**Counseling Meeting Notes**

September 9, 2021

2:10 – 3:50pm

**Note-taker**: Jessica Longoria

**Chat monitor**: Rhonda Findling

**Zoom Link:**

<https://santarosa-edu.zoom.us/j/99313556497?pwd=SEN6cU1vN0VIM3RKU2hYc255Z1krUT09>

Department Business:

• Approval of Minutes

• Open Discussion/Announcements

Kyla – stepping down as chair of library, end of Sept back full-time cslg

Yesenia – EOPS accepting students, thank you to counselors for referring. $400 book award

• Program/committee reports

Erica – updated health sciences in cslg binder (under other programs) Solano app for RN

73% cut score.

AG - They have a few other course requirements at Solano like Pharmacology and Psych 8.

Erica - AFA – invite cslrs to come to AFA meeting. Current talks about return to campus, vaccination. Board of trustees will vote 9/14 on mandate. Many voices scheduled frustration over plan (lack of plan in place) AFA Will negotiate once board votes. Most in support of mandate. EOPS RN info meeting coming soon, regular info session will be offered in Oct via ZOOM

Amy – call out to instructors, TC to present in class or they can provide video that you can play in class

Filomena – Senate is reviewing hiring policy and procedures. More involvement and nclusive, increase BIPOC She will send out information. Give feedback to Byron, Liz or Filomena.

Rhonda – Mesa – Darcie is working on Canvas page and live chat

• SIS & Scheduling Recommendations/Updates

Andrea – requested to add IGETC areas

Filomena - can we have ed plan start with spring 2022? AG - FA likes to see current term on ed plans

• Counseling Tidbits/Best Practices

None voiced

Department Chair Update

• DCC Updates (Sp21 scheduling, job announcement task force, etc)

Spring emergency DE declaration. Confirmation process will be similar for requesting in-person classes. Mandate may affect how instructors respond. AFA anticipates all requests will be approved. Liz – how will year-long learning communities be impacted by mandate? Andrea would like us to email associated questions.

Scheduling live ZOOM orientations. Begin in October, various days/times

Amanda – early bird email. What date do we include? Perhaps we shouldn’t include a deadline, but encourage them to come in

Department Equity Committee

DRD will come 9/16 to present their Department Equity Committee work (Sign up sheet for our dept coming)

\*Some expressed a desire to have time to share articles/presentations. Andrea will send out dates to incorporate into meetings. Amanda – dates should correlate with admin staff present. They will be invited to mtgs 1/month

Rhonda – suggestion – as counselors we provide equity issues to administration. Ex: registration barrier when go to sign up for classes

Andrea – 3 levels when it comes to our work on equity: Individual, departmental, district level

The committee could address how we approach each level

Filomena – question – A&R was to create a registration module that would address those enrollment questions so students could do it preemptively. Amanda G was on a committee. Not sure where Ken is with that

Andrea – forums and vendors (new SIS) discussing obstacles regarding application. Some colleges are not using CCC apply anymore

SALO Survey Results

Amanda – the way in which questions were written was to solicit feedback and thus had a negative tone

Chris – Since we don’t have pre pandemic data how do we identify if improvement is a result of our actions versus post pandemic environment? Amanda – we can use this data as a beginner, then when we assess in the future. We will have this data to compare to

Andrea sent results during mtg - Breakout discussion and then big group discussion

Erica – A majority of the issues are not fixable by counselors and have been brought up before. The online appointment system is flawed. Counselors are available and accessible. Many students get to us through their portal not from our website.

Robert – glad we have the data to support our department. Question about demographics. Who was polled? Suggestion – Use percentage of our student contact time as designated to appts

Roberto – impression that there are not enough appointments to meet all days/times

Margarita – Question. When was survey sent? Summer 2021

Amy – wondering if feedback was before or after changes to online system. Clovis CC – in person appts. Webpage is a nice visual. Concise, not wordy

Yesenia – special pops or general cslg were polled? General cslg only, given that it is based on gen cslg SALO

Mackenzie – offer clear expectation of what we offer students. Also cslrs approach drop-in and appointments differently. Ex: some spend more than 15-20 minutes w/students when there isn’t a wait. Comments reflect lack of patience on cslrs part. Reminder to give the student our time

Robert - Agreed Mackenzie. Also checking for understanding with students during the meeting...Reading our students during the meeting

Amy/AG – terminology used campus wide “appt w/clsr” makes it seem like they need an appointment, which is not true. AG Idea – school wide campaign “same day drop-in”

Andrea – some students want an appointment, even if they could be served via drop-in. Idea – offer same day appts, varying in length. 2 weeks out is problematic (high no-show rate)

Currently coverage is not based on a percentage

Jessy & Erica – focus group of students who can tell us what they want to see on the website

AG - same day has a much less no show rate so that is a great idea

Margarita - Mobile view version is different too

Yesenia – asking students for feedback, be prepared for harsh criticism

Andrea – we will continue to explore and discuss

AG to JR – who helps you on the cslg website? Lila, J Lo and Barbara. Guided pathways has suggested more uniformity in the website, not an active “pillar” being addressed though (Kyla)

Liz – wasn’t there a class who reached out for web page projects? Ethan WildeWeb Development Program Coordinatorewilde@santarosa.edu(707) 527-4855