

Student Services Committee

May 6, 2011

1:00 pm – 3:00 pm

Present: Mark Clair (Classified), Tim Johnston (Management), Ken Knoechel (Student), Kathy Mata (Classified), Peggy Mayer (Faculty), Greta Moon (Management), Deedee Orta (Management), Margie Sandello (Management), Eddie Stacy (Student), Steve Toner (Faculty), Patti Witt (Classified)

1. Operational Issues

a. Membership

Overview: It is expected that committee members are partisan representatives in addition to being expected to draw upon their particular expertise. Recommendations must be motivated by doing what is best for the college in light of its mission, goals, and needs. Committees should seek a broad diversity of members and, where possible, avoid overlap in membership and service by the same individuals. Constituent groups shall appoint or replace committee members as needed.

Student: Ken Knoechel, ASB; Eddie Stacy, ASB

Faculty: Pamela James, Counselor, Articulation Officer; Peggy Mayer, EOPS Counselor; Mike McCracken, Counselor; Karen Tomlin, Chair, English Department; Steve Toner, Chair, Math Department

Classified: Mark Clair, Institutional Research Coordinator; Kathy Mata, Accounting Tech II, Auxiliary Services; Patricia Witt, Office Assistant, Counseling

Management: Tim Johnston, Interim Dean, Student Services / Advocate; Greta Moon, Director, Admissions & Records; Deedee Orta, Budget Analyst; Margie Sandello, Coordinator, Student Services;

b. Election of the Chair / Vice-Chair

Chair: Peggy Mayer, EOPS Counselor

Vice-Chair: Mike McCracken, Counselor

c. Meeting Norms / Date / Time

1. Meeting Norms

- Committee meetings are public.
- Individuals and groups may be heard in any committee by requesting permission to speak.
- Written minutes of the proceedings will be disseminated for all standing committees.

- Appointees have the responsibility for keeping their respective groups informed of the proceedings and recommendations of standing committees.
- Appointees are expected to attend meetings and contribute as a part of their professional responsibilities.

2. Next meeting: June 3, 2011 at 2:00 – 4:00 pm in the Quiet Room

d. Committee's Charge

The charge of the Student Services / Success Committee (AP1201) includes the following:

- Creates plans to constantly improve student success opportunities.
- Determines directions for the improvement of customer services.
- Coordinates with public relations to create recruitment and marketing activities.
- Oversees compliance with matriculation regulations.

e. Information Flow

- Direct to College Council on policy-related issues.
- Direct to Superintendent/President on improvements to operational issues.

2. Analysis of Data

- The committee reviewed the Campus Climate Survey.
- The committee reviewed the 2011 ARCC Report
 - Persistence
 - Student Progress and Achievement

3. Potential Responses to enhance student success

The following were presented as potential responses.

a. Initiatives

1. Leaver's Survey
2. Early Alert Project
3. Skills Support / Guidance
4. Model 1st year experience
5. Schedule Priorities Rubric

b. Administrative Procedures

1. Registration Priorities
2. Drop for Nonpayment
3. Academic Progress Standards
4. Information Communication on the website
5. Course Repetition

c. Matriculation Plan Update

d. Student Equity Plan Update

4. Committee members divided themselves into the following work groups:

a. Initiatives: Peggy Mayer (Team Facilitator)

Mark Clair (Classified), Tim Johnston (Management), Peggy Mayer (Faculty), Eddie Stacy (Student), Karen Tomlin (Faculty), Patti Witt (Classified)

b. Administrative Procedures: Greta Moon (Team Facilitator)

Pamela James (Faculty), Ken Knoechel (Student), Kathy Mata (Classified), Mike McCracken (Faculty), Greta Moon (Management), Deedee Orta (Management), Margie Sandello (Management), Steve Toner (Faculty)

c. Next Steps:

Work groups will meet in person or virtually to prioritize and discuss next steps in each respective area to promote student success.

Adjournment: 3:00 p.m.