

Student Success Council

Meeting Notes

NAME OF COUNCIL/TEAM: Student Success Council

OBJECTIVE OF MEETING:

DATE: 02/04/2026

TIME: 1:00pm

LOCATION/ROOM #: Board Room

CALL-IN

NUMBER:<https://lrccd.zoom.us/j/83032729059>

CALL-IN CODE:

FACILITATOR(S): Angela Kay Daroy, Dianne Cervantes, Neue Leung

TIMEKEEPER:

ASSISTANT: Bernice Foster

MEMBERS PRESENT: Angela Daroy (Milano), Dianne Cervantes, Neue Leung, Caitlin Zumant, Michael Crowder, Liz Geissler, Caterina Falli, Kaira Bradley, Marilyn Garcia, Reyna Moore, Narine Madramootoo, Amanda Lewis, Daniel Alexander, Hannah Blodgett

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

UPDATES AND BRIEF REPORTS:

Topic	Person(s) Responsible	Notes
Convocation Check-In: -What was your experience with the breakout sessions? -What is your overall impression about Convocation?	Dianne Cervantes	Breakout rooms were universally appreciated for small group work and break-up of the longer day. Online breakout room was thought to be too large. Liz Geissler's contributions were appreciated in particular.
ELT Update	Neue Leung	Neue provided background on the Executive Leadership Team (ELT). It meets the first Monday of each month and is comprised of the President, Vice Presidents, Senate Presidents and committee co-chairs and secretaries who provide updates from their constituency groups. It serves as a consensus/shared governance group allowing the President to gather feedback from all constituencies. ELT met earlier this week and discussed feedback on convocation and the decision to shift future convocation content development and execution to the Center for Teaching and Learning (CTL). A survey remains open for additional feedback. Also discussed was facilities and operations updates on Davies Hall furniture relocation and Science Building planning, and the passage of Academic Senate resolutions related to math waitlists, job description language, and Cluster Pilot 2.0. Additional items included an upcoming Title IX training for managers, a February 11 midterm report from Jeff Sacha, Valentine's Day fundraising friend-o-grams by Classified Senate, and ongoing equity work by Hotep consultants, with concerns noted about alignment with existing efforts and additional information to be shared following upcoming presentations.

ACTION ITEMS:

Question	Person(s) Responsible	Notes and Decision(s)	Next Steps
		0	

DISCUSSION ITEMS:

Question	Person(s) Responsible	Notes and Next Steps
		ELT recommended assigning a dual enrollment project team to SSC. Angela Daroy presented the first draft of the Dual Enrollment Plan 2026 Project Charter. Goal: achieve thumbs-up consensus at the next

Dual Enrollment Charter (Goal: March 2 ELT Meeting)

Angela Kay
Daroy

ELT meeting in March, followed by formal ELT approval. The charter is a guiding document intended to inform and support the dual enrollment team as programs grow and expand. Plan is to share the document early with Academic Senate to allow adequate review time; it is not currently in the 10+1 scope unless Senate chooses to include it - some elements are 10+1. Council members are encouraged to review the document and provide feedback, and also encouraged to gather feedback from their constituencies. Key areas for review: scope of the plan, access, equity, institutional alignment, existing support structures, success metrics, assumptions, objectives, and deliverables. The Distance Education Plan will be referenced as needed, since much of dual enrollment involves DE; duplication is not required. SSC will conduct a final review at the March meeting before forwarding the charter to ELT.

Caring Campus Update

Liz Geisser,
President of
Classified
Senate

The Caring Campus Initiative, developed by the Institute for Evidence-Based Change (IEBC) and funded by the CCCCO, focuses on improving student retention and success by fostering a sense of belonging. The initiative emphasizes shifting from transactional to relational interactions through intentional, welcoming behaviors. Philosophy: students are more likely to persist, complete, and close achievement gaps when they feel connected to the college. Coaching supports classified professionals in adopting campus-appropriate practices such as the 10-foot rule, name tags, cross-department awareness, warm referrals, and welcoming student spaces. Leadership kickoff scheduled for February 9 for administrators and managers. Sessions for interested classified professionals planned for March and April; members are encouraged to recommend participants. A presentation to leadership on implementation at ARC will be held Monday, April 27. The committee will develop implementation plans via Zoom during April and May, with a campus kickoff planned for Fall Flex Week. Leadership expressed strong support for the initiative, including managers and deans. Faculty involvement was discussed: the current focus is on classified professionals, though faculty participation is welcome on an individual basis. A faculty version exists but would require Academic Senate approval.

HomeBase - (New) Referral Form

Jose
Escalante,
Homebase
Supervisor &
Hannah
Blodget,
Dean

The Support Navigator referral form for Instructional Faculty and Admissions & Records to streamline student referrals and track volume has been launched. The form is optional but encouraged; it replaces lengthy emails and enables faster, more targeted support, with student outreach typically within 1–2 days. Soft launch is underway (not yet campus-wide) to gather feedback; the form is accessible via Insider page, through Okta with a dedicated tile. The system allows faculty and staff to track referrals, view status updates, and receive closure notifications; it also provides case notes, student context, and preferred contact methods. Data from referrals will help identify trends (e.g., classes, issues, peak usage) to inform long-term programming and intentional support. Home Base continues outreach even if students do not initially respond and collaborates with faculty through classroom presentations. The tool is internally developed (homegrown), building on strengths of Starfish without additional external costs.

		<p>Future plans include expanding access to other departments, enabling student self-referrals, and allowing broader campus referrals. Language access is being considered, including multilingual notifications and integration with Language World. Early feedback from faculty, staff, and students has been positive, noting improved organization, clearer support pathways, and increased student connection to services.</p>
World Language Update https://docs.google.com/presentation/d/17G589v2NDd8vxtFNm0aFiQLQXSgh4A2s/edit? usp=sharing&ouid=114004574016683265123&rtpof=true&sd=true	David Mirmontes-Quinones, VPSSE	<p>Melanie Ortega presented on behalf of David Mirmontes-Quinones, VPSS. ARC is currently using Language World to provide equitable access to students through interpretation and translation services. They offer on-demand phone interpretation in 200+ languages, video remote interpreting, and on-site services, supporting equity and anti-racist practices by reducing language barriers.</p> <p>Phased Implementation:</p> <ul style="list-style-type: none"> • Fall 2024: pilot in Counseling • Spring 2025: expansion to additional departments • Summer 2025: division trainings • Fall 2025: students prepared for consistent campus-wide use <p>Usage for on-demand interpretation and scheduled appointments has increased due to broader departmental adoption and increased staff confidence and reflecting changing community demographics and demand for multilingual support.</p> <p>Next steps: focusing on sustainability, onboarding new staff, expanding use into instruction and administration, and monitoring language demand to adjust outreach materials.</p> <p>Limitations: limited ASL services and the need for separate departmental logins for usage tracking.</p> <p>Training and access: departments can request logins and trainings through the VP of Student Services Office; Language World offers trainings and refreshers.</p> <p>Home Base and other student support services are actively using the service; additional campus-wide training was suggested to increase awareness.</p> <p>VPSS is tracking usage by department; Language World is available via phone and desktop apps.</p> <p>Council members were encouraged to share information with constituents to support broader adoption through shared governance.</p>

ITEMS FOR FUTURE CONSIDERATION:

Topic	Contact Person
Marilyn Garcia shared student concerns about limited access to the meditation room due to hours and capacity, particularly impacting Muslim students. Angela will discuss space needs with Cabinet and connect with the Muslim Student Association. Hannah and Angela are working on establishing an ablutions station. Question about Subway update - No update available from SSC; Operations Council or Koue may have more information.	