

Student Services Council (SSC) Meeting

Tuesday, October 1, 2019

2:30 p.m. – 4:15 p.m.

Room 10-468

Minutes

Attendees:

| | | | | | |
|------------------------|---|-------------------------|---|--------------------|---|
| Kim Lopez | | Estela Garcia | | Aubrey Roderick | x |
| Sylvia Aguirre-Alberto | x | Fauzi Hamadeh | x | Michele Rudovsky | |
| Maggie Barrientos | x | Michael Holtzclaw | x | Nicole Salviejo | |
| Emily Barrick | x | Lavienna Lie | | Jackie Santizo | |
| Lizette Bricker | x | Luis Padilla | x | Aaron Schaefer | x |
| Karen Chadwick | | Claudia Menjivar | | Christine Su | x |
| Gloria D'Ambra | | Mike Mitchell | | Dennis Tordesillas | |
| Rob Dean | | Carol Newkirk-Sakaguchi | x | Steven Trinh | x |
| Krystal Duncan | x | Estela Garcia | | Makiko Ueda | |
| Jennifer De La Cruz | x | Michael Ochoa | | Carol Ullrich | x |
| Allie Fasth | | Charles Phan | | Tiffany Zammit | |
| Alicia Frangos | x | Patrice Reed-Fort | x | | |

The meeting began at 2:35 p.m.

Guests: Tabitha Conaway, Madeleine Murphy, Eric Utsumi, Chequita Williams, Dr. Madjid Niroumand (representative from ACCJC External Site Visiting team)

Welcome and Introduction of New Member

Presenter: Michael Holtzclaw

Mike Holtzclaw served as guest chairperson due to the accreditation site visit and introduced Lavienna Lie as the new representative to the Council from Associated Students.

Assessment Planning for Student Services

Presenter: Madeleine Murphy

Document: Assessment Planning Student Services F19 (Powerpoint)

The goal of assessment planning is finding out if service area outcome goals are being accomplished in order to help students reach their educational goals.

Assessment planning is comprised of:

- identifying the specific program component to assess
- composing the research question
- rationalizing the choice of the research question
- formulating the method of assessment
- establishing a timeline for implementation
- reporting an update in the spring semester

On October 9, Madeleine Murphy, Tabitha Conaway, and Heeju Jang will be conducting an assessment planning workshop during Flex Day. Electronic resources are also available at collegeofsanmateo.edu/sloac/resources.asp

The PRIE Office is offering research assistance with survey and focus group development.

Assessment plans are due October 31, 2019. (Extended to November 3, 2019 due to campus closures)

Equity Research Program

Presenter: Tabitha Conaway

Document: Culturally Engaging Campus, Equity Office Hours

The goal of the Educational Equity Committee is to create an inclusive and culturally engaging campus. Historically, students and their support programs that receive assistance from the college community become successful. This is possible through holistic support, humanizing educational environments, and culturally sustaining pedagogy. Faculty and staff are encouraged to: participate in developing an inventory of programs that students can utilize for success; join the Equity Research Program; nominate and vote for Equity Champions on campus; and attend Flex Day and listen to keynote speaker Dr. Gina Garcia.

Resources Request

Presenters: Krystal Duncan and Lizette Bricker

Lizette reviewed the purpose and timeline for submitting resource requests. Requests for staffing, facilities, and equipment are due on October 25, 2019 at 4:30 p.m. Before submitting a request it is highly recommended to meet with your division dean to discuss program needs and the justification for such needs. The resource request form has been redesigned to improve user experience. Requests received will be prioritized based on: 1) health and safety and 2) compliance. Results will be announced in December before the winter break.

Program Updates and Announcements

Chequita Williams, Admissions & Records Assistant III, will be retiring. Her last working day will be on October 23, 2019.

