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
Due to the impending timeline 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 require 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.

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Minutes
October 16, 2013

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

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

Goals and Objectives
Adela reviewed the goals and objectives document from the last SSSP Committee meeting. The document can be found in the SSSP Working Group dropbox.

Academic Advising
Jo Ann Phillips reported that she has already done a lot of work on the Academic Advising module in PeopleSoft. She gave a brief demo on the current appearance and content of the module. It was decided that the CFT and the A&R evaluators would begin using Academic Advising and provide feedback.

Adela, Jo Ann and Aisha will meet to discuss how to proceed with this project.

Follow-up Items
- Assessment – Adela will get a list of state approved assessment tools and send it out to this group.
- Progress Probation – Some of the counselors did not have time to test progress probation so the data will be used as is because enrollment appointments will be created on Oct. 21.
- SARS Codes – Codes have been created for students who have completed the mandated core services. BCC and Merritt will have to enter the information manually because they do not have COUN 200 classes.

Other
Adela noted that priority enrollment for continuing students needs to be reviewed. It was also noted that students who complete the core services after enrollment appointments have been created will have to have a priority appointment assigned manually. A district form and process will need to be developed.

There was a discussion on whether or not to resurrect the Matriculation Checklist form at all of the colleges. It was noted that Joyce Brown-Willis will created separate service indicators for assessment, orientation and advising that can be released individually as the service is completed. This may eliminate the need for the form.

The meeting was adjourned at 4:20 p.m.

SSSP Working Group Meeting Minutes
October 09, 2013

Attendees: Adela, May, Blanca, Trulie, Minh, Ranell, Lilian

The group reviewed the minutes from the prior meeting and made the following changes:
- The Abbreviated SEP is 1-2 semesters and a comprehensive SEP is 2 or more semesters.
- Need to work with Nathan Pellegrino to update the SARS codes sheet with the appropriate codes.

Follow up Items:
1. Adela to set up a SARS presentation on tracking matric program information and SEPs – *Unnecessary to do this as we are going to review the student planner on PS which is supposed to be active and just needs to be updated. However, we will explore if there are other features available that we can use to make SARS more user friendly.*

2. Lillian to send Adela a list of the old codes. Create FAQs and develop training for counselors in SARS and the new codes. *Adela to work with Nathan to identify the Student field and what codes should be used for MIS reporting.*

3. Ranell will look at PeopleSoft to see if the SEP is delivered and how it might be implemented. *Not necessary as we should look at the functionality of the available SEP on PeopleSoft and decide if we should pursue this avenue.*

4. Adela will send the group a link to a CCC Confer presentation from the Los Rios District on PeopleSoft ISEP. *Same as answer to #3*

5. Schedule meeting to review how to transfer Compass scores in to PeopleSoft. *Adela and Ranell met with Blanca to review the functionality of Compass and the interaction with PS. Ranell is evaluating to create an error file and a flat file to automatically upload the data in to PS from Compass.*

6. Adela will check with Joyce Brown-Willis about the status of Progress Probation. *Joyce has completed running the Progress Probation and has asked counselors to test it to ensure that it is working properly. Counselors to provide results of testing by October 11.*

A&R to create a new code to assign priority registration to new students who have completed the matriculation steps. *Joyce created the Priority registration code for each college. The VPSS needs to assign a designated staff member to enter the code for students who meet the criteria. Joyce will be able to enter the priority registration code for students who completed COUN 200 successfully.*

Student Success & Support Group

SSSP Working Group Meeting
October 2, 2013

Attendees: Adela Esquivel-Swinson, Karen Croley, Joseph Bielanski, May Chen, Fatima Shah, Minh Dao, Romeo Garcia, Ranell Holmes, Tina Vasconcellos, Paula Coil, Lilian Chow

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

The matrix created at the last meeting was reviewed and prompted a discussion about entering and tracking matriculation data electronically in PeopleSoft. Appointments are entered in SARS but the specific activity is not recorded. The information that is entered into SARS needs to be extracted so IT can upload the information in to PeopleSoft. Adela stated that she had a conversation with the SARS people about electronic SEPs and will set up a meeting for a presentation on tracking matric program information and SEPs.

