

Student Services Council Meeting

Tuesday, November 7, 2017

2:15 p.m. – 4:15 p.m.

Room 10-468

Minutes

Attendees:

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

Review 2017-18 Student Services Resource Requests

The following individuals presented their department's resource request to the Council:

- Danni Redding-Lapuz for International Education Program
- Niruba Srinivasan for Admissions and Records
- Kevin Sinarle for Disability Resource Center
- Kim Lopez for Lizette Bricker for High School Transition and Promise Scholarship

See attachments for resources requested and justifications.

Student Services Program Review SLO Assessment (SLOA)

Kevin Sinarle and Aaron Schaefer presented the 2016-17 SLOAs for the Disability Resource Center and Student Life Office respectively. A copy of the SLOAs that were presented are attached.

Update on Guided Pathways, AB 19 – Promise Scholarship, Integrated Plans for BSI, SE & SSSP, and Common Assessment Initiative

Guided Pathways

California Community Colleges Chancellor Eloy Ortiz Oakley introduced The California Guided Pathways Project to help students navigate the community college system and make choices. The project is an integrated and institution-wide approach that is currently implemented by 20 colleges in the system.

Promise Scholarship

Another program which Chancellor Oakley introduced is the Promise Scholarship or California Assembly Bill No. 19. The program is available to San Mateo County residents who are recent high school graduates or who recently completed GED or Adult Education. A full-time academic load with a certificate or degree goal are also required.

This bill will enable first-time community college students to receive enrollment fee waivers for one academic year provided that they are enrolled in 12 or more semester units and a FAFSA or California Dream Act application is completed. The bill does not include funding to community-aided districts like SMCCCD and so our college district will need to find funding.

Integrated BSI, SE & SSSP Plans

Plans for Basic Skills Initiative, Student Equity, and Student Success and Support Program will be integrated. The Chancellor's Office has decided to integrate planning for these programs because all share the same goal of reducing achievement gaps and increasing student success. It will also help avoid the reporting of overlapping information.

Common Assessment Initiative

The CCC Assessment Project (CCCAP), which is a component of the Common Assessment Initiative, has been terminated by the State Chancellor's Office due to delay and implementation problems. The CCCAP was to design and develop standardized testing for the CCC system. However, new research shows that standardized testing is inaccurate and place students in lower curriculum courses. In order to implement more accurate placement of students into college courses, the CCCO has chosen to adapt the Multiple Measures Assessment Project which uses non-cognitive variables and high school transcripts.

2017 Resource Request
International Education Program - Student Services

Full-Time Faculty Positions

1. Briefly describe the position being requested (2000 characters)

The International Education Program supports the Counseling Division request for a full-time international counselor to serve international students through curriculum development, programming and direct student service. The position may include counseling and coordination assignments as needed.

2. Describe the rationale and motivation for the request (2000 characters)

The international student population has grown over 500% over the last five years and we now serve 750 students. This counseling position will support students in developing academic education plans, adapting to the US education system, and with cultural adjustment challenges.

3. Discuss how the position will help the department and/or division meet goals and support student learning as described in most recent program review (2000 characters)

This position will support the work that is currently being done by both the International Education Program and the Counseling Division. With additional academic advising, students will gain a better understanding of the US education system and transfer process, while becoming increasingly prepared for success.

Classified Staff (63 character limit)

Quantity	Classification	Description
1	Full-time	Program Supervisor (exempt) – International Education Program

Justification:

The International Education Program has continued to grow in number of international students served, types of services provided, and breadth of activities and campus-wide engagement. Our ratio of staff to students has been increasing over the past several semesters and we have now reached the highest student to staff ratio that we have seen. The international student population is a high need group of students and it is difficult to maintain the academic and legal government requirements, while serving daily student needs when our number of staff members is too low. It is imperative that we have adequate staffing to ensure that all students are within the legal immigration requirements and that our program is providing the services necessary to support students during their transition into US academic life and through the transfer process.

The data below shows that number of students per staff member within the CSM International Education Program as well as a comparison with our sister colleges.

International Education Program Staffing

CSM Staffing

Semester	International Student Enrollment	Staff	# students per staff person
Spring 2012	105	n/a	n/a
Fall 2012	138	n/a	n/a
Spring 2013	144	2	72
Fall 2013	191	2	95
Spring 2014	223	2	111
Fall 2014	292	2	146
Spring 2015	334	3	111
Fall 2015	418	3	139
Spring 2016	510	4	127
Fall 2016	647	5	129
Spring 2017	712	5	142
Fall 2017	750	5	150

Skyline Staffing

Semester	International Student Enrollment	Staff	# students per staff person
Fall 2017	263	3	87

Canada Staffing

Semester	International Student Enrollment	Staff	# students per staff person
Fall 2017	129	2	64

Facilities

Quantity Description

As Needed Shades for east facing windows in International Center.

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Resource Requests

NOTE: Program Review authors are strongly urged to share a draft of the resource request with their Dean at least two weeks prior to submission. The Dean's perspective and input on the resource request content is vital to it being as strong, accurate and persuasive as possible.

