

Guidance, Resources, Integration, and Transformation Committee Meeting

April 22, 2020

2:00-3:00 PM

Via Zoom

Present: Bea Cazares; Gina Cullen; Maria Coulson; Hugo Guillen; Andrea Hunter; Ellen Shaw; Sadika Suliman Hara, Tonya Hersch

Resources: Kathleen Antokhin; Jon Horinek; Stormy Miller; Anna Pilloton; Melanie Palomino; Holly Schafer, Cari Torres Benavides

Absent: Alexander Jones

Agenda

- Agenda approved for the current meeting.

Minutes

- Minutes from 4/8/2020 meeting approved.

Introductions

- Tonya Hersch reviewed GRIT and the Student Equity Plan. Today's meeting will focus on a discussion of supports to increase access for evening and weekend students.

Enrolled in the Same College

4. Implement a solution/s that provides evening and weekend students increased access to the Cashiering Services window (pay transportation fee and obtain photo student IDs), Health Services, counseling services, COM Cupboard, SAS support, and the bookstore through the semester.

- Enrollment Services hours have been extended, they are now open evening and weekend hours. Cashiering is mirroring E.S.'s evening hours. Photo IDs have been moved from Cashiering to Outreach, and efforts are being made to make that service available more consistently in the evenings however, more work needs to be done.

The meeting was invited to discuss access to Saturday services, an issue which specifically impacts ESL students, especially non-credit ESL students. The problem centers around cashiering and the ESL students who only come on campus on Saturdays and only use cash.

- This is a complex problem; cash payments are required to be linked to MOO numbers. The MOO number component has been addressed, all students, including ESL students, now have MOO numbers. In order to make Saturday Cashiering services available, there would need to be procedures for someone other than Cashiering to take cash, or to develop another way for students to pay. Instructors may be willing to collect cash but, this is not an acceptable solution.

- Cashiering strongly supports offering evening services but raised the issue that evening services are unevenly utilized during the semester, with heavy use in the beginning of the semester and very little use by the end of the semester. They raised the question is whether this is the best use of resources. After hour options existed for students paying with checks and money orders and online payment is available with a credit card.
- Outreach reported that Redwood Credit Union offers a free checking account with no minimum balance for COM students. A social security number is not required to open this type of account; however, it is limited to students between 18-24 years of age.

The meeting was asked to consider the idea of opening Saturday services throughout the semester so that students would be able to pay their bills. Doing this throughout the semester would allow COM to support ESL students who have open entry and often may only be able to pay with cash.

- Counseling supported the idea of scheduling Saturday services throughout the semester but advised that timing was critical and dates needed to be set far in advance and well-advertised to the students that were being targeted for these services. Since COM already offers Saturday services at least once a semester, it might only be necessary to add an additional two Saturdays a semester. They added that they might be able to have ESL counselors available as well.
- Enrollment services agreed that offering Saturday services throughout the year is feasible. Currently Saturday services are offered three times a year, targeting different populations. Two more Saturdays per year could be added and publicized heavily to students who need access to Saturday services. Saturday services would be useful beyond ESL, for example, for working adults.
- SAS confirmed the need for evening support for students they serve. They have extended their hours and staffs their office M-Th. till 7PM. Like Cashiers, they see these evening hours used more heavily in the beginning of the semester. Psychological services appointments are available one evening a week and are filled throughout the semester. SAS continues to struggle with how to offer Testing for evening students.
- When COM returns to campus, the way services are offered may have permanently changed. The ability to schedule ZOOM appointments for counseling may increase evening appointments.
- SAA is developing plans with ESL to create a type of small, satellite pantry, similar to what is in place at IVC. This pantry would be re-stocked by SAA during the week. Due to the move to remote instruction these plans are tabled for now. It was agreed that having this available would make a huge difference. The committee acknowledged that it will continue to support the development of this plan, especially once we return to campus.
- The Bookstore is open till 6:30 M-Th. Enrollment Services thinks that the Bookstore would be interested in participating in well attended, college-wide, Saturday Services events.

Transfer to a Four-Year College

4. Develop and implement Veterans Support Team to support students in transitioning from military to student life.

- COM has a Veterans Support Team. COM offers VA Counseling, parking permits and plans to create a supply cupboard. The supply cupboard is on hold due to the SIP order. SAS would like to support Veterans in thinking about accommodations and would like to participate in the Veterans Support Team conversations. It was agreed that it would be a good idea to bring in Psych services as well.
- When the Veterans Support Team reconvenes, they will set material goals for the next term and will update GRIT with regard to these goals so they can be integrated into the SEP, going forward. EOPS would like to be able to

share any available information about Veterans Services, because they have moved into the space formally occupied by Veterans Services.

While not on the agenda, time was provided for members to discuss any immediate or short-term concerns regarding services.

- While not imminent, Enrollment Services is concerned about getting bus passes to students prior to students returning to campus. The bus passes expire in August.
- There is a plan to send out a student survey and it is suggested that the committee look at this data once it is available. The results of the survey may not be available before the last meeting on May 13, 2020 but this information could be used to set the agenda going forward. Members could meet during the summer; however student and faculty members may not be available to participate and no decisions could be made.

Meeting was adjourned