Response Task Force  
*Standard IIB and IIC Subcommittee*  

*Meeting Notes*  
*March 20, 201, 2:45 pm – 4:00 pm*

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

1. The committee reviewed the information we received from our noon meeting with Dr. Conrad, President Carrizosa, Vice-President La Serna and Vice-President Calvin. Tamara will send the three goals outcomes of our sub-committee to President Carrizosa, Vice-President La Serna and Amy Dwelle as requested by Dr. Conrad. The three goals outcomes are:
   - Using the data we have gathered thus far, implement changes to address Recommendation 5: Student Support Services. As such we will make changes to demonstrate an improvement in counseling services for evening students, online students, and students that attend the Hanford and Tulare Centers. Additionally, we will address the library services for evening students, online students, and students that attend the Hanford and Tulare Centers. We will prepare a written response which addresses Recommendation 5 and provide this to Dr. La Serna.
   - We will provide documentation with supporting evidence for the implementation, data collection, discussion, and evaluation of Service Area Outcomes for each department within Student Services. The Service Area Outcomes will delineate 1) how each outcome will be assessed, 2) which department will be responsible for the annual review of each outcome and 3) which manager will be co-assigned to the annual review of each outcome. Time permitting, we will assist areas outside of Student Services and assist in the development of Administrative Unit Outcomes.
   - We will re-write Standard IIB and IIC. In doing so, we will address services to each of the three campuses and for online students. We will provide evidentiary documentation to support our description of services we provide and to demonstrate compliance of the standards.

2. We reviewed the accreditation report section for Library Support Services from Shasta Community College and the web page for Library Services from Sierra College. It was noted that the web page from Sierra provided a clear understanding of services provided at each of the four campuses and could be a model for COS.

3. We discussed how other colleges present their evidence to demonstrate compliance with the accreditation standards, writing styles (such as the particular section of the standards listed parenthetically at the end of each paragraph), etc.
   - Discussed the response to Recommendation 5 – that we should begin with, “In response to the recommendation…”

4. We developed a plan for evening counselors to present at the counseling meeting on Thursday, March 21st. This was based on the data we had gathered regarding 1) classes by CRN on each campus, 2) the time of day classes occurred on each campus, 3) the days of the week the classes
occurred on each campus, 4) the number of student on campus each day after 4:00 pm, 5) student ratios to counselors on each campus, 6) students schedules and the number of campuses each student attends, and 7) the recent counseling survey utilized by the counseling department for Program Review. After an evaluation of the data, the initial plan requests:

- Visalia campus: 2 counselors from 4:00 to 6:30 pm on the 2nd and 4th Tuesday of each month
- Tulare campus: 1 counselor from 4:00 to 6:30 pm on the 3rd Wednesday of each month
- Hanford campus: 1 counselor from 4:00 to 6:30 pm on the 2nd Wednesday of each month

It was determined that we would offer evening counseling on each campus when the least amount of students were in evening classes, so they could access counseling services and not miss class time. Fridays were excluded as there are significantly fewer students on campus and fewer classes on Fridays.

Discussion occurred on advertising the services. The group agreed to examine the data collected for student appointments at the end of the Spring 2013 semester in order to plan for the 2013-14 academic year, keeping in mind the need for a sustainable plan.

The plan will be presented to the counselors and we will ask for volunteers, via seniority for the remainder of the semester.

5. It was determined that the committee would ask to have an “on-line” counseling email button displayed on the COS homepage. At our next meeting we will develop additional questions for students to answer (such as the number of units enrolled, evening or daytime student, etc.) when they access the “on-line” counseling email.

- We will explore other options such as the Chat software currently used by the Welcome Center and dedicating specific time for a counselor to do on-line chat.