



Cañada College

Friday, October 14, 2022

Student Services Huddle



SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT

But first . . .

▶ . . . a moment of GRACIAS and gratitude.

Chief Student Services Officer 2022 Symposium

October 11 – October 13, 2022 in Los Angeles, CA



- Legislated Mandates
 - Dual Enrollment
 - New Goals for Completion
 - Common Course Numbering

- CCCCO Restructure

- Parting thoughts

- CCCApply
- DACA



Gratitude & Celebration



- Welcome Center Experience!
- Enhanced processing times and innovation regarding processing times in A&R and Fin Aid
- Additional Emergency Relief outreach for direct student aid
- Food Insecurity Enhancements with Free Groceries
- Financial Aid Pell Grant Applications
- ZERO Wait Times for Counseling Appointments



Student Services Listening Sessions September 2022



Overview

4 different sessions w/classified, faculty, and management participation

"I think some of our students are *waiting to the start of the semester to avoid challenges with payment and they get clarity just before*; now with students doing everything online with add codes, it's not as easy in that students have to email the instructor for the add codes which sometimes causes delays - *I was getting emails from students concerned that instructors had not yet responded and they are also very busy.*"

1 session dedicated exclusively to counselors

"If I had more time and more colleagues, *I could really do more with students*"

Themes

Peak wait times, staff/faculty scheduling, processes, and course scheduling

14 single-space pages of verbatim notes from all participants

"I love, *LOVE working with students* and I don't want to give that up; in a perfect world, I want all classes back in person and on campus, but I don't think that's going to happen."

Sense-making in Community

- ❖ Themes by Urgency, Resource, and Planning Timelines
- ❖ Immediate Updates
- ❖ Draft Ideas or Ideas (in progress)
- ❖ Next Steps






Extended weeknight and Saturday hours

Immediate Updates
& In Progress


- Spring 2023 Student Services Extended Hours (WC, A&R, FinAid)
 - Support during priority registration:
 - Fri, Nov 4th: 8am to 4pm
 - Sat, Nov 19th: 10am to 2pm
 - Peak time additional support (01/09/23 to 01/30/23)
 - Mon to Thurs: 8am to 7pm
 - Fri: 8am to 4pm



Eliminate or reduce wait times for students

Draft Ideas (in progress)

- Report out from “Making Registration Easier” Workgroup
- Collapsing steps and layers between CCCApply and point of registration
- G# automation/generation process
- Review, assess & enhance “Late Add” process
- Exploring addt'l tech solutions for managing waits/lines (Salesforce, CRM, QLess, etc.)



Eliminate or reduce wait times for students (cont'd)

Draft Ideas (in progress)

- Work with District to automate pre-requisite challenge and equivalency forms
- Counseling wait times at or longer than 2 weeks = add'l drop-in appts for non-peak times
- Remind and/or refresh on best practice wait times for drop-in counseling appointments
- Work with ESL faculty/staff & Welcome Center to schedule ESL specific and regular times for placement exams



Peak Time Enhancements

Draft Ideas (in progress)

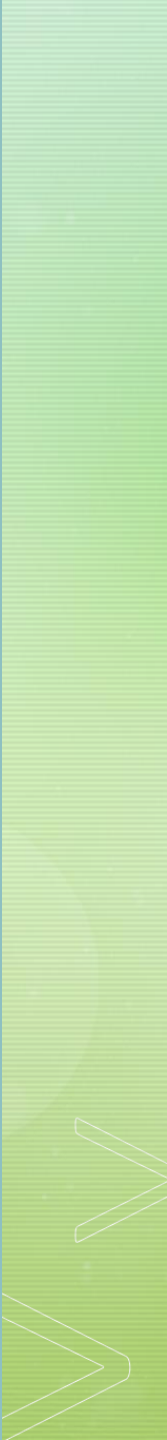
- Schedule minimum of 4 counselors daily during peak time
- Intentional strategic recruitment of Spanish-speaking counselors during peak time
- Prioritize ESL student appointments
- Recommend resource request submission for 5th counselor during peak times w/priority of ESL student appointments



Peak Time Enhancements (cont'd)

Draft Ideas (in progress)

- Schedule & Operating Hours Alignment (Welcome Center, Fin Aid, A&R, Cashiers)
- Re-introduce the review of drop for non-payment process at District Enrollment Services Committee (introduced by Cañada in Spring 2021)
- Remind/refresh all peak time faculty & staff about lunches, breaks, and emergency contacts for quick questions during peak
- Exploring options for addt'l drop-in appts during the semester





Peak Time Enhancements (cont'd)

Draft Ideas (in progress)

- Schedule a “triage counselor” in welcome center lobby space during peak times
- Daily updates to counselors & Welcome Center staff regarding daily student appts (# of appts, drop-in times, wait times, etc.)
- Recommend all staff/faculty in-person and on-campus during peak times

Ideas or questions for further exploration

- Request report of SKY and CSM home campus students supported by CAN counselors during drop-in times
- Group counseling: shall we explore?
- Can we add more late-start classes (1 -2; STATS and ENGL)?
- “Is there a way to collaborate with instruction and support them in helping to get students into their classrooms? I know we can’t necessarily share their add codes, but how can we support the instructors? It impacts students’ FA and other support services. How can we collaborate with instruction?”

Questions? Thoughts?

Next Steps

- (1) Division & SSPC Conversations
- (2) Feedback shared w/Cañada Leadership
- (2) SS Huddle - Fri, Dec 9 at 12pm



Next Student Services Huddle

Friday, Dec 9
12pm – 1:30pm