Student Support Services SLO Workgroup  
September 13, 2012, R518, 9:30 – 11:00 a.m.  
Summary Notes

Attendees: Dr. Thelma Scott-Skillman, Valerie Abaunza, Ted Alfaro, Joshua Beisiegel, Karen Grant, Maria Heredia, Barbara Hernandez, Dr. Veronica Hunnicutt, Lidia Jenkins, MaryLou Leyba, Julie Lingad, Monika Liu, Kathleen Mitchell, Roland Montemayor, Muriel Parenteau, Karen Saginor

Absentees: Jorge Bell, Fred Chaveria, Terry Hall, Carl Jew, Suzanne Korey, Elitininanesi Mafau’ofa, Peter Stoffers

1. Meeting was called to order at 9:37 a.m. (Agenda Attached)

2. Review of minutes from 9/6/12 meeting  
Summary notes were not provided for review. Dr. Scott-Skillman will amend her notes from that meeting to this summary.

3. Status Report on Recommendation #5 Response  
Jorge Bell submitted an updated report with the input of the workgroup on Recommendation #5 Response to Gohar Momjian for the Accreditation Steering Committee. The workgroup will receive a copy of the Steering Committee’s revisions and changes for review on September 17; workgroup members edits due on September 18 to Dr. Scott-Skillman. Final report due September 19 to Gohar for submission to WASC.

4. Matrix for Tracking SLO’s  
The chart for tracking SLOs, distributed at the 9/6 meeting, has been revised. Additional columns and resource material location have been added. Administrators for each area will revise the original matrix, adding this new information and resend the matrix to Dr. Scott-Skillman. This change is being instituted to assist the accreditation team in their review of our documentation during their visit in March. (Revised Matrix attached)

5. Updates  
a. Flex Day Student Services Participation  
A big thank you to Kathleen Mitchell, Dr. Veronica Hunnicutt and Roland Montemayor for offering a panel to Student Services constituency groups on the Key Issues surrounding the CCSF re-accreditation needs. The message of “get-it-together” and bring that information back to the departments was well received.

Dr. Hunnicutt shared that there were several questions presented to her after the session concerning reorganization. Dr. Scott-Skillman advised that input would be taken from all constituencies and the process of re-organization would be open and inclusive.

b. CCSF Website Presence for Student Services SLOs  
Thank you to MaryLou Leyba and Monika Liu for taking on this assignment. Admissions and Records will coordinate Student Services SLO website’s initial upload, and all future edits to the information provided. A template to provide information to Admissions and Records will be used to ensure consistency in documentation. (Template is attached.)
c. SLO Handbook – Student Services Input

Thank you to Roland Montemayor for coordinating this project. The Student Services portion of the handbook is ready to be submitted to the group for review.

6. Student Services Discussion of Delivery/Prioritization of Services

Dr. Scott-Skillman advised that this is an opportunity for all contingency groups to provide input on the reorganization of the delivery and prioritization of student services to all campuses. We must address the Who, What, When, Where, Why and How services are delivered currently and how we want to improve them in the future.

Lidia Jenkins advised that a project was started in Spring 12 to inventory all student services with information provided by the Campus Deans. Lidia will provide this base data to Dr. Scott-Skillman for review and submission to the workgroup. Karen Saginor suggested Electronic Sources be considered as a separate location on the inventory. (Online class participant usage.)

When the Student Services Delivery/Prioritization of Services drafted by the workgroup, it will be vetted at the SLO website for feedback by all of the constituency groups. (DCC, Academic Senate Executive Council, AFT, SEIU) Josh Beisiegel, student representative, would like student input be recognized through student focus groups. It was suggested that these groups be organized through Associated Students and Student Activities Offices. No assignment was made to do so at this time.

Reviewing and finalizing the spreadsheet will be worked on at the next meeting of the workgroup. Dr. Scott-Skillman will identify a timeline for completion and implementation at the next meeting.

7. Miscellaneous

Dr. Scott-Skillman emphasized that all dialogs, conversations and electronic messages need to be documented and tracked. This validates that all areas and constituencies have been included, supports outreach and help the accreditation visiting team review our documentation.

MaryLou Leyba advised that Admissions and Records has an account with Survey Monkey, if anyone needs survey support.

Next Meeting: September 19, 2012, 1:00 – 2:30 p.m. in R518. There may be a possible conflict with the Steering Committee meeting. Julie will send a confirming email with the time and location, if necessary.

Meeting adjourned 10:39 a.m.

Respectfully submitted,
Karen Grant
Senior Management Assistant
Admissions and Records