

**Berkeley City College  
Student Services Department Meeting  
Tuesday, April 20, 2010**

*Meeting Theme: "BCC Student Services Budget Planning Guidelines"*

PRESENT: May Chen, Brenda Johnson, Jasmine Martinez, Jennifer Lenahan, Catherine Massey, Gail Pendleton, Jim Ward, Loan Nguyen, Loretta Newsom, Marilyn Clausen, Lilia Chavez, Lynn Massey, Hermia Yam, Victor Flint, Paula Coil and Jim Ward.

AGENDA:

- Meeting Minutes Review and Approval
- Move Status/Proposed moves
- Propose use for Rooms 124A-D
- Items on the floor
  - Survey/Feedback Forms-Can we initiate again

**Meeting Minutes Review and Approval**

The meeting minutes have been approved. May is going to send the SLO & SAO, waitlist and health fee/hold section of our last meeting minutes to Shirley Fogarino for the BCC Newsletter.

May wanted to thank those of you for getting the purchases done on time and utilizing our available funds. This is why it is very important to have our monthly budget spreadsheets up to date.

**Move Status/Proposed moves**

Please review the handout in regards to the move and build out. We need to discuss the proposals that are on the table right now.

1. One of them is to move the entire Financial Aid office in to the current transfer center; but will keep their current counter space. Since this was originally not part of the build out plans, there was not furniture or counter ordered.
2. The Transfer Center will move to the 2<sup>nd</sup> floor/Room 243 once IT moves out to the 3<sup>rd</sup> floor.
3. Victor Flint and his Ambassador team will move into the current Financial Aid Space Room 161.
4. Jim Ward will move into Room 124A where Victor Flint is currently located. Karen Carraway will then move back into her office that Jim is currently in.
5. The PACE Counselor was proposed to move to the 2<sup>nd</sup> floor with all the counselors. The only Counselors not located on the 2<sup>nd</sup> floor would be the CalWORKs and EOPS Counselor; they will be located with their program on the 3<sup>rd</sup> floor. Lilia suggested that it would be preferable to also be with the PACE Program office on the 3<sup>rd</sup> floor; May will take that into consideration.
6. The ASBCC Office is proposed to be moved to the basement room 57 and 51 will occasionally be used as a space for the ICC as well as still remain as a classroom.

The articulation office was mentioned. In the original build out plans there was a space specified for the articulation office on the 3<sup>rd</sup> floor. This will continue to be looked at and decide where would the best location would be for it.

Room 125 where EOPS moved out of will revert back to a classroom/lab.

The computer lab on the 3<sup>rd</sup> floor will remain there. It was suggested that a good location would be room 125 where it can be supervised by a faculty person. But it was mentioned that the previous faculty that supervised this lab was the EOPS counselor. So maybe when that EOPS counselor position is filled; can they supervise it since they will also be located on the third floor.

### **Proposals for the use of Rooms 124A-D**

#### **Here are some of the proposals:**

Room 122: To be used for onsite health services or the Articulation Office

Room 124A: Jim Ward

Room 124B-D: Institutional Effectiveness Specialist, Library Staff, and/or a tutoring room.

Room 124E: Assessment Equipment/Storage Room and Testing Room

### **Student Services Budget Planning Guidelines**

May distributed a handout of our 2010-2011 Budget Planning and Strategies.

By the end of this week, Friday, April 23<sup>rd</sup>, please send May your suggestions in regards to the budget planning.

As of April 1<sup>st</sup> there has been a hiring and spending freeze. This fiscal year we receive our funding very late in the year; therefore we could not plan it out very well. We will not have enough resources to support our services; therefore we may have to share some services with our sister campuses. Unfortunately, we are going to be forced back to our 2008-2009 budget plans. There will be a budget forum this Thursday, April 22<sup>nd</sup> at 2pm in the 4<sup>th</sup> floor conference rooms.

There were some layoffs and bumping, but no one at BCC. We received staff from other colleges as a result of bumping, but we did not suffer any losses.

We are receiving a lot more students coming from southern California, out of state and foreign students to take their pre-reqs here to transfer to UCB. We really need to increase our efficiency here through these budget reductions.

