**CONTRA COSTA COLLEGE**

**Student Success Committee Meeting Minutes**

Thursday, May 7, 2:30-4pm

Attendees: Rod Santos, Jennifer Aguilar, Nooshi Borhan, Maritez Apigo, Kelly Ramos, Mayra Padilla, Kate Weinstein, Brianne Ayala, Shelley Ruby, Albert Duenas, Vanessa Mercado, Katie Krolikowski, Leslie Noriega, Michael Zephyr, Brandy Gibson, Alfredo Angulo, Sara Marcellino, Nikki Ferguson, Jason Berner, David De La Cruz, Itzia Guerrero, Carlos Solano, Joel Nickelson-Shanks, Evan Decker, Demetria Lawrence, Zaira Sanchez, and Jennifer Reynoso

**Committee and Meeting Expectations**

* 1. **Making space for feedback**
* Recap – for attendees who are not regular members, we will review agenda items before we discuss
* RAISE YOUR HAND in Zoom if you want to participate
* Feedback time limit – public comment in the beginning of each meeting, 3 minutes maximum per speaker
* Opportunity to participate in discussion for each agenda item – 3 minutes maximum for each participant to discuss
  1. **Voting members**
     + In order to make decisions, we need a quorum (8 voting members) from each constituency group.
     + To vote: use REACTIONS in Zoom

1. Shelley Ruby name was spelled wrong Corrected
2. Kate Weinstein – needs update on whether she is on minutes as a voting member

**Approval of Minutes (Thursday March 5, 2020**)

* Approved – 1st motion: Evan Decker; 2nd motion: Kate Weinstein; approved unanimously.

**Review of Charge**

* Rod reviewed the charge of the meeting established in February 2020. No additional comments were made by the committee.

**Committee Composition (Voting Members)** –

* **Management** – Evan Decker, Joel Nickelson-Shanks
* **Faculty –** Nikki Ferguson, Maritez Apigo, Brianne Ayala (back-up)
* **Classified –** Vanessa Mercado, Kate Weinstein
* **Students –** Albert Duenas, David De la Cruz

**Public Comment** – No public comments for this meeting.

**ASU Town Hall Incident**

**Aftermath – Police Services, etc.**

* + 4CD police services took a report from the Dean of Student Services and will be forwarding the report to the FBI for investigation due to it being within their jurisdiction.
* **Prevention of future incidents**
* Here are some resources to help you secure Zoom.
  + <https://blog.zoom.us/wordpress/2020/03/27/best-practices-for-securing-your-virtual-classroom/?_ga=2.48675233.661890473.1588636833-179047127.1584739631>
  + <https://www.techrepublic.com/article/how-to-prevent-zoom-bombing-5-simple-tips/>
  + <https://4cd-doit.atlassian.net/wiki/spaces/ITPU/pages/573047079/Secure+Your+Zoom+Session+from+Zoom-Bombing>
  + The only feature that is a bit problematic is the “Only authenticated user can join…”. We can’t authenticate students or outsiders to Zoom so they wouldn’t be able to join. Otherwise, you can really lock the meeting down with these other settings.
  + The District is working on getting a few Webinar licenses for as many as 500 users. You can already host 300 and lockdown a meeting to the same degree so this is only if you need more than 300 really.
* **Mental Health Resources for Students**
  + Student can contact the Counseling Department at 510-215-3935, 510-215-3908, or email [wellness@contracosta.edu](mailto:wellness@contracosta.edu).
  + Students in an immediate crisis should contact the Contra Costa County Crisis Hotline at 1-888-678-7277 or 1-800-833-2900 24 hours a day.
* **Public Comment**
  + Maritez Apigo: Webinar feature doesn’t allow attendees to see who else is participating on the meeting and it has a Q&A feature in the webinar where questions can be answered directly
    - Has a raised hand feature
  + Katie Krolikowski: isn’t the best way to have breakouts between classes
  + Kelly Ramos: 2 other faculty members had zoom bombs during their classes
    - There are accounts on IG that request zoom meetings to zoom bomb- people need to be careful about what they share outside
  + Alfredo Angulo: when you are in class it can feel safer if there is a password in order to get into the zoom lectures
  + Nikki Ferguson: Use the waiting room as another form of securing the lectures because host is the one who allows students into the meeting

