

## Student Services Council Meeting

Tuesday, March 13, 2018

2:15 p.m. – 4:15 p.m.

Room 10-468

### Minutes

#### Attendees:

Kim Lopez	x	Claudia Menjivar	x	Ruth Turner	
Sylvia Aguirre-Alberto	x	Mike Mitchell		Makiko Ueda	x
Maggie Barrientos	x	Carol Newkirk-Sakaguchi	x	Carol Ullrich	x
Lizette Bricker	x	Autumn Newman		Sara Wojsko	x
Karen Chadwick		Charles Phan			
Gloria D'Ambra	x	Patrice Reed-Fort			
Rob Dean		Danni Redding-Lapuz	x		
Krystal Duncan	x	Michele Rudovsky			
Estela Garcia		Aaron Schaefer			
Fauzi Hamadeh		Niruba Srinivasan			
Luis Padilla	x	Dennis Tordesillas	x		

**Guests:** Madeleine Murphy, Monique Nakagawa

This meeting was rescheduled from March 6 to March 13. Discussion began at 2:21 p.m.

#### 1) Student Learning Outcomes/Service Area Outcomes and Methods of Assessment

All Student Services programs were asked to present their learning or area outcomes and discuss methods of assessment.

##### Disability Resource Center (DRC)

Carol discussed the DRC's student learning outcomes which are as follows:

SLO1: Students will be satisfied with DRC services.

The goal is for 70% of students to rate two of the DRC services used as very good or excellent.

SLO2: Students will advocate (for themselves) by setting-up testing accommodations.

Office data regarding students who used DRC services were utilized. Data from spring, 2017 to spring, 2018 were compared to find out how many students self-advocated to receive testing accommodations.

A Novi satisfaction survey was used as method of assessment. Carol went over the survey questions and reported that out of 750 surveys disseminated during fall 2017 only 59 responses were received. Responses received were used to determine what services were functional and utilized in the DRC.

Feedback:

The DRC's SLOs are good examples of Service Area Outcomes (SAO) because it focuses on the satisfaction rate of students based on services received. SLOs should be converted to SAOs.

It was also advised that if a SAO is not meeting a 90% or more satisfaction rating it is time to reevaluate the outcomes for improvement. Surveys should get at least 10% response rate and a minimum 90% satisfaction.

### Enrollment Services

Lizette reported that a new SAO has been created and a combination of SAO and SLO will be used.

SAO1: To increase customer service satisfaction

This outcome will be achieved by implementing a professional development program in customer service. The method of assessment will be by survey using iPads. Students will be asked to immediately complete a survey after receiving service at the counter. Data will be collected during registration periods.

SLO1: Students will have the ability and knowledge to complete the College Connection form

This outcome will be achieved by providing workshops at the high schools. Pre- and post-testing assessments will be conducted after every workshop.

Feedback:

Include demographic questions in the survey such as gender, age range, etc. Do not require G numbers for SAO1 surveys. G numbers may prevent students, who had a bad experience, from completing the survey.

### Financial Aid (FA)

Document: *The Essentials to Understanding Satisfactory Academic Progress (SAP) and What it Means to You*

SLO1: Provide students the opportunity to learn the minimum academic requirements needed to maintain financial aid eligibility.

SLO2: Students will learn to successfully complete the CSM Scholarship application.

Claudia explained that the target of data collection are FA students who have been disqualified due to low GPA and with course completion rate below 67%.

Newly disqualified students are reported monthly and must undergo an online workshop consisting of a pre-test, educational video about minimum academic requirements for FA eligibility, & a post-test. If they successfully complete the workshop they get a certificate which will allow them to see a counselor and complete a student educational plan (SEP). The SEP is submitted to the FA office to appeal disqualification and be considered for reinstatement to receive financial aid.

Feedback:

Analyze data as a group of months instead of individual months to get a big picture analysis of student performance. Determine if pre/post-testing tools are working or not.

