

Student Services Task Force
Monday, August 10, 2015
MUB 188 12:00-4:00 PM

- I. Ken gave 15 min presentation on center survey, continuation of last week.
- II. Task Force Continued identifying the specific services under the three outstanding areas out of the seven left: Counseling, Library and Learning Resources, and Bookstore/Access to Books
 - a. Counseling:
 - Core:
 1. Counseling (academic/career/personal) to credit and non credit, day and evening students
 2. Develop Education Plans
 3. Coordination of Matriculation Components (placement test dates, dates of orientation, counseling that occurs, step to credit, etc.)
 4. Counseling Role (need to define)
 - a. In reach
 - b. Outreach
 5. Support for the completion of certificate/degrees
 - a. Process petitions
 - b. Degree audits
 6. Information and Referrals
 7. To Do: Identify appropriate/confidential space at each center
 - ii. Matriculation
 - Core
 1. Placement test (credit and non-credit / day and evening)
 2. Orientations
 3. Application
 4. Counseling / Education Plan
 5. Follow Up
 - iii. DSPS
 1. Follow up by inviting Muriel to attend the Task Force
 - b. Library Services
 - i. Core
 1. bibliographic instruction (includes orientations)
 2. access to online materials
 3. access to print/non-print materials
 4. To Do: Airport
 - c. Learning Resources
 1. Tutoring (training/coordination) (as appropriate) (in person and/or online)
 2. Language Center
 3. Access to Computers (Day/Evening areas)

4. General Info
 - a. College Success
 - b. Study Strategies
5. To Do:
 - a. Access to space/software/equipment
 - b. Training
 - c. Invite C. Kleinman to discuss English lab and discipline specific labs
6. Bookstore / Access to Books
 - a. Where and How is the Bookstore Across the District?
 - i. Airport – online only
 - ii. CHNBC – Wed currently 10-6:30, may add a day in fall
 - iii. Civic Center – in process
 - iv. Downtown – M-TR (9-6:30p)
 - v. Evans – online
 - vi. SE – online
 - vii. Mission – M-TR (9-6:30P)
 - viii. JAD – M-W (9-6:00P)
 - ix. Ocean M-TR (7:45-7PM) Friday (7:45-4PM)
 - b. Core Services
 1. Online/in person access to course materials
 2. Online/in person access to supplies
 3. Online/in person access to buy back
 4. To Do:
 - a. General info on access to course materials not specific to bookstore
 - b. Review bookstore hours with Bookstore and Deans
7. Parking Lot
 - a. Online students
 - i. Counseling? Services
 - ii. **Is the task force addressing online students?**
 - b. Counseling
 - i. Follow up with students
 - ii. Structure and assignment to centers
 - c. One stop approach to all student services (staffing and coordination and staffing)
 - d. Language Needs of Students
 - e. Study Spaces/group Study spaces at all locations
 - f. Faculty for supporting tutoring (must be faculty to receive apportionment)
 - g. Connection of Student Services to Basic Skills – labs for Math/English/ESL – invite Greg, Carol, Dennis, Erin/Vinicio/Jeff David – Dept. Chairs and School Deans for discussion)

- h. Library and Learning services as it pertains to the Task Force as a core student service will be reported through Standard IIB
- i. Identify funding sources and connect to needs of student services
- j. Project Shine
- k. Textbook affordability
- l. Coordination with bookstore/faculty on specific course materials (already exists but enhance, for example wrenches/starter kits, etc.)
- m. Vending Machines as an option – books/bandaids/blue books, etc.
- n. Regalia info at CCSF
- o. Commencement/Grad ready? What's the process of ensuring students are clear to walk?
- p. Why counseling positions (that were approved not) are not posted yet?

Notes taken by Lisa Romano

Ken gave a presentation on data from the 2015 Centers survey:

Library

Bookstore: What defines a bookstore? How do we define access for these services?

Evans and SE has a book mobile that comes during the first month of school. Can that be considered a bookstore – it is bookstore services.

Less than half of the students at SE and Evans indicated that they do not have a bookstore. Students may be defining the book mobile as a bookstore

Chinatown Bookstore only open one day a week. – First 2 weeks open Mon-Thurs after that only one day a week.

Credit and noncredit have different needs however the Centers want to have equity in services.

