



## Student Services/Office of Instruction/Business Services

Tuesday, September 3, 2013

2:00 pm – 3:30pm - Conference Room 451A/B

**Attendees:** Brenda Johnson, May Chen, Jasmine Martinez, Lilia Celhay, Shirley Slaughter, Mostafa Ghous, Antonio Barreiro, Carlos Ortiz, Jennifer Lenahan, Nancy Cayton, Catalina Herrera, Katherine Bergman, Sylvia Espinoza, Paula Coil, Nghi Dong, Catherine Nichols, Marilyn Clausen, Gail Pendleton and Francine Lewis.

**Chairs:** Brenda Johnson and Carlos Cortez

### **Agenda:**

- Agenda Review and Introductions
- Enrollment
- Go Print Technology
- Service Mapping
  - Customer Service Best Practices
  - Referral System Slip
  - Housekeeping

A handout of the Office of Instruction Organizational chart was presented. This chart will show you the differences between the two new dean positions. Carlos will send to Brenda who will then send out to all. For these future meetings, we need to decide when we will meet and who will transcribe the meeting minutes. We would like to continue these joint meetings at least once a semester.

### **Enrollment**

Our Enrollment was down previously but we have now exceeded our target.

Schedule development each semester is cloned pretty much from the previous fall or spring semesters. It is then view by the dean's, vp's and department chairs. Johnny Dong enters all changes. The staff in the Office of Instruction then proof reads all materials/schedules. When we clone the previous semester can the schedule with the changes afterwards made be the schedule to clone instead. Lilia Celhay will adopt new practices for creating the schedules by looking at classes that are in high demand and evaluate them further before adding them to the schedule. They will build the base and then go from there.

Returning students with holds from the previous semesters seem to be an ongoing issue. They try to get record corrections to have the fees removed but this is not a solution. The signs posted up on campus were really visible for the last day to drop, add and get a refund by September 1<sup>st</sup>. Also, the hours of operation are posted in the web site for the enrollment peak period. The schedule is also printed in the class schedules.

There are evening administrators on duty Monday-Friday until 7:30-8pm.

Beginning this week Cashier stays open to 6:30pm on Wednesday and A&R to 7pm.

Last Friday our Security really helped out with addressing students who were coming in after hours for the admissions office. The ambassadors are really key to A&R with assisting with the registration process. The Ambassador program is a very valuable program and an asset to us. Sylvia mentioned that she would like to assist by giving them training on the Office of Instruction processes.

Student service is currently working on the website to make sure all the pages are updated. The website recently changed again and has a new look. Please go through the new website and check your department for accuracy.

Some concerns brought up were that the classes the students enrolled in were late start classes and they showed up the first week of school.

There was a concern about the Ambassador program; where it stands now. Mostafa Ghous, May Chen, Fatima Shah, Gail Pendleton and Instructor Matthew Freeman have been meeting regarding his and have a plan in place for the transition.

Assessment triaging is a huge concern. It would be helpful if before students are referred to this office that students either refer to the website for the requirements or if the staff can review it with the students. It should also be posted at the front counter as well. There were 17 additional sessions of assessment testing added to the schedule this semester.

The Counseling department had many students coming in late. They were at least able to get these students into the Math courses that were additionally added. This really made a huge difference. Also, there were more online English courses added too. A suggestion for spring 2014 is to have a flyer circulate of these additional classes so that there is more awareness.

The line for financial aid colliding with the cashier's line is becoming a hazard. It raises concerns with it being an ADA issue, fire hazard, etc. We need to look at building a schematic for the lines in the one-stop-shop area. It was suggested that we look into a numbering system for the lines; this would make a huge difference.

A lot of times when students fill out the FAFSA they think that's all they need to do. So it would be nice to have a system that could get information out to the students. It would be nice if our PeopleSoft system could work together with the system for financial aid. This would allow the office to also know if the students have even enrolled and if they have filled out the FAFSA. A lot more late start classes were added this semester so that mean that they cannot get their financial aid until that late start class starts.

### **GoPrint Technology**

BCC is in the process of purchasing the GoPrint system so that students can utilize printing services in the Library. There is a supplemental piece that we can add that will allow students to pay their Library fines as well. The project is at the district level in regards to the approval process. Therefore, we can add this additional function later. It was mentioned if the student photo ID card could be integrated together with this service. This is something that we can ask the GoPrint Company. There is also discussion to see about giving instructors a GoPrint card so that faculty can be allocated a certain number of copies. The order has been placed via measure A and approved according to Shirley Slaughter, Business Manager.

### **Service Mapping**

Children and safety liabilities discussed in lieu of the recent Fire Alarm incident with a child that pulled the alarm.

Referral slip in draft mode needs staff input. Please direct all suggestions to Brenda Johnson.

Regarding the Customer Service Training on August 5, 2013, it mentioned how we should pick up litter when we see it on campus. We want to all participate in keeping our campus clean and beautiful. Please just be mindful as to the litter lying around on campus.

The person at the district that is handling student tuition payment plans is Shamal Stegeman. Please direct students to him by either email: [sstegeman@peralta.edu](mailto:sstegeman@peralta.edu) or by phone at (510) 466-7372.