduation
2. Athletic Counseling Services should be under Dan Hayes, not Terry Hall
3. Continuing Student Counseling should be under Laurie Scolari, not Carl Jew
4. Extended Opportunity Programs and Services (EOPS) needs to have a section for Second Chance
5. Financial Aid Counseling needs to be removed from the chart as inappropriate
6. Matriculation needs a separate section for Testing and for the GED Center
7. Areas That Need to be Added:
   - Learning Assistance
   - Scholarship
   - Student Activities
   - Advocacy and Discipline
   - Student Affairs
   - Student Outreach

Vice Chancellor Bell reminded the committee of the 8/3 deadline of the preliminary report to be submitted and asked for a status on the SLO’s for each dean’s area, using the Rubric as a guide.

Dean Montemayor reported:
   - CalWorks is between steps 2 and 3
   - EOPS is at step 3
   - FAO is between steps 3 and 4
   - Scholarship is at step 1
   - Guardian Scholars is between step 2 and 3

Dean Leyba reported:
   - Admissions and Records
     - Online application is between 2 and 3
     - High School Outreach is between 3 and 4
     - Transcripts is at 4

Deans Hall and Jew reported that Campus SLOs still need to be established. A conversation ensued regarding the many needs of the campuses for web based student services and a need to communicate and consolidate all procedures so all campuses are handling student services in the same way. This conversation was tabled for this committee. Vice Chancellor Bell will call a meeting with the Office of Instruction to discuss this issue further. TBD

Carmen Pacheco reported:
Mission Campus has survey their students for student satisfaction with Student Services. These surveys went to the students in Spanish and in English. Although the return was low, changes were made to the office hours to accommodate students.

A reappraisal of the surveys is being made. She believes they are between a 2 and 3 on the Rubric, and anticipates they will be at 4 by the end of the semester.

At Vice Chancellor Bell’s suggestion a template will be created to assure all SLOs will be formatted is a common form. The template is attached.

Trustee Chris Jackson thanked the committee for our participation in completing this very important task.

Vice Chancellor Bell advised he would contact Ted Alfaro, Veronica Hunniccutt, Fred Chaveria, Laurie Scolari, and Lindy McKnight in regard to their needed participation in this project.

Assignments:
All parties are to complete the template for each SLO, identifying which step is completed and which steps need to be worked on.

Next Meeting:
July 27, 2012, 9:00 – 11:00 a.m. in the Financial Aid Conference Room, Cloud Hall.
If there are issued that need to be address prior to the next meeting, emails will be issued.

Meeting Adjorned: 11:10 a.m.

Respectively submitted,

Karen Grant
Sr. Mgmt. Asst.
Admissions and Records