

**UGS Director's Council Meeting Minutes**

**11 October 2017**

**2:00 p.m. – 4:00 p.m.**

**UH-397**

**Attendees:** Maggie Cecil, Iwona-Maria Contreras, James Graham, April Lane, Chris Lindfelt, David Marshall, Ed Mendoza, Cara Pham, Veronica Ramirez Amerson, David Reyes, Craig Seal, Kristen Stutz, Qiana Wallace

**Special Guests:** Thomas Gaffery, Yusra Serhan, Shontel Zamora

**Absentees:** Camelia Fowler, Barbara Herrera, Faye Wong

**I. Introduction**

*a. Open Dialogue*

Craig Seal welcomed and thanked everyone for coming. Representatives are here from Parking & Transportation Services and we have a student representative from ASI that will be joining the meeting regularly as a student advocate.

Craig began by providing updates and summarizing what events are happening around campus. The Staff Development Center is up and running. They have sent out information on upcoming workshops including one on Concur and one on emotional intelligence. All staff are encouraged to attend.

The Collegiality Retreat is scheduled for October 16<sup>th</sup> from 8:00 a.m. – 12:00 p.m. This is a big campus event where ideas will be discussed to improve collegial discourse and working relationships across campus. Both the President and Provost are encouraging attendance.

The Great Shake Out is going to be on October 19<sup>th</sup> at 10:19 a.m. The entire campus community will be participating. University Hall was selected as one of the buildings to evacuate after the drill. Everyone will be asked to meet outside on the grass area until the building is cleared.

There is the 15<sup>th</sup> Anniversary of Celebrating Spirit of the Entrepreneur event on Tuesday, November 14<sup>th</sup>. Craig has purchased a table of 10. There are still seats available for those who are interested. This is a black-tie gala event at the Riverside Convention Center.

42 There was a chance for everyone to introduce themselves and express any  
43 updates, issues, comments, questions, etc.  
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- 45 • Kristen Stutz stated that they are getting ready for the advising season.  
46 MYCAP has been working great and so far, there has been great feedback.  
47 She informed the team that she would be bringing the winter adjunct schedule  
48 for distribution at the next meeting.
- 49 • David Reyes reported that Tutoring has been busy with servicing the students  
50 as well as getting acclimated with signing in students through EAB. The  
51 Accounting & Finance tutoring will be up and running in Jack Brown Hall  
52 within the next couple of weeks.
- 53 • Chris Lindfelt distributed a couple of handouts to the team. The first is a flyer  
54 encouraging students to see an advisor to help them with the quarter to  
55 semester conversion. Fall 2020 will be the first semester term. The second is  
56 a document, “Timely Graduation for Undergraduate Students.” This is to help  
57 guide students to get out in 120% of 180 units. Also, roadmaps have been  
58 completed.
- 59 • James Graham stated that this week they will have their first round of  
60 Professional Development Learning Community meetings. The plan is to  
61 have at least two additional meetings throughout the quarter. James went to  
62 PDC recently. They are working on trying to solidify the boundaries with the  
63 language around academic support in their Student Success Studio. Trying to  
64 bring everyone into an understanding of meanings and coordinate the best  
65 way to ease the transition when students come from PDC to the CSUSB  
66 campus.
- 67 • Qiana Wallace reported that the larger team with Tutoring, SI, and Student  
68 Mentoring and them supporting each other is working out well. David Reyes,  
69 James Graham and Qiana Wallace are taking a trip up to San Jose State  
70 University to visit their programs that house the same learning services that  
71 UGS offers. They are also using EAB so it will be a great learning  
72 opportunity and bring back ideas. On behalf of Barbara Herrera, Qiana  
73 reported that Student Mentoring is off to a great start. So far they have had  
74 over 400 peer mentoring sessions this quarter. Statistics on mentoring show a  
75 significant increase on graduation rates. There are a couple upcoming TRC  
76 workshops that Qiana will be co-facilitating. Qiana has started to gather data  
77 and analyzing what is being done and what can be done better for each of the  
78 areas that she oversees.
- 79 • Maggie Cecil hopes to have all of the paperwork in place for the new hires  
80 this week. They have been working to see if they can upgrade their online  
81 writing support system, using Zoom.
- 82 • Veronica Ramirez-Amerson stated that they are preparing for advising for  
83 winter quarter. They typically see approximately 600-700 students per  
84 quarter. Looking at census, Fall 16 retention rate is around 90%. On October

