MINUTES

November 21, 2013
10:00 AM – 12 noon, Room 758

Attendees: Noell Adams, Rosafel Adriano, Kathleen Allen, Rozen Bondoc, Alan David, Marie DeLeon, Farin Ealy, Katrin Field, Philomena Franco, Sandra Genera, Matt Kritscher, Paulette Lino, Kathryn Linzmeyer, Roberto Mendez, Marco Menendez, Barbara Navarrete, Becky Plaza, Gerald Shimada, Ernesto Victoria, Jeanne Wilson and Bella Witt

Meeting started: 10:07 a.m.

I. Introduction of new Vice President of Academic Services
   VP Gerald Shimada introduced Marco Menendez who is our new Vice President of Academic Services. SSAG members introduced themselves to VP Menendez who then spoke to the group about his background.

   VP Menendez served at Laney College for six years. For the first four years he worked in academic services serving as Dean of Fine and Applied Arts, Communications and Physical Education. Then Laney College went through a reorganization in which they merged academic services with student services. So for two years he was a dean in both areas. He was an academic dean in a division which can be compared to SOTA and Language Arts. His student services responsibilities encompassed Student Life, Commencement and Honors Banquets.

   VP Menendez said he was also very keen about breaking down silos. He said he tried to work very closely with the Counseling Department at Laney College. One year he got the Counseling Department to be part of the scheduling process.

   Prior to Laney, VP Menendez worked in the K-12 system. He was the Director of Education at the Guangzhou Nanhui International School in Guangzhou, China. He was a high school history teacher, taught political science, speech debate and theater. He also taught at the middle school and elementary level.
VP Menendez extended an open invitation to hear from student services about what support it needs from academic services. His two biggest mantras are open communication and transparency.

VP Shimada announced the VP Menendez will chair the Faculty Prioritization Committee.

Some of the concerns and comments shared with and questions asked of VP Menendez by SSAG members:

- With regards to faculty prioritization, Ernesto Victoria commented that Counseling needs to be considered separately because Counseling serves the whole campus and not just one division. VP Menendez agreed that counseling should be evaluated separately and should fall into tier 1 of the priority list.

VP Shimada added that there are a limited number of positions that the college is going to be able to fill. We are awaiting final word from the District. And there are other positions that are going to be requested, i.e., from Daraja and Kinesiology as well as replacement for retirements. VP Shimada does not believe that Student Services will get 5 counseling positions filled.

Ernesto asked if the person who will hire the Daraja and sports counselors will come to our meetings. He asked if the hiring person is aware of all the changes we are dealing with. He said we already have an embedded counselor in our PACE Program who does not attend our meetings. So Ernesto suggested the Counseling Department be given two counselors and assign half their times to Athletics and Daraja and have them come to our meetings, have them connected with General Counseling so they are up-to-date.

And then there are people in other divisions who do advising “under the table”. Ernesto pointed out that the transfer requirement information is constantly changing and these “advisors” are not in the loop on what classes have been approved for what college. Ernesto reiterated that General Counseling serves the bulk of the student body and at the same time want to help the other divisions as well because it’s not about “either/or”.

Kathleen Allen asked why we can’t fill the replacement positions since we already have the budget for them. VP Shimada replied that some of our colleagues want to re-purpose the money. VP Menendez said in his experience the ability to fill vacancies is never at pace with the number of retirements and that is why faculty prioritization was created. The process is not just for asking for new positions but for asking to fill vacancies because there will always be more vacancies than the ability to fill. Be he does support the approach of looking at counseling separately from all of the academic services positions; and in particular looking at DSPS separately from the rest of Counseling. VP Menendez expressed that too often General Counseling does not get the respect it deserves. College preparation skills are in the realm of counseling. He said a counselor needs to know the entire college and breadth of options in order to really advise the student and does not necessarily need to have a specialty among divisions. He said he would be happy to engage faculty in a philosophical discussion on the role of serving students.

- Director Kathyrn Linzmeyer asked VP Menendez about his experience with other Student Services areas such as Financial Aid and Admissions & Records. He said when was Dean of
Student Life the basic concern of the associated students at Laney College was financial aid. He stated that he views A&R and Financial Aid Departments as part of institutional effectiveness. As a “big picture” thinker, VP Menendez wants to make sure that with any program that’s created we are also thinking of ways to ensure students can qualify for financial aid with any program.

