

Berkeley City College
Student Services Meeting
Tuesday, October 19, 2010 2-3pm

PRESENT: May Chen, Jasmine Martinez, Brenda Johnson, Jennifer Lenahan, Jim Ward, Paula Coil, Gail Pendleton, Loretta Newsom, Loan Nguyen, and Lynn Massey.

AGENDA

- Meeting Minutes Approval
- 2010-11 Goals
- Items on the floor
 - Staff Emergency Contact Information
 - Students asking staff for money
 - What resources can we refer them to?
 - Resolving issues with the AC Transit Pass-Who can refer student to?
 - Update on Financial Aid Loan Process
 - Is there a update in regard to the 3rd floor Computer lab?
 - The new website has changed-Who is in charge of this project?
- Department Updates

Meeting Minutes Review & Approval

Approved.

2010-11 Goals

May handed out the Manager Performance Evaluation Goal Setting/Initial Conference document. This is what the district requires and request from managers. Some of the items listed are either still in progress or close to completion.

May has been working very hard on various projects such as he appeals with Financial Aid office, working on increasing the counseling FTE and student to counselor ratio, hiring positions for DSPS office & counseling adjunct, and many more. BCC has been informed that we will receive \$44k to add on to our adjunct counseling budget; although we have not yet received it in our budget, we were told it will be added very soon. Among many things on this list, May would like everyone to go back and review this handout and your Program Review as well. We should always keep this as a working document and refer to it often. We need to initiate new innovative strategies and look at our program review objectives and goals and see what are your new goals and strategies and see if it is do-able this year. We have established foundations for ourselves already, so all we need do is to follow-up and constantly keep on top of them. As long as we have strategy and coordination between our various resources and departments we can continue to operate efficiently. We have been talking about the coordination with the office of instruction and student services and we will continue this effort.

Please also look at the SLO portion in the handout. SLO is part of accreditation, so we must participate and do this. Other colleges have been identifying their college core missions and enhancing it. We also need to identify what our SLO outcomes are as well.

Items on the floor

May and Shirley have already identified several issues in the budget. There is a major change for all the categorical budgets. The district is now requesting that the colleges load not only the salary but all fringe rates and benefits as well; this is something we never had to participate with in the past. There are many tasks involved with setting up this year's fiscal budget; we hope to have it resolved and ready very soon.

The positions that we prioritized at our last meeting have been forwarded for recommendation. There will be more discussion on this topic in the near future.

We were hoping to start the monthly budget status report a lot sooner, but we are still in the process of correcting the budget set-ups. We are also having problems with having the salary showing up in the budgets for this fiscal year, which also affected our state reports. You will be updated on the progress as it occurs.

A&R: There is a new transcript request form available online now and students can also pay online for this service; credit card payments only with a valid email address. The link to the online official transcript ordering service is located in the student passport center and for those who do not have Passport access they can go to www.peralta.edu/transcripts. These forms are also available on the campuses as well. The fees have changed (please refer to the form). One major change in regard to fees is that there is now a \$2 handling charge for all transcripts in addition to the transcript fee; this also applies to the free transcripts. A banner has been made for all campuses and will be placed up soon. The banner encourages students to complete this form online.

Staff Emergency: It was mentioned that it would be nice to have a list of all staff and their emergency contact information on file on our campus. The business office has something similar in their safety binder. It was suggested that this list be kept in several places such as the business office and the managers only. We will further discuss this topic.

Transfer Center: Paula would like to know if we can obtain a resource directory or listing that we can refer students to. We can still refer student to Brendan Pangburn when he is on campus, but also having something to give students would be very helpful as well. We could ask Brendan if he has something that he would like us to give out to students or we could also look into gathering some community information and resources from the City of Berkeley, the Berkeley Historical Society and Berkeley Visitors Welcome office.

AC Transit Pass: There have been many complaints in regard to the AC Transit Pass. Who and where can we refer students with concerns to? The process is initiated by the student's \$31 payment, then the student obtains a BCC Photo ID card, that ID picture is used for the AC Transit Pass which then gets ordered by the district office. Once they are delivered to campus, students are responsible for picking up their AC Transit card. If they are returning students they keep the same AC Transit card and it gets reactivated once the fee is paid again; it can take up to two weeks for the card to be activated. The cashier's office has a telephone number that she gives out to students when they have concerns. This contact number lies within our district office with a PCCD employee overseeing it along with the assistance from our ASBCC President Yvonne Thompson.

Financial Aid Loan Process: There has been a change in the way the Loan checks are processed and ordered. The government has taken over all the student loans; therefore eliminating the private banks. The money is now coming directly from the Department of Education. This new system for student loans is going okay so far. Occasionally there might be a minor issue but it is improving. Peralta has a new policy now that caps the total amount of loans borrowed to \$16k. This only applies to Peralta students; this is not a statewide policy. The borrowing maximum for loans at PCCD \$16k. If a student has taken out a loan at another outside institution that amount is added to their total and if they have taken out more than \$16k then they cannot take out a loan here.