### Veterans Resource and Opportunity Center (VROC)

Document: *CSM Veterans Services Program Satisfaction Survey*

Due to new veteran certifying requirements, Luis announced that the SLOs below are no longer applicable. In addition, the SLOs do not reflect the core services that the VROC offers.

SLO1: 85% of GI Bill benefit eligible veterans will complete the FAFSA

SLO2: 90% of GI Bill benefit eligible veterans will apply for the Board of Governors fee waiver

The SLOs will be changed to SAOs:

SAO1: Students will gain the knowledge to accurately identify the education benefits that their entitled to, apply, and learn procedures and requirements to maintain their education benefits.

SAO2: Students will be able to identify and understand campus and community, academic, financial and health support services that will assist their transition to college.

The focus of the new SAOs are for veteran students to understand Veteran Affairs and CSM requirements which include admission, registration, and counseling. In addition, veteran students will gain knowledge of where to get help and to be able to transition successfully into college as a full-time student.

Success criteria and implementation will be assessed by:

- a) Survey in collaboration with PRIE and Lizette. Survey will be sent out by email in March to receive responses by the end of the semester. Luis discussed the new survey.
- b) Pre- and post-testing sessions during workshops which include meeting with a certifying official to provide veteran students with info needed.

Feedback:

Very well organized presentation. The new SAOs are worded perfectly.

Pre- and post-testing do not have to be done on both outcomes at the same time. It can be done separately during different periods of the academic year. It is also important to do a *Satisfaction* survey.

The use of Transition Navigators program was suggested so that peer-veteran-students can provide the workshop themselves. The resulting workshop data should be used for outcomes assessment.

### Health Services

Document: *Matching Exercise: Campus/Community Resources and Column of Definitions*

Sara announced that the Health Services will be using a combination of learning and service area outcomes.

SAO1: Students will demonstrate the knowledge of accessing and utilizing health care resources on-campus and within the community.

The focus of this outcome is to determine if students know to what degree they can utilize health services such as knowledge of business hours, frequency of visits and level of care. For example, do they know when to see a nurse or a doctor?

SLO1: 80% of our students will utilize a component of health services and rate us with a satisfaction of good or excellent.

Surveys will be conducted by electronic form and by direct questions immediately right after every visit. For example, “Were you satisfied with the level of service you received today?”

Trends will be determined by analyzing the rate of visits by students before and after a Health Fair.

Feedback:

The above outcomes should be reversed. Key points to focus on are:

- a) How the students learned about Health Services instead of tracking its utilization.
- b) What needs to be known about the students who do not know about the Health Services.

Determine the info you want to get and determine the easiest way to collect it. Keep satisfaction surveys short.

*(Note: The Health Center was renamed to Health Services in June 2018.)*

### Child Development Center (CDC)

The CDC SLOs that will be used are:

SLO1: Parents will learn to access and utilize the campus and community, and learn to advocate for themselves and their child.

SLO2: Parents will be able to extend their children’s learning at home and understand how to provide exercise and nutrition for their children at home.

Assessment method: Pre and post-testing of campus and community resources.

Data collected will be used to determine how to increase the program by either workshops or information materials.

Data collection begins in August and gathered periodically. The results will be aggregated though the end of the academic year.

Feedback:

Address common problem areas with the tests collected by specifying action points to improve learning outcomes.

**Additional agenda item:**

**2) Identifying the purpose of the Student Services Council (SSC)**

As part of updating the Planning and Participatory Governance manuals, the Student Services Council's purpose was reviewed. Kim shared two descriptions on record regarding the purpose of the Council and sought feedback from members. The descriptions are as follows:

- 1) The purpose of the Student Services Council is to report, recommend, and advise the vice president of student services regarding the performance, functionality, and any areas for process improvement within Student Services programs.
- 2) The Student Services Council's purpose is to share information; discuss initiatives, policies, operational issues, program review and program assessment among various Student Services departments and programs; and offer recommendation(s) to other participatory governance groups.

