

1. What is Working Well?

- The creation and implementation of the 1490
- Good staff at centers
- Counseling faculty are responding to student needs, working with programs to provide services. Providing more enrich to students/ faculty at the Centers more visibility. Bookstore hours increased at Centers. Better collaborations with A&R/A&E
- The staff in new positions have adapted well. They are very willing to learn and have shown a lot of initiative
- Having a 1490 at the center really helps out credit students or students who are interested in taking credit classes at the college
- Librarians are extremely helpful to schedule activities at the Learning Support Center
- Knowing what the 7 expected core services are. Having a 1490 classified staff to provide A&R and Financial Aid assistance to students. 1490 being flexible and willing to learn new information
- At the Airport Center the first core service was the Library Services that are offered every Tuesday from 9 am to 11:30 am. Currently the center is undergoing a brief facelift so that the remaining 6 core services can go into effect. Also the co-curricular activities were offered today with approximately 30 students sharing interest. More to follow... as services continue to be implemented
- To have services from all centers of all areas in a great implementation to serve students with any support
- Student services and information available to students at the various center/campus locations. Student services collaboration with center to ensure student needs are addressed
- A lot of conversation and collaboration. Appears increased use of technology has filled in some gaps in the core key services. All primary Centers are being included we are looking at Center needs and making informed decisions. Implementation still in progress and moving forward
- Consultative process, clear focus and clear documentation. Goals are specific efforts are being coordinated across student services to reach

shared outcomes. Training is happening for 1490s in a manner that helps them to deliver services effectively

- Bookstore is always willing to help, we just need to make services proportional & sustainable
- # 5 is met at all locations via stores or ccsfshop.com 😊 EOPS, CalWorks, Guardian Scholars, Burton Book Fund, Veterans 1905, Gateway to College, LSN, AASP, APASS, SEIU, etc. Funds easily accessed for pursuing course materials at any location or online
- The process and addressing of the needs is working well
- Solid communication lines have been carried across the different student services departments
- Training of 1490s is taking off slowly but surely!, Which is truly great progress from where we started
- More students are being served at the centers instead of being referred to Ocean
- Having space available for the services
- Implementation of services visible at least at core level. Hours of access have been increased, some holes in scheduling have been filled. On going training is improving information dissemination in many services
- A&R, Counseling, Library, and Bookstore launched one implemented functioning. All core services on the same floor

2. What Can Be Improved?

- 1490 need to attend all trainings from A&R, counseling and FA
- Specific director for all to report
- Getting on the same page of 1490 role
- IT support. Upgraded equipment-computers/laptops. Training/cross training
- The 320 is still broken!
- Clarification of roles of 1490s vs Center staff. Misperception that 1490s do credit and others do NC. Cross training of existing Center staff. Training at the centers. Probably schedule some workshops in the area of student complaints and grievances. Some centers are open 7 days a week. There's a need for center security coverage on Sunday

- Communication with Center Deans and staff regarding the (7) core services. Identify the gaps in order to collaborate with solutions. Evaluating the 1490 role and responsibility along with existing staff
- The whole Aircraft program needs attention. Students complain about the lack of resources more so than student services
- Communication of duties/ services from Centers to main Campus can be more improved so all staff knows what to do and not passing work around
- Continue to strive toward improved technology/ access. Continue to build solid training and communication
- Appreciate the CQI (continuous quality improvement) emphasis. Would like short updates to the college wide community to keep everyone informed of incremental progress
- More communication to CCSF community beyond those directly involved. Additional collaboration beyond student development, for example facilities, instruction
- Communication-lots of great things happening but not everyone knows about them-learned a lot in the last 30 minutes. Subject matter experts input on Center Survey
- Bookstore still being isolated from some student services communication. While we are a primary provider of course materials outside the classroom, we are an internal part of campus community and support areas outside our retail commitment. Still receiving feedback from students complaining about being sent from place to place to place -> Orientation -> Financial Aid -> Commencement -> Student Employment
- Because we are in the early stages and because we have to engage in continuous improvement, many areas can be improved, like technology access, communication, etc., but overall things are moving really well. It should be noted that I am not a core student services person but my perception is that all is great
- It would be great if we can find a way to get existing employees at the centers open to cross-training or even just basic training on policies and procedures. Many of current staff have very outdated knowledge and resist change... + Unrealistic expectations on the 1490 to be the solution to provide all services.

- Personnel. Due to the services needed, there needs to be additional trained personnel
- Additional hiring to fill holes in clerical needs, language needs. Training particularly in FA Dream Act applications + specific needs at different sites. Communication on new initiatives and program development + implementation
- Counseling staff to be increased- IFT/1.5 time and counseling clerk needed. Coordination between A&R and counseling- counseling clerk. Internal meetings updated. Publicity of the core services at Each Individual Campus

3. What Do You Think Would Be Most Helpful for Sustaining and Continuing to Improve?

- Consistent training on A&R, Counseling, FA. A clear front desk area in conjunction with the other classified
- Clarity of roles and professional development
- Meeting regularity to assess services, what's working, what is more challenging, providing leadership to assess evaluate and implement
- Communication and training with Centers, Student Development, and staff
- Having regular meeting to share concerns/issues and best practices
- After semester meetings to discuss what worked, what didn't work. Discuss resources, improvements, and need. The group can discuss a problem solve to make improvements for the upcoming semester
- Address the needs of the program, the SLO'S and then all other services can be successful
- Training and technology
- Keep conversation moving forward and gather evidence of improvements
- Continued evidence of priority by campus leadership. Support to continue meeting and collaborating, with structure support that promotes CQI. Clear outcomes, measures of progress opportunities to share learning and to identify new ways to increase effectiveness. On-going support for evaluation and local assessment including appropriate data resources and ORP support
- Proportional size and scale for services -> enrollments have to grow to support expenditure

- Ongoing training and uniformity of policy and procedures
monthly/bimonthly meetings to assess and revise/ develop as needed CCSF
Bookstores often serve as unofficial information booth
- I like the idea of having a working committee that continues to look at
availability and make improvements
- Continuing the conversation with all parties at the table. Come up with
clear plans on how to accomplish the goals of EASE. Demand greater
involvement from center deans/staff
- Additional resources that can be used for personnel and equipment.
Equitable; Counseling
- On-going meetings to keep a finger on the pulse and not lose momentum
on what's been done so far. Hiring and on-going training. Admissions and
counseling have large "scope of knowledge" when non-credit and credit
services are given to all students. On-going communication about what's
working glitches. Centers can learn from each other and take what works
and tweak to their specific pop. and needs
- Making sure that all core services at each center are adequately staffed