VP Menendez said he was impressed with the amount of staffing A&R has because at Laney (which has the same headcount as Chabot) they only had three people handling the entire operation. To underscore further the major crises faced by student services at Laney, VP Menedez said a general counselor at Chabot sees close to 1,000 students while at Laney a general counselor sees closer to 2,400.

Some of the problems with the Financial Aid Department at Laney included software issues, staff members arbitrarily making their own decisions without following federal guidelines and disbursements were taking 6 months to process. He said he received constant feedback from students regarding their financial aid experience. He said Laney has brought on people on board to fix the problems and have made good progress. So VP Menendez said he is excited about how much smoother things are at Chabot.

Sandra Genera commented that even though things are smooth with A&R and Financial Aid, both departments still need more resources so they can be more proactive than reactive. There is not enough staff or time to be able to foresee all the situations that will arise for us to handle. There are many changes that are coming down the pike that will affect our students, families and communities. The Student Services Staff is not fully prepared for the onslaught of questions and request for assistance that are the consequence of these upcoming changes.

- Marie DeLeon said she was excited to hear of VP Menendez collaborative experience, stance and perspective, particularly with the K-12 schools. VP Menendez shared that he was very happy living and working abroad because of other countries’ cultural values and greater respect for education; teachers are esteemed and seen as leaders of the community. He said America is a symptom-based society. We deal with symptoms and not causes; i.e., if a student is under-prepared, we come up with a basic skills initiative rather than look at the K-12 system. He said we need to determine how community colleges can collaborate effectively with our K-12 partners to ensure students are better prepared. He pointed out that having a student body of which 90% are in need of basic skills in terms of college readiness is not indicative of a society that values education as it should.

Sandra noted that it’s very difficult to work with a unified school district with limited resources and constant change of school superintendents. As a result there is no cohesive vision in our community with regards to education. So it’s heartening that Chabot now has two community outreach specialist because the college needs to have a strong presence in the community especially as the SSSP initiatives are implemented.

Roberto Mendez said we have the opportunity with the Hayward Promise Neighborhood (HPN) to address issues and concerns as we connect with our community partners. To make the connection more effective Roberto said we need buy-in from the college’s academic services side. Currently our instructors are reluctant to interact with our partners and build
the bridges to ensure a successful program. While we work with the students that are already at Chabot, the goal is to capture and help high school and elementary students attain the basic skills before they get to the college. Roberto asked VP Menendez’ assistance in helping the academic side see that their participation is critical in the success of our outreach efforts.

II. Student Success and Support Program Workgroup Update
Dean Kritscher said the SSSP Workgroup (see attached copy of notes from their 11/20/13 meeting) has made fairly good progress in some of the plans for implementation such as:

Matriculation Status on ClassWeb / W Number
We have now students’ matriculation status on ClassWeb so they can check for themselves if they have completed the 3-core components: orientation, assessment and counseling. This is helpful for outreach specialists, those working with new students and counselors. A follow-up task would be to advertise this new feature to students via email and posters, by faculty making class announcements particularly in PSCN, Basic Skills and ESL classes, and to be actively promoted by peer advisors.

Chabot & LPC agreed on the plan to provide new students with their W number and include it in the “New Student Welcome and Next Steps” email.

Exemption Criteria
Chabot & LPC agreed upon the exemption criteria. Both Online Orientation and SEP/Counseling share the same criteria which exempts students who have an AA/AS Degree or higher and students who enroll in personal enrichment courses. The Assessment component added a third condition which exempts students who have completed college math or English courses for the next level.

Dean Kritscher noted that we should encourage exempt students to do all the 3-core services.

Priority Registration Continuing Students vs New Students
The Workgroup developed a Priority Registration revision draft. LPC questioned the reasoning for placing new students who have completed the 3 components before continuing students who have not completed the 3 components. Dean Kritscher reviewed with the group the proposed revisions to Title 5 regulations involving enrollment priorities (see attached) to see if his interpretation of the changes is correct. The group agreed that the Priority Registration draft changes reflect the new Title 5 regulations. Therefore the priority registration order for new and continuing students is as follows:

---Continuing students who have completed the 3-components
---New students who have completed the 3-components as participants in the Early Decision Program
---New students who have completed the 3-components
---Continuing students who have not completed the 3-components

Student Education Plans (SEPs)
Title 5 regulations also state that “each community college district shall establish a process, based on the available student services and instructional resources, to assist students in selecting a specific educational goal and course of study within a reasonable time after admission.” Dean
Kritscher said students should be afforded the opportunity to complete a comprehensive SEP after 15 units which for most students is achieved within two semesters. The college is responding by hiring more counselors and offering alternative formats such as SEP workshops. The first SEP workshop will be offered on Nov. 26th during college hour.

