


Crafton Hills College Student Services Council			Date: August 26, 2024 Time: 10:00am.-12:00pm. Location: CCR 155
MINUTES			
Rebecca Abeyta-P Krysten Audibert-P Larry Aycock-P Trinette Barrie-P Willie Blackmon-P	James Grabow/Ernesto Rivera-P/P LaTasha Hagler-P Veronica Lehman-P Mariana Macamay-A Ericka Paddock-P	Ivan Peña-P Vannesa Ramirez-P Delmy Spencer- P Lily Medina Note taker	
Guests: Keith Wurtz			
TOPIC		DISCUSSION	
FUTURE ACTION			
Approval of 05-06-24 Minutes Delmy	Student Services Council Minutes 05-06-24 Ivan made correction to spelling: CALGETC, Lily will correct spelling before posting minutes online. Members approved notes.		
Institute Set Standards Keith	<ul style="list-style-type: none"> September 5th from 2:00-5:00 pm at the Roadrunner Café. If you can attend, your participation is appreciated. We will use your conversations with her visit to update the 23-24 data. The meeting will cover the following: <ul style="list-style-type: none"> Hour 1: Understanding the growth mind set in relation to completing the ISER (Institutional Self Evaluation Report) Hour 2: Focused on the how the college uses processes and how Crafton uses data to improve student success. This will also include a review of Crafton’s Institutional Set Standards. Hour 3: Interpreting and applying the standards. ACCJC requires for us to set these standards, there is a set number we are not supposed to go below. If we do go below this bottom number, we need to 		

	<p>dedicate money and efforts to raise this. The four measures that are defined by ACCJC are: Course Completion Success Rate, Certificates, Degrees, and Transfer.</p> <ul style="list-style-type: none"> • Keith reviewed the data with members from the CHC 22-23 Institution Set Standards document shared by Keith. Keith explained how the data was disaggregated and allowed members to ask questions. • Keith shared there is not a state standard, the college sets their own standard. • CHC 22-23 Institution-Set Standards 	
<p>CCCAPPLY Placement Update Delmy</p>	<ul style="list-style-type: none"> • Good news, we are in testing mode right now for the placement test to be online completely. The primary source for placement will be online, not on Laserfiche. • Rebecca Orta is currently testing and hopefully will be in place by October, for the next registration cycle. • The Laserfiche form will still be behind the scenes for counseling to be able to do manual overrides in case of any errors. • The goal is by mid-October the placement will be online. • Question was asked: Does the application override current placement? • Rebecca Orta is still primary contact for placement issues. Ivan did share that Krista Ornelas is also the backup person who can override the placement test manually. • There will be issues when implementing this and during the testing phase, please let Delmy know if there are errors or glitches. • Delmy shared that if students report that they took an AP exam, to get credit for their units, they must 	<p>Does the application override current placement? Delmy to follow up.</p> <p>Lily will create meeting with Gio, Ernesto, & Delmy to investigate Math AP placement rules.</p> <p>Delmy asked Ivan to put her on the next counseling meeting with Gio to review the AP rules.</p> <p>Delmy will follow up with Gio regarding IB credit?</p>

	<p>submit the AP scores to AR and then those scores will go to the counseling department. This will only be for Math and English.</p> <ul style="list-style-type: none"> • Delmy would like to investigate the Math AP placement rules. 	
<p>Vision Alignment Report (Streamlining) Delmy & Gio</p>	<ul style="list-style-type: none"> • The State Chancellors office has been doing webinars for the last 3 weeks, Delmy has shared that email with you. • Delmy requested that you attend the webinars that relate to your departments, those will be helpful to you. • You have most of the foundational work and have been reporting on the data you have, but they will be requiring more data soon. • The data we are focusing on would be on students that attend events, not students that just register for events. • They want to see the student impact that the events and activities have. What are the outcomes? • These reports are due in December, and we need to make sure we are working on these. Let's be proactive to get the programing ready for this data collecting. • Suggestion was made to have TESS join one of the SS Council meetings to have assistance on determining what areas special coding is needed. • Delmy asked everyone to look at the VAR report to complete an internal audit to see what is missing from your areas. • Lily will create a google document where you can input what is missing from your areas and then it will be easier to coordinate with TESS. 	<p>Lily to send out Google Doc to members by 08-30-24. Members to insert data by September 6th.</p>
<p>Equity Policy Audit Delmy</p>	<ul style="list-style-type: none"> • In May a group of 10 members attended a GIA Equity Summit Policy training. 	<p>Action: Delmy is going to have Gio create an</p>