May introduced that there will be a Fulbright Scholars Program occurring this summer.

### **Items on the floor**

Survey/Feedback Forms-Can we initiate again. There have been lots of complaints and when students ask for a complaint form, we do not have one. Jasmine will bring to our next meeting our previous feedback form and current complaint/information form and add to the agenda, so that we can review it then.

The financial aid office received two specialist positions instead of just one. This was done with special permission. Catherine Nichols and Loan "Jackie" Vo are our new Financial Aid Specialists.

Brenda thanked some of the staff that stepped in to help out with the voting polls for today and tomorrow.

### **BRIEF SUMMARY OF FOLLOW-UP ITEMS TO TRACK:**

--May will look into the suggestion of having the Easy Pass Waiver Form Instructions on the back of the form. She will also follow-up with the suggestions for the High School Concurrent enrollment form.

**NEXT MEETING: STUDENT SERVICES RETREAT, TUESDAY, MAY 4, 2010 FROM 12:30-5PM  
12:30-1:30pm Refreshments/Lunch in Room 451B, then from 1:30-5pm Teach Learning Center, 3<sup>rd</sup> floor.**

We will follow-up with our SLO's and invite Jenny Lowood and Terry Tricomi to join us.

**PLEASE SEND AGENDA ITEMS NO LATER THAN THE FRIDAY BEFORE.**

Meeting adjourned at 3:28pm  
J.Martinez

**Berkeley City College**  
**Student Services Facility Planning and Implementation**

**Guiding Principals**

Inclusive, participatory, communicative, and consultative

Delivering services to students in an effective, efficiency, and student-friendly fashion.

Focus on services, instead of functional gains or losses in office sizes.

Identify and implement “Win Win” solutions, and avoid unnecessary moves and work interruption.

**Action Strategies**

Identify Eileen Pippins, and then Paula Coli and Jasmine Martinez as regular BCC Facility Committee members representing Student Services.

Communicate about facility development and moves impacting Student Services in bi-monthly Student Services Council meetings.

Communicate with individual offices/functions that have had included in the BCC build-out and various Phases.

Conducted Student Services space needs survey by meeting with all end-users, including staff and students. See Attachment for communication summaries.

**Near- and Mid-term Moving Plans and Rationales**

1. Student Services Dean, and Secretary to the Dean, will move to the 3<sup>rd</sup> floor.

Rationale: To provide on-site supervision to EOPS, CARE, and CalWORKs functions.

To have administrator on all four floors.

2. Financial Aid Supervisor will move into the newly built office, and the four regular staff will move into the current Financial Aid Office and acquiring additional work space on the first floor in 124 area.

Rationale; To accommodate the additional space needs due to staff growth (2 to 5).

To stay close within reasonable vicinity.

To be less disruptive of services to students and staff working environment at BCC (e.g., instead of previously discussed of having A&R and Financial Aid exchanging offices.)

3. EOPS/CARE/CalWORKs moves to the third floor, according to the previously developed plan.

4. Transfer and Career Information Center moves to the current IT office to be vacated.

Rationale: To be close to the counselors so that counselors and Transfer/Career Coordinator could provide seamless services to student seeking transfer/career advisement – Counselors have invited Transfer/Career Center to move to Counseling area several times.

To have front counter coverage when the Transfer/Career Coordinator works off-site.

To be able to arrange 4-year receiving institutions' visits by using office space that is not scheduled for adjunct counseling during the visit dates and time that is pre-agreed and pre-scheduled.

Cons: The new location is slightly smaller than the current location.

The new location may be less visible for students.

5. All counselors move to the 2<sup>nd</sup> floor Counseling Office, except EOPS/CARE/CalWork counselors.

Rationale: All counselors will receive similar trainings and updates; provide general counseling and specific counseling to targeted populations.

Exception: Title 5 requests EOPS/CARE/CalWork counselors provide specific counseling to the target population.

6. Student Activity Specialist and Student Activity Office moves to the current Transfer/Career Office on the 1<sup>st</sup> floor, assign current 5<sup>th</sup> location as work/design room for the growing student clubs and Inter Club Council (ICC).

