~Student Services Division Members~

Rosette Aghekian, JonnAque, Shelley Aronoff,

Ramona Barrio-Sotillo, K.C. Camp*, Polet Der Hovanessian, James Castel De Oro, Susie Chin, Elodia Collins, Richard Cortes, Teresa Davis, Troy Davis, Roxanne Dominguez, Nancy Getty, SarkisGhazarian, Susan Hoehn, Brenda Jones, Zohara Kaye, Osheen Keshishian*, Sandy Lee, Denise Leong-Brattain, Margaret Mansour, Laura Matsumoto*, Kevin Meza, Paris Noori, Ellen Oppenberg*, Crescent Orpelli, Lee Parks*, Greg Perkins, Joe Puglia, Roxanne Rafii, Valerie Rhaney, Mariah Ribeiro, Murray Stach, Jeanette Stirdivant, Mohammad Taghdis, Tracy Ziegler

Adjunct: Shakeh Ataian, Edit Azizian, Mariam Azolyan, Elizabeth Barrett, Yeranui Barsegyan, Iberia Brogmus, Antonio Del Real, Patricia Djambazian, Spenser Coates, Margaret Ann Cribbs, Martha Cuevas*, Cindy Daniels, Stela Fejtek*, Nare Garibyan, Meghan Gaynor, Nahal Ghodousi, Jeffry Jensen, Karen Knotts, Adina Lerner, Anne Mallman, Jolie Morris, Mirna Najera, Anthony Natale, Cherlou Opalencia, Debra Quast, Jim Sherman, Pat Sullivan, C. Thompson, Andrea Zollman,

* Teaching or not on campus on Thursday

STUDENT SERVICES DIVISION MEETING

October 4, 2012 11:00-12:00 pm Room SF 108

- 1. **Minutes:** we do not have minutes from the September meeting.
- 2. Additions to the Agenda
- 3. Old Business
- - o **Daniella Hernandez:** Former GCC Student and current graduate student of CSUN. Current supervisors is Troy
 - Nancy Medina: Former GCC student. Greg Perkins was her counselor. Graduate student of CSUN. Current Supervisor is Teresa
 - o **Bahareh Beheshti:** Former International student of GCC. Graduate student of National University. Current supervisor is Paris
 - o **Elizabeth Hernandez:** USC Graduate Program. Current supervisor is Jonn
 - o **Ani Avetysian: Former GCC student.** Troy Davis was her counselor. Graduate student of CSUN. Current supervisor is Sarkis.
- **Flex reporting** referred to Student Services Division from the Guild at the end of Spring **The issue:** Flex must be completed outside your paid working hours. All faculty are required to turn in a schedule of classes and office hours along with their flex completion form. The Flex committee is having a problem documenting that flex hours of Student Services faculty were completed outside of our work obligation. How to resolve this issue? My proposal as a starting place is to change the language on the signature portion of the form.

FroM: "I have completed the item

- New Business:
 - 1. Introduction of New Counseling Interns.......Troy Davis

• Old Business:

- 1. Banked time 56 hours, may be used beginning Fall 2012
- 2. SLO's Where we are and where we need to be by the end of fall
 - Library completely compliant Assessment data interpreted Great job Librarians
 - SD Courses The Division will need to make sure that we have complete Assessment Dated interpreted to Edward Karpp for each course shortly after the end of fall. Following are the responsible individuals. Please make an appointment to see me to talk about where we are.

```
SD 100 Polet
SD 101 Troy
SD 103 Mariah
SD 125 Denise
SD 128 Ellen
SD 129 Susan
SD 141 Rosette
SD 143 Susan
SD 145 Richard /Kevin/Denise?
SD 146 Ellen
SD 150 Shant
SD 171 Joe
```

- 3. Course Syllabus Mandatory You will **not** be teaching in Spring, if I do not receive your course syllabus. We were audited this past year and the college is really adamant about this.
- 4. Bookstore updates rentals and digital Many of the texts are available for rent. Please consider showing students how to look up a book as part of your class.
- 5. Dealing with student grievances/complaints If/when a student comes to complain to you about a faculty/staff/administrator please have the student follow the proper chain of command. The student <u>must</u> first try to resolve the conflict with the individual before seeing the next higher up, UNLESS the complaint involves any type of harassment then contact the Division Chair and Human Resources immediately.
- 6. Email communication The email golden rule "Don't put anything in an email you don't want to see in court." Remember in an email the person/student receiving the email cannot read your intent, sarcasm, or humor. This can get us mostly me into trouble.
- 7. Third enrollment updates We had a meeting with the Division Chairs and ALL Division Chairs will be putting their 3rd repeat policy on the homepage. I will notify you when this has been completed.
- 8. People Soft issues and updates
 - Unfortunately, PeopleSoft allows students who have successfully completed to enroll for a second time. This could impact students since many of the Chairs are closely reviewing the rosters
 - Please email when you run into Peoplesoft issues which are impacting your work or impacting students. I have been working with Kathy Bakhit during the summer on updating some of the problems in prerequisites but if you find others please email them to me.
- 9. Budget updates
 - Listen closely to what is being said and ASK QUESTIONS
- 10. Negotiations update and climate on campus
 - Listen closely to what is being said and ASK QUESTIONS

- 11. Guild Report12. Senate Report