AGENDA
November 20, 2013
2:00 PM, SSA 214

1. Approval of Agenda
2. Approval of Minutes – October 16, 2013
3. SLO Assessment and Evaluation (E. Reigadas)
4. Student Success (M. Yanez & B. Villalobos)
5. EOPS Annual Report and Student Survey (M. Yanez)
6. Items from the Floor
Student Services Cluster Meeting  
November 20, 2013  
SSA 214

Members Present:

Co-Chair
Elena Reigadas  
(Mercy Yanez for Abbie Patterson)

Faculty
Nabeel Barakat  
Sue Steele  
Elizabeth Colocho  
Hale Savard  
Delores Hudson

Administration
Mercy Yanez

Classified Staff
Sheila Millman  
Tim Mariner  
Brian Henderson

Students
Nancy Morales

Resource
Kristi Blackburn

Minutes:
Meeting called to order at 2:06 PM. Chaired by Elena Reigadas. Mercy Yanez substituted as co-chair for Abbie Patterson.

1. Approval of Agenda  
S. Steele moved to approve. Second by S. Millman. Agenda approved as written.

2. Approval of Minutes – October 16, 2013  
M. Yanez moved to approve. Second by H. Savard. Minutes approved as written.

3. SLO Assessment and Evaluation (E. Reigadas)
   a. President Herzek sent an email regarding our program assessments. The campus needs to improve to meet our goal of 100% completion.
   b. On Monday, Dr. Reigadas is meeting with the SLO coordinators at the District Office.
   c. Since out last meeting, the Child Development Center is now fully assessed. Assessments for CalWorks and CARE were posted on the campus website.
   d. Currently, these areas are not fully assessed:
      i. Financial Aid (missing one or two SLOs) (in progress)
      ii. Life Skills Center
      iii. Special Programs
      iv. Transfer Center (In progress)
   e. We need to have 100% of our programs fully assessed. Dr. Reigadas offered to meet individually with program managers. She’ll work extended hours during finals week to assist.
   f. The assessment process should be continuous. Departments that have already completed their program assessments should consider which SLOs that they should now begin working on. It’s important to have a dialog, and to document those discussions. Consider whether we measuring the right things. Have we met our goals? If not, what else can we do?
   g. Everyone should use the same template to ensure uniformity across the campus.
4. **EOPS Annual Report and Student Survey (M. Yanez) (Make adjustment this happened after Elena)**
   a. Mercy Yanez distributed copies of the EOPS annual report. Discussed some of the major changes within the program during the past year. Also discussed some of the program’s major challenges.
   b. The EOPS office distributes a student survey every semester to measure satisfaction and customer service. Mercy Yanez distributed the survey and asked for feedback. The group suggested adding several new questions, and also changing some of the wording. Consider adding questions capturing demographic information and preferences about class scheduling.

5. **Student Success (M. Yanez)**
   a. The Student Success Umbrella and the SSSP Committee both held meetings recently. We are moving ahead with our five student success workgroups. The leaders of these workgroups will now be referred to as “facilitators” rather than “chairs”. Each group should be holding their first meeting soon.
   b. LAHC hosted area high school counselors today. We are starting a dialog with the high schools to see how we can better support their students as they transition to LAHC. This will give us a better understanding of the needs of both the high schools and their students. President Herzek discussed his vision for moving forward. The next step is to bring the principals to our campus, and for LAHC employees to visit the high schools.
   c. There has been a lot of discussion about our assessment tools. Dr. Bill Duxler will be invited to attend an SSSP Committee meeting. He developed an interface between Compass and DEC.
      i. Concerns about our assessment tools:
         1. Is the math test a useful measurement tool?
         2. Are we utilizing all of the features of our testing tools?
         3. We should bring in different vendors to better understand our own assessment system.
         4. Are there new modules that would help us?
   d. We use an appointment scheduling software called SARS Suite. The system also allows us to automate phone calls. SARS Suite is increasing our user fee by 23%. We should speak with other vendors to see if better options exist. It could be useful to find a text messaging system.

6. **Items from the Floor**
   a. **Nabeel Barakat** – At least 19 goals have been outlined for the 5 student success workgroups. Athletics contribute to at least 13 of those goals. He would like for the groups to remember Athletics in their planning so that the college can continue to support student athletes. (Tutoring, instructional help, counseling, etc. would all be very helpful). Athletics faculty and staff were encouraged to join the workgroups. A discussion took place concerning Athletics and its role in student success.
   b. **Elizabeth Colocho** – The Student Services Cluster has talked several times about moving Personal Development classes from the Social and Behavioral Sciences Division to the Counseling Division. She would like to follow up on that request.
   c. **Elizabeth Colocho** – The Counseling Division recently presented a plan to LAHC administrators outlining how they will contribute to SSSP efforts. President Herzek provided excellent feedback. Counselors were encouraged to join student success workgroups. Identified some areas that need further review:
      i. Suggested reviewing the SSSP funding formula.
      ii. The Early Alert System is under-utilized. We should make efforts to improve upon this. A conversation took place about how we can make the system more successful.

Motion to adjourn by N. Morales. Second by H. Savard. Motion approved.

Meeting adjourned at 3:30 PM.