VP Menendez asked if the Counseling Department has considered initiating a Do-It-Yourself SEP for the most common ones? Dean Kritscher explained that the Do-It-Yourself SEPs are mostly related to Degree Works discussion where we need to finish the scribining and routing of the data and fixing BANNER problems. Two of the major flaws in the rollout of Degree Works, said Dean Kritscher, were insufficient investment in the configuration start-up and recognizing the ongoing cost of maintenance of the program.

VP Menendez said that he was referring to simple, common and pre-set SEPs that don’t necessarily require a software program to complete or for a counselor to spend ½ an hour or more on them. Sandra remarked that Chabot has implemented a common and specific SEP for Mathematics, Engineering, Science Achievement (MESA) program students working with Faculty to ensure the right sequence of classes is recommended. VP Menendez said that in the event there was an online Do-It-Yourself SEP, there will be a disclaimer informing students to have counselors review their plans. Becky Plaza said Degree Works has the capability of enhancing counselors’ academic advisement and the colleges that have success with the platform have dedicated staff and resources (scribbers and programmers) to run the program.

**DATA ELEMENTS**
Other than assessment, SARS is the vehicle to get all the MIS data into the various Student Services data elements and we just have to make sure we are consistent across our campus. It’s all about the reason codes that the scheduler or counselor selects when the students make an appointment/contact and then updating it when the students come in. The reason codes symbolize the data reporting which is 60% of our funding for the following year.

**HOLD ON STUDENT RECORD**
Our District has never placed a hold on students’ record as a way of monitoring completion of the core elements as Peralta has done. And LPC expressed concern on how a mandatory hold on students’ records will impact customer service. However, Dean Kritscher said, our biggest backlog is the continuing students who don’t have SEPs. So the group has been discussing about having a process in which students will be assigned a registration date upon completion. The group agreed on the combined idea of stating in the class schedule and academic calendar the phrase “new student registration for those who have completed assessment, orientation and counseling starts on this date”. This way the message is reinforced that obtaining a registration appointment date is conditional upon completing the 3-components. Ideally we would like the student to be automatically notified immediately of their registration date once they’ve completed the components, but unfortunately the information we are capturing in SARS has to be manually uploaded into BANNER. So currently the best estimate is that students are notified of their registration date a week after completion.

A&R Director Paulette Lino said we also have to allow for the 4-week gap before registration starts and that during this time IT begins the process of assigning priority registration.

Becky added that we have to take into consideration our server’s capacity because there was an
incident on the first day of registration whereby the server had 10,000 hits in the first 3 seconds and it crashed. One idea of controlling and spreading out server traffic is to stagger priority registration dates for groups of students according to their order of completion.

**ASSESSMENT**

Kathleen asked how the State defines “assessment”. Is the State only taking English and Math placement exams? Dean Kritscher said the State wants us to use multiple measures. Kathleen said in DSPS they don’t recommend that all students take the English and Math placement tests. She said that the counselors’ first appointment with students is really an assessment because they are determining what the students’ functional limitations are as far academics, their accommodation needs and discussing about their academic history. So the first-time interview is pretty detailed.

Dean Krtischer said perhaps the core components order should be reversed for DSPS students. They should see the counselor first and then receive accommodations as needed to take standardized tests along with the other multiple measures (including interviews, holistic scoring processes, aptitude, high school or college transcripts, specialized certificates for licenses, education and employment histories and military training and experience).

The next SSSP Workgroup will meet on Wednesday, December 5th, 10 AM – 12 Noon, in Room 707.

**III. EAP / HPN Winter Retreat**

**EARLY ASSESSMENT PROGRAM**

Marie DeLeon gave an update on the Early Assessment Program (EAP) which is “a collaborative effort among the State Board of Education, the California Department of Education and the California State University. The program was established to provide opportunities for students to measure their readiness for college-level English and mathematics in their junior year of high school, and to facilitate opportunities for them to improve their skills during their senior year. The goal of the EAP program is to have California high school graduates enter the CSU fully prepared to begin college-level study.”

