Student Support Services SLO Workgroup  
September 19, 2012, R518, 1:00 – 2:30 p.m.  
Summary Notes

Attendees: Dr. Thelma Scott-Skillman, Ted Alfaro, Jorge Bell, Fred Chavaria, Karen Grant, Terry Hall, Maria Heredia, Barbara Hernandez, Dr. Veronica Hunnicutt, Lidia Jenkins, Julie Lingad, Suzanne Korey, Monika Liu, Lindy McKnight, Kathleen Mitchell, Roland Montemayor, Muriel Parenteau,

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

2. Review of minutes from 9/13/12 meeting  
Summary notes Dr. Scott Skillman to add notes.

3. Status Report on Recommendation #5 Response  
Website Presence for Student Services  
Monika Liu took the lead on the Student Services website. She met with Katryn Weise, Wilber Wu, Karen Grant and Tom Boegle to discuss the website. Kathryn is constructing the pages for each department and Monika is providing the contact persons for each department. Katryn will provide the web structure this week.

SLO Handbook draft will be provided by Roland Montemayor for inclusion. (No copy available for attachment to notes.)

4. Student Services Discussion on Delivery/Prioritization of Services  
An outline was prepared to use to draft the guiding principles of the Student Services Department and to identify the actual services themselves.

There was a review of the organizational charts from other community colleges’ Student Support Services Division. Comments will be taken at the next meeting.

Administrators are going to review and draft a master Planning Calendar, including a draft of the guiding principles, a complete (draft) list of the services at the Ocean Campus and a basic (draft) 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 to be used. Dr. Scott-Skillman and Julie Lingad will create the focus groups across Student Services to get feedback from all constituencies.

Student Services administrators will use the drafts provided (attached) to gather data and do the cost analysis of the delivery of services.

A draft of the Student Services Org Chart will be discussed at a later date (per planning calendar).

Homework: Review the draft guiding principles and come prepared to identify College and Center Services to be submitted by the next meeting. October 1, 2012 start focus group conversations.

Respectfully submitted,  
Karen Grant  
Senior Management Assistant  
Admissions and Records