Next meeting: November 5, 2019

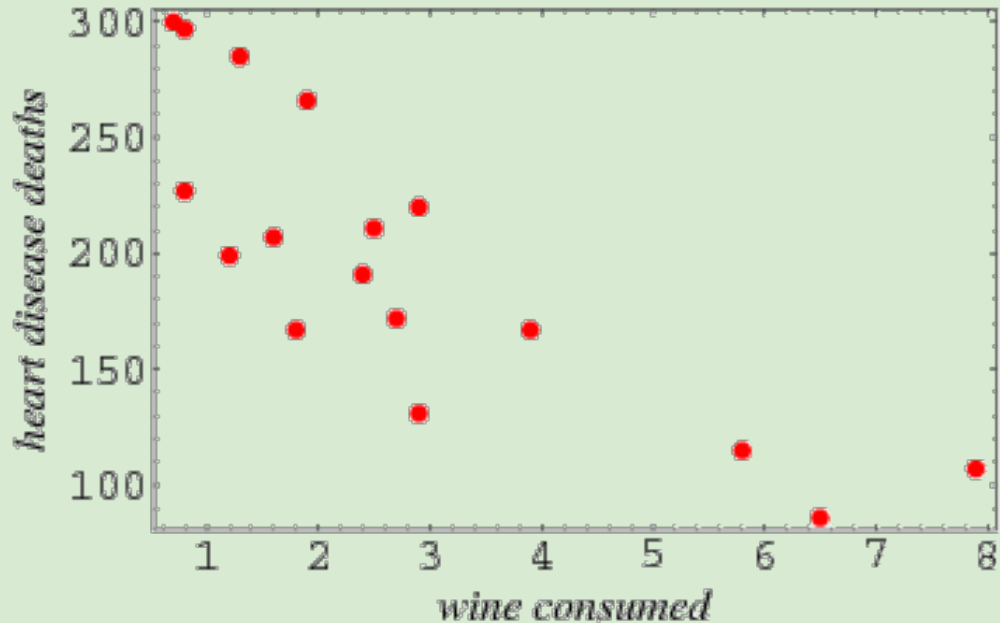
Assessment Planning for Student Services

new & (we hope) improved

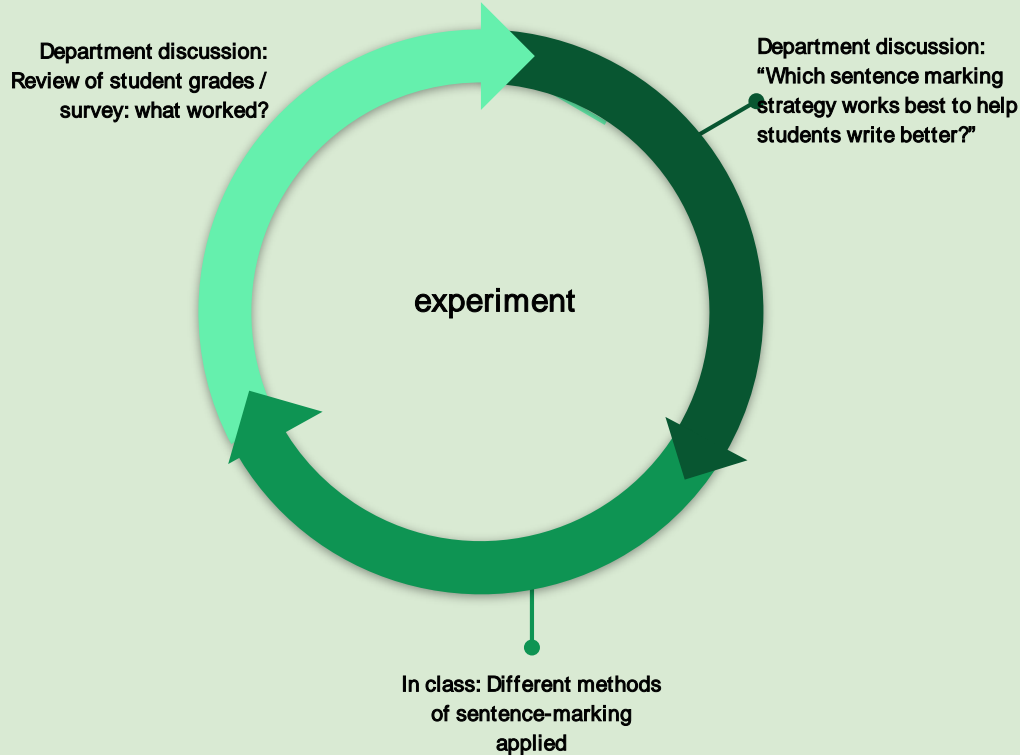


experimental v. inductive model

gather data & find a pattern



experimental v. inductive model





Assessment 2019-2020:

FALL 2019:

- Each service area (i.e., each group that submits a separate Program Review) should identify a central question regarding how well students are achieving the SLOs or SAOs for that service area. You can prioritize, or look at outcomes overall:
 - You could ask whether your service is achieving its stated SLO/SAO goals by measuring all of them;
 - You could prioritize a particular SLO or SAO that you believe needs urgent attention;
 - You could identify an important research question regarding your SLOs or SAOs;
 - Your service could participate in some interdisciplinary activity relevant to your SLOs or SAOs.

Assessment Plans should be submitted October 31 to Sharepoint.



Assessment 2019-2020:

SPRING 2020:

- Update your assessment plan in Sharepoint (it's a simple Word document) with any results or feedback.

Assessment Plans should be updated by May 2020.



