MINUTES

I. INFORMATION ITEMS:

A. We need to register on the Professional Development website in order to receive flex credit.

B. Enrollment, Drops and Adds

1. No shows – Drop all students who do not show on the first day.
2. Parking – As parking is an issue, allow extra time the first day.
3. Monday only classes – Add and drop on day one, since the second Monday is a holiday.

C. Syllabi – please put syllabi into Dropbox.

D. Grades – Keep copies of grades for one year.

E. Summer Schedule Dates

Potential Summer Session Dates:
6/16-7/19 (Session 1: 5 week)
6/16-8/9 (Session 1: 8 week)
6/16-8/23 (Session 1: 10 week—for high unit value/hour classes)
7/21-8/23 (Session 2: 5 week) [FLEX WEEK--so NO Friday classes because of Opening Day]

F. COMS Tutor - Diana Rado: Hours for fall: TTH 11:30 – 3:30 IN THE TLC
G. Textbook ordering – Desk Copies – Victoria will order books for 105; otherwise order your books online.

H. Turnitin.com: If you do not have an account: Account number – 53786; Password – Excalibur

I. Clubs – Announcements; Meetings – Please announce all Monday meetings and events throughout the semester.

II. DISCUSSION ITEMS

A. Revision of outlining area in textbook with sample outlines: The department will work over the next year to edit this part of the text. Please submit ideas for revision ASAP.

B. Associate Degree Update – C-ID (Course Identification Descriptors)
   1. Course revisions – Courses are being revised according to CI-D.
   2. New SLO’s – will be in new course outlines.

C. Distance Learning – Online course mandates (explained the difference between distance learning and correspondence courses focusing on regular and substantive interaction).

D. Accreditation Site Visit – Online and face to face classes will be visited. Team will be at COC in October; more info to follow.


F. Assessments
   1. Are you complying with the current assessment rubric? – All faculty are using current rubrics.
   2. Do we need to revise any rubric? – Not at this time; will revisit in fall.
   3. What do our assessment data tell us? – We have developed thorough standards for the department.

III. OPEN FORUM

A. Question about enrollment caps – those are determined through curriculum.
Department Retreat

1. Recognitions/Updates 2:40
   a. Publications
      i. Signal articles
      ii. Lit Mag
   b. Writing Center (2:45)
      i. Position statement
      ii. Tutor Training
      iii. Pilot
      iv. Surveys
         1. Go over purpose for surveys
         2. Any comments/suggestions about questions?
         3. How will we use data?
         4. Volunteers
   c. S4S 2: (3:15)
      i. Acceleration FIG
         1. Pipeline Effect
         2. Concepts
            a. High expectations/high support
            b. Students can work in context
      ii. Thoughts/Concerns
      iii. Upcoming events
   d. SLO assessment schedule and 2 year schedule (3:20)
      i. Any adjustments?

2. Program Review (3:30)
   a. Review of current data, objectives, additional accomplishments, budget
   b. Proposed additions
   c. New goals?
   d. Needs?
   e. Program SLOs

3. Chelley (4:00)
   a. Statewide instrument
   b. EAP
Proposed Additions to Program Review:

Objectives:
1. Explore alternatives to traditional developmental course sequence
2. Explore ways to better prepare students for placement testing and/or consider post-assessment interventions

Additional Accomplishments:
1. Created 2-year plan to allow for all literature and creative writing courses to be offered on a regular basis
2. Created department Blackboard website to allow for better communication and sharing of teaching materials
3. Revised major to improve focus on literature
4. Organized and attended regular articulation meetings with local high school teachers
5. Significant faculty participation in Skills for Success
6. Several department members trained in On Course strategies to improve student success
7. Created student writing award with funding from ASG

Budget:
Request additional $4000 for 102/103 coordinator
Request additional $1000 in noninstructional supplies (about $20 per employee/year)

Other?????
COC English Department Retreat
August 21, 2013
11:00 am - 1:00 pm, Mentry 343