**COVID-19**

* **Instructor/faculty and student transition of classes to remote instruction**
  + We’ve been sheltered in place for nearly 2 months. How has the transition been to remote instruction for students? Faculty? Staff/administrators?
* Alfredo Angulo: has been stressful as expected – had more than one professor go MIA on the class and had to go through midterm period without hearing from the professor
  + Studying from home isn’t the same where there isn’t a space provided where students are allowed to just study
  + It’s going to be an issue to be able to balance life at home with school when everyone is at home
  + It is getting easier as time is passing
* Nooshi Borhan: a lot of student have shared that they are overwhelmed with the number of messages coming at them
  + Is there a way to control the number of messages that they are receiving?
  + Amazed by students that are working to get their classes completed because of not having the space or whatever the case may be
* Maritez Apigo: It would be nice to post out a survey with the question about how the transition has affected students to better prepare on how they can be more successful in the fall.
  + Rod: there is a resources survey going out
  + Two surveys that are being deployed this week for students who have dropped and there is a survey for current students that just went out about overall health and needs to help figure out how to better support the students
* Katie Krolikowski: Understands it’s frustrating to have professors who don’t reach out
  + Keep in mind that there could be other things affecting the professors too – family issues, etc.
  + People aren’t enthusiastic to have so many classes – Both teachers and student need to realize that there are adjustments on both ends and there will be challenges moving forward
  + Finding ways to do it remotely is not as easy doing it online
* Alfredo Angulo: haven’t experienced too much clutter in communication
* Albert Duenas: transitioning from in person to online has been difficult because most classes were science and is concerned about how the science classes will be
  + - Concerned about the classes that will be available in the fall.
    - Schedules are set to be released Monday, May 11th
* Jason Berner: all classes will be offered online or hybrid format
  + Hybrid courses are being adjusted as guidelines are given
  + Courses that are being scheduled on certain days and certain times, we are asking students to have those days and times available
  + There are classes and departments that require face to face, hands on interaction – it is still unsure what will be happening with those courses and how the instruction will be modified to meet social distancing guidelines – we ask for patience from the students and to continue checking emails in order to stay updated as far as courses and what will be happening
* Shelley Ruby: Communications issue with announcements as they can translate differently depending on individuals – wording and what we choose to say can greatly affect the communication that is being given
* Rod Santos: there are talks of improving the sharing of information to students and everyone else
  + Katie Krolikowski: our college could use a communications plan that is clear and can be reinforced and where to look for given information
* Please let us know, reach out if there are any other questions
* **Data from phone banking (Dr. Vanessa Mercado)**
  + Statistics from phone banking
    - 1,439 students all good
    - 49 students reported tech issues
    - 31 said they had lack of equipment
    - 49 students felt uncomfortable with the online format
    - 82 students reported to have issues with learning evironment
    - 132 – faculty/personnel issues
  + Real take away was that 2/3 (63%) of the student didn’t have proper communication; what type of resources do we need and what can we do to provide for those students?
  + Evan Decker: % of students that indicated they were good, there are things that attributed to those students; responded: codes were created in analysis of data and themes of the qualitative data
  + Kelly Ramos: At some point we may want to revisit the needs of the students; when students indicated they were doing well it was mostly because they were able to understand the direction of their classes and where able to get the help to access resources
  + Mr. Z: ran into three things running to students
    - Many voicemails
    - Students had numbers disconnected
    - When talking to students amazed by how many did not have technical issues, some students were just needing to vent.
    - Student he was able to reach were thankful that they were being reached out to and checking in
    - Microsoft teams is an amazing communications system
  + Katie Krolikowski: There are still many students that just disappeared and have been unable to communicate with – it would be nice to know what happened to the students who were unable to communicate
* **Resources for marginalized students i.e. Internet/WiFi and laptop loan (Sara Marcellino)**
  + What resources are available to students now, what resources do you need? How to make resources more accessible?
  + Some of the resources at the Foundation:
  + 1. Wrap around fund- gives grants up to $500 to students who are about to drop out of classes
    - 9/10 times students get the grant $176,000 since the wrap around fund got started
  + 2. Laptops- given out about 120 and have about 40 laptops left to loan out to students
    - Foundation is on hold to loan out more laptops but will most likely do so if need is present
  + 3. Internet access- talked with Comcast and set up a sponsorship
    - Foundation paying up to 6 months for 300 students
      * First two months are free and foundation pays for the next 4 months and foundation will most likely pick up on the following 6 months
* Questions:
  + Nooshi Borhan: 2 time max allowance? Is there ways to wave that for students during this time—answer is yes and it is on a case by case basis
  + Shelley Ruby: student was blocked from getting in program because of documentation issues – internet essentials is the program students are going through to get free internet the first 2 months and are working to be able to get those issues resolved
* **Preparation for return to campus (Rod)**
  + The state is currently in the first phase of its Stage Two Reopening Process. Although this initial phase does not include schools, the expectation is that public schools will reopen in the latter portion of this phase.
  + 4CD will follow the guidance of our county health officials, which means that a formal decision will likely not be made until late May.
  + At this point, the most likely scenario is that the transition back to in-person services will be gradual. It is difficult to begin planning for what exactly this will look like without having a better understanding of the timelines and conditions involved.
  + In terms of communicating with students, it is important to emphasize that, with the summer schedule being fully online, most students should not plan to return to campus prior to the fall semester. The two possible exceptions are as follows:
    - students who enrolled in hard-to-convert courses that are being extended to June 30 may be invited onto campus to complete hands-on assignments (these activities will be in alignment with social distancing mandates)
    - late start in-person classes that may open in July, in the event that the stay-at-home order is lifted at that time
  + Obviously, it may be possible to begin offering in-person services even with fully online classes if the stay-at-home order is lifted, but this will be a gradual process and it is probably best to manage expectations about how soon this is likely to occur.
* **Public Comment** – No Comments were made
* **COUNTY-WIDE TESTING – 1-844-421-0804 8am to 3:30pm, by appointment only.**
  + <https://cchealth.org/press-releases/2020/0507-COVID-19-Testing-for-all-County-Residents.php>

**Next Meeting: First Thursday of the month, 2:30-4:00pm** (Jennifer)

* + Next Fall meeting: Thursday, September 3, 2020
* Meet over the summer?
  + Should have a summer meeting; could be very resourceful.
  + Committee agreed to meet through the summer to continue discussing issues pertaining to student success.
* Next meeting: Thursday, June 4, 2020

**Adjournment @ 4:07 PM**