

**Berkeley City College
Student Services Council Meeting Minutes
Tuesday August 3, 2013**

Present: Paula Coil, Jasmine Martinez, Ramona Butler, Jennifer Lenahan, Loan Nguyen, Ayele Lemma, Loretta Newsom, Roberto Gonzalez, Mostafa Ghous.
 Chair/Co-Chair: May Chen, VPSS and Brenda Johnson, Dean of Student Support Services,
 Guest: None
 Absent: Gail Pendleton, Windy Franklin, Gabriel Martinez, Guang Chen and Fatima Shah

Agenda Item	Discussion	Follow-up Action	Decisions (Shared Agreement/Resolved or Unresolved?)
Meeting Called to Order	3:00 PM		
I. Agenda Review	Agenda: APPROVED		
II. Review of Minutes: July 23, 2013	Minutes: APPROVED with corrections. Note: Beginning with this meeting we will use a different format for our meeting minutes. We will no longer post the meeting minutes to the web until it has been approved.	This is currently being implemented.	Resolved
III. Customer Service	Dr. May Chen asked that we go around the room and share what we learned at the August 5, 2013 Customer Service training at Laney. It was a great training that was enjoyed by all and what a great way to kick off the start of the semester. There was great energy in the room. Analogies were excellent. It reminded us to look through the lens of the customer. A comment was made in regards to the importance of keeping in mind internal and external customers. We should be able to see the student's perspective because the student can pick up on the energy of the staff. Continuing to so some things we really do already and just continue	Referral	Resolved

**Berkeley City College
Student Services Council Meeting Minutes
Tuesday August 3, 2013**

	<p>to keep it up. Reflecting back to our last meeting, we talked about a referral system. We need to be better at helping students navigate through our college. Please make a list of your most common reasons for referrals and send them to Jasmine Martinez. We are still working on the draft for this referral form.</p> <p>We get a lot of emails and calls that are not necessarily directed for us but we still need to tend to them. Cross training was mentioned as a powerful tool to use or think about in the future so that we can be more helpful to our students.</p> <p>The part about cleanliness about our campus was mentioned as something that we can all do whether it's our job or not.</p> <p>Signage issues were also brought up. From a student's perspective the floor maps are outdated and students have no directions for where to find student for services/programs.</p>	<p>System/form being drafted & will then begin to implement</p> <p>Emails and calls will be followed up</p> <p>Signage & Floor Maps need to be updated</p>	<p>Resolved</p> <p>Resolved</p>
<p>IV. Peak Enrollment Services</p>	<p>Loretta Newsom asked the question in regards to the 8-6:30pm hour frame that was requested. In the Admissions office Chris Cook will be working until 7pm. So if they go in their office at 6:30 but since he really works until 7pm and a student needs help, please assist them. All four colleges have agreed to stay open.</p> <p>In regard to our enrollment target, we have not met our enrollment. FYE (First Year Experience) has 4 cohorts with 35 students each. We currently have 600 head count in the program.</p> <p>If a student drops any of the cohort classes they should not be able to without dropping other classes; we should have an alert for this for next year.</p>	<p>Financial Aid, Counseling & Cashier opened late 4 weeks in August</p> <p>Enrollment target met in Fall 2013</p>	<p>Resolved</p> <p>Resolved</p>
<p>V. Urgent Issues</p>	<p>There is a fee issue going on with student's fees not being calculated correctly. Students are being referred to the Admissions office from</p>	<p>Needs further discussion</p>	

**Berkeley City College
Student Services Council Meeting Minutes
Tuesday August 3, 2013**

	<p>the cashier's office.</p> <p>Our welcome center really needs to be staffed. We need more student workers triaging the lines and helping out.</p> <p>Flex week begins next Thursday, August 15th. Dr. Chen encourages us all to attend and try to have coverage while you're away if possible.</p>	Mostafa Ghous will address	Completed
VI. Adjournment	2:56pm		
Next Meeting	September 3, 2013 at 2pm Room 451A		

Minutes taken: Jasmine Martinez