Rationale: Student Activity Specialist:

- This location has one built-in office to allow the Specialist to conduct business in a less disruptive work environment with privacy; and be able to provide immediate suggestions and advice to the Associated Students (ASBCC).

ASBCC:

- Recognize that ASBCC and student clubs activities
  - (a) Play a significant role in teaching and learning, the concept and activity is similar to Service Learning and Co-Op, and
  - (b) Are proven to be significant and positive factors of increasing student retention and success by numerous nationally renowned educational researchers. For example, De

Anza College indicates such fact in its Class Schedule front and back cover.

- To respond to service requests e.g., office hours, Student ID services, made by the general public, including Trustee and BCC Administration. The BCC enrollment grew from 6,921 (05-06)/7,876 (06-07) to 11,572 in 08-09 or by 67% or 47%. Meanwhile, the number of student clubs tripled during this period. In 2009-10, BCC has more than 20 clubs.
- To respond to ASBCC's previous requests for extra space and to assign reasonable size to accommodate ASBCC's duties and responsibilities. (According to our space inventory report, the current ASBCC square footage totals 262. The adequate space would be 869. The ASF of the transfer center is 861.)
- To support teaching and learning. It is noteworthy that one room on the 5<sup>th</sup> floor previously requested by ASBCC will be able to be converted into a "Dry Lab" to further support teaching and learning.
- To enable ASBCC senators to be able to communicate with their constituents conveniently in a visible location.
- To enable ASBCC and ICC members to conduct meetings and other planning activities in reasonable locations (current Transfer/Career Center and the current ASBCC office on the 5<sup>th</sup> floor) and size that could adequately support the activities.
- See rationales developed by ASBCC below.

The potential relocation ASBCC office and common problems with the current office:

1) Location- The current office (rm 511) is very out of the way which creates two problems. One, students seeking help from us often go back and forth between the first or second floor and 5<sup>th</sup> several times before their issue is resolved. Two, the office is located in a place where students don't usually walk by. Typically students find out where the office is because they need a student ID, and even then think it's just the ID office. So room 511 limits the visibility of the ASBCC to the student body. This reduces the number of students that we interact with and our overall effectiveness.

2) Space- Both the shape and the size of the office create challenges in basic functionality. There is not enough room for more computers; we currently have 3, 1 for the advisor and 2 for AS business. Between the work on minutes and agendas, clubs, council members office hours, daily treasury task, and general use, the demand is so high that people don't use the office for many things because computers are so integral to everything we do. There isn't enough room to work on banners or other large projects. It is too small to hold a meeting of more than 4 people effectively. The triangle shape minimizes the floor space which makes it hard to get around especially for people with

physical disabilities. Also it is practically impossible to have a private meeting, which discourages students from discussing sensitive or personal issues. There is no storage space for larger items associated with events.

To sum it up room 511 isn't used as much as it should be because it is difficult to get work done there. If we had a place with more computers, open table space for meetings and projects, some storage for larger item, and the ability the ability to have one on one meetings The room would be used much more often and more things would get done. If we were located in a more accessible and frequented spot the AS would have more interactions with students. This would help in many ways including: holding council members more accountable, more involvement from students in clubs and events, a more informed student body on current issues, and a potential alleviation of demand on student services and the AS would more often help resolve small issues and guide to the right departments with the necessary things in hand.

## Worksheet for Build-Out

### and on-going Student Services space needs & concerns\*

Please note in the column next to your department any/all space-related concerns for your area. If others are in your department, please consult with all and forward all comments. The column will expand to accommodate your input.

Comments might include issues related to location, and/or how you need to use your allocated space more effectively, for example better storage or file management system, office space, etc.

If your area has no concerns, please let us know this as well.

Please send this worksheet back to Jasmine (jmartinez@peralta.edu) and Paula (pcoil@peralta.edu) by **Friday, Jan. 29**, so that we may compile and forward the information to Brenda and May, and keep our student service space-related needs in the planning loop. Thank you!