Sylvia stated that SSC is a way to be well-informed of all Student Services programs which helps to provide more up-to-date information to students served.

Danni commented that SSC meetings reduce silos and duplication of work. Due to the sharing of information involved in Council meetings, SSC serves as a way to identify common projects among SS programs and provide an opportunity to collaborate.

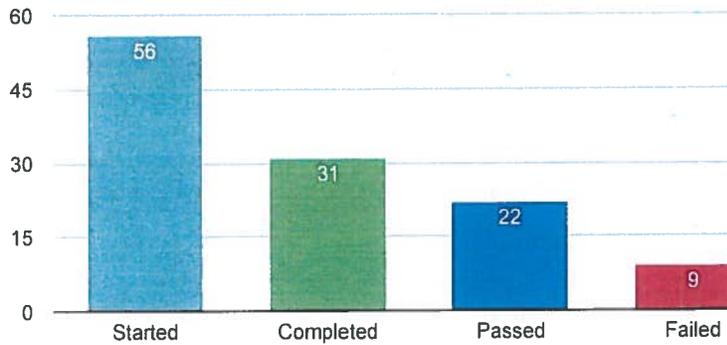
**Resolution:**

An IPC Update agenda item will always be included in SSC meetings. IPC members, who are also members of SSC, will report current IPC initiatives during Council meetings and deliver Council feedback to IPC. This process will serve as a participatory governance function between the two groups and strengthen the Council's purpose.

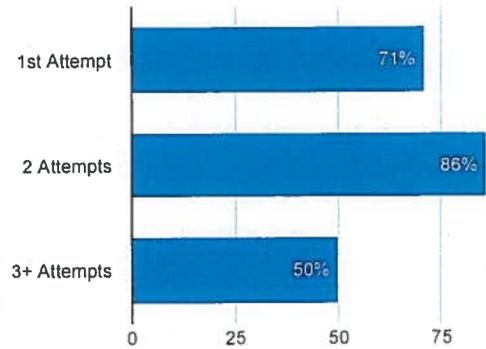
## Financial Aid Document

# The Essentials to Understanding Satisfactory Academic Progress (SAP) and What it Means to You

**1st Time Counseling Session**

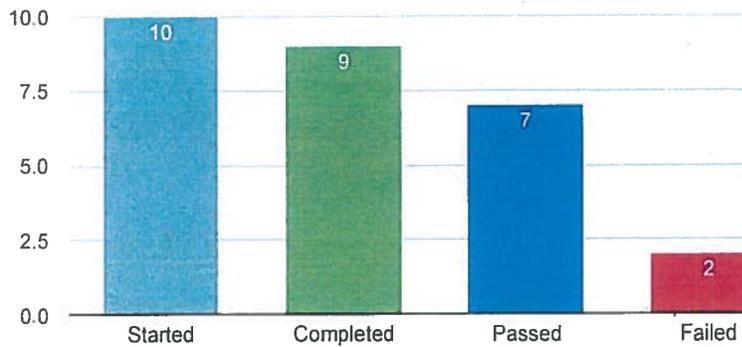


**Pass Rate**



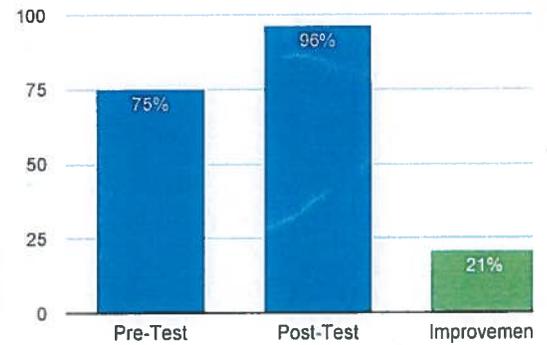
**Retaken Counseling Session**

Includes all attempts after the first.