85 16<sup>th</sup> and 17<sup>th</sup> EOP will hold their mid quarter meeting with their students. One  
86 thing they teach the students is how to read their PAWS report and how to  
87 prepare for their advising appointments. EOP is continuing to reach out to  
88 high school counselors to make sure they are aware of the new EOP  
89 application. Veronica shared that they have been building a relationship with  
90 a certain foundation and have been invited to submit a RFP. Lastly, they are  
91 getting ready for their holiday celebration for their foster youth. They are  
92 looking for contributions if anyone is interested. There are about 50 students.

- 93 • April Lane stated that she is gearing up for what next year is going to look  
94 like. There are going to be a couple debriefs coming up. On October 19<sup>th</sup>  
95 there will be a celebration debrief and then the conversation will continue on  
96 November 2<sup>nd</sup> for part two. April just submitted a proposal to the ARC 2018  
97 Conference. She is working with a committee to identify student groups to  
98 promote student success and timely graduation. She is also working on a  
99 weekly newsletter that will be sent out the entire CFS student population.
- 100 • Yusra Serhan, ASI student advocate, reported that they have started a new  
101 initiative called 30/30. This is where they will be visiting 30 classrooms in 30  
102 days to talk to the students about ASI and opportunities there are for the  
103 students. ASI is also working on the GI 2025 initiative. Each week there is a  
104 new focus to promote GI 2025.
- 105 • David Marshall reported that Cam and Andy joined the Honors team as of  
106 October 2<sup>nd</sup>. Currently, they are wrapping up enrollment and applications.  
107 There have been many discussions to go over the logistics of Honors being  
108 over PAES. They are preparing for the Honors Open House, which will take  
109 place on October 26<sup>th</sup>. Lastly, the Honors Committee is working diligently to  
110 review the application process, the program requirements, and other focuses to  
111 further develop the program.
- 112 • Ed Mendoza's team is preparing for advising. They are going out to events  
113 campus promoting advising. On October 31<sup>st</sup> and November 1<sup>st</sup> will be the  
114 Coyote Advising One Stop from 10:00 a.m. – 1:00 p.m. in the quad area  
115 between SMSU and UH.

## 117 **II. Review**

### 118 *a. Minutes*

119 The minutes were sent out to UGS prior to the meeting. If there are any edits that  
120 need to be made they should be sent to Cara Pham. The minutes will be posted on  
121 the website.  
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### 123 *b. Agenda*

124 The agenda was sent out to UGS prior to the meeting.  
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### **III. UGS Updates**

The UGS organizational chart has been updated and is up on the website. EOP is still in the process of looking to hire an SSP 4. The October UGS calendar has been distributed and any November events should be sent to Cara by October 27<sup>th</sup>. All staff is encouraged to come out and bring their families to Homecoming on October 21<sup>st</sup>. The festivities start at 3:00 p.m. UGS will have a table set up and there will be lots of food, drinks, games, and fun for the whole family. There will be shuttles to take people to the Observatory and the volleyball game will take place at 7:00 p.m. The plan is to have a UGS Winter Break Party for all UGS staff. The details are still being worked out. Craig also reported that SAIL will be expanding into the testing office. Other expansions are being considered for the near future. Craig would like to have a student representative from each department to meet as a group and go to lunch with him as an opportunity for him to connect with the students. Each department should send Cara a student of their choosing to represent so this can get scheduled.

