

Student Services Master Plan Committee

February 28, 2005

Notes and Action Items

Members Present: Jim Wales, Vangie Meneses, Mary Asher-Fitzpatrick, Marsha Fralick

Members Absent: Al Taccone, Dave Rogers, Alicia Munoz

Recording Secretary: Anna Quinzii

Jim Wales noted that student representation is needed for this Committee. He will ask Beth Viersen for an ASCC volunteer to participate in the next meeting, which is scheduled for March 14, from 3:00-5:00 p.m., in Jim's office conference room.

In response to a letter sent to Cuyamaca College by the Western Association of Schools and Colleges (WASC) regarding Cuyamaca's Mid-term Accreditation Report, it was noted that the College has not yet developed a Student Services Master Plan, or provided information on how such a plan will be integrated with the College's Instructional Master Plan. Cuyamaca's Midterm Report was accepted with the requirement that the College complete a Progress Report, which is due to WASC by October 15, 2005. This Progress Report will focus on the Student Services Master Plan and integration of this Plan with the Instructional Master Plan. The Student Services Master Plan will, therefore, need to be completed and reviewed by all appropriate shared governance committees before the end of Spring 2005 semester. To accomplish this goal, the following timeline was proposed:

February 28, 2005 – Vangie Meneses will send an e-mail to all Student Services Managers/ Department Coordinators, asking for review and revision of Department Plan Summaries. Managers/Coordinators will be asked to include information regarding 'Emerging Need/s' as well as 'Comments' with their revisions. Marsha Fralick will contact Jan Ford and request that the Student Services Master Plan draft be included on a future Academic Senate agenda for a first reading.

March 4, 2005 – Deadline for Student Services Managers to send revisions to Department Plan Summaries to Vangie.

Sometime after March 4, an e-mail will be sent to all Committee members, asking them to review Student Services department priorities for 2005-06 using identified criteria, and to rank each activity from 1-3 (1 = Must Have; 2 = Should Have; 3 = Like to Have). This information must be received by Vangie Meneses prior to the next Student Services Master Plan Committee meeting on March 14.

March 14, 3-5:00 p.m. – Next meeting of the Student Services Master Plan Committee. Committee members (including the new student representative) will finalize rankings of overall division priorities at this meeting. Jim Wales will provide refreshments.

After the March 14 meeting, Vangie will revise the proposed Student Services Master Plan, and send it to all Student Services Managers and Department Coordinators.

Jim Wales will present the draft Student Services Master Plan to President's Cabinet. He will also discuss incorporation of the Student Services and Instructional Master Plans.

| Vangie Meneses distributed the following information for the Committee's review:

- 1) Draft of Student Development & Services Master Plan, Spring 2005 which includes:
 - Department(s) Plan Summaries, 2005-2006
 - Department Priorities 2005-2006

| Anna Quinzii will send Al, Dave, and Alicia a hard copy of these materials, as well as the notes/action items from today's meeting. Copies of these handouts will also be given to Dr. Perri at the March 1, 2005 President's Cabinet meeting.

Vangie explained that all three handouts were developed with existing materials found in various documents, such as the Student Services Program Review, the Cuyamaca College Strategic Plan, information developed at both Student Services Master Plan retreats, etc.

The next meeting of the Student Services Master Plan Committee is scheduled for Monday, March 14, from 3-5 p.m. in Jim Wales' office conference room.

Notes from Student Services Master Plan Committee

March 10, 2006

Present: Beth Appenzeller, Al Taccone, Gene Morones, Cathy Bowyer, Poppy Bush, Ray Reyes

Recording Secretary: Anna Quinzii

Beth Appenzeller thanked the Committee members for their participation and noted that Alicia Munoz, Bill Stanford, Raad Jerjis, and Marsha Fralick have also agreed to serve. In reviewing the initial Student Services Master Plan submitted in Spring 2005, Beth noted that her goal is for the committee to fine tune the plan in order to provide a better perception of what is happening in each Student Services department. In addition to noting department requests for funding, staffing, etc., Beth stated that it will be important for each department to state what supplemental funding would mean in helping that department to meet division and/or college goals.