Recap of first two meetings for folks new in the room.

Chancellor Lamb created a student services task force to develop a plan for providing equitable student services at the Centers.

Core services:

Admission and Records

Financial Aid
Counseling/Matriculation
Library/Leaning Resources
Book Store/Book services
Co-curricular activities
Administrative oversight

Airport
Chinatown North Beach
Civic Center
Downtown
Evans
Mission
Southeast
Ocean

Sites/Centers:

Core services for counseling:

- Provide credit/noncredit information and day and evening students and matriculation services
- Academic, personal and career counseling
- Counseling about both non credit and credit programs and services
- Development of educational a plans
- Coordination of matriculation components – placement testing dates, orientation, counseling
- Outreach and community services
- In Reach activities – touch the students in the Centers
- Outreach activities –
- Probation services (classes, workshops)
- Steps to credit – transition from noncredit to credit
- Support for certificate/degree programs specific to the Center (path to completion)
- Information and referral to other services within CCSF and outside
- DSPS (at some locations but not all – provided upon request)

Invite Muriel: re DSPS

Core Services for Matriculation (Credit and Non Credit)

- Placement testing (credit and noncredit)
- Orientation
- Application (daily)
- Counseling/Educational planning
- Follow up
- Pre-requisites

Parking Lot:

- Is Online counseling (distance learning) included in IIC.?
- Follow up counseling

Facilities:

- Appropriate confidential space

Learning Resources/Tutoring:

Library:

Has a separate standard for accreditation. It is now IIB.n

At the Centers there is already a service desk everywhere except Evans.

Civic Center – space not available until October (10-15 hrs week)

Airport – nothing in place yet

Language center available in some form where language other than English is taught.

Chinatown – language taught at Chinatown but learning services are available in the library – tricky because library is closed on Saturday. Access to tutoring is available online. Learning assistance center provides tutoring for subjects taught.

Looking at English lab support at centers

Remotely online is the only option for some of these issues

Core services for Library:

- Bibliographical instruction/orientation
- Access to online materials
- Access to print and non print materials (course reserves, circulating books, AV materials)

Learning Resources:

- Tutoring as appropriate (in person and/or online) - including training and coordination
- Language Center as appropriate (currently available online)
- Access to computers (day/evening students)
- Information on study strategies –

Invite Craig – re: information on English labs and discipline specific labs

Parking Lot:

Access to study space/area

Basic Skill challenges (English - Erin, ESL - Greg, math – Dennis, foreign language -)

Funding**Parking Lot:**

Identifying funding resources and connect to need

Identifying other services that exists for example: Project Shine

Bookstore/Access to books:

Six bookstores:

Airport – online

Chinatown – open 1 day a week on Wednesday, expanding to 2 days in Fall 10-6:30 PM

CC – working it out

Downtown – 4 days a week Mon-Thurs 9-6:30

Evans/SE online only (order online pick up at a Center or home delivery)

Mission – Mon-Thurs 9-6:30, Wed 7 or 7:30

John Adams, 2 days a week in spring, 3 in fall Mon-Wed 9:00-6:00 (?)

Ocean, Mon – Thurs 7:45-7:00 PM; Friday 7:45-4:00

Core services:

Online and in person access to course materials

Online and in person access to school supplies

Flat rate for delivery: \$7.50

Online and in person access to buy back

General information on access books/course materials

Parking Lot:

Specific supplies

Vending machines for supplies (blue book, scantron, etc.)

Regalia information at the Centers

Commencement/grad only

Assessment:

We may not need to create an assessment tool

There are data out there that we already have that can be used – we already have some data that we can leverage between semesters. (Compare from semester to semester)

How is this going to look moving forward?

Keep in mind availability, knowledge, usage

Look at unduplicated head count – consider FTES vs unduplicated head count

What are the goals that we need to keep in mind

Head count (non credit definition) – must attend 8 hours or more to count as one

Head count (credit definition) – must be enrolled in 0.5 units to count as one

To Do/Resources

1. Staffing by Center and classification
2. Why are counseling (positions) not approved
3. Dean Ta (A& E at Centers)
4. Dean Jenkins (Counselors)
5. Dean Coria (Financial Aid)

Tomorrow:

Muriel Parenteau (DSPS)

Human Resources (Classified/Faculty)

Proportionate