**Average Scores and Improvement**

Includes all completed sessions.



**Question most answered correctly**

What does SAP stand for?

**Question least answered correctly**

If your program is supposed to take 60 units, how do you calculate the maximum time frame you have to complete it?

**Answers for all questions**

Question	First Attempt	Second Attempt	Third Attempt	Failure	Total Attempts
<b>Pre-Test</b>					
What does SAP stand for?	61	N/A	N/A	0	61
	40	N/A	N/A	21	61

## Financial Aid Document

Question	First Attempt	Second Attempt	Third Attempt	Failure	Total Attempts
What are the three components you are measured by to stay in school?					
How is your financial aid affected by your success as a student?	37	N/A	N/A	24	61
What does Maximum Time Frame mean?	29	N/A	N/A	32	61
What does Pace Rate mean?	56	N/A	N/A	5	61
<b>Lecture</b>					
How is your GPA calculated?	48	2	0	2	52
What factors are considered when calculating Pace Rate?	33	7	2	1	43
What percent of a full-time student's attempted units must they earn to be considered meeting Satisfactory Academic Progress (SAP)?	38	5	0	0	43
Imagine you're helping a student figure out their Pace Rate. In the fall term, they completed 12 of 15 units, and in the spring they completed 15 of 15. What is their Pace Rate?	29	13	1	0	43
If your program is supposed to take 60 units, how do you calculate the maximum time frame you have to complete it?	18	9	8	5	40
Some units are considered for Maximum Time Frame calculations, and others aren't. Which of these is correct?	30	5	4	1	40
<b>Post-Test</b>					
What does SAP stand for?	40	0	0	0	40
What are the three components you are measured by to stay in school?	38	2	0	0	40
How is your financial aid affected by your success as a student?	30	3	7	0	40
What does Maximum Time Frame mean?	36	3	1	0	40
What does Pace Rate mean?	40	0	0	0	40

## Health Center Document

Please choose the letter from the Column of Definitions and write it to the left of the correct Campus or Community Resource. Thank you. (PRE/POST)

CAMPUS/COMMUNITY RESOURCE	COLUMN OF DEFINITIONS
<b>Samaritan House</b>	<b>A</b> assists pregnant women, mothers & young children with information on nutrition and health & by providing checks to buy healthy foods.
<b>CSM Health Services Center</b>	<b>B</b> services and resources for low-income residents of San Mateo County including food, clothing, shelter, medical services, employment services, counseling and food and toys for holidays.
<b>CORA</b> (Community Overcoming Relationship Abuse)	<b>C</b> free, confidential services to victims of domestic/dating violence & abuse including 24-hour hotline, support groups, legal services & emergency housing.
<b>Starvista</b>	<b>D</b> resource for low-income housing in San Mateo County, affordable solutions to housing needs through home sharing, self-sufficiency and home equity conversion programs.
<b>EOPS</b> (CSM Extended Opportunities and Program Services)	<b>E</b> licensed marriage/family therapist & counseling interns provide free, confidential counseling to assist CSM students in handling crises & exploring personal issues thru individual, couples or family counseling.
<b>HIP</b> (Human Investment Project)	<b>F</b> offers Californians the option of purchasing high quality, affordable private health insurance at good values that cannot be denied because of pre-existing medical conditions. Tax credits can be used to reduce the cost of health insurance.
<b>4C's</b> (Child Care Coordinating Council)	<b>G</b>
<b>Covered California</b>	<b>H</b> provides eligible CSM students challenged by academic & socioeconomic barriers with individual academic counseling, assistance buying textbooks, priority registration, discounted bus passes, university fee waivers & relevant workshops.
<b>WIC</b> (Women, Infants and Children)	<b>I</b> helps parents in San Mateo County find & pay for childcare, offers free and low-cost parent education opportunities, parent support groups, parent resource library & enrolls families in health coverage programs.
<b>San Mateo County Housing Authority</b>	<b>J</b> assists low & moderate income residents with rental and housing assistance.
<b>CSM Personal Counseling Services</b>	<b>K</b> nurse practitioner & part-time physician provide CSM students with emergency care, physical exams, treats of minor illnesses, immunizations, STD screening & treatment & affordable medical/dental plans.
<b>CalFresh</b>	<b>L</b> Helps parents buy nutritious food with a convenient, debit-like card at all grocery chain stores & many neighborhood stores in San Mateo County.