- I. **Proposed Format** – Beth reviewed the draft materials she has prepared for the Student Services Master Plan and asked the Committee members for their comments. The Committee made no changes to the proposed Table of Contents, or the Student Development and Services Mission and Philosophy Statements and Strategic Plan Defining Values. No revisions were made to the Department Planning sheet or the proposed flowchart for Division Master Planning. It was agreed that each department would need to review and revise the Access and Success Activities to provided necessary updates for 2005-06. The Highlights sheet will also need revision to reflect activities for the current year. After reviewing the Departmental Snapshot draft, it was recommended that two additional categories be added: 1) Other Relevant Information Impacting Planning; and 2) Regulations Impacting Planning. Beth suggested that the Environmental Scan developed by the Office of Institutional Research and Planning be utilized in the “Relevant Statistics” section of the Departmental Snapshot as well as other quantitative information available in individual departments. Ray Reyes suggested that organization charts for each department be added to the Snapshot. Cathy Bowyer recommended that departments be allowed the option to include an historical overview of their budgets if this information impacted future planning. Al Taccone also recommended adding a category for “Regulations impacting planning.” Recommended changes for the Criteria for Evaluation of Departmental Requests included revising the wording for category #5, Replacement, to read “Provide funds to replace worn out or broken equipment and facilities.” It was also suggested that an additional category be added for Safety and that the Operational Definition of Criteria for this new category read “Does request reflect replacement/restoration of

equipment/facilities currently causing unsafe conditions for students, faculty, staff, or community members?"

- II. **Proposed Evaluation Criteria** – Beth stated that it is important that each department articulate its needs. She wants to have another meeting of all lead people in Student Services in the next couple of weeks. **(Anna to speak to Beth about this meeting – who should be invited, location, timeframe, etc.)**

- III. **Timeline** – In order to finalize the report in time for a May 2 submittal to the Board (for their May 16 meeting), Beth stated that she would like to meet with the Student Services Master Plan Committee every two weeks. Due to numerous schedule conflicts, it was proposed that a new day and time be found for standing meetings. Beth asked that the Committee meet with her every two weeks, on Wednesdays, from 1:00-2:00 p.m. in the Vice President Student Development and Services Conference Room (Z-112). Anna Quinzii will e-mail the new meeting dates to all Committee members. Beth wants to work out a proposed calendar of events, starting with worksheets for each Student Services department. Beth would like to make a presentation to the IPC on April 25, at which time she hopes the Student Services Master Plan will be in near final form. Beth will also contact Jan Ford to schedule a presentation of the plan to the Academic Senate. Beth will ensure that the plan adheres to the college's budget timeline.

- IV. **Co-Chair** – The committee unanimously supported Marsha Fralick's nomination as Committee Co-Chair. Beth will notify Marsha regarding this appointment, as well as the Academic Senate.

The meeting was adjourned at 10:00 a.m. **The next Student Services Master Plan Committee meeting will take place on Wednesday, March 22, from 1-2 p.m., in the Vice President Student Development and Services Conference Room. Please note this date on your calendar. The Committee will also meet on the following dates: Wednesday, April 5, 1-2 p.m. and Wednesday, April 26, 1-2 p.m. (all meetings to be held in the VPSDS conference room).**

Student Services Master Plan Committee Meeting March 14, 2005

Notes and Action Items

Present: Jim Wales, Vangie Meneses, Mary Asher-Fitzpatrick, Marsha Fralick, Alicia Munoz

Absent: Al Taccone, David Rogers

Recording Secretary: Anna Quinzii

The latest draft of the Student Development & Services Master Plan, Spring 2005, prepared by Vangie Meneses, was distributed. Marsha Fralick noted that, at the last Academic Senate meeting, the previous draft of this information was sunshined and commented upon favorably. One concern was raised by a Senate member, however, regarding why the Academic Master Plan is primarily based on statistics which address Student Learning Outcomes, and the Student Services Master Plan is not. Marsha believes that the final report of the Student Services Master Plan should adhere to the format presently used for the Academic Master Plan. Primarily, the Student Services Master Plan should link the qualitative with the quantitative, and use language that ties into Student Learning Outcomes.

