Student Services Leadership Team

September 7, 2021

10:00am – 11:30am

**Participants:** Clinton Slaughter, Rianne Connor, Colin Trujillo, Bob Brown, Darren Turpin, Kelly Carbone, Katy Keyser, Wendy Hill, Jordan Walsh, Heidi Bareilles, Alia Dunphy, Rory Johnson, Stephanie Burres

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| 1. Organizational Charts
 | * There have been considerable changes to staffing campus wide. Clinton would like to build a current organization chart for Student Services.
* Clinton would like each area to build an organizational charts of their area or program from the top down (name, position title, interim status, full-time status).
* Clinton will follow-up on this at the next meeting.
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| 1. Retention Alert
 | * There is a retention alert tool in WebAdvisor that is not currently being fully utilized. Clinton would like to establish roles in the system to ensure students are being reached out to and assisted in a timely manner.
* Who should be responsible for managing retention alerts and creating cases? Does the manager need to be a counselor?
* Clinton feels it will be helpful to have several people in the roll of manager in the case of people changing positions. The manager does not specifically need be a counselor.
* Kelly Carbone noted that she has managed retention alert in the past and would be happy to assist whomever is assigned manager.
* Clinton will send out the spreadsheet to the SSLT with all of the roles for feedback and changes. Once updated, he would like to send retention alert information to the campus community.
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| 1. Strategic Planning
 | * Clinton would like to begin a conversation with the student services areas to develop a clear and concise understanding of the concerns, goals, and initiatives in the area.
* The result, will be a document that prioritizes goals and creates connections between student services areas to achieve the specified goal (for example: auto awarding degrees).
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| 1. Expectations for Student Services Managers
 | 1.To focus on the student experience* Regularly collect feedback from students on your services.
* Being open and receptive to student feedback and to feedback from other areas.
* Timely delivery and results.
1. To ensure fiscal responsibility and transparency
* Timely submission of financial reporting.
* Managing funds efficiently and accurately.
1. Stay current in area of expertise
* Regularly attend regional and statewide training and networking opportunities.
* Participating in state and regional professional organizations, maintain connections to the chancellor’s office and listservs relevant to your areas.
1. Ensure that you are supporting the staff within your area.
* Open door policy.
* Offering professional development opportunities.
* Providing staff with the tools they need to succeed.
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| 1. Expectations of VPSS
 | * Rory highlighted the importance of strong connections to Instruction in order to create a better student experience. Nothing is only a student services issue or only an instructional issue.
* Rory also noted the importance in considering the KT and DN campuses when thinking about student support.
* Kelly appreciated the recognition that the student experience is at the center of everything we do. She also highlights the importance or checking our implicit biases when serving students.
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| 1. Accreditation, SLO's (outcomes assessment), & Program Review
 | * There is a general consensus that the program review template and assessment process does not fit student services areas. There has been efforts to improve the tools, but little progress has been made.
* There is an interest in making the student services template more flexible. There is also concern about the timeline for completing program review and implementing plans.
* SLOs don’t fit neatly with the student services areas. Bob shared an example from Athletics that meeting their SLOs does not naturally relate to future programmatic planning or resource needs.
* Wendy Hill noted that the CDC has issues with reporting on the health of their program. They have external reporting requirements that they cannot easily include in their program review.
* The resource request process has broken down in the past for student services. Once a resource has been approved, what next?
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| 1. Staffing
 | * Do you have any pending or upcoming staffing requisitions?
* TRIO DN has several requisitions for out of class pay in their area. Rory has a few temp requisitions coming up.
* Rianne and Clinton are working on submitting a requisition for the Veterans Program Coordinator.
* Clinton is also recruiting for a Manager of dual enrollment and outreach and several temporary COVID related positions.
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