The goal:

- To enable us to focus our attention where attention is needed;
- To promote collaboration between services, disciplines, and learning centers;
- To promote a culture of meaningful assessment and inquiry.



Examples:

- Look at your SLOs and/or SAOs. Do you want to prioritize measuring one of them? Is one of them particularly relevant to some other current priority (i.e., implementing Guided Pathways, CRM, other student support initiative?)
- If your SLOs/SAOs are fairly unchanging, do you want to measure all of them each year? Or on a rotating basis?
- Is your service area working with other service areas or instructional faculty on some project that touches on your SLOs / SAOs?
- Is there some specific question you'd like to find out about student achievement and/or learning?



Support

| | FALL 2019 | SPRING 2020 |
|---------------------|--|--|
| Flex days | Aug: Assessment Planning Oct: Assessment Planning | Jan: ILO workshop follow-up |
| Non-flex day | Division presentations Online workshops at https://collegeofsanmateo.edu/sloac/ PRIE workshops PRIE data requests | Student ILO activity PRIE workshops (?) |
| Individual | Individual support from SLOAC Individual support from PRIE analyst | Individual support from SLOAC Individual support from PRIE analyst |



Going forward

- Expanding the role of PRIE (in a manageable way) to support research across the campus
 - New research request process (via dean)
 - workshops in qualitative research methods
 - individual analyst time(NOTE: This is a fledgling commitment - we're not Facebook)
- Ongoing workshops from the CAC to support faculty assessment planning



An example - but first a side note:

- SLOs / SAOs reflect what students will take away (achievements, or learning) - rather than the Center's or Service's own goals.

SLO: Students will know about FAFSA and how to complete it.

SAO: Eligible students will actually complete and submit a FAFSA.

Center/Service Goals:

To improve student awareness of FAFSAs, and increase submissions by eligible students.



OK, an example!

Student Life & Leadership

SAO: Explore opportunities for collaboration between Student Life, Associated Students, and the Learning Communities in B17, particularly focusing on increasing Hispanic student engagement

| | |
|---|---|
| Service / Center name your service | Student Life & Leadership |
| Program <i>Which component of the service are you planning to assess?</i> | How to improve student engagement through Learning Community collaborations (especially Hispanic student engagement). |
| Research question(s) <i>What are you trying to find out?</i> | What obstacles stop Hispanic students from engaging in student life activities (Senate, clubs, etc.), and can we remove them? OR Which strategies are most effective for engaging Hispanic students in student life activities? |
| Rationale <i>Why this particular question?</i> <i>Why this particular "program?"</i> | Engagement in student life is a key factor in student retention and success, especially for Hispanic students. We want to explore how Student Life can support these goals through effective collaboration. |
| Method <i>How are you going to do the assessment?</i> | Research: Survey of Hispanic students on campus about student life engagement / obstacles <u>Comparative:</u> Try a collaboration – review results by (a) student survey, (b) number of students engaged in student life |
| Next steps / Timeline <i>What comes next, and when?</i> | Spring 2020: Discuss results of research / collaboration – plan subsequent activities |
| Spring Update <i>What was the outcome?</i> | |



Any questions?

murphym@smccd.edu

And don't forget our website at <https://collegeofsanmateo.edu/sloac/>

And flex day, October 9th!

Culturally Engaging Campus

Equality



Equity



EQUITY: ROADMAP

Whats the Plan?



HOLISTIC SUPPORT

- Inventory Project
- Case-Studies for Student Services
- Policy/Procedure Equity Rubric/Self Study

HUMANIZING ED. ENVIRONMENTS

- Continuing to foster, and grow, opportunities to develop meaningful relationships with faculty/staff/admin who care about and are committed to students' success

CULTURALLY SUSTAINING PEDAGOGY

- Working with educators to improve their practice and create learning experiences that validate students' cultures and knowledge

HOLISTIC SUPPORT

- Share your work with us to include on the inventory project
- Let's partner to create the PD you need

HUMANIZING ED. ENVIRONMENTS

- Participate in Equity Office Hours
- Join the Equity Research Program beginning at the end of October!
- Nominate and vote for Equity Champions on campus

CULTURALLY SUSTAINING PEDAGOGY

- Come see Dr. Gina Garcia at Flex Day!
- Lunch Chats-reading club (articles, books, blogs?)

How can you participate for Fall?



JOIN US FOR:

EQUITY OFFICE HOURS

Two ESL faculty, Evan Kaiser and Todd Windisch, will be conducting weekly Equity office hours for colleagues to work with their peers enacting educational equity philosophically, programmatically, and practically.

Todd Windisch: Mon 12:40-1:40 (15-148)

Evan Kaiser: Tues 12:40-1:40 (15-105)

Office Hours will run Oct 1 through November 26.