

# Student Success Council

## Meeting Notes

**NAME OF COUNCIL/TEAM:** Student Success Council

**OBJECTIVE OF MEETING:** Discuss Student Success Council perspectives, student communications, DSPS letters of accommodation.

**DATE:** 03/02/2021

**TIME:** 1:00pm

**LOCATION/ROOM #:** <https://cccconfer.zoom.us/j/94694923037>

**CALL-IN NUMBER:** +1 669 900 6833

**CALL-IN CODE:** 946 9492 3037

**FACILITATOR(S):** Frank Kobayashi, Sarah Lehmann

**TIMEKEEPER:**

**ASSISTANT:** Beth Madigan

**MEMBERS PRESENT:** Nimo Ali, Sharon Gott, Carina Hoffpauir, Adam Karp, Frank Kobayashi, Sarah Lehmann, Adam Windham, Vicki Alonso, Susan Andre, Raquel Arata, Nisha Beckhorn, Pamela Chao, Jennifer Laflam, Beth Madigan, Jeff Stephenson

**SUPPORTING RESOURCES (ITEMS READ IN PREPARATION FOR AND/OR BROUGHT TO MEETING):**

**UPDATES AND BRIEF REPORTS:**

Topic	Person(s) Responsible	Notes
Check in: in 1 minute or less: what is something you're grateful for during the Spring season?	Sarah Lehmann	Check in with Members completed.

**ACTION ITEMS:**

Question	Person(s) Responsible	Notes and Decision(s)	Next Steps
Are there any suggestions for changes to the notes from the previous meeting?	Sarah Lehmann	0	Notes from the previous meeting were approved by consensus with no changes.

**DISCUSSION ITEMS:**

Question	Person(s) Responsible	Notes and Next Steps
		<p>Joe Sjolund reported on the process: students request letters a few weeks before semester begins.</p> <p>Roll over if continuing</p> <p>new students get recommendations after professionals look at student needs</p> <p>Never send letter to instructor ahead of time</p> <p>Privacy reasons</p> <p>Leaves choice in students' hands who they reveal personal information to</p> <p>Some students fear discrimination (i.e. in career fields)</p> <p>Don't have the staff to monitor what classes students are in and send letters to those instructors</p> <p>Students encouraged to make their instructors aware of letters, make accommodation requests</p> <p>St encouraged to do it early, but students sometimes wait</p> <p>What happens at UC Davis?</p> <p>According to UCD director, UCD has similar process to ARC's because of same reasons</p> <p>Difference at UCD is that students can go to a portal and send letter directly to instructors with UCD letterhead</p> <p>Same processes followed at other LRCCD colleges</p> <p>How can instructors better support their DSPS students when they get the letter?</p>

A faculty member asked why DSPS doesn't tell faculty which students are DSPS students. Frank and Jeff will give us more information about this issue, and we will discuss it.

Jeff Stephenson, Frank Kobayashi	<p>Follow advice on email that links to FAQs from Joe Sjolund early in the term, includes information about what to put in syllabi Email Joe Sjolund if you need this information</p> <p>Jeff Stephenson and Nisha Beckhorn contributed information Students have to disclose they have accommodation. Faculty want to help, but it's up to the student to do this. Many students do not feel comfortable, will not even go there. Give the student the freedom to decide what they want to do with their accommodations Think about students in respiratory care, nursing, etc. They sometimes fear accommodation records will follow them to four year university and they have other concerns. One thing that is part of the dynamic is possible faculty bias about students served by DSPS. Sometimes faculty call in to ask if students have an accommodation, and it can be useful to ask faculty why they think that. Sometimes the faculty notice processing issues. Sometimes students are labeled for being different.</p> <p>There are challenges in the remote environment with technology and not having proctoring services.</p> <p>It was suggested that DSPS send out a survey to find out more about what students served by DSPS need.</p> <p>Joe said the district is doing a survey.</p>
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1:45pm: Student Communication.  
Following up on our discussion from last week, we will hear from Jeff Stephenson and Scott Crow about what aspects of the IPASS communications recommendations have already been implemented and discuss ideas for how to make our student communications even more effective

Sarah Lehmann, Jessica Nelson, Scott Crow, Jeff Stephenson	<p>Recommendations from IPASS that have already been implemented include the HomeBases and case management. The next step is to review how we communicate to students to increase retention and to improve the user experience including preferred methods.</p> <p>Within the HomeBases, every student is assigned a team (HomeBase) and a coach. Direct and individualized communication is more effective than an email blast (targeted versus broad communication). Communication can be infused with the student experience, equity and inclusion.</p> <p>There are thousands of students that are "undecided" and therefore do not have a HomeBase team or coach.</p> <p>Our Public Communications Officer (PIO) is the lead working on a Chat Bot project for all websites that will hear the student voice, help departments that are inundated with phone calls, support those using targeted communication strategies, and provide consistency.</p> <p>The Vice President of Student Services (VPSS) is working with the Dean of the Library and Learning Resource Center on a "Cranium Cafe," tutors that are available from specific areas such as MESA and Science, Financial Aid via Alamo CC using text messages and a scheduling system.</p> <p>Discussion provided a focus on what the duties and responsibilities are of the HomeBase coaches and management versus the Instructional Administrative Assistants (IAAs) in Division Offices. Clarification is needed as the roles.</p> <p>The Student Success Council will provide feedback and assessment of the various communication methods and communicate to Academic and Classified Senates.</p>
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How should we update our Student Success Council Perspectives?  
Please see attached document.

Sarah Lehmann, Frank Kobayashi	<p>Originally, perspectives were designed to provide "perspectives" of the constituencies affected including: faculty, students, management. No term limits were established. The Student Success Council has four positions to consider updating: 1) Faculty Representative - Student Equity Plan; 2) Faculty Representative - Basic Skills Initiative (English, Math, ESL); 3) Student Success Specialist Programs (HomeBases, Student Services, and Financial Aid); and 4) Equity Action Institute Coordinator. Discussion items included: 1) is there an upper limit to the Council?; 2) a dedicated HomeBase-oriented perspective; 3) how are people selected to serve?; 4) must apply an equity lens; 5) loop in how classroom faculty connect.</p> <p>Next Steps: Chair will request the Executive Leadership Team (ELT) review the perspectives/roles and suggest that now is the time to put business practices and workflow processes into place for HomeBases.</p>
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#### ITEMS FOR FUTURE CONSIDERATION:

Topic	Contact Person
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