Student Services Cluster Meeting  
May 18, 2011  
President’s Conference Room (SSA 214)

Members Present:

Co-Chair  
Abbie Patterson  
Deborah Tull  

Classified Staff  
Brian Henderson  
Rhea Estoya  
Sheila Millman  

Faculty  
Sue Steele  

Administration  
Nina Malone  

Guests  
Lora Lane  

Minutes:
Meeting was called to order at 2:05PM, chaired by Abbie Patterson.

1. Approval of Agenda  
   Agenda was read and unanimously approved at 2:09PM.

2. Approval of Minutes  
The previous minutes were read and approved. Motion by Debbie Tull to approve, seconded by Sue Steele. Approved unanimously.

3. Vice President’s Report  
a. LAHC is currently accepting applications for a retention counselor and a Title V/Puente counselor.  
b. Upcoming Events:  
   b.i. The annual scholarship ceremony will take place on May 26th.  
   b.ii. The Employee Recognition Event will be held on June 2nd.  
   b.iii. Graduation begins at 6:30pm on June 8, 2011.  
   b.iv. There is an upcoming disability summit at West Los Angeles College on June 30, 2011.  
c. Nearby Colleges:  
   c.i. Last Friday, Vice President Patterson attended a region 7 CSSO meeting at Santa Monica City College. SMCC is backing legislation (AB 515) that would allow community colleges to offer extension courses during winter/summer sessions for a higher profit.  
   c.ii. Cerritos College has implemented mandatory assessment and orientation.  
   c.iii. El Camino is not having a winter session. They have also hired six new counselors during the past 18 months.  
d. The LACCD Personnel Commission is working on changing student worker job titles and descriptions. The changes will go into effect on September 1st.

4. Budget Issues  
a. The campus will be making a switch to electronic timesheets.  
b. A Student Services survey went out to all LAHC staff. The survey will show how staff feel about Student Services. An additional survey went out to students who
drop classes. The findings show that teaching style, course content, family responsibilities, and confusion about the class schedule are all factors influencing students to drop classes. These surveys are useful assessment tools.

5. **CORE Report**
   a. Arcadis is currently evaluating problems with the new parking structure. There are reports of people driving too fast, and there is a problem displaying the correct number of available parking spaces. Additional stop signs and other fixes should be ready before the fall semester.
   b. VP Abbie Patterson and the Counseling Department met with the architects to discuss the Student Union building plans.
   c. The new library and science complex are on schedule to be completed.
   d. A new marquee will be installed. It will be visible from both the freeway and street levels.
   e. The Seahawk Center, General Classroom building, and the Nursing building are all scheduled to be demolished.

6. **Accreditation – Standard IIB**
   Debbie Tull noticed some “missing pieces” when reviewing steps toward accreditation. She discussed the need to prepare for summer activities. The Student Services managers will hold a retreat to work on the accreditation process. Dr. Tull reported that Student Services is very aware of what accreditation steps still need to be completed.

7. **Status Report: Student Services Program Review and Unit Plan Development Process**
   A brief report was given by Debbie Tull regarding the program control document and changes that have been made to the unit plan document.

8. **Status Report: Student Services SLO Process (Identification, Measurement, and Data Integration)**
   SLO Coordinator Lora Lane gave advice and input regarding the SLO process. She extended an offer to help Student Services, and suggested setting up meetings during the summer so that we can begin to publish our SLO material. A taskforce is currently planning a Student Services retreat and may invite Ms. Lane to assist with the SLO process.

   Ms. Lane reported that district SLO coordinators and Bob Pacheco have been working together closely, and can offer feedback and advice should we need it.

9. **LAHC and LACCD Violence Prevention Training**
   There was discussion on the need to design policies that backup the training sessions, with a uniformity across LACCD campuses. Dr. Tull reported that Nurse Carol Stevenson played DVDs (*Shots Fired on Campus*) for her nursing class. The videos are intended for students and deal with the issue of school violence.

   Dr. Tull is looking for a cost-effective training package bundle that would cover violence prevention, sexual harassment, and ADA awareness. Ideally, it would be mandated that every employee be required to participate in all three training segments.
A discussion followed about how to increase the level of dialogue on campus so that faculty/staff are educated on the issue of violence prevention. There was a general agreement that some training should be mandatory, perhaps as part of the flex day agenda/program.

10. Items from the Floor
   a. **Elizabeth Colocho – Discussion on Matriculation Issues**
      a.i. They are short on assessment testing units. There are currently only enough to last until December.
      a.ii. Because we don’t have enough math and English classes to offer, why is it necessary to test all students?
      a.iii. The college is perhaps accepting too many applications above and beyond our capacity to provide adequate classes.
      a.iv. A “Registration Makeover Taskforce” needs to be established to discuss improving student registration. The group will discuss the current registration procedures and how they can be modified to improve student success.
   b. **Nina Malone – Updates**
      b.i. Instructors will be hired for the Health, English, Math, and Nursing departments.
      b.ii. The campus ID machine is not working correctly. The ID machine needs to be fixed because it is critical for certain departments under Student Services.
      b.iii. She suggested that we need to establish interactive meetings for ADA issues on campus. This would improve dialogue on the legitimacy of problems and how arrangements can best be made to remedy them. We currently do not have a standardized process for reviewing these requests from faculty/staff.

Meeting adjourned at 3:35pm.