	<ul style="list-style-type: none"> • Great conversations were had about policies and processes that are in place that make it harder for students or create barriers for students. • For the next meeting, Delmy would like to discuss the notes and conversations from this training. She would like for you to look at the handbooks you received and took notes in, so you can with the members. • Delmy is going to have Gio create an anonymous survey for the division to ask people what they see we can improve on or what are barriers they see. • Once data is received, then the departments can use that data during these audits. It will be time for self-reflection for growth for the departments. • Delmy suggested developing a draft of the survey and have the members review it for feedback before sending it to Gio. 	<p>anonymous survey for the division to ask people what they see we can improve on or what are barriers they see.</p>
<p>BookSaver Program Delmy</p>	<ul style="list-style-type: none"> • Delmy shared update from Michelle: 1,524 students that have opted in and have paid to be part of the program. 890 students who have opted in but have not yet paid so they do not have access to their books yet. These students did however receive an email on how to pay for the BookSaver. Then 2,543 students who opted out of the program. • What we are finding is that students in the STEM field are more likely to participate in the program because their books are more expensive. • Delmy shared, that once the student pays, they must wait 48 hours before getting cleared at the bookstore. • Larry shared, that student must not only pay the BookSaver fee, but ALL fees on their account. They must have zero balance on account before they can get books. 	<p>Delmy will investigate Title IV, all fees being paid, zero balance, not just BookSaver fees paid.</p>

	<ul style="list-style-type: none"> • Feedback was shared that the communication with students has been frustrating, and the implementation has not been smooth. • Delmy shared the district has decided that for the first semester they will remove the BookSaver fees on students who have not paid their fee but opted in. Every month they will remove the unpaid fees which will prevent them from registering for the Spring 25 classes. • Michelle is working with the district on better communicating with the students on how to opt in and opt on OR on how to change once they have made their selection. • Larry shared that currently they are working on a way that will allow students to go online and change their option on their own. Delmy said we are not there yet, and we do not have an ETA of when this online option will be available to students but working on a solution. • Question was asked since all fees must be paid before allowing students to get books, does this violate Title IV? Delmy will investigate this. 	
Department Updates	<ul style="list-style-type: none"> • A & R- • Career Center-Save the Date for Career Fair on Wednesday October 16, 2024. • Counseling-Ended the summer with 88% ED plan completion rate. The department had 4 new adjunct counselors that started the first week of the semester. • SAS-Having Accessibility and Mental Health Fair on October 23rd. • EOPS/CARE, CalWORKs, DREAMERS, NEXT-UP-Fall Open House is on Tuesday 	

