

Equal Access to Success Emergency Task Force Meeting: Tuesday, August 4, 2015

Meeting Notes:

I. Check-In:

- Appreciate Financial Aid and start of A/E conversation
- Slow down pace so we're all on the same page
- Learn more about A/E, Counseling and continue process
- Want to improve areas we are weak on
- Doubt: need to identify what the core services would be?
- be honest, get it done, measure outcomes
- look at facts, get it going, student involvement: we're here because it was accreditation finding, students are customers, focus what do students need to succeed? More than just the basics, bigger picture, bring student in, keep them
- need more time to study data, set long and short term goals beyond "fix it now..."
- begin filling out a plan on what goes where – addressing gaps and recap at the end of meeting
- excited about data and perspectives
- find balance short vs long term, not in favor in just marking box to get it done, bold notes from yesterday was about possible solutions/action
- concern about Band-Aid approach, and we need sustainable, hopeful and encouraged that we're all together
- what/how is short term goal? What/how is long term goal? What are we doing?

Documented problems and suggested solutions

- excited about data, looking to plan, short and long
- 1.) equitable AND 2.) proportionate – concept in numbers, with data, on how it will work, encouraged by financial aid work, it's on it's way, long term vision is positive
- Interested in definition of core services and data we're getting
- Need to hear what all departments do, and excited to implement, going to be good to ensure students get what they need
- Need clarification what exactly is happening at the centers
- Believer of trusting process, about us coming together, about process, about the plan, allow it to be organic, and outcome oriented
- Clear guidelines on each unit, consider navigation of services, looking through student perspective – what? How? To attain goals....
- Purpose: this standard gets addressed by Oct. '16, it has been criticized twice by ACCJC, has already recognized core services aren't there, some at 2012, some in 2015 have been reduced even more, we have to ask honest question, areas that weren't gaps before also need attention, 2012 some areas had one person, 2015 still have one person, is this enough? Can we wait? They already heard we were going to improve, not just gap but also deficit
- Sustainable plan, short and long term/study survey as guide
- Need to stop "plan to plan" do actionable

II. What are Core Services? Task Force Identified and collectively agreed on the following core services:

1. Admissions & Records
2. Financial Aid
3. Counseling (Matric/Orientation/DSPS)
4. Library/Learning Resources (including labs/software)
5. Bookstore/Access to books/materials
6. Co-Curricular Activities
7. Admin Oversight

III. Centers/Where? Task force identified which locations these core services would be provided.

1. Airport
2. Chinatown/Northbeach
3. Civic Center
4. Downtown
5. Evans
6. John Adams
7. Mission
8. Southeast
9. Ocean

IV. What are the subheadings under core services? Specifically, what as part of each of the 7 core services will be provided?

- a. Admissions & Records (big picture: what are we going to call it – enrollment services?)
 - i. Core:
 1. Application
 2. Registration
 3. Enrollment Verification
 4. Corrections
 5. Residency/AB 540
 6. Forms/Petitions Available (late add, withdrawal, etc.)
 7. Info on Matriculation Steps
 8. Course rep info/process
 9. Intake process and info
 10. Photo ID
 11. Web4 / pin reset
 12. Info on payment process
 13. General info/enrollment
 14. Concurrent Enrollment

- b. Financial Aid
 - 1. Application – fed/state
 - 2. Document Intake
 - 3. BOGG
 - 4. General Info on Financial Aid Programs (EOPS, etc.)
 - 5. Financial Aid Info Workshops (big picture goal: bilingual)
 - 6. FA TV

- c. Counseling (On 8/10 agenda)
- d. Library / Learning Resources (on 8/10 agenda)
- e. Bookstore/Access to Books/Materials (on 8/10 agenda)

- f. Co-Curricular Activities
 - 1. Opportunity/access and support of Associated Student Council
 - 2. Dissemination of info of cultural programs/events/act accross the District
 - 3. Elections AS

- g. Admin Oversight
 - 1. Process to file a complaint or grievance
 - a. Clear communication process
 - i. Multilingual
 - ii. Mass email
 - iii. Website
 - iv. Catalog
 - v. Flow Chart/Process
 - vi. Cultural Dynamics/Factors
 - vii. Communicate Process
 - viii. Paper Forms at Centers

V. Big Picture Questions

- 1. Cashier Services?
- 2. Records Function Centralized
- 3. Health Services As Core Service?
- 4. Other non-student services at Centers?
 - 1. custodial
 - 2. police
 - 3. engineer
- 5. Student Conduct/Complaint/Grievances
- 6. Title 9/Sexual Harrasment/VOWA (implement through core service 7?)
- 7. Scholarships/Info To Students
- 8. Student Employment/Internships/Ambassador Program
- 9. Computer Labs

11. Athletics
12. Streamline Website

Tri-chair To Do List:

1. Invite Bookstore in for presentation
2. Call Library in for Discussion
 - a. Chris Kox and Karen K. and Elaine A.
3. Send out Complaint Form Chart
4. Send out Updated Core Services Chart

Proposed Agenda for 8/10:

1. Brief Research Presentation on Remainder of Core Services
2. Core Service: Counseling
3. Core Service: Library/Learning Resources
4. Core Service: Bookstore/Access to Materials

Proposed Agenda for 8/11:

1. Begin Developing Process for Written Plan
 - a. Proportionality
 - b. Outcome Assessment