

1 **UGS Director's Council Meeting Minutes**

2 **2 August 2017**

3 **UH-397 from 2:00 p.m. – 4:00 p.m.**

4 **Convened: 2:00 p.m.**

5 **Adjourned: 4:03 p.m.**

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7 **Attendees:** Victoria Argot, Maggie Cecil, Iwona-Maria Contreras, James Graham, April Lane,  
8 Chris Lindfelt, Ed Mendoza, Cara Pham, Veronica Ramirez, David Reyes, Craig Seal, Qiana  
9 Wallace, Faye Wong

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11 **Absentees:** Cam Fowler, David Marshall

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13 **I. Introduction**

14  
15 *a. Open Dialogue*

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17 Craig Seal welcomed and thanked everyone for coming. There was a chance for  
18 everyone to express any issues, comments, questions, etc. Many departments are  
19 getting ready for fall quarter and student recruitment is in place. SAIL is  
20 launching their new website on August 14<sup>th</sup>. SI and EOP is also working on a  
21 new website. Chris Lindfelt contributed to an article put out by the Chancellor's  
22 Office on what CSUSB is doing about the graduation initiative. Advising and  
23 Academic Services is working on getting colleges to decide which majors they  
24 want as part of the 4-year/2-year pledges. Ed Mendoza would like to send  
25 transfer students an invite to join the pledge by next month. Ed also stated that  
26 they are in the middle of SOAR.

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28 Iwona Contreras reported that the hiring of ISA's are going to be done online.  
29 The system is a pilot right now and Iwona will be training on this and will be the  
30 only one entering requests until the kinks are ironed out. Qiana Wallace reported  
31 that her area is working across UGS to collaborate more with the math department  
32 and specifically around the co-requisite enrollment pilots that are going to happen  
33 with SI and the pilots that are going on with tutoring. Her team was invited to  
34 come to the Faculty Institute for the developmental and GE math courses. They  
35 were invited to speak about SI and Tutoring. Some of the talking points will be  
36 sharing with them what UGS is about and how we can support them, as well as,  
37 distinguishing the difference between SI and Tutoring and which area partners  
38 best for different types of students. Mentoring is recruiting during SOAR and  
39 getting ready for fall. They are preparing to match mentors with sections of  
40 USTD 100 for fall quarter. There are new partners coming on board for Peer

41 Mentoring and Peer Advising professional development. Trainings will be on  
42 September 14<sup>th</sup> and 15<sup>th</sup>.

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44 Other updates include the Writing Center hiring before school starts. April Lane  
45 is preparing for the final CFS session. Session 3 is on the lower side for  
46 enrollment with only 200 students enrolled. April and the Call Center are  
47 working diligently to contact students and help them register. Veronica Ramirez  
48 updated the team on EOP. After a report was ran it was discovered that there  
49 were about 45 students that have not been packaged by Financial Aid. This has to  
50 do in large with students not returning forms. EOP will be reaching out to these  
51 students. Additionally there is a new system, Cal State Apply and they were  
52 asked to provide feedback on the EOP admissions. Having a demo in a future  
53 meeting might be helpful. CSUSB was selected to host the Sothern California  
54 Foster Youth Consortium on September 12<sup>th</sup>. Veronica expressed a concern about  
55 guest parking passes and the new fee structure that they have. The new policy is  
56 only allowing certain pre-approved departments to get guest parking passes and  
57 the concern is that UGS does a lot of outreach and this is going to negatively  
58 impact this and affect the budget. Lastly, Faye Wong reported that EAB  
59 coordinators met a couple weeks ago to collaborate.

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61 *b. Correspondence Review*

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63 Craig Seal briefly reviewed the attachments that he sent to UGS. He has and will  
64 continue to send out information to the entire UGS staff. Something that is  
65 coming as information once there is more clarity is that non-exempt staff is not  
66 going to be able to teach anymore starting fall 2017.

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68 **II. Review**

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70 *a. Minutes*

71 The minutes were sent out to UGS prior to the meeting. If there are any edits that  
72 need to be made they should be sent to Cara Pham. The minutes will be posted on  
73 the website.

