Student Support Services SLO Workgroup
September 26, 2012, R518, 1:00 – 2:30 p.m.
Summary Notes

Attendees: Dr. Thelma Scott-Skillman, Valerie Abamurza, Ted Alfaro, Jorge Bell, Karen Grant, Terry Hall, Barbara Hernandez, Maria Heredia, Veronica Hunnicutt, Julie Lingad, Monika Liu, Lindy McKnight, Kathleen Mitchell, Roland Montemayor, Muriel Parenteau, Karen Saginor, Shanell Williams

1. Meeting was called to order at 1:05 p.m. (Agenda Attached)

2. Review of minutes from 9/19/12 meeting
   Roland Montemayor provided hardcopy documentation of Student Service input to SLO Handbook. (No electronic copy available for attachment to minutes.)

3. Status Report on Recommendation #5 Response
   Dr. Scott-Skillman thanked everyone for all of the edits and corrections submitted. All of the notes received were incorporated into the final document. She feels the document is a good start to the identification of provided student services. Progress is being made in all of the departments and is being documented. Dr. Scott-Skillman is making a brief presentation at the Board of Trustees meeting September 27 on Workgroup 5 and their efforts to date.

   Website Presence for Student Services
   Monika Liu presented the Student Services SLO Website structure. There is a template for each Student Service area in development. Katryn Weise and Wil Wu are working to complete the templates.
   Student Services administrators will review the work to date and provide comments to Monika and Wil inclusion in the new website.

4. Student Services Discussion on Delivery/Prioritization of Services
   An outline was prepared to use as a draft for the guiding principles of the Student Services Department and to identify the actual services themselves at the last meeting. There was a brief discussion of minor edits to the outline.

   Using the draft – Identify Student Services – form,
   - Jorge Bell identified all (comprehensive) services would be available at the main campus. Basic Services that would be available at the Centers are Admissions, Financial Aid and Counseling.
   - Terry Hall suggested providing students with an online service tool that would empower students to control their college experience by giving them the tools to interpret their grades in relation to their education plans.
   - Maria Heredia and Kathleen Mitchell also advised that students need support as well as information about their educational careers.
   - Lindy McKnight advised that student services, whether provided at a comprehensive level or a basic one, need to be centrally located.
   - Shanell Williams, student representative, requested that student advocacy be a part of basic services as well, so students have recourse to “make things work” at all locations.

   There was a high volume response to the email request for input issued by the vice chancellor’s office on comprehensive and basic student services provided throughout the district. Dr. Scott -
Skillman and Julie Lingad will review and organize the responses and provide a document for the group to review. The proposed deadline is 10/24/12.

Discussion regarding the organizational charts from other community colleges’ Student Support Services Division and composing a new organization chart for CCSF Student Services will be held at the Student Services administrators meeting to be held on Thursday, 9/27. This process is still in the early stages and will be examined with the analysis of the student head count in each area. There was a brief discussion on the differing options for counseling services structures that may be incorporated in the new organization chart.

Student Service administrators are going to review and finalize a master Planning Calendar, including the guiding principles, a complete list of the services at the Ocean Campus and a basic list of services at the outside campuses. (Centers). A draft survey to identify what student services are needed at the Centers was provided as a base document. Dr. Scott - Skillman, Julie Lingad and Samuel Santos with create the focus groups across factions to get feedback from all constituencies. A roll-out plan for the focus groups, discussing services and service evaluation will be in place before 10/24/12. Analysis of the data received, costs and staffing issues will be reviewed and incorporated in the final document.

Target date for completion of Guiding Principles, Categorization of Comprehensive and Basic Student Services, Analysis of Focus Group Data, Cost Analysis of Delivery of Services and the Student Services Organization Chart is Winter Break, beginning December 19, 2012. A Flex Workshop is to be organized to present the results. No specific person was assigned to coordinate the Flex Day presentation.

Meeting adjourned, 1:55 p.m.

Respectfully submitted,
Karen Grant
Senior Management Assistant
Admissions and Records