Student Services Meeting
Monday, November 3, 2014
Minutes

Present:
A.Ratto, R.Brown, V.Martinez, C.Whitney, S.Porteur, M.Sanidad, B.Arteaga, J.Rodriguez,
L.Tenney, R.Sharboneau, I.Banuelos, L.Welk, K.Moberg, G.Cardinalli

1. Program Plan and Budget Requests - last year and this
   Kathleen discussed with the group the review cycle of Program Plans and - where
   applicable - Budget Plans.
   Beginning at the November 17th meeting, Student Services Council will review each
   area’s Program Plans (with budget plan - if applicable).
   Each area will bring forward its top three Budget Plans and as a group will put forward
   the overall top three.

2. Tutoring/Peer Mentor Needs at Off-sites (DRC, Instruction, etc.)
   Lorraine stated that the Morgan Hill campus has been in need of a SPAN 1A tutor this
   fall 2014 term. Although tutoring coordinator had stated there would be a SPAN 1A
   tutor, the tutor has never arrived.
   It was stated that higher tier class tutors are not necessarily students.
   All were informed that on-line tutoring is slated to begin spring 2015.
   If a student is interested in becoming a tutor they would first need to contact Alyssa
   Gonzales in the Tutoring Center. The individual would then undergo training. If the
   prospective tutor were to begin training now, they would be ready to tutor by Spring
   2015.
   Kathleen and Candice informed all that with Equity funds, the college has purchased
   “Smart Thinking 24/7”. With SmartThinking, “…students experience online tutoring that
   is simple, fast and always available. Students connect to live educators from any
   computer that has Internet access, with no special software installation or equipment
   required.”☆ This Accreditation recommendation will be implemented spring 2015.
   ☆from SmartThinking website www.smartthinking.com

3. Registration Roadblocks and Possible Solutions
   For spring 2015, as hard copies of the schedule will not be available, many students
   may experience some difficulty. As a group, ideas on how to alleviate some of the
difficulty were discussed.
   Enlisting the assistance of the RAMbassadors and the Welcome Center staff was
   considered by all as the first line of assistance.
   For the Morgan Hill site, due to Lorraine’s retirement, it was clear that Irma will need
   assistance.
   The group suggested was to clearly state on the homepage that Gavilan has gone
   “paperless” and to ensure that all links to the spring 2015 schedule are up and working
   correctly.

   An additional road block discussed concerns students’ “hold” in Banner – they see that
   there is a “hold”, but not necessarily what the “hold” is regarding.
The question was asked how this can be changed so students can see why they have a hold. This will be discussed with MIS.

Also asked was whether or not all new students will be required to take the Kick Start orientation.

Yes, ALL new students must enroll in the Kick Start orientation.

Additionally, Candice informed all of changes for high school student registration:

- High school students (other than GECA) may begin registration as of December 1\textsuperscript{st} and continue through to the Friday of the 2\textsuperscript{nd} week of the spring 2015 term.
- High school students may now obtain add codes.
- If a high school student desires to take a course that does NOT require English or math proficiencies (ex: kinesiology, art, music) Assessment in NOT required.
- High school students no longer need to meet with a Gavilan counselor prior to enrollment – high school counselor sufficient.

4. **Student Service Learning Outcomes**

   All areas of Student Services are to have Services Learning Outcomes. SLOs can be part of an area’s Program Plan (if written in to the PP), and it is part of IEC.

5. **Financial Literacy Initiative**

   Veronica announced that in light of higher default rates, the Chancellor’s Office is now considering using “Cash Course” for students applying for financial aid.

   Cash Course is an on-line program for student receiving (or considering to apply for) financial aid that helps students make informed financial decisions.

   Cash Course is highly recommended Financial Aid workshop.

   Components of Financial Literacy would be included into GUID 210 and GUID 6.

   [www.cashcourse.org](http://www.cashcourse.org)

6. **Vacation/Holiday Schedule**

   If you have not yet done so, please provide Kathleen with vacation plans for November and December.

   Do note that the applicable holiday shut-down days are Friday, December 26\textsuperscript{th} through, and including, Tuesday, December 30\textsuperscript{th}.

7. **Other Information**

   - Welcome Michelle Lopez!!! Michelle has joined Student Services as Sr. Program Specialist within the Counseling Department.
   - Congratulations to Josie Olivares! Josie will be working as Program Services Specialist at the Hollister site
   - Lorraine Welk has left the college!! We wish Lorraine the ABSOLUTE BEST with her new life!! We will be celebrating Lorraine’s retirement on Friday, November 21\textsuperscript{st} at Mama Mia’s in Morgan Hill. If you have not yet done so, please RSVP ($25 for lunch) with either Irma Banuelos or Grace Cardinalli by November 17\textsuperscript{th}.
   - Grace will be out starting December 25\textsuperscript{th} to replace inferior hip parts with (hopefully!) better parts. Return date is tentatively late March/early April.

Next SSC meeting: Monday 11/17