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75 *b. Agenda*

76 The agenda was sent out to UGS prior to the meeting.

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78 **III. UGS Updates**

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80 *a. Director's Council, Monthly Department Meetings, Quarterly All-UGS Meetings,*  
81 *and One-on-Ones*

82 Director's Council will continue to meet every two weeks and there will be  
83 monthly individual meetings with each Director's Council members to talk

84 specifically about each department. The first quarterly meeting for all UGS staff  
85 will take place on September 11<sup>th</sup> from 10:00 a.m. – 12:00 p.m. It will be a kick-  
86 off potluck to fall quarter. Details and a sign-up sheet will be sent out soon.  
87 Craig is continuing to meet with each UGS staff member 1:1 to get to know each  
88 person and give them a chance to express any concerns or comments.  
89

90 *b. Provost Council (AA Goals)*

91 Provost Council has not met yet since Craig assumed the Dean position. They are  
92 scheduled to meet weekly as needed.  
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94 *c. Dean's Meetings (AA Goals)*

95 At the last Dean's meeting there was discussion about Academic Affairs goals as  
96 a division. A handout, "Divisional Goals for Academic Year 2017-2018," was  
97 provided. Craig is asking that each department work to review the five goals and  
98 identify the contributions each unit make to each of these goals. A digital version  
99 will be sent to the team. There is a new tagline for the university, "We Define the  
100 Future."  
101

102 *d. Invitation to Campus Resource Fair*

103 There was an invitation to UGS to be a part of the Resource Fair which is part of  
104 the New Faculty Orientation. This will take place on September 13<sup>th</sup> in the  
105 Obershaw Dining Room. It was decided that the Director's Council Meeting will  
106 be shortened to an hour so that UGS can participate. There will be a table for  
107 UGS and Iwona will be working with each unit to help market their department.  
108

109 *e. PDC Student Success Suite*

110 There was discussion about PDC moving forward with the Student Success Suite.  
111 They are starting with a Writing Center. The goal is to develop a lot of  
112 supplemental services which is similar with what we do on this campus. There  
113 was concern that they are not collaborating with UGS or the Writing Center and  
114 that PDC has a very different model. The ideal is that there is standardization.  
115

116 *f. Fall quarter extended hours*

117 After discussion it was decided that Advising will continue to have extended  
118 hours and the UGS Dean's Office will extend their hours to 8:00 a.m. – 6:00 p.m.  
119 the first two weeks of each quarter. There is always a rush at the beginning of  
120 each quarter and this will be helping to accommodate the students.  
121

122 *g. CA Promise 4 & 2-yr pledge/Priority Registration*

123 There has been 4-year pledges before and now there is a push for 2-year pledges.  
124 There is also a new rule about California Promise which is a legal obligation in  
125 which you do a 4-year or 2-year pledge. You can exempt majors so colleges are  
126 deciding what majors should be exempt. There is a need to look at priority

127 registration and see who legally we need to give this to and who strategically  
128 needs to be given priority registration.

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130 *h. CAAB Appointment 2017-2018*

131 There is a need for a UGS representative on the Campus Accessibility Advisory  
132 Board (CAAB) for 2017-2018. This is two-year commitment and the committee  
133 assists the University in identifying and resolving barriers to individuals with  
134 disabilities. Craig Seal asked for any volunteers. Both April Lane and David  
135 Reyes volunteered to serve on the committee. Craig requested that if anyone else  
136 was interested to contact him.

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138 **IV. Strategic Issues**

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140 *a. GI 2025 San Bernardino Campus Plan*

141 Craig distributed the GI 2025 San Bernardino Campus Plan. The challenge to  
142 meet the goals is the need for resources and space. UGS is a major contribution  
143 to this plan and will be front and center in this initiative.

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145 *b. Values and Mission / Vision and Strategies*

146 Each department was asked to come up with preliminary values and missions for  
147 their unit. It was asked that these be sent to Cara Pham electronically so we can  
148 compile refine them and come up with a core values, mission, vision, and  
149 strategies for UGS as a whole. Some of the values that are shared is great  
150 customer service, collaborating with faculty, empowering students, and providing  
151 innovative services that are unique to UGS.

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153 *c. Budget Update*

154 Iwona Contreras reported that the 2017-2018 budget has been loaded. The  
155 request for rollovers will be reviewed by the VP offices. Unfunded needs have  
156 also been submitted. Additionally, there will also be an opportunity to request  
157 one-time funding. There is a band on travel for 8 places so state funds cannot be  
158 used for these locations. The university is going to be a part of a pilot program  
159 that will be coming to the university called DocuSign for electronic signatures.  
160 Lastly, Iwona requested that a report be ran for any open POs. She asked that any  
161 POs that are from 2013-2014 or before to please be closed out.

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163 *d. Marketing Review*

164 Iwona and her student is in the process of working 1:1 with each unit to help  
165 market their departments. The strategy is what more can be done. There is one  
166 Undergraduate Studies and these are the services that are provided.

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*e. UGS Paraprofessionals*

This is something that is being reviewed and the hope is to implement this idea of paraprofessionals by next calendar year. This will be an opportunity for professional development for students and preparation for their future.

*f. Giving to UGS*

One of the goals is to work with Advancement to set up an endowment for UGS. This will help in large with professional development for staff.

**V. Action Items**

The next meeting will take place on 16 August 2017 from 2:00 – 4:00 p.m. in UH-397