Vet satisfaction survey



# CSM VETERANS SERVICES PROGRAM SATISFACTION SURVEY

College of San Mateo wants to know about your GI Bill certification experience. Your opinion matters to us and will help us to better serve our veterans, reservists, and dependents of veterans. All responses are anonymous and strictly confidential.

## About You

### 1. Service Branch:

### 2. Academic Goal:

- Personal Enrichment
- Learn a new job skill
- Improve my employability
- Transfer to a 4-year college or university
- Earn an AA or AS degree
- Earn a Certificate
- Fill a gap in my program at another college or university
- Still deciding

### 3. Major:

**4. How many units are you taking?**

- Fewer than 3.0
- 3.0 – 6.0
- 6.5 – 11.5
- 12.0 or more

**5. Do you plan to transfer to a 4-year school?**

- Yes
- No
- Undecided

**6. If you utilized the GI Bill, what Chapter?**

**7. Have you applied for Financial Aid (FAFSA)?**

- Yes
- No

**8. What is your primary means of transportation to CSM?**

- Private auto
- Carpool
- Public transit
- Bike
- Walk
- Other

**9. What is your average commute time?**

**VROC Service Quality – Based on your experience at the VROC**

**10. How often do you visit the VROC per week?**

- More than 5 visits a week
- 3 or 4 visits a week
- 2 or fewer visits a week
- None

**11. What do you primarily utilize at the VROC for?  
(Check all that apply)**

Counselling  
Computer/Printing  
Coffee and Snacks  
TV/Lounge  
Veteran Comradery

**12. When you ask, how helpful is the information you receive at VROC?**

Consistent high quality  
Generally good  
Quality varies daily  
Poor Quality

**13. How would you rate our counselling services in the VROC?**

Consistent high quality  
Generally good  
Quality varies daily  
Poor quality

**14. How would you rate our certifying services?**

Consistent high quality  
Generally good  
Quality varies daily  
Poor Quality

**15. How would you rate our information services?**

Consistent high quality  
Generally good  
Quality varies daily  
Poor Quality

**16. How would you rate the professional staff?**

Friendly and helpful  
Average  
Varies on each visit  
Poor service

**VROC Resources Quality & Needs**

**17. Is the VROC clean and inviting?**

Yes

No

**18. How would you rate our computer/printing resources?**

Consistent high quality

Generally good

Needs improvement

Poor Quality

**19. How would you rate our furniture?**

Consistent high quality

Generally good

Needs improvement

Poor Quality

**20. How would you measure the noise level at VROC?**

Too loud

Noisy but manageable

Adequate level

Quiet

**21. Do you rely on the VROC for snacks/food?**

Yes

No

Sometimes

**22. How would you rate our snack/food options?**

Consistent quality

Generally good

Needs improvement

Poor Quality

**23. Overall, how would you rate your experience at VROC?**

Friendly and helpful

Average

Varies on each visit

Poor service

**24. Would you recommend CSM VROC to another veteran?**

Yes

No

**Additional Questions (Write answer in)**

**25. What are the main struggles you encounter as a student? (Commute, admission process, academic support, info) benefit information, etc)**

**26. What additional resources/services/events would you like to see?**

**27. What would you like to see improved at the VROC?**

**28. If you could make one improvement to the CSM Veterans Services, what would it be?**

**Thank you for your participation**