



# PERALTA COMMUNITY COLLEGE DISTRICT Student Success & Support Program

## SSSP Working Group Meeting Minutes

October 30, 2013

Attendees: Adela Esquivel-Swinson, Karen Croley, Joseph Bielanski, May Chen, Minh Dao, Ranell Holmes, Paula Coil, Lilian Chow, Lesley Scurry, Allene Young, Fatima Shah, Blanca Montes de Oca

Minutes from the last meeting were reviewed. No changes were made.

### Welcome

Adela expressed the importance of continuing the momentum of this group.

### Update on SARS

Peralta has purchased some of the options below but they are not being used. Performance and services to students can be significantly improved by implementing these options.

- SARS web functionality includes an option for the students to make their own appointments online via Passport. The system will show the student which counselors/dates/times are available and the amount of time for the appointment can be designated. SARS can be programmed to send email confirmations and email reminders the day before the appointment. The system can also remind students with a phone call.
- A SARS online version can allow counselors to view and update their own schedule online from anywhere. Counselors can cancel or enter appointments as needed.
- e-Advising which is similar to a “chat” function, allows the student to select from a series of questions and someone in the department can answer. Each college can develop their most frequently asked questions.
- Drop in students waiting to see a counselor can do self-check in at a kiosk as they come in and then leave. The system can alert them to come back via text when there are a couple of people ahead of them. The student can choose to cancel their appointment freeing the time for someone else. The system can be set up with a scanner so the student scans their student id card to check in. Laney is currently contemplating adding this feature. This will require the use of an “Aggregator” service which cost \$1.00 per month and one cent per text. A free service may be used but it will require SARS customizations.
- The online Early Alert system can be used by faculty and staff; it can be made available on their Faculty Center. The student information can be populated from the class roster or typed in by the faculty. The college can select the option for why the student is selected for Early Alert (i.e. low quiz performance, need assistance with reading and writing, poor attendance etc.). This can be tracked and reports can be downloaded on the criteria selected. The system can be set up so that follow up services are based on the “concern” selected.

The Student Success and Support Act requires us to have an Early Alert Program in place by fall 2014. This system seems to be easy to use and it seems to have great functionality. We will need to have faculty and counseling staff evaluate the service for ease of use and functionality.

Adela will schedule a demonstration of the SARS Early Alert system with the Counseling Functionality Team and the SSSP Working Group. There is also an early alert function in PeopleSoft that will be evaluated.

### **Academic Advising**

There was a presentation of out of the box academic advising module. There were questions about how assist.org can be integrated into academic advising. This won't work for transfer students unless it works with Assist. Adela mentioned that other colleges and districts are already using Academic Advising in PeopleSoft and we can draw from their experience. Ranell stated that this is a mandate so we have to move forward with something.

### **Prioritization of SSSP Mandates**

Adela stated that the mandates need to be prioritized and submitted to IT and the larger SSSP group. We need to have everything in place by Fall 2014 and IT needs to know how each mandate works together so they can develop a plan. The mandates were prioritized as follows:

1. Online SEP
2. SARS codes – need to be consistent across the district. We need to create a district form so all colleges are using the same thing.
3. Academic Advising is linked to the Student Planner. Counselors who saw the planner today at the district-wide counseling meeting are concerned that students will be able to change their Ed plan online without advising but stated that it is a nice working tool for students and counseling faculty to do together. Ranell talked to the consultants about having the students have view only access and IT can lock it down on the student's side.
4. MIS tracking
5. Matriculation Hold Change – The current matric hold will be turned into three separate holds. One for assessment, one for orientation and one for counseling. This will help with reporting and funding. Joyce Brown-Willis will create these holds.

Online orientation – Alexis and small group looked at what Laney is doing and the plan is to have the other colleges doing the same thing by May. Tina developed a timeline. Laney's version needs to be updated and BCC will set up meeting to determine what specific changes are needed for BCC.

### **Agenda items for the next meeting**

Tina to present Laney's online orientation

Follow up from district wide counseling meeting. Trulie may be able to present to the large group.

The meeting was adjourned at 4:30 p.m.