Currently SARS is used for counseling and advising. New codes are needed for the new mandates including both the abbreviated and comprehensive SEPs. Lillian will send Adela a list of the old codes and then this group will work to create new codes to satisfy the mandates.

It was suggested that we explore what Los Rios is doing with SEPs in PeopleSoft. Ranell will look at PeopleSoft to see if SEP is delivered and how it might be implemented. Adela will send the group a link to a CCC Confer presentation from the Los Rios District on PeopleSoft ISEP.

There was a discussion about how and when home campus is determined as it relates to funding. This topic needs further research as it is closely related to the implementation of the PeopleSoft financial aid module. Tina stated that whichever college a student enrolls in COUN 200A will get the funding. Most COUN200A include the abbreviated SEP so the course is all encompassing in relation to the required core services.

Assessment
All colleges are recording assessment in Compass and then entering it manually into PeopleSoft. It was agreed that the data should be able to be extracted from Compass. The Assessment Coordinators should work IT to see if data can be extracted. Ranell will go to Laney and meet with Tina and Blanca to test this possibility. All campuses have the same process for recording assessment.

There was a question regarding specific groups of students who are classified as Matriculating at the time of application and request exemption from the matriculation process. It was agreed that the district needs to decide the allowable reasons for exemption.

There was a discussion about the need for an online package of the core services for distance education students. Lilian is working on a Counseling 200A online course but a District policy is needed.

Counseling
All colleges are using SARS for counseling in the same way. It was reiterated that SARS is only reporting appointments, not activity. An online SEP program is a must. Ranell will find out if SEP is part of the Academic Advising module in PeopleSoft and what it would take to implement it.

Priority Enrollment
Students who have completed COUN 200 must be identified for priority enrollment appointments. A Student Group needs to be created and communication will go out to administrators at the colleges so they can identify staff to input the data in PeopleSoft. Administrators to be notified are as follows:
- BCC – May Chen
- COA – Alexis Montevirgen
- Laney – Josefina Baltodano & Tina Vasconcellos
- Merritt – Bill Cordero & Romeo Garcia

Priority enrollment only applies to students in good standing. This applies to all populations. Adela will check with Joyce Brown-Willis about the status of Progress Probation which will identify students who are no longer in good standing.

Changes will need to be made with our current priority enrollment process to include new students who have completed core services and to include only students in good standing.
Where new students are placed in the priority order needs further discussion. The Board Policy and Administrative Procedure may need to be revised.

A draft of a new Priority Registration Appeal form was passed out and will be reviewed for feedback and approval. The new Priority Registration Appeal form was also shared with VPSS for feedback and approval.

Other
It was clarified that an Abbreviated SEP is two semesters and a Comprehensive SEP is eight semesters.

It was agreed that training and FAQs are needed for SARS.

There was a request for a Student Success and Support Program webpage. Adela will follow up with Dr. Orkin about creating a SSSP webpage for anyone to access information on SARS codes etc. Meeting agendas and minutes will be in Dropbox available to all members. The group was asked to print their own agenda and minutes prior to each meeting.

Follow up Items:
7. Adela to set up a SARS presentation on tracking matric program information and SEPs
8. Lillian to send Adela a list of the old codes. Create FAQs and develop training for counselors in SARS and the new codes.
9. Ranell will look at PeopleSoft to see if the SEP is delivered and how it might be implemented
10. Adela will send the group a link to a CCC Confer presentation from the Los Rios District on PeopleSoft ISEP.
11. Schedule meeting to review how to transfer Compass scores in to PeopleSoft
12. Adela will check with Joyce Brown-Willis about the status of Progress Probation
13. A&R to create a new code to assign priority registration to new students who have completed the matriculation steps