Vangie Meneses expressed concern that trying to link the Student Services Master Plan to SLO's at this time is not feasible. At the present time, it would be very difficult to frame the report around SLO's. Including SLO's in the Student Services Master Plan is possibly something that could be done down the road, probably during the mid-cycle program review. This would be the next step in the Student Services Master Plan process. Everyone in Student Services would be asked to frame their SLO's, utilizing the SLO template that Vangie has received.

The Committee members then reviewed all Student Services Department Priorities for 2005-2006. An additional category was added to the Ranking: #4, "Not Ranked." Vangie and her Assistant will revise the Master Plan to reflect the Committee's proposed priority rankings. Jim, Vangie, and Marsha will then meet to review the document and provide further revisions, if needed. A copy of the revised Master Plan will be sent to Committee members for comment, prior to further sunshining at other College venues.

Notes from Student Services Master Plan Committee March 22, 2006

Present: Beth Appenzeller, Al Taccone, Gene Morones, Cathy Bowyer, Mary Asher, Marsha Fralick, Alicia Munoz

Recording Secretary: Anna Quinzii

Beth welcomed Marsha Fralick as the Co-Chair for the Student Services Master Plan Committee.

I. Review, Revise & Approve Updates from 3/10/06 meeting

- Departmental Priorities Summary for 2006-2007 – Beth reviewed the revised form with Committee members. The Committee made no further revisions, however, Beth asked that, if possible, this form be condensed from its current legal size to an 8 ½ x 11” sheet.
- Criteria for Evaluation of Departmental Requests – the Committee reviewed and approved this form. In response to a question from Cathy Bowyer, Beth noted that the athletic track is on the list of projects to be funded by the College Foundation, however, \$50,000 in matching funds will need to be provided by the College.
- Student Services Master Plan Departmental Snapshot – Beth has sent this form to each department lead person, requesting that it be completed and returned to her by March 31.

II. Review & Revise

- Student Development and Services Strategic Plan Values – the Committee reviewed this information and made numerous revisions. Beth and Anna will revise the draft copy and send the updated information to all Committee members.
- Student Services Master Planning Flowchart – Al Taccone noted an error on the flowchart and recommended that the wording be revised as follows: “Submit Key Goals and Activities to **Student Services** Master Plan.” No further corrections were made to the flowchart.

III. Timeline – Beth asked that the Committee review all Student Services Master Plan information prior to the next meeting on April 5, so that ranking can be completed at that time.

IV. Other – The Committee discussed division concerns regarding staffing, i.e., the need to replace key positions either currently vacant or soon to be vacant. These positions include full-time counselors, and department coordinators/managers.

Unless these positions are filled, services to students will be impacted, which could negatively reflect on enrollment. Alicia Munoz suggested that this information, and the possible consequences to enrollment, be shared with Academic Senate. Beth will speak with Donna Hajj about a possible presentation to the Senate. It was recommended that Cuyamaca leadership be asked to focus on merging the Academic and Student Services Master Plans into one cohesive planning document. The ultimate goal would be to create a College Master Plan which would address the needs and components of both divisions in a fair and equitable manner.

Mary Asher noted that many issues regarding campus accessibility have been voiced by DSPS students. Beth will look into reconvening the College Accessibility Committee, which was formerly chaired by Yvonne Powell, and included district-wide membership (the VP of Student Development and Services, Bob Eygenhuysen, Joel Javines, Dave Suter, students, etc.)

