

EASE: Student Success Task Force  
Monday, August 3, 2015.  
MUB 140  
12:00 – 4:00 PM

Notes: submitted by Lisa Romano

Initial Feedback/ Group check in:

Feeling good about having this opportunity  
Excitement about having conversations around data/assessment  
Think outside the box  
No preconceived notions, interest in the process and how students will benefit  
Excited to see everyone together  
Transparent process  
Important that all players are in the room  
Make sure all collaborate – optimistic – acknowledge changes  
Employed 24 years – providing services at the Center is important  
College is critically ill/near death/we need to focus to bring it back healthy  
Appreciate the new faces in the room  
Want to see students happy when they leave the office  
Please commit to being here  
Great opportunity for students to participate  
Have to have a way to let students know about services – including those services not at the Centers  
Students not kept in the loop  
Biggest resource – CCSF employees at all levels

Initial feedback - needs:

Technology (especially in Financial Aid)  
Counselors  
Imaging system  
Data/assessment  
Airport – not transportation friendly (**consider shuttle service with airport**); need technology  
To communicate across Centers/across the board  
Adequate staffing and counseling  
District limitations can be a challenge – not able to hire new positions – consider revision of update of job descriptions with adequate compensation – some people may already be working outside their classification  
To know staffing on each category  
Understand the data  
To close the loop – develop action plan  
To answer ACCJC requirements

Core Services (Bucket) – under the VCSD

- Counseling and Matriculation
- Admissions and Records/Admissions and Enrollment
- Financial Aid
- Students Affairs

We need to define “What is equitable services?”

Equal access to success. What is equal? Proportionate  
Equal opportunity to finish goals and reach success. What is success? Success include meeting a student’s goal – obtain a certificate, graduate, transfer

What does it take for a student to successfully matriculate?

access to technology  
library services  
bookloan – and other resources for books  
networking – get a job  
financial aid  
counseling - personal, academic, career  
help with dealing with support with family  
childcare  
student health  
activities  
tutoring  
LSN, EOPS, Veteran’s  
internships  
help students find their passion (career counseling)

## **Area: Financial Aid**

Financial Aid Counselor – writes education plan, helps students not meet academic progress

Specialist – reviews eligibility

Intake/Counter – receives documents from students/helps with FASA

Currently:

Ocean – 4 academic counselors; 6 specialists; 3 counter; 2 information center

Evans/SE - A faculty coordinator provides FA services (help with application/general information) – 2 hrs at Evans/2 hrs at SE

MIS – 2 FT (1-1406, 1-1242 vacant) – takes in documents; assists with FASA applications

CHNB, DTWN, JAD, CC – counselor (30 hour) rotates between these 4 Centers during the week.

**GAP: No FA services at Airport**

**Action: Assign a FA representative to airport during peak period – first 3 weeks of school/last 3 weeks of school**

**Implement: Spring 2016**

**Gap: Train basic core staff how to answer questions on FASA**

**Possible action: Use student ambassadors to help with FASA applications**

**Implement: needs further discussion**

**Possible action: Conduct financial aid workshops at the beginning of the semester**

**Implement: needs further discussion**

**Discussion: Intake is more critical and requires special training**

**Gap: Imaging is available at Ocean but not at Centers**

**Action: Invest in technology for financial aid to provide imaging at Centers**

**Implement: needs further discussion**

**Idea: Consider adding financial aid kiosks at the Centers**

## **Area: Admissions and Records/Admissions and Enrollment**

1 A & R person at JAD

- Admissions for credit/non credit
- Photo ID
- Residency
- Grad petitions

What services does Admissions provide?

- Residency
- Applications
- Transcripts
- Transcript evaluation (International and Domestic)
- Graduation Petitions
- Certificate Petitions
- Imaging
- HS Enrollment – Concurrent Enrollment
- Correction of Student Records
- Academic Renewal
- Faculty Services
- Athletic Eligibility

- Course Repetition
- Concurrent Enrollment – Berkeley, SFSU, USF
- Late Add/Withdrawal
- Enrollment Verification
- GPA Verification (FA)
- Photo ID

#### Admission and Enrollment Centers

- Enrollment verification
- Application (CR/NC)
- Registration (NC daily – open entry/open exit)
- Registration (CR - within deadline)
- Correction of student records
- MIS data collection
- Photo ID

Challenge: A & E vs A & R

Historical background: A & E was funded from a special pot (matriculation funds) of money for non credit. In 2014 (July) when that funding stopped the district absorbed (U funds) 11 A & E positions resulting in a strain on district resources.

A & R services are available at the Centers during peak times. At Downtown 70-80% of courses in the evening are credit course. 120 students were able to add classes because there was A & R staffing available.

**Action: Do we still want to keep A & R and A & E separate?**

**Implement: needs further discussion**

What job classifications may be affected?

**Action: Job descriptions need to be revise/updated**

**Implement: needs further discussion**

Different processes for both NC/CR in the areas of:

- Orientation
- Application
- Registration – open entry, open exit versus set deadlines for add/drop
- No school fees for NC
- International students can take non credit courses if they are enrolled full time

**Action: Have a credit clerk come to the centers to help with credit**

**Implement: needs further discussion**