

Admissions and Records Institute
Student Services Meeting
Top Five Action Items
November 4, 2014

1. Training

Initiate a cross training program to provide staff at all locations with the background knowledge of procedures and processing flows for all aspects of college Student Service departments. Training would include credit, noncredit, continuing education and contract education.

2. Reference Manual

Produce a *Guide to Student Services* covering processing flows for credit, noncredit, continuing education and contract education as well as functions of Matriculation, Multi-Retention Services, Disabled Student Programs and Services, Learning Assistance Center, Student Health, Student Activities, Student Affairs and Wellness and Financial Aid, including Extended Opportunities Programs and Services, Guardian Scholar program, Cal WORKS and Veterans Services.

3. Customer Service Instruction

Compose curriculum specific to CCSF Student Services or identify service provider for staff development in customer service skills, including diversity training, difficult students, etc.

4. Workshops

Schedule in-person meetings monthly to disburse information updates, discuss recurring problems and changes in procedures from all segments of Student Services.

5. Survey

Develop a survey specific to each segment of Student Services to gauge staff performance results. This survey is to be distributed to each student at point of completion of their visit. Review of the survey responses to be discussed in the workshops.

Counseling Institute
October 1, 2014

Work Group Recommendations from Counseling Faculty

Technology

- More IT support
- Be more responsive
- Update website
- Student view of ed plan
- Eureka for all faculty
- Need comprehensive career choice software
- Budget for printers and scanners
- Link SARS and Web4
- Need user-friendly website
- Security for ed plan
- Computer system should notify students of SSSP/matric steps
- Use of SARS reminders
- Need Degree Audit
- Use social media

At Risk / Probation

- Funding for probation classes
- Registration holds by Dean
- Collaborate with Instructional faculty
- Should be follow up with original ed plan
- More Financial Aid education
- Student contract that includes number of units, grades, etc.
- Need more scholarships for students
- More tutoring
- Basic Skills

- College needs to enforce policies

Undecided Goals and Majors

- Reduce options on admissions application
- Training on choosing a major
- Need more career classes
- Workshops on ed goals
- Identify the students and have counselors follow up
- Hire career counselors
- Bring back the Career Center
- Offer CRER 63 class
- Case loading for this population

Orientation

- Interactive, should be more animated
- Include FAO-SAP information
- Mandate orientation before registration
- More Outreach
- Are we counting/reporting Orientations correctly?
- Pre- and post-test for orientation
- Are orientations consistent?
- Should include CTE in orientation
- Use video modules
- Encourage year-one communities
- Early retention
- You-Tube videos
- Orientation Quiz

Counseling/Ed Planning

- Make a good first impression
- Need Bilingual counselors
- Counselors need to understand the communities they are working with
- Classroom presentations regarding SSSP
- Workshops by counselors on different disciplines
- DegreeWorks
- Use e-SARS for counseling appointments
- Online counseling
- Need to have a working ed plan
- Require student to take CRER 61 class
- Counselor liaisons for instructional departments
- Cross training for counselors
- Hire Counselors

Placement Assessment

- Accommodate standbys
- Offer testing prep workshops

Messaging

Send emails about matriculation steps

- Publicize on billboards
- Text messages to students
- Place hold for not completing orientation, assessment, couns/ed planning
- Clearer messages on Hold screen
- Electronic signage
- Create banners

- Marketing with positive messages

Role of Faculty Advising

- Have specific advisor for each department
- Faculty give department specific workshops

Centers

- Offer Noncredit assessment online
- CASHS for noncredit
- Open house and workshops at Centers
- Identify peak periods, hire staff accordingly
- At Centers more dean and administrative support
- More services—tutoring, Admissions, DSPS, Financial Aid
- Full service A&E at Centers
- One stop locations
- Community Outreach
- Post accurate hours

Research, MIS data

- Need new software
- Need accurate SARS codes
- DSPS dashboard
- Need Research analyst
- Integrated data collection

Financial Aid Institute – October 24, 2014
Student Success / Student Equity

The Financial Aid and CalWORKs staff had the following responses to student success and student equity

1. Educate ourselves and our current practice/competency
2. Continue with professional development opportunities
3. Patience with students and learning process
4. Self-assessment
5. Identify areas of improvement
6. Importance of staff to be resourceful, competent, professional, and accountability
7. Teamwork, responsible, take ownership
8. Cross training with other departmental units
9. Have evaluations and self-assessments
10. Take feedback for process improvement
11. Provide student information on the following basic information:
 - a. FAFSA application process
 - b. Process after you apply between the Department of Education
 - c. CCSF FAO eligibility process
 - d. Financial aid awarding
12. Implement FAFSA workshops
13. Continue SAP workshops
14. Built partnerships with instruction and counseling for cross training
15. Staff cross training
16. Continue Financial literacy workshops
17. Create sustainable progress
18. Financial aid outreach, publicity using social media – facebook, twitter, text, Instagram, etc.
19. Create a consistent and informative professional development for all staff
20. Integrate technology and the financial aid process easier – WEB4 and Banner
21. Increase staffing to provide support for the program to succeed
22. Continue assessment of service
23. Welcome everyone who comes through the door
24. Be patient, be more understanding and resourceful. Incorporate other services not just financial aid (EOPS, Cal-WORKs, Single Stop, HARTS)
25. Every employee should be knowledgeable in other areas at least the basics. Cross-training workshops
26. Have more communication within departments
27. Respect and support each other. Stop throwing people under the bus
28. Have a clear process for students about Financial Aid SAP (check off list of the process)
29. Create flyers
30. Students are using smartphones, try to find a way to communicate with them
31. Encourage students to stay