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**Student Services Council**  
**Minutes**

Tuesday, April 4, 2023, 2:00 pm – 3:30pm, Zoom

Leads: BCC Student Services Administrators  
  
**Mission***: Berkeley City College’s mission is to promote student success, to provide our diverse community with educational opportunities, and to transform lives. The College achieves its mission through instruction, student support and learning resources, which enable its enrolled students to earn associate degrees and certificates, and to attain college competency, careers, transfer, and skills for lifelong success.*   
**Vision:***Berkeley City College is a premier, diverse, student-centered learning community, dedicated to academic excellence, collaboration, innovation and transformation.*

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| **Agenda Item** | **Description** | | **LEADER** | **DESIRED OUTCOME** |
| 1. **Preview Agenda** | All attendees shared what has made their day go well today. | | All | Review Agenda |
| 1. **Commencement** | Updates   * May 24th @ 11:00 a.m. * Check your email for Volunteers * DJ, Photobooth and fun * Folks can participate who missed degree petition, their names will not be in the program | | John & Susan | Discussion |
| 1. **Student Success Day** | Updates   * May 3rd 9am-12:30pm * Eight Schools – Oakland Tech, Oakland High, Skyline, Emery High, Unity High School, El Cerrito HS, Castlemont, Berkeley Adult, Richmond and Albany HS * Half day even: tour, workshops, buses and registration * Day of Support – volunteers can reach out to Susan and Gail * MDMF to follow up with Chris | | Susan | Discussion |
| 1. **Service Area Outcomes** | * Establishing a Student Services wide Service Area Outcome * Each program area has one Service Area Outcome * Difference between satisfaction survey and assessing the outcome * Plan for assessment for Spring 2023 * Current status: midcycle between CPR * **BCC Student Services Goals 22-23** * Increase student persistence from Fall to Spring by 10% * Proactively engage students to foster successful completion * Expand Basic Needs Support for students * Increase Financial Aid recipients and supportive programming by 10% * Increase SAS students by 10% * Support the increase of dual enrollment for BCC * Embed Society of Scholars and General Counseling into Guided Pathways * Institutionalize the HSI grant objectives * Continually improve the student experience at BCC   Develop a service area outcome such as: Reduce mental health barriers to academic success  Student services will proactively engage strategies and interventions that will foster student completion. Student Services will measure interventions by quantitative and qualitative data as relevant for individual areas. With the goal of increasing student persistence from \_\_ to \_\_ by 10%  What do we want students to know how to do as a result of interacting with x service area?  Look at APUs and past SAOs  Map our service areas into SS and EMP- retreat  Stacey will find examples of SAOs | | VP Shears | Discussion |
| 1. **Future Agenda Items** |  | |  |  |
| 1. **Announcements** |  | |  |  |
| Membership: Bold indicates attendance   * **Stacey Shears**, Vice President of Student Services * **Martin De Mucha Flores**, Associate Dean of Ed. Success and SEA * **John Nguyen**, Acting Dean of Enrollment Services * Vacant, Director of Financial Aid * Jasmine Martinez, Executive Assistant to VP Student Services * Jeejun Bertuso, Veterans Coordinator * **Danielle Spencer**, Student Support Services Staff Assistant * **Dr. Elissa Jaw**, SAS Coordinator/Counselor * **Ramona Butler**, EOPS/CARE Coordinator * **Carolina Martinez,** SEA Coordinator * **Susan Truong**, Student Success Coordinator * **Lisette Flores**, HSI Director | | * **Gail Pendleton**, Enrollment Services/Coordinator * Andrea Williams, CTC Coordinator * **Denise Jones** or Catherine Nichols Counseling Chair Designee * Christina Taing-Rivera, LC Counselor * **Janine Greer**, Wellness Center, MH counselor * Ronda Johnson, Next UP Counselor * Joseph Bielanski, Articulation Officer * Hue Huynh, Senior A&R Specialist * **Christine Trowbridge**, CLC Outreach Specialist * Dana Cabello, Student Services Staff Assistant, Counseling * **Alejandra Oseguera**, EOPS Counselor * Izzie Villanueva, Basic Needs Coordinator   Guests: | | |