



COUNSELING STAFF MEETING

START AS YOU PLAN TO GO!

Date: Friday, November 16th, 2012

12:00 – 1:30

Objectives:

1. *To develop clear lines of communication and expectations*
2. *To discuss office efficiency and future plans*
3. *To review 12.13 Counseling Service Area Outcomes*
4. *To review updates from Matriculation, transfer center, and counseling*

AGENDA

1. Welcome/Working Lunch – Dr. Bush
 - Updates /Dialogue
2. Review Unit Plan and Department Action Plan – Ellen
3. Matriculation Updates – Lupe
 - ◆ Early Alert Participation Stats for 12 FAL and 12 SUM
 - ◆ Prerequisite Appeal Stats
 - ◆ Art Portfolio Appeal Process
 - ◆ Other/Questions
4. Transfer Center Updates – Kheesa
5. Counseling Updates – Rafal and Jackie
 - ◆ Preparing for 12 WIN
6. Counter Staff Needs – Ellen
 - ◆ Needs
 - ◆ What is working – what can we do differently
 - ◆ Training Needs
7. Training for Student Workers – Action Plan – Rafal, Jackie, Kheesa
 - ◆ *Draft Agenda and Responsibilities*
 - ◆ *Date, Room, Food?, Additional Topics, Training Manuals*
8. Ongoing Meetings – Ellen
 - ◆ *How often, involvement, Next Meeting Agenda Topics*
9. TO DO LIST:
Counter Staff Agenda, Room, Date, Training Manual, Evaluation
10. Evaluation/Closing – Ellen Drinkwater

“When I started counting my blessings, my whole life turned around.” By: Willie Nelson

“We tend to forget that happiness doesn't come as a result of getting something we don't have, but rather of recognizing and appreciating what we do have.” Fredrick Koeing



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MINUTES

1. Welcome/Working Lunch – Dr. Bush welcomed everyone and expressed his appreciation for this dialogue. The new student services building is projected for 2016 at parking lot B which is corner of Magnolia and Terracina. Hopefully, we will have a new portal by fall 2013, which will be a single log in for everything at RCC, greater access to degree audit, and possible online ed plans. We will beta test in Spring, 2013 and implement Fall, 2013. Everyone is in the midst of working on accreditation. Prop 30 passed, and therefore we are hoping not to have to make any major cuts – there will still be financial strains in 2013-14. He asked for input about operations in counseling. The cut in one staff member and one being gone has had a huge impact on workload. Jackie mentioned she is one month behind on scheduling online appointments and 2 weeks behind on SEPs being scanned. Jackie will work Friday afternoons to get caught up on scanning and online scheduling. She will also come in early as needed and adjust schedule.
2. Review Unit Plan and Department Action Plan – Ellen reviewed Counseling Unit Plan action plan. Action Items were discussed with updates on current action items. Ellen emailed individuals the student services counseling unit plan.
3. Matriculation Updates – Lupe
Lupe mentioned that early alert participation was at 17.9%. Lupe shared information on art portfolio process and the change is that it must be turned in electronically.
4. Transfer Center Updates – Kheesa
Kheesa mentioned that she has been doing a lot of work with students on applications and she is available to help students 1:1 – it would be nice if they would schedule but she is helping all who come to office.
5. Counseling Updates – Rafal and Jackie
A counter staff luncheon will be scheduled for December 14th. Ellen will send email to counselors asking for donations to help purchase gift cards. Kheesa will do an invitation and a sign in sheet for food – will have a potluck. Lunch will be from 12-1 and then meeting from 1 – 2.

Important points to cover with student workers:

- Dress Code – Jackie
- Punctuality, Schedule, Absence Process – Rafal
- Matriculation Information – Lupe
- Scheduling Appointments – Jackie
- Scheduling Testing and Winter Coverage Process – Rafal
- Student Worker Manual - Kheesa

There was discussion about follow through so that all of this work is not in vain. We must hold ourselves and student workers accountable for dress code, eating at counter, homework, etc...after we discuss this with student workers we need to model and follow through with expectations.

6. Counter Staff Needs – Dr. Bush
Dr. Bush asked for feedback from group. Kheesa informed that the scheduling is fine; when she is available to assist she will and if her schedule does not permit she is unavailable. Lupe was appreciative for new computer and is managing workload. Temporary EQ is helping. She did ask

that other departments not walk students over for immediate help on prereq validations or matric appeals – we can send Lupe a message but please don't walk the student to her office – she will try to accommodate as schedule permits but we still tell the student that it could take up to five days. Rafal expressed that they are making the best of the situation with reduced staff. It was reiterated that is one of the full time staff members is out – schedules are adjusted for morning coverage. Dr. Bush stated that it is critical to have full time staff member to open.

7. Training for Student Workers – Action Plan – Rafal, Jackie, Kheesa
December 14th meeting planned – see above.

8. Ongoing Meetings – Ellen

- ◆ *The group would like to have at least once per semester meetings with counselors and all counseling, transfer, matriculation staff – just for updates and to open lines of communication. Ellen will talk with Mike.*

9. Evaluation/Closing – Ellen Drinkwater

Areas Needing Improvement: Communication, communication with all staff, follow-through, frequency of updates and meetings,

Suggestions for Improvement: Communication in various ways,

I valued: The ideas from co-workers, information about upcoming events – the new RCC SS building, Dr. Bush being present and updating group, various input from co-workers

I suggest: that we follow through with goals, all staff meeting once per semester,

My goal for work: Provide various ways to improve quality of services, meet daily and weekly deadlines, time management

How will this impact student services in counseling: help to improve the department, encourage group to continue open communication, it will improve student services,

Strengths of counter staff operations: ability to gather large amounts of prereq appeals and retest requests, knowledge and team work.

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