Marie said our Math Department has accepted the EAP test results. She said the college has been working on the English component which has been challenging since English is not linear like Math. Faculty has met with the District to discuss how they view EAP meaning if students pass EAP at the high schools, are they really college ready. So next year she said HPN will fund professional development activities in which our faculty meets with high school teachers to plan and align curriculum.

Faculty and the District are also reviewing the Expository Reading and Writing Course (ERWC), “a full-year college preparatory English course for high school juniors or seniors. The ERWC aligns with the California English-Language Arts Content Standards, addresses critical reading and writing problems identified by the CSU English Placement Test Committee, and prepares students to meet the expectations of college and university faculty”. Marie said if the students pass the EAP in high school the students then will take an ERWC course in high school. The goal is to have our faculty infuse some of our curriculum ideas or pedagogy in high school courses so if the students pass ERWC with a C or better, and the CSU system accepts it, the hope is that Chabot will accept it as well. Marie said the conversations between Chabot and the high schools look promising.
HPN Winter Retreat
Marie said The Hayward Promise Neighborhood (HPN) program will hold a winter retreat for students who participated in the Early Decision (ED) program early this year. We want to give them a first-year college experience. The retreat will be over a 3-day period (January 15th thru 17th) and take place the week before spring semester. There were 150 students in the ED program. Out of the 150, 80 students enrolled at Chabot. Out of the 80, 40 students will partake in the Winter Retreat plus additional 15-20 HPN students that are already here, but did not participate in the ED program.

Marie distributed a draft agenda packet and gave an overview of how the retreat is going to look and then asked for feedback and participation. Because the students are already at Chabot and have already finished their first semester, but don't have a sense of community yet, Day 1 will concentrate on students sharing their stories, build relationships and focus on their goals. Marie is looking for inspirational speakers.

For Day 2, the conference will showcase Chabot and will cover all the resources and special programs the college has to offer. The SSAG members offered to make presentations for the following areas: Puente, CalWorks/CARE/EOPS, Health Center, DSPS, and Financial Aid. Dean Kritscher said that if Marie wanted representation from Counseling, he can assign a counselor for the retreat. A sign-up sheet was distributed.

Day 3 will focus on getting the students excited about Spring semester. Dr. Sperling will do the closing remarks. Marie said she is looking for speakers that would specifically relate to our audience which are first-time college students. Marie asked VP Menendez if he would like to be one of the guest speakers at the retreat and he said yes.

IV. Other Business
---The Student Services 2nd Annual Holiday Potluck will be on Thursday, December 19th, 12 Noon – 3:00 PM, in the Community Event Center. On December 2nd we will email campus-wide the attached flyer inviting the entire college to participate as we did last year. The main dish will be provided (ham and turkey) and we ask everyone to bring their favorite side dish, dessert or beverage to share. The event is only for staff and faculty.

---Rozen Bondoc announced that Chabot will be hosting the Winter Toy Festival on Tuesday, December 3rd, at the Community Event Center. The goal is to raise 500 toys. Toy drop-off will be from 8:00 AM – 3:00 PM. A BBQ lunch will be served at 12 Noon. The event is sponsored by the USMCR Alameda 4th Force, Oakland Veterans Center, Chabot Student Veteran Organization, Law & Justice Club, and Chabot Veterans Committee.

---VP Shimada said the District decided to add $10 million to our remaining Measure B money which totals about $31 million, but we have to spend the money very quickly because of IRS audit concerns. We have to make big decisions about how to spend it and will need to review the college’s priority list. The group suggested that an electronic signboard be part of the overall signage plan.

---Director Linzmeyer gave an update on Dream Act applications for 2013-14. We had 347 unduplicated applications, 24 received Cal Grants and only 19 were disbursed.
Meeting Adjourned: 11:55 AM

Next Meeting: December 5, 2013 in Room 758, will meet for an hour

BW

Handouts
---CC SSSP Workgroup Update Notes
---Title 5 Regulations: Enrollment Priorities
---HPN Winter Retreat draft agenda packet
---X’mas Holiday Invitation 2013
---Winter Toy Festival (flyer)