	<p>September 16th. Have received over 200 applications for this semester.</p> <ul style="list-style-type: none"> • Financial Aid and Scholarships-Currently on the 4th consecutive disbursement. • Health & Wellness- Having Social Anxiety Workshops this semester. • Outreach and Educational Partnership- Counselors Luncheon October 25th from 11-12pm. Senior day is April 11th. • Student Life and Basic Needs-September 17th is Voter Registration Event in Roadrunner Café. • Student Senate- • University Transfer Center-Transfer Fair will be on September 11th at 10:00 am. • Veterans Resource Center- • MESA-Worked with Gio to create the STEM Center Dashboard and have had great success with this. MESA received an award and will be highlighted this year at SHIPT. Open House invitation will be sent out soon to everyone. 	
Other	<p>Streamlining Project</p> <p>Admin & Student Services Outcomes</p>	
Adjournment	11:28 am	
Important Dates:		
<p>Mission Statement: The Crafton Hills College mission is to change lives. We seek to inspire our students, support our colleagues, and embrace our community through a learning environment that is transformational. Crafton Hills College welcomes everyone and is committed to working with students from diverse backgrounds. The College has an exceptional learning environment built on a tradition of excellence, a talented faculty, a driven student body, a committed staff, with passionate leadership and community support.</p> <p>Vision: To empower the people who study here, the people who work here, and the people who live in our community through education, engagement, and innovation.</p> <p>Values:</p> <ul style="list-style-type: none"> ▪ Respect: To champion active listening and open dialogue within our community. ▪ Integrity: To uphold honesty in our interactions and academic pursuits and maintain community collaboration. ▪ Diversity & Inclusion: To promote a welcoming environment through equitable and antiracist practices in all aspects of our work. ▪ Innovation: To actively grow and adapt to support our mission and vision through a willingness to embrace new perspectives and new ideas. ▪ Leadership: To develop and inspire current and future leaders through professional development, mentorship, education, and experience. ▪ Sustainability: To be a leader in our community by reducing environmental impact with practices that meet the needs of the present without compromising the future. 		

Student Support (Re)defined

Directed: helping students clarify their aspirations, develop an educational focus they perceive as meaningful and develop a plan that moves them from enrollment to achievement of their goals

Focused: fostering students' motivation and helping them develop the skills needed to achieve their goals

Nurtured: conveying a sense of caring where students' success is important and expected

Engaged: actively involving students in meaningful and authentic educational experiences and activities inside and outside the classroom

Connected: creating connections between students and the institution and cultivating relationships that underscore how students' involvement with the college community can contribute to their academic and personal success

Valued: providing students with opportunities to contribute to and enrich the college culture and community

Student Services Council

Charge: The Student Services Council provides a forum for effective communication among representatives of the various departments within Student Services. It meets to discuss and coordinate the different services provided by each department. Relying on quantitative and qualitative evidence and the results of student learning assessments, the council discusses activities, problems and resolutions involving these departments, budget items and facilities, and all related accreditation standards. The Student Services Council meets monthly (first Monday of the month).

Membership: Vice President, Student Services (chair); Dean, Counseling; Dean, Student Services; Director, Financial Aid; Associate Dean, Student Life; Coordinator, Health and Wellness Center; Director Student Accessibility Services; Title V Activities Director; Director, EOPS/CARE; representative of Student Services Classified Staff; Student Senate representative.

Term: One year (for appointees)

Student Services Strategic Directions

- Integrated and Mandatory Key Intake Programs, Placement in appropriate Programs of Study, Careful Monitoring of Student Success, and Creation of Student Success Pathways
- Promoting Equity, Access, and Inclusion, Valuing Diversity, and Supporting Student Connection
- Promotion of Deep Learning through Experiences and Courses
- Inclusion, Development, and Empowerment of Staff
- Continuous Quality Improvement and Effective Resource Utilization

Norms:

- We will start and end meetings on time.
- We will follow the agenda.
- We will read materials, minutes, etc. and be prepared to discuss at meetings.
- We will listen to our colleagues without interruption and will show mutual respect.
- We will operate on consensus and seek agreements all can "live with." All points of view will be considered before reaching consensus.
- We will make decisions based on clear information.
- We will bring closure to decisions.
- We will support the committee's recommendations.
- We will accept the fact that there will be differing opinions and encourage open dialogue and courageous conversations.
- We will use the best interests of our stakeholders (especially students) as the basis for our decision making.
- We will honor brainstorming without being attached to our viewpoint.
- We will give the opportunity for all members to contribute.
- We will be free to speak our minds without fear of reprisal.
- We will be transparent with our colleagues and our positions on issues.
- We will identify pending issues, agreements, and action steps at the end of the meetings.

- We will stay focused on topics under the charge of the committee.
- We will report back to and seek input from constituents.