Strategic Planning – Student Services Sub-Committee Meeting Minutes  
Tuesday, December 4, 2007  
2:00 PM – 3:00 PM  
ST-107

Attendees:
Daniela Grecu, (Co-Chair) Outreach Specialist  
Jimmie Hill (Co-Chair), Counselor  
Steven Purdy, Student Financial Services Analyst  
Pam Kollar, Academic Evaluations Specialist  
Maria Maness, Matriculation Specialist  
Dominique Hitchcock, Spanish/French Instructor  
Mark DeAsis, Student Services Supervisor  
Trish Hodawanus, Dean of Student Services Office

Absent:
Cynthia Acosta, Counseling Clerk III  
David Payan, Counselor  
Andy Robles, Math Instructor  
Richard Ries, Math Instructor  
Dr. Don Low, Interim Dean of Student Services

Meeting was called to order by Daniela at 2:10 pm

Committee members convened to begin discussing strategies to address the Planning Agendas from the Standard IIB Student Services Self Study Report.

1. Assess effectiveness of SLOs and SAOs developed for each service area within Student Services during 2007-2008 academic year. (II.B.1)

2. Discuss program modification and/or changes to SLOs based on these assessments. (II.B.1)

3. Continue to refine and implement procedures intended to reduce the time lag associated with evaluation processes. (II.B.1)

ACTION PLAN #1-3:
Create benchmark reports from Dec. 07-April 08. During the already scheduled dialogue meetings, propose the discussion and review of all departments SLOs and SAOs. Ask Dr. Low to guide the process to ensure all departments are not only creating SLOs, but also tracking the progress. The Dean’s office will create a timeline with benchmarks of progress for all departments to follow through April 2008. Also, invite Dr. Loewenstien to the Students Services Meeting related to SLOs and Program Review discussions for guidance in the process.
4. Norco Academic Senate and Student Services will form a committee to recommend format, design, and appropriate information for inclusion in the 2008-2009 publication of a separate Norco catalog and schedule of classes. (II.B.2)

**ACTION PLAN #4:**
The committee was unsure how to address this action, thus will refer to Dr. Loewenstein for support and direction in how to proceed and who will initiate the process.

5. Explore the development of a Norco-specific student satisfaction survey. (II.B. 3.a)

**ACTION PLAN #5:**
We do have Dr. Bush’s previous “Weekend Survey” that was initiated in 2006. We will review the results and also consider developing a general Student Services survey for all students taking day classes during regular service hours to identify students needs.

6. Continue to offer outreach opportunities to prospective Norco students. (II.B. 3.a)

**ACTION PLAN #6:**
Outreach Services continues to offer outreach events/activities both on/off campus and has begun reaching out to high schools in Lake Elsinore as a result of their school leaders requests and student demands for RCC information.

7. Analyze trends of student participation in students activities and modify existing programs or create new activities programs to address identified student needs and interests. (II.B.3.a)

**ACTION PLAN #7:**
Committee will ask Dimitri to analyze and review recent initiatives to engage student participation in various activities and programs on campus. A written and oral update will be provided at the next Sub-Committee Meeting.

8. Continue to re-evaluate the campus environment and expand or modify programs and services as the campus enrolment grows and changes, in order to provide an environment that enhances students’ sense of responsibility as well as their intellectual, personal, and aesthetic development. (II.B.3.b)

**ACTION PLAN #8:**
The Educational Master Plan will be used as a resource to guide this process to ensure we offer optimal services to enhance students experiences on the Norco Campus.
9. Continue to increase the number of students completing Educational Plans (SEPs) at Norco Campus. (II.B.3.c)

ACTION PLAN #9:
Counselors will continue to send out follow-up postcards to students. Counselors also plan to hire additional Adjunct Counselors who can facilitate SEPs and support counseling needs. Also, Counselors will provide services based on needs, so they are using the weekend college survey results to determine counseling needs during Weekend College with the hopes of increasing the amount of SEPs completed by weekend college students.

10. Enhance data collection and review for the Norco Campus. (II.B.4)

ACTION PLAN #10:
As a Student Services Division, we will utilize some of our meetings and group discussions to review results and analyze findings as a team instead as individual departments. We will have more reflective meetings using the results to determine how we can further develop in each of our respective areas.

11. Measure Student Services programs SAOs and SLOs during the 2007-2008 academic year using stated assessment measures stated in the Norco portion of the Student Services Program Review. (II.B.4)

12. Implement program changes, as needed and appropriate, based on data derived from SLOs and SAOs assessment measures. (II.B.4)

ACTION PLAN #11-12:
Action steps for #11-12 will be addressed through the timeline and plan the Dean’s office will develop to address SLO and SAO assessment measures.

Our next meeting will be ???

Meeting was adjourned at 3 pm

Minutes Taken by Daniela Grecu