MINUTES

March 5, 2015
9:00 – 11:00 AM, Room 758

Attendees: Rosafel Adriano, Rozen Bondoc, ValJean Dale, Philomena Franco, Sandra Genera, Matt Kritscher, Paulette Lino, Patricia Molina, Stacey Moore, Arnold Paguio, Jeannie Wilson and Bella Witt

Meeting started: 9:02 a.m.

I. Referral Forms

The group discussed various referral forms:

1. Student Communication to the Director of Admissions & Records

   Director Lino explained that the Student Communication form aka intake form is the brainchild of Marcia Corcoran, Dean of Language Arts. When students request to meet with Dean Corcoran, the student is asked to complete the form by writing down what the issue is about. The benefits of the form are two-fold:
   - By the time the student completes and submits the form, his/her anger has been diffused
   - By the time the dean meets with the student (normally a 2-day period), the student is more focused and stays on topic

   The form has been modified for A&R and Director Lino said she already received two of these forms. A&R Staff first try to resolve the student’s issue, however, if it needs to be escalated, staff gives out the form and assures student that the form will be given to the Director who will respond within 5-7 business days. It was suggested the form be modified to include the following:
   - Add a line for zone mail
   - Add response time
   - Convert form to NCR so student has a copy

   Director Lino will email form to other departments so they can customize it and make it available to staff.
2. **Referral Form (A&R, Counseling, Financial Aid, Special Programs)**
   Director Lino said A&R Staff uses this referral form on a regular basis. Do not for sure if other departments use it as well. This form with its use of various terminology is a good training tool for counselors. Director Lino is willing to train new counselors about what A&R does or able to do. And conversely A&R Staff get to learn what counselors do.

3. **General Counseling Appointment Referral**
   Completed by counselors at the Front Desk; worked well especially when resources were short. As we get our resources restored, Counseling is thinking about exploring providing a middle ground level service, between front desk and an appointment. Perhaps by looking at and studying the complaints/issues encountered at Front Desk Counseling, we can develop an additional layer of service.

4. **Veterans Enrollment Checklist**
   The form has step-by-step instructions to aid veterans through our enrollment process as well as disclosure of documents required for VA enrollment verification. Students are informed upfront that they do not get an appointment with the Veterans Services Office unless all required documents have been submitted.

II. **Department / Division / Advisory Meetings**
   VP Kritscher suggested that once a semester we hold an All-Up Student Services Division Meeting on a Wednesday, 1-3 PM when SS Departments hold their meetings. We are thinking of holding it on the 3rd or 5th Wednesday and still searching for a location. For this semester perhaps April 29th and for the Fall semester, October 7th. Suggested topic: 5-Star Service Recognition Program.

   Advisory meetings is a gathering where we can develop ideas, vet proposals, problem solve and then bring them to division meetings or retreats for further discussion and development.

III. **Summer Calendar / Staffing Schedule / Enrollment and Fees**
   Also, VP Kritscher suggested having a Student Services Summer Retreat. However a concern was raised about the retreat conflicting with early summer classes which start June 1st thru July 2nd. The second session starts June 15th thru August 5th, and the third session on July 6th thru August 5th.

   First day of registration is April 21st. Early Decision registration day is May 2nd.

   We want to hire a large number of adjunct counselors in all areas for summer session. Counselors can do online advising over the summer. We plan to spend $100,000 of SSSP funds per month.

   Is it fair for students to pay $15 health center fee when the center is closed the first 2-weeks in June? Is it fair for students to pay the $10 Student Body fee when student government is closed for the summer? Do we reimburse only students who complain? One suggestion was to reimburse students who signed up for the 1st summer session classes a credit. Rosafel confirmed that the Health Center will be open starting June 1st.

   For advertising, we will mail postcards that will list our summer course offerings. We will also mail SSSP postcards that will highlight buzz words: “orientation, counseling, student planning, apply today, choose your major, be successful….”. Students have a lot riding on summer enrollment.
We are hiring Jennifer Aries, former District Public Information Officer, to be our marketing contact. She will help us rollout and manage our advertising through social media, print media and direct mailing. Hopefully, our advertisement campaign is ready by April 25th because on that day the college is hosting Raza College Day and the African American Regional Educational Alliance (AAREA) Student Awards. Both events are expected to have a big turnout.

