Response Task Force  
Standard IIB and II C Subcommittee  

Meeting Notes  
March 4, 2013  

Members in Attendance:  Marvin Turk, Meng Vang, Frances Gusman, Tamara Ravalin, Jessica Figallo, Darcy Kipnis, Milena Seyed, Karen Roberts, and Kristin Hollabaugh.

I. **Date/Time of Meetings:** The meetings will stay as scheduled. Two new members Milena Seyed and Darcy Kipnis have been added.

II. **Evidence Binder:** Karen has it ready to go and has begun to add documents.

III. **Issues that we need to Address:**

IV. **Raw Data Results:** Jessica and Marvin presented the information from the Convocation exercise wherein information was gathered from our constituencies on what how to make services equitable for Hanford, Tulare, Online, and Evening students. Everyone should look at this and it will be on the Agenda March 18

V. **Online Services** Marvin presented information regarding other colleges and their types of online counseling. While Cerro Coso offers SEPs online, other colleges do not. Cerro Coso schedules like a face-to-face appointment and then students call in for their appointment. Barstow uses a PDFs and San Diego City uses a program called Webx wherein it allows a student to log in to see the counselors computer screen.

VI. **Counseling Services:** A discussion took place regarding the current FAQs on the website under the counseling area. It was decided to send an email blast to students making sure they knew what kind of FAQs exist on the website already. In addition, Meng will research what it takes to get a button of FAQs for counseling on the front page of the Counseling website. In addition, Tamara will check with the Orientation Department to see if something can be added into the presentation to remind students of the available FAQs and services.

VII. **Online Counseling:** A discussion took place regarding how online counseling could be done. It was felt that consistent timing and advertised hours would lend credibility not only to the process, but help in the impact it could have on the student body. This will continue to be researched.

VIII. **Library Services:** An overview of the Ask a Librarian page, FAQs and services were presented. Library keeps track of service requests and Milena will follow up and present this type of information to the committee in a meeting in a couple of weeks.
1. Ask the following people to serve on the Committee: Darcy Kipnis (Tamara); Milena Seyed (Meng); and Sarah Lewis or Carolyn Franco (Frances): By: March 4, 2013
2. Distribution of Raw data regarding Standard II will be distributed to all Committee members (Marvin and Jessica) By: March 4, 2013
3. Create a grid of services offered for Center Students (Meng and Tamara) By: March 6, 2013
4. Identify what is included at other colleges which are primarily online. Check with Yosemite, Barstow, and Cerro Coso (Marvin) By: March 4, 2013
5. Start conversation at Thursday Morning Counseling Division Meeting regarding online counseling and what is possible (Meng) By: March 11, 2013.
6. Start conversation with member of Standard IIA about how we on Standard IIB and IIC need to fit into the overall SLO/SAO process (Marvin) By: March 4, 2013.
7. Email Jennifer to ask Susan Clifford what is meant by online counseling. Does that need to include full-service? (Jessica) By: March 4, 2013
8. Send information to Committee about IntelliResponse (Kristin) By: March 4, 2013
9. Get examples of good SAO’s from other schools (Bethany) By: March 6, 2013.
10. Identify how other colleges put SLO/SAO information on their website (Kristin) by March 4, 2013.
11. Identify language of BPs and APs that needs to be added (Tamara) by March 6, 2013
12. Identify SAOs currently in Program Review (Frances) by March 4, 2013
Consultant Needed for:

- Determine what Equitable Services means for Online, Center, and Evening students.
- Assistance with SAOs/SLOs and assessment of meaningful outcomes.
- Identify way that other colleges have been successful at implementing a culture change to focus on student learning and assessment of it.