



Student Services Council Meeting
Tuesday, July 23, 2013
2:00 p.m. -3:30 p.m. Conference Room 451A



ATTENDEES: Jasmine Martinez, Jennifer Lenahan, Ramona Butler, Fatima Shah, Lynn Massey, Loan Nguyen and Paula Coil.

CHAIR: VPSS Dr. May Chen and Dean, Brenda Johnson

AGENDA

- 6/25 Meeting Minutes review
- Student Services Referral System
- Outreach/Inreach
- First Year Experience
- Fall 2013 Welcome Event
- All Staff Customer Service Training August 5th
- Area Reports
- Items from the floor

Meeting Minutes

Motion approved for the Meeting Minutes from 6-25-13.

Student Services Referral System

The referral form has been discussed since last semester along with Victor Flint. We still need a referral system in place. Most of our referrals come from the 1st floor services such as Financial Aid, Cashier's Office, Assessment and A&R. May asks that each department please come up with a list for the reasons for referrals. We need to know key elements that this form should contain. May would also like all departments to make a list of their most frequently asked Questions. We will have a team take the lead to survey this and draft it before we finalize it. The team will be Jennifer Lenahan, Jasmine Martinez and Ramona Butler. They will propose a draft to Brenda by email by 7/30/13. They will do a trial run with Admissions in the meantime.

Fatima mentioned we should also think about a larger referral form for faculty in cases where a student may need several referrals for various programs and services at BCC. We want to will keep this as a goal for the department to develop later on. Right now we want to focus on completing the Student Services Referral form.

Outreach/Inreach

Two topics for discussion:

1. Hours of Operation on our website: Please print out from the website your department's hours of operation listed. We really need to keep this up to date each semester. We need to update this for fall 2013 peak hours and then your regular office hours. Take the printout and hand write your hours and return to Jasmine.
2. A handout was given of the Enrollment Reports for summer and fall 2013. It shows 2012 vs. 2013 comparisons for both semesters. The 5th and 6th column you see the resident FTES and total FTES, please review the differences from last summer to this summer. We have not met our enrollment targets for summer. For the fall semester were just slightly above last fall and we didn't meet our enrollment target last year. If we are below our target that means the State is not going to give us as much funds. The state gave us higher FTES and growth incentives. So if we don't meet our targets they will give our money away to those schools meeting theirs.

Jennifer raised the question about when we have a student who attends multiple campuses per semester how it is counted? Each FTES is based on the units at that college. Although it's possible they may be double counted when it totals the number of students.

Let's discuss what the major reasons could be that have caused this decline in enrollment.

-May stated that Gail mentioned because of the new Financial Aid regulation changing last Academic term requiring financial student to have a high school diploma or GED that this led to an increase in the Ability to Benefit tests. This also may have been what affected last fall 2012.

-The economy is getting better and more people are working.

-Fatima mentioned that a lot of students are going to our sister colleges due to more time options of classes such as weekend and evening. Since we see more students looking for evening and weekend, we should we talk to office of instruction to add more class offering and more time options. Diversifying our course options may increase our enrollment.

-Schedule conflicts that cause them to attend other campuses due to not enough courses offering in a specific subject area.

-Some courses are locked such as the mural classes; they need the instructor's permission to add. This may hinder enrollment for students.

-Do any DSPS students have any challenges? –Per Lynn they could use more DSP&S Counselors.

-Outreach slowed down over the years and we need to bring that back and strategize about this. May is proposing to replace Victor's position or a similar position that will continue our outreach efforts.

First Year Experience

The FYE has been very successful thus far; we only have 5-10 spots left. Thanks to the counselors for doing a lot of recruitment for this program. Fatima and Denise also contributed with recruiting many students. The one stop intra-service really worked and made a difference. The Ambassadors worked with the student in escorting them to assessment and their next step to counseling. The time the students took to complete all of this was shorter than the average student and made this a pleasant first experience for them.

Ramona mentioned that even though students were only set up for the 1st semester, could we funnel some of those students to other cohorts and programs so they receive support for these programs to assist them. There needs to be a plan to develop a plan for their second semester. We want to have them fully engaged in our programs and services so that they will receive support throughout their time here.

Ramona also mentioned that we should have more student services staff present and involved with this. This is a recommendation that May will send out to the staff.

Fall 2013 Welcome Event

The welcoming event went well last term but not highly attended by students. We really should think about making this a college wide welcoming event.

There is a District wide associate student council; they will have a 4 day training the week of August 5th. Our newly elected ASBCC president resigned. May has already begun looking into what the next steps are to have this position filled.

All Staff Customer Service Training on August 5th

We all received this email recently from the Chancellor; please make appropriate signage for the closure that afternoon. The training will be held at Laney's Theater from 1-4pm for BCC.

Area reports

EOPS: Accepting applications still fro Fall and recruiting for the FYE Program. No counselors yet for EOPS until the fall semester. The computer lab is and will remain open continuously.

Ramona/TRIO: The TRIO Program students recently had a campus tour to San Jose State University; approximately 10 students attended. TRIO has tutoring services now available.

TCIC: There is a new program called Transfer Pathways, which allows for students to take summer courses at UCB. Transfer day is this semester on October 10th. Paula goes on vacation for a week beginning 7/29 & returning on August 5th.

Financial Aid: The deadline is 7/25 for students to submit paperwork for 2013-14. They are still packaging student s for fall and working on work study which will be assigned in the next few weeks. Work-study can begin as early as August if you can interview and complete the paperwork for the students. They have received more funding this year for work-study. Tammy returned from Maternity leave this last Monday. They will have another specialist join BCC from Laney, her name is Nghi Dong. The new specialist may be assigned to oversee the work-study program. Loan will go out on Maternity Leave beginning August 19th for approximately two months. They will coordinate their office hours with Cashier and A&R for the evening hours to extend during peak enrollment.

Jasmine Martinez: The Safety Aide interviews are completed and 8 will be sent to training next week July 29th. No returning Safety Aides from last; all new students.

Jennifer Lenahan: Jennifer is now registered with State as a Mental Health intern and will be doing her intern here at BCC with Ann Sussman our Mental Health Counselor this fall and spring semester. They will both be working on building up that program together. Veterans are increasing as we approach fall. Counseling is flowing well although they could use more part-time counselors. Denise Jones has been helping out and that has been a great support. Taheerah Mujahid who has been working in the Transfer Center with Paula has been board approved and hired as an hourly for the counseling reception desk for the fall semester only and then transferring to UCB. The Mental Health office is moving to 124D in the fall semester.

Dr. May Chen: We are trying to centralize and further promote our health services on site and the Mental Health services. The plan is to transfer a general counselor into mental health counseling.

DSPS: Ready for fall semester. They will be making some changes to the note taker policies. Gwen has converted from student worker to hourly beginning this fall.

NEXT MEETING: TUESDAY, AUGUST 6, 2013

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

Adjourned at 3:47pm
J.Martinez