

1 **UGS Director's Council Meeting Minutes** 2 **13 September 2017** 3 **Panorama Room from 11:00 a.m. – 1:00 p.m.** 4 5 Attendees: Maggie Cecil, Iwona-Maria Contreras, Cam Fowler, James Graham, April Lane, Chris Lindfelt, Cara Pham, David Reyes, Craig Seal, Kristen Stutz, Faye Wong 6 7 8 Special Guests: Maanie Hamzaee, Ashley Liberio, Clare Weber 9 Absentees: Barbara Herrera, David Marshall, Ed Mendoza, Veronica Ramirez, Qiana Wallace 10 11 Introduction 12 I. 13 14 a. Open Dialogue 15 Craig Seal welcomed and thanked everyone for coming. He introduced Clare 16 Weber, Deputy Provost, who joined the meeting, as well as, Maanie Hamzaee and 17 18 Ashley Libero, the two consultants from EAB. 19 Yesterday, October 12th, EAB consultants, Maanie and Ashley, had the 20 opportunity to introduce themselves to each UGS department and collaborate to 21 figure out what units can utilize EAB's services. EAB informed departments of 22 many facets of SSC (Student Success Collaborative) Campus including: San 23 Bernardino's SSC Campus utilization to date, the impact of specific technology 24 functionalities, CSUSB's institutional goals, how SSC Campus can be leveraged 25 to reach these goals across the next academic year, and anything else that EAB 26 can do to support each unit. Today, October 13th, two training sessions are being 27 held for those who can attend to learn more about the system. 28 29 Maanie Hamzaee will be working closely with the Chancellor's office and CSU's 30 as a whole. Ashley Liberio will be the main point of contact for the CSUSB 31 32 campus. 33 There was a chance for everyone to introduce themselves and express any 34 35 updates, issues, comments, questions, etc. 36 April Lane introduced herself as the Coyote First Step / Early Start 37 Coordinator. She reported that the final day of CFS was August 31st. There is 38 a debrief meeting / celebration scheduled for October 10th. The focus of this 39 meeting is to celebrate everyone's hard work and all the positive feedback. 40 There will be a part two debrief meeting scheduled in November to discuss in 41

depth the areas that need to be reviewed for possible change for the upcoming year.

- James Graham, SI Coordinator, stated that they are in a frenzy to try to place students. There are trainings for onboarding the senior leaders. A handful of orientations are taking place as the first day of classes approaches.
- Maggie Cecil, Writing Center Director, informed the team that they have spent a lot of time interviewing for fall hires. Maggie is helping to facilitate a couple of workshops. There is a lot of preparation happening to get ready for the first day of school.
- Iwona Contreras, AAS, reported on the upcoming events that UGS will be attending to represent our division. Today, September 13th, there is New Faculty Orientation, September 19th UGS will have a table at Late Night with Rec Sports, and Homecoming is approaching on October 21st.
- Cam Fowler, Testing Officer, is in transition and will officially start in the Honors Program on October 1st. The Testing Office will be going away and October 31st is the last day that their office will be a proctor site. She has sent out a list of alternative sites of where students can take the tests that were offered in the past. Cam also reported on behalf of the Honors Program. The Honors retreat is September 20th. On Saturday, September 23rd, there will be a kick-off PAES/Honors Event for recruitment of high school students in the top 1% of their graduating class.
- David Reyes, Tutoring Coordinator, informed the team that summer tutoring is slowing down and they are getting ready for fall. They are focusing on collaboration with other departments to prepare for upcoming changes and consistency.
- Faye Wong, Director of EAP (Early Assessment Program), is waiting for updates on EO 1100. In the next couple of weeks she will be attending a couple different workshops.
- Chris Lindfelt, Associate Dean for Undergraduate Studies, updated the team that he just met with all of the colleges and the Core Student Success Teams. They are focusing on Q2S, GI 2025, and the Executive Orders and how they are going to affect each other. Furthermore, they are continuing to collect roadmaps from different colleges. This will help with student advisement and keeping the students on track to graduate on time. Additionally, the 2-year and 4-year pledge information is online.
- Kristen Stutz, Director of the SAIL program, reminded the team that they are still accepting applications for SAIL up until their orientation on September 18th. The website has an "apply here" button. Lastly, they are planning out the first week of classes to welcome students.
- Clare Weber, Deputy Provost, introduced herself. She has been on campus approximately one month. She will be working closely with Craig on Executive Orders, with the chairs of the Math and English Departments and