Beth thanked the Committee members for their excellent input and adjourned the meeting at 2:30 p.m. **The next Student Services Master Plan Committee meeting will be held on Wednesday, April 5, from 1:00-2:00 p.m., in the Vice President Student Development and Services Conference Room (Z-113).**

**Student Services Master Plan Retreat
November 14, 2003**

Participants: David Agosto, Carmen Solom, Vangie Meneses, Sharon Barrett, Jan Recktenwald, Marcella Smith, Anna Quinzii, Beth Appenzeller, Ray Reyes, Yvonne Powell, Lilia Pulido, Nanyamka Hill, Sandra Phoenix, Sandy Lyon, Laurie Brown, Ingrid Tarikas, Beth Viersen

The retreat began at 9:00 a.m. with an overview by Carmen Solom of the following agenda:

- 1) Introduction
- 2) Develop Mission/Philosophy for Student Services Division
- 3) Define Focus of Student Services Master Plan (incorporate College Strategic Plan)
- 4) Identify Priorities (Link to new Accreditation Standards – Learning Outcomes)
- 5) Establish Strategies for Implementation

Carmen Solom and Vangie Meneses asked everyone present to state what they hoped to see accomplished at today's retreat.

The Cuyamaca College Student Services Confidentiality Guidelines proposal was distributed for review and discussion. It was agreed by those present that this information needs to be revisited at a later time in order to ensure compliance with FERPA. It was also recommended that District Counsel, Mr. Tim Garfield, review and approve this information before it is finalized and implemented.

Carmen and Vangie asked everyone to divide into groups of five and work on proposals for the Student Services Mission Statement. Staff were asked to develop Mission Statement proposals that included the following:

- Defines purpose of the organization
- Sets the direction of the organization
- Defines the values that guide us to do our work
- Provides a point of reference for all decision making.

At the end of the work period, the following Student Services Mission Statement proposals were offered for consideration:

1. Provide equitable access to information and services for diverse populations in order to support opportunities for success in all educational, vocational, and/or personal endeavors.

2. To support overall District and College goals by providing advocacy and services which support students in the achievement of their academic, vocational, and career goals.
3. Provide equitable access and support services needed by a diverse student population and academic community to achieve educational goals and promote individual growth.

A lunch break was provided at the conclusion of the first work session. Brad Phillips, Senior Director for Institutional Research/Planning & Academic Services, joined the group and, following lunch, provided a presentation on Student Learning Outcomes. To assist in understanding the information he was discussing, he distributed the following documents:

- 1) Guide to Evaluating Institutions Using the ACCJC 2004 Standards
- 2) The Student Learning Imperative: Implications for Student Affairs
- 3) Student Learning Outcomes (Bridgewater State College Division of Student Affairs)

Brad discussed the statewide concern that Student Learning outcomes will be difficult to assess in Student Services. However, he believes that methods can be devised to provide needed information, i.e., how long does it take for students to register, how long does it take for a student to get a counseling appointment, etc.

Brad briefly discussed the highlights of the Guide to Evaluating Institutions Using the ACCJC 2004 Standards. In a nutshell, Brad explained that Student Learning Outcomes mean that the College is determining its expectations; working toward meeting those expectations; and evaluating how it is meeting those expectations.

Brad asked that, after the Student Services Division develops its Student Learning Outcomes, division staff consult with him on developing outcome statements and assessments. He also expressed his hope that Instruction and Student Services will work together to develop SLO's.

Brad asked those present to divide into groups and explain how their department contributes to student learning and success. Each group then discussed its findings and Brad briefly pinpointed key areas that could be utilized to address Student Learning Outcomes.

After Brad's presentation, each group then discussed its ideas for the Student Services Mission Statement. Brad indicated areas in the proposed statements that could also be utilized for learning outcomes goals, i.e., advocacy; supporting students in their academic and vocational goals; individual growth; equitable access; elimination of barriers, etc.

David Agosto, Anna Quinzii, Sandy Lyon, and Sandy Phoenix will form a subcommittee to review the Student Services Mission Statement proposals. The finalized Mission Statement is due to Carmen and Vangie by Monday, December 1.

A subcommittee including Beth Appenzeller, Ray Reyes, and Beth Viersen was formed to develop a philosophy statement for the Student Services Division. This statement will be due to Vangie and Carmen on March 1, 2004.

All present were asked to review the Three Year Plan and send proposed revisions to Vangie and Carmen by January 15, 2004.

The timeline for a finalized Student Services Master Plan is March 31, 2004.

Vangie, David, and Carmen thanked everyone for their participation and concluded the Student Services Master Plan Retreat at 4:00 p.m.