There was an update on the Budget. Iwona and Craig went back through each budget item. Upon review, there was enough savings to have the original amount of rollover back to each department. Next year the hope is to redo the baseline so that each department has an O&E operating expense. Early spring there will be a call out to each unit within UGS to send Iwona with a justification of an ideal budget.

### **IV. Strategic Issues**

Craig emphasized that GI 2025 is the initiative that is the number one focus across campus. This is a challenge with the Q2S conversion happening in the middle. The President is looking at UGS to be a critical piece to get to GI 2025. Craig provided a handout of the GI 2025 preliminary progress update from the Chancellor's Office. Towards the end of the year there will be assessments to map out what needs to be done. Craig stated that there are many structural problems that need to be re-visited. The Priority Registration is in the process of being addressed. The C minus policy is under review. The number of times a student can repeat a course is under review. There has to be buy-in from faculty as we are trying to get to Q2S and then GI 2025. Faculty makes the final decision but there are many areas that the faculty needs to be informed to make a decision.

Craig provided a brief update on the EO 1100 and EO 1110. With the EO1100 we are trying to get an exception because it is nearly impossible to ask to redo the GE in a month. The CO is slow at getting updates on the EO1110 and we are waiting on Math placement guidance.

171 **V. Action Items**

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a. Q2S

GE workshops are going to be taking place. There will be open forums and Q&S sessions available. SAIL is leading the effort in fall to pilot myCAP, the individual academic plan.

b. EAB

EAB representatives will be coming back to the CSUSB campus on October 25<sup>th</sup> and at PDC on October 26<sup>th</sup>. They will be meeting with a variety of groups including the super users, the new users, the potential users, and the management team.

**VI. Presentations**

a. *Parking & Transportation Services*

Two representative from Parking & Transportation Services, Thomas Gaffery and Shontel Zamora, joined the meeting to provide information and answer any questions. There have been some enchantments and changes in policies and it was requested that these changes be clarified. One of the main changes that is being noticed is the volume of guest passes being distributed. The number of free passes for guests has decreased to only include paid vendors, Human Resources, the Career Center, contracted vendors and anything sponsored by Admissions and Student Outreach events. There was questions regarding EOP since there is an admissions component. This is something that will need to be brought to Cabinet for a re-visit and approval. The reason behind this change is to avoid significant increases in costs for student parking passes. The cost that Parking & Transportation Services was waiving was approximately a quarter of a million dollars a year. This results in a chargeback for quest parking passes to the requesting department.

There are a number of new and improved updates that have been added to service the campus. Some of these changes include an option to request a coupon for guest parking. There is an option to insert a coupon code at each dispenser to get a discount, there is the ability for a pass to be emailed to you so you can send it to a guest, and there is a more effective way of distributing permits and clearing lots.

213 Eduardo Mendoza pointed out that Parking & Transportation Services is saving  
214 money but on the other hand, he asked that the campus be sensitive to the fact that  
215 this affects department budgets and can potentially cost the campus from bringing  
216 in potential money in other ways.

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218 UGS departments will compile information and requests for Craig to bring to  
219 Cabinet for review.

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## 221 **VII. Future Issues**

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223 The rest of the fall schedule for the Director's meetings was provided. There will not be  
224 a meeting the week of Thanksgiving. Instead, the remaining meetings will be pushed  
225 back a week. After this quarter the Director's Council will be reorganized.

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227 Other items coming soon include:

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- 229 • Program Assessment (Develop program assessment protocols for each  
230 department/program).
- 231 • First Year Experience (Develop an expanded first-year experience model, which  
232 leverages SOAR and CFS).
- 233 • Paraprofessional Training (UGS onboarding process for professional staff and  
234 paraprofessional students).
- 235 • Expand alumni connections and program advisory boards
- 236 • UGS brand identify.

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238 **The next meeting will take place on 8 November 2017 from 2:00 pm – 4:00 p.m. in**  
239 **UH-397.**

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