the GI 2025. She excited to coordinate and move forward together on these 84 85 initiatives. 86 87 b. Correspondence Review 88 Craig Seal briefly reviewed the attachments that he sent to UGS. Convocation is 89 September 18th and Craig encourages everyone to participate. Other items to 90 consider are space allocation, Open Enrollment for Benefits, and continuing to 91 provide event dates for the UGS calendar. 92 93 II. **Review** 94 95 a. Minutes 96 The minutes were sent out to UGS prior to the meeting. If there are any edits that 97 need to be made they should be sent to Cara Pham. The minutes will be posted on 98 the website. 99 100 b. Agenda 101 The agenda was sent out to UGS prior to the meeting. 102 103 III. **UGS Updates** 104 105 a. Provost Council 106 107 Craig attended his first Provost Council. This was a great opportunity to share 108 what is going on in the division of UGS. The Provost's focus is the GI 2025 109 initiative. 110 111 112 b. UGS Open House 113 UGS will have a two-day Open House on September 27th and 28th so that students 114 and the campus community can stop by and to learn about the services that are 115 provided. 116 117 c. Budget 118 119 120 Iwona briefly informed the team that there has been a comprehensive list sent to the Provost requesting funds. A justification has also been provided. Iwona is 121 122 hopeful that a response will be provided in the next week. 123 124 125 126

127		d.	Marketing
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129			Iwona was excited to report that the UGS Quick Guide and the UGS Dean's
130			Office Brochures are printed and ready for distribution. The goal is to have
131			something available to handout for each department.
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133	IV.	Strate	egic Issues
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135		a.	UGS Goals 17-18
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137			The UGS goals are updated for 2017-2018.
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139			Complete UGS Strategic Planning Process
140			 Develop GI 2025 benchmarks, timelines, and performance metrics
141			 Develop program assessment protocols for each department/program
142			 Establish a sustainable budget model
143			 Develop an integrative UGS brand identify and marketing strategy
144			 Expand EAB adoption in UGS and Academic Affairs
145			Develop Q2S advising plan
146			 Develop an integrative advising model, that includes UGS, colleges, and campus
147			partners
148			 Develop undeclared and GE advising roadmaps
149			Review priority registration
150			 Integrate and expand PAES/Honors Programs
151			 Develop a UGS onboarding process for professional staff and paraprofessional
152			students
153			 Expand alumni connections and program advisory boards
154			 Explore program and staff certifications
155			 Enhance academic support services in SOAR and CFS
156			 Develop an expanded first-year experience model, that leverages SOAR and CFS
157			 Pilot a one-stop shop for select UGS departments
158		b.	Values and Mission
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160			Each department was asked to come up with values, missions, visions, and
161			strategies for their unit. An All-UGS document has been provided for review at
162			the Kick-Off meeting/brunch. Below are the top five values:
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164			Student Success
165			Building Internal/External Community
166			Staff Development / Trainings
167			Educational Equity Practices
168			Meaningful Learning
100			- Maningtui Lanning

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170		After discussion within the group, there was suggestions to revise some of the
171		wording on the values for clarification and simplicity. The suggestions for the
172		new UGS values are:
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174		Student Success
175		 Collaborative Community
176		Staff Enrichment
177		Educational Equity
178		Impactful Learning
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180		It was asked that the suggested values be brought back to each department and if
181		there are any additional changes they should be sent to Craig and Cara.
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183		The UGS Mission was reworded at the ALL UGS Kick-Off meeting/brunch and
184		states:
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186		To provide holistic academic support services that promote equity, retention,
187		graduation, and student success.
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189	V.	EAB
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191		Maanie thanked everyone for taking the time to meet with Ashley and him. He would
192		like to expand the usage within UGS. They will be coming up with recommendation
193		plans for functionalities of each department.
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195		Overall there was positive feedback from the UGS department representatives. Kristen
196		stated that the reporting is something she feels can enhance SAIL. David agreed and is
197		excited to work with EAB for Tutoring improvements. The Writing Center has a system
198		that they already use and there was some hesitation from SI because they already tried
199		EAB over a year ago. The majority of the departments were open to working with EAB.
200	X/T	Action Itoms
201	VI.	Action Items
202		The payt meeting will take place on 27 September 2017 from 2:00 cm 5:00 cm
203		The next meeting will take place on 27 September 2017 from 3:00 am – 5:00 p.m.
204		Special guests will include a representative from ASI, Parking, Ombuds, and Admissions