IV. Bulletin Board Posting Procedures
Director Paguio guided the group to the campus posting webpage of the Office of Student Life’s website (http://www.chabotcollege.edu/studentlife/campusposting.asp) that displays the posting regulations. With regards to campus posting, he said that first and foremost, the Office of Student Life (OSL) wants to promote activity on campus. He said we want people to give good information, but we need to make sure it is current and that we have the resources to get the information out.

Bulletin boards are generally free-for-all. Boards and glass cases inside the cafeteria are cleared on a weekly basis. Make sure information is in English or have English translation if materials are printed in a foreign language. The college has the right to take down printed materials deemed offensive. Postings are not allowed “on any structure or natural feature of the campus”. Leaving unattended printed materials inside campus buildings or grounds, and especially on cars in the college parking lot, is not allowed.

Basically, we just need to use spaces that are meant for advertising. Are there enough advertising spaces? Director Paguio said he did an inventory of all the bulletin boards, glass cases and display cases on campus, and is trying to determine what OSL has access to and which keys match up to the cabinets.

He said OSL now has access to the electronic message boards/monitors inside some buildings. OSL has its own panel and can display electronic flyers.

For large banners, Director Paguio recommends hanging it over the balcony railing or on the rock wall in the cafeteria. For over-sized posters, he offered the use of the A-Frame boards. Also, the lobby of the cafeteria is available to vendors and campus personnel who would like to set-up a table for advertising.

V. Other Business

1) Equity Funding (Transportation Initiative)
The Student Government is discussing participating in the AC Transit Easy Pass Program which provides discounted bus passes to college students. The Student Government is thinking of proposing a transportation initiative whereby students taking 9 units or more will be mandated to pay $30/semester (normal cost is $30/month) for a bus pass even if they drive to school. This will generate about $800,000 student fees to be given to AC Transit who will then provide bus passes to approximately 2,000 of our students.

In anticipation of receiving $1 million equity funding, VP Kritscher is thinking of setting aside 1/5 or $200,000 of these funds to buy bus passes for these students, instead of charging all students.

SSAG members expressed the following concerns:
---$30 fee is a lot whether they use it or not

---How many students will sign up for it
---Tie the free bus pass to higher number of units taken or minimum GPA
---No replacement policy if student lose the bus pass
---Perhaps give the bus pass to part-time students

2) **Commencement**
This year’s Keynote Speaker is Sergio Garcia, the first undocumented attorney in the United States. And he is pushing to pass legislation to allow undocumented individuals to become attorney as well. He attended Butte College where he earned AA degrees in Social and Behavioral Sciences and AS in Business Administration. He is the quintessential “dreamer”.

3) **All-Up Division Meeting**
The goal is to have an All-Up Division Meeting once per semester. For this semester, the meeting will held on Wednesday, March 18th. There will be a mixer in Art Gallery hallway (Bldg 1100) starting at 1:00 PM; at 1:30 PM, the meeting will move to Room 804. The agenda will include introductions of new staff members, update on Commencement and reports on upcoming department activities.

4) **Scholarship Application Workshops**
Director Paguio thanked everyone for spreading the word on scholarships. Director Paguio has scheduled workshops once a week until the application deadline which is the end of March. The workshops will go over the application procedures and provide training on essay writing. The first workshop is today at 12 Noon in Room 502 and last 1-1/2 hours. He will be send out the full schedule after today.

Director Paguio said the first 3-weeks in April will be dedicated to reading scholarship applications and he will soon be looking for readers.

5) **Public Service Announcements**
To be handled by Jennifer Aries. Any PSA requests can be forward to her with a copy to VPSS Kritscher.

Request for messages to be placed on the college’s electronic signboard can be directed to Kirti Reddy in the President’s Office with a copy to VPSS Kritscher.

Until we get a webmaster, changes to the college website/web pages can be directed to Katherine Tollefson in ITS.

6) **EOPS Workshops**
Patricia Molina said EOPS started a series of workshops starting in January. There has been six workshops to date with 40-50 students in attendance. The workshops are open to the entire college.
7) Learning communities are starting to recruit students for Fall Semester. Puente will have their information session on April 25th.

8) The Chicano Latino Education Association will sponsor Raza College Day on Saturday, April 25th, 9:00 AM – 2:00 PM in the Student Center.

**Meeting Adjourned:** 11:00 a.m.

**Next Meeting:** May 7, 2015

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**Handouts**
---Student Communication to the Director of Admissions & Records
---Referral Form (combined A&R, Counseling, Financial Aid and Special Programs
---Chabot College Counseling Appointment
---General Counseling Appointment Referral
---Veterans Enrollment Checklist