

**Modesto Junior College
Student Services Council
January 24, 2014**

| Members | Representing | Present | Absent |
|---|-----------------------|---------|--------|
| Brenda Thames , VP of Student Services | Chair | √ | |
| Francisco Banuelos , Dean, of Special Programs | Dean Rep | √ | |
| Arnold Chavez , Bookstore Operations Coordinator | CSEA | √ | |
| Lorena Dorn , Dean, Counseling & Student Services | Dean Rep | √ | |
| Peggy Fikse , Director, Student Financial Services | Student Financial Aid | √ | |
| Brian Greene , Librarian | YFA | √ | |
| Abigail Heras , Student | ASMJC | | √ |
| Lisa Husman , Executive Secretary | Recorder | √ | |
| Bryan Justin Marks , Program Specialist EOP&S | CSAC | √ | |
| Ross McKenzie , Professor Mathematics | Academic Senate | √ | |
| Pedro Mendez , Dean, Technical Education | Dean Rep | √ | |
| Christian Ochoa , Student | ASMJC | √ | |
| Kathie Ratto , Admissions & Records Technician | CSEA | √ | |
| Martha Robles , Dean, Enrollment Services | Dean Rep | √ | |
| Layla Spain , TRIO Counselor | Academic Senate | | √ |
| Araceli Zarate , Program Specialist, Tech Ed & WFT | CSEA appointee | √ | |

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|-------------------------|
| Vacant position |
| 2 Academic Senate Seats |

I. Call to Order

Brenda Thames called the meeting to order at 10:05.

Action Item

II. Approval of Agenda

Lorena advised that agenda item "Data & Info Links on Student Services Council Webpage" had already been addressed at Student Services Council on 11/08/13. Agenda was agreed upon and approved.

III. Action Items

a. Approval of Minutes

Action Item:

**Francisco Banuelos moved to approve minutes of November 8, 2013
Seconded by Bryan Justin Marks
13 ayes, 0 nays, 0 abstentions
Result: Motion passed**

IV. Data & Info Links on Student Services Council Webpage

Already addressed at meeting on 11/08/13.

V. Follow up from last meeting:

a. Are colleges utilizing “Roadmap Project Pathway” also open access?

Brenda will address at meeting on 02/28/14.

b. Foster Youth Legislation

It was confirmed that foster youth are the youth that are currently in the system not returning adults that were foster youth as minors.

c. Is “Success Navigator” available in other languages?

Martha Robles advised that Success Navigator is not available in other languages. She provided a handout to the council, “Frequently Asked Questions About the *Success Navigator*™ Assessment.

d. What is the actual percentage of new students coming to MJC directly after graduating high school?

Martha Robles reported the following:

For fall 2013 – 4,465 first-time freshmen enrolled and 51% of those (2,271) were directly from high school graduates in 2013.

VI. Exemptions policy/mandated SSSP Services

Martha Robles provided a handout to the council regarding exemptions and asked them to review it and come back with any questions they may have at the next Student Services Council Meeting.

VII. Standing Reports

It was reported that concurrently enrolled high school students do not need to fill out the BOG waiver. It was found to be more cost effective for them not to do it.

There was an inquiry regarding keeping the “consent to treat” form. Martha will inquire with Dorothy Pimentel from Risk Management.

VIII. Open Discussion

- There has been a tremendous effort to revitalize our relationships with the high schools and the community. Donna Jamison and Kathy Ratto worked in the Student Center this week helping students find open classes. Kathie mentioned it would have been beneficial if this could have happened in December also with a counselor and computer access available.

It was also mentioned that implementing 1 day a week during the summer into the routine would also be beneficial.

A team of individuals exploring these and other options is having a meeting today at 2:30pm in order to come together with a master list.

- A customer service initiative was talked about in order to make the process for students along with staff easier when questions arise and help/support is needed. Ideas included identifying staff with badges and/or lanyards, being more proactive and inviting with students/staff and orientation for new employees.
Cultural development was brought up; leverage resources and key staff that we already have
- Pedro posed a question, “What defines MJC?” There should be college-wide discussion regarding revitalizing our relationships in order to build the college and on-lines courses. A work group was discussed. They would be assigned a task, come up with a plan and resolution.
- Discussion regarding networking students with other colleges, engaging students with MJC, retaining and connecting with them. Create leverage and synergy for long term goals. It’s more cost efficient to retain students rather than recruiting them.

Next meeting: February 28, 2014 10:00 am – 12:00 pm, Student Services 203