BCC Student Computer Lab Update: VP Johns sent out an email 2 weeks ago that addressed this area. This area is currently being looked at and they are in the process of forming a committee. Please read that email and respond to Krista if you would like to be a part of that committee. Our student computer lab is very important for many students. It is conducive to their overall learning and success here at BCC to have access to computers. You are encouraged to please consider sitting on this committee; we need representative from the student services department. Another issue is the FTE issue. The intention with this build out was to utilize as much space as possible to generate FTE. One of our first goals listed were to advance student access, equity and success; we need to ensure our students have this access.

Welcome Desk: The students at the welcome desk have been given a list of all services and the location & contact information. It also includes most frequently asked questions and answers.

New Website: As you know our college website has changed again. At present John Palmer is not working this semester to assist us with our web pages as he previously has. If you have any concerns or need your area updated please contact Fabian. The contact person for the website at the district level is Michael Orkin and for our campus it is Fabian Banga. Fabian is also the chair of the BCC Website committee. Jasmine also serves on this committee, but unfortunately there haven't been many regularly scheduled meetings taking pace. Although, there is a meeting to be scheduled this month; Jasmine will bring an update as soon as possible.

Jim Ward wanted to reiterate that the previous discussion our last meeting with concern of the LRNE 501 rosters still needs to be resolved. May suggested an off-line discussion to involve, Brenda, Terry, Loretta and Jim.

Updates

May Chen: A decision has been made to proceed with the advertising and hiring of the DSPS Coordinator/Counselor position. The Alternate Media Technology Specialist position has been approved and hired. We have been promised \$44k from the district to fund our part-time adjunct counselors. These are **great** accomplishments! Thank you May.

Counseling Dept.: TAG went online this year where students could apply online. It has expanded so much this year that the counseling department had to close on occasion in order to process all those applications. A total of 164 were completed by Tamara & Hermia. They are now working on a survey for students to complete; this will also be connected to the SLO.

Brenda Johnson: Brenda mentioned that she would like to see a list of all student services on each floor instead of the present floor directory for each level. It would include floor level, room number and phone number. Our ASBCC office is off to a slow start but regardless they are working very hard and also working on many different events and activities for this academic term.

LRC: The LRC is presently functioning well. There is one concern with regard to losing a Spanish tutor this semester. Jim has alerted Fabian and Fabian will be sending another tutor for the LRC.

Financial Aid Office: There will be a second disbursement this week or next. The office is presently working on the applications submitted in August/September; progress is going well. Students are being told that their file can take up to six weeks; so far the office is on track. There is one Loan Workshop left for this semester. Work study is no longer through Ramona; it has been assigned to Tammy Perry in the Financial Aid office. Therefore, please submit all timesheets & hiring information to Tammy. The financial Aid office asks that you please don't have students turn in timesheet to their office, only the staff supervisors should be turning in the timesheets and please make sure all initials and signatures are there. May thanked Ramona for her assistance with this and appreciates her hard work and dedication she gave towards the work study program. Thanks Ramona for doing such a great job!

PACE: The PACE Department has a new part-time counselor. His name is Bobby Nakamoto, he is located on the 2nd floor in Room 257.

Transfer Center: Paula mentioned that Transfer Day was a success! She is now looking at the state annual report for the transfer center. The center traffic has been picking up a lot more with transfer inquiries. There is also another workshop tomorrow for transfer basics. Paula has also created a survey for student and is currently using it.

Jennifer Lenahan: Jennifer has received over 30 applicants for the Osher Scholarship. Jennifer has been thinking about possibly having a scholarship workshop for students in conjunction with transfer center, and maybe even writing workshops for them as well.

Assessment & Orientation: The assessment and orientation will begin in November and will run through January. Gail will email the new assessment schedule.

Jasmine Martinez: All the Chapter 33 Veteran tuition payments have been organized and logged between the cashier's office and the VPSS office now. Jasmine will resend the previous meeting minutes tomorrow. You were all accidentally sent incomplete notes and not the final version; sorry about that.

A&R: The A&R staff are currently taking this opportunity to catch up on things and getting files boxed up for shipment to the district office. Students will be able to see their registration appointments by next week. The spring 2011 schedule is not out yet, but should be by next week.

DSPS: The Alternate Media Technology Specialist position has been filled and is estimated to begin on November 1st. His name is Roberto Gonzales and he is visually impaired.

Ramp: If you hear an alarm going off a few times each day, it is not a fire alarm it is the emergency exit alarm. Apparently, students are not reading the emergency only exit sign posted and are exiting through this door which will sound an alarm when opened. Security is aware of this problem as well as Shirley Slaughter.

NEXT MEETING: TUESDAY, NOVEMBER 2, 2010 AT 2PM

PLEASE SEND AGENDA ITEMS NO LATER THAN THE FRIDAY BEFORE.

Adjourned at 3:40pm
J.Martinez