Full-Time Faculty Positions

1. Describe the position being requested (e.g., biology faculty with expertise in anatomy).
2. Describe the rationale and motivation for the request. Include information on program LOAD; ratios of full-time FTEF to hourly FTEF and full-time to part-time faculty; recent faculty retirements; any mandates and regulations affecting the position; and any additional reasons, including impact on the community at large.
3. Discuss how the position will help the department and/or division meet goals and support student learning as described in most recent program review.

Classified Staff

Description

Cost

Admission & Records Assistant III
Grade 24 - Salary Schedule 60

\$56196.00 – 71844.00

Ben\$29,221.00 – 37358.00

Admissions and Records (A&R) is requesting an A&R III staff position. Even though this new staff member will be helping with any A&R III responsibilities listed in the job description, the main responsibilities will include External Exam Credits, Academic Renewal, Reinstatements, front counter, phone, email inquiries and IGETC/CSU certifications. Approximately 20,724 calls & approximately 1000 emails received last year in addition to staff's direct phone line and direct email addresses.

Shortage in staff is affecting the service provided to the students. Response to the phone calls and emails are not on time. Admissions and Records is the first contact for the

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students and this delay in response is causing much frustration among the students. In addition, due to growth in degree & certificate recipients, the evaluators are unable to provide the necessary service to the students. Having high rate of transfer students, Admissions & Records receives high volume of IGETC/CSU certifications. Delay in processing this certificate puts the students' admission to risk at the 4 year University. With this additional staff, we will be able to provide the necessary support for our students to be successful.

Equipment and Instructional Materials

NOTE: No requests for computers for individuals or learning support centers should be put here.

Description

Cost

SHIPPING AND
TAX

Facilities (including furniture)

For immediate or routine facilities requests, submit a CSM Facility Project Request Form.

Description

**Cost (leave blank; facilities will
provide cost estimation)**

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Other resource requests currently not funded (student assistants; program events and projects; adjunct support; etc.)

Description

Cost

Number	Program Name	Division	CLASSIFIED STAFF		
			Quantity	Description	FT/PT
16.1	Disabled Students Programs & Services (DSPS)	Student Svcs	1	Program Services Coordinator - interpreting services, reporting, electronic system	Full-time
16.2	Disabled Students Programs & Services (DSPS)	Student Svcs	1	Instructional Assistant II - lab, classroom, and alt. media	Full-time
16.3	Disabled Students Programs & Services (DSPS)	Student Svcs	20	Assist with lab, alternate media book production	
16.4	Disabled Students Programs & Services (DSPS)	Student Svcs	20	Provide educational and tutoring support based on disability, coverage for lab and front office	

Number	Program Name	Division	EQUIPMENT & INSTRUCTIONAL MATERIALS		
			Quantity	Description	Est. Cost
16.5	Disabled Students Programs & Services (DSPS)	Student Svcs	30	Smart pens by Live Scribe - to support DRC students across the disciplines	4500
16.6	Disabled Students Programs & Services (DSPS)	Student Svcs	10	Dragon Naturally Speaking - speech to text for students with dyslexia	4500
16.7	Disabled Students Programs & Services (DSPS)	Student Svcs	8	Security Cameras for test proctoring	4000

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Classified Staff

Description

HIGH SCHOOL TRANSITION AND PROMISE DIRECTOR

Academic-Classified Exempt Supervisory Position
Grade 192E–Salary Schedule 35

Cost

\$108612.00 – 137556.00 Ann
Ben. \$44,259.39–56,054.07 Ann

The Enrollment Services Division is requesting a new High School Transition and Promise Director position that would allow College of San Mateo (CSM) to be a leader in implementing guidelines and policies supported through the California Community College Chancellor's Office around Dual Enrollment and Promise Programs. The CCCCO offers tool-kits to support community colleges in implementing dual enrollment in their respective communities and AB 19 establishes legislation to support expansion of Promise initiatives. Once established, this director could support the implementation of local and statewide initiatives such as AB288 (College and Career Access Pathways), California Community College Linked Learning Initiatives (CCLLI), and Dual Enrollment/Early College efforts in San Mateo County, and collaborate with campus initiatives like Year One, Guided Pathways and Project Change.

The Director of High School Transition and Promise Program support the seamless transition from secondary to post-secondary education as well as successful completion of the first-year of community college. The Director serves as the primary administrator on the design, implementation, and evaluation of Dual Enrollment programs and the Promise Scholarship Program at College of San Mateo and will oversee matters relating to planning, development, budgeting,

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implementation, compliance with rules and regulations, monitoring, and evaluation of programs and activities. This position will create a sustainable and sound infrastructure to support and expand Dual Enrollment that include concurrent enrollment, early college and Middle College high school partnerships while promoting educational access and equity. They will serve as a transition liaison for high school students to the CSM Promise and First-Year Programs. This Director will work closely with Instructional Divisions to help develop MOU's and other instructional agreements around Dual Enrollment. This Director will also work closely with Admissions and Records, Financial Aid, Counseling, Year One, learning communities and programs that support first-year students.

Equipment and Instructional Materials

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Description

Cost

SHIPPING AND
TAX

Facilities (including furniture)

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Description

**Cost (leave blank; facilities will
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