<b>Student Service Department</b>	<b>Primary contact</b>	<b>Concerns:</b>
Admissions & Records	Loretta Newsom	Overall space as allocated is very good; however, file storage system at the back of the office should be covered—system can be improved (use Measure A funds for this)?
Articulation Office	Joseph Bielanski	Joseph's current office (in counseling area) is assumed to be the designated articulation office. At one point there was a space slated for articulation on the third floor, but the plan changed. There needs to be a dedicated office space for articulation. Being near counselors makes sense because they often have questions and feedback about articulation agreements as they work with students interested in transfer.
Assessment & Orientation	Gail Pendleton	Space needs for assessment and orientation will be better met once the storage room 124E is returned to this department. (This is the room that is temporary office space for the bursar.) This room is used to house supplies for orientation / assessment & matriculation follow-up, and store student assessment records kept on file for 3 years. It is also the space to offer individual ATB testing.
Counseling	Alley Young	For now counseling office space is sufficient. A larger storage area for files

		and supplies would be better (current spaces are functional but too small). Articulation office on the 3 <sup>rd</sup> floor makes sense because of closer proximity to instructional faculty. Transfer/Career center should be located on the 2 <sup>nd</sup> floor close to counseling for more effective collaboration between these service areas.
Dean's Office	Brenda Johnson	SS administration presence and space on the first floor is important. Many students are coming from financial aid or A&R to see the dean and proximity is good. Allocated space is adequate.
EOPS / CalWORKs	Ayele Lemma	Planning was thorough for space needs for EOPS & CalWORKs; the phase II build-out should be adequate for these programs.
Financial Aid	Loan Nguyen	Financial Aid still has many space-related needs that are unmet. Storage for this office is inadequate—they will need to use the small room that is in the mail room area designated FA storage but it is not enough (the storage for A&R would be better—this space is potentially accessible from the FA main office). There is a need for a private office space in addition to the office created for the supervisor. Using the space near Brenda's office would be ideal, and this has been discussed with Brenda and May. There needs to be provision for 2 work stations beyond what can be accommodated in the main FA office. Higher cubicle structures like on 4 <sup>th</sup> floor would help, and allow for more private meetings with students (in the area by the Dean's office). File storage for active, working student files is a big issue. There is a mechanical system at Merritt that is a model for what we could have here. Currently there are boxes of files throughout the office, and inadequate space to easily access student files.

		Also, a waiting area could be established in the lobby for students waiting for individual appointments (if the area near Brenda's office is used for FA). Lastly, there should be a narrow credenza or cabinet purchased to house forms that counter staff need to access. (Currently an open paper storage structure sits on 2 wooden chairs borrowed from the LRC—this has been the case since we moved in to BCC.)
LRC/Tutoring	Jim Ward	Jim requires a private office space to focus on the duties of coordinator (scheduling, hiring and payroll paperwork, space to meet w/ individual tutoring staff, etc.)—he had been operating in a shared office, and now realizes how much more effective he can be since in room 117. He has addressed these concerns to Brenda, and clearly requests to stay in 117. In addition, Karen has expressed need for a private office, and has discussed this with Brenda.
PACE	Marilyn Clausen	Space needs are being addressed in the build-out. Staff don't know what furniture will be moved, if any. Unclear on details of F, F & E.
PSSD, including Alt. Media	Lynn Massey	More counseling office space is needed. More storage, and more space for testing. Even though the technology lab space is also functioning as testing space there are many times when it is full. The shared office is very busy and traffic flow is disruptive for other worker (Jennifer).
Student Activities	Eileen Pippins	Not available.
Student Outreach	Victor Flint	Current office space is adequate.
Transfer & Career Information	Paula Coil	Location on the first floor is good for visibility. Many students walk in because of easy access who might otherwise not use the center, and it's easy to work with visiting reps and post on job board from this location. Space is also large enough for workshops and to host

		classroom visits. Private meeting space exists for reps and others to work with students one-on-one.
VPSS Office	May Chen	Current space seems adequate. More storage for veterans function could be useful. There are plans to locate an emergency kit in the 2 <sup>nd</sup> floor in this suite—where is the best space?

\*All feedback as of 1/28/10 logged here.