- Welcome, Food, and Introductions (30 minutes)
- News, Updates, and Announcements (15 minutes)
  - Student and faculty canons.edu email
  - Sustainability Center (Library 206): Alternative office hour space for adjunct faculty
  - SI Workshops (Leslie St. Martin)
  - Multi-Modal Reading Group (Adam Kaiserman)
  - Writer Alan Kaufman to Campus (Joseph Voth)
  - TLC News (from Kim Haglund—see email attachment)
  - Success Strategies: Accelerating Academic Progress by Addressing the Affective Domain (Adam Kempler)
  - Other Announcements?
- Department Businesses (25 minutes)
  - Beginning of the Semester Logics: Parking, Keys, Roster, books, Dept. BB, Syllabus components, Academic Integrity Policy, Office Hours/Location, Waitlist and Drop/Add, & Financial Fraud
  - Syllabus and Sample Assignments to Coordinators (071, 081, 091, 096, 101, 102, and 103) and Chair (All Lit/Creative writing classes)
  - CurricuNet and SLO Loop Closing
  - Curriculum and Assessment Committee: Course Revision Update and Courses due for assessment this semester
  - Department Priorities: Topics and Agenda items for Fall Department Meetings
    - College-wide attendance policy in progress
    - Small Group SLO Assessment Discussion (September to set dates)
    - Other Suggestions?
- Special Topic: Adapt, Retain, and Succeed: Addressing Shifting Student Needs in Skills Development, Motivations, and Life Situations While Maintaining High Standards and Motivating Students to Reach Their Full Potential (45 minutes)
  - Introduction: Jia-Yi (5 minutes)
  - Changing/Shifting Student Population: Focus on Veteran student population: Rebecca (5 minutes)
  - Course Policy: Deanna and Jia-Yi (20 minutes)
    - How to write course policy that is firmed and consistent while ensuring fairness and high standards
    - Write down a situation where you had a conflict about a course police as to whether to enforce it or not
    - How to use course policy to better motivate students to reach their full potential
    - Language that could work well
  - Regroup (10 minutes)
Welcome, Food, and Introductions (20 minutes)

News, Updates, and Announcements (10 minutes)
  o Student and faculty canyons.edu email
  o SI Workshops (Leslie St. Martin)
  o Anti-Plagiarism Workshop for Professional Development
  o Other Announcements?

Department Businesses (30 minutes)
  o Need to spend money: Instructional supplies
  o Beginning of the Semester Logics: Parking, Keys, Roster, books, Dept. BB, Waitlist and Drop/Add, and Financial Fraud
  o Syllabus components: Clearly defined grading and attendance policy, including tardy; Academic Integrity Policy; Office Hours/Location; instructor’s contact; disability accommodation; SLO; Course Objectives; Assignment Calendar
  o Syllabus and Sample Assignments to Coordinators (071, 081, 091, 096, 101, 102, and 103) and Chair (All Lit/Creative writing classes) by the end of Week 1
  o CurricuNet and SLO Loop Closing
  o Curriculum and Assessment Committee: Course Revision Update and Courses due for assessment this semester: 081, 091 (reading), 102/102H, 103, 122, 263, and 274

Discussion and Brainstorming for Department Priorities, Spring 2014: (30 minutes)
  o AA-T and AA with focus on Professional Writing
  o AA Degree Assessment Method
  o Program Review, anyone? (sign up sheet): Due 2/28

Special Topic: Multimodal Rhetorical and Composition by Adam Kaiserman (20 minutes)
English Department Retreat
Thursday, August 19, 2010: 2:00-4:00 pm

1. Introductions

2. Announcements: Please check email for important announcements

3. Writing Center Report

4. SLO Assessment
   a. 101
   b. 102/3

5. Breakout Groups: SLO Assessment Planning
   a. 102/3 Reading
   b. Creative Writing
   c. Literature
   d. Technical Writing
   e. Assessment Scheduling

6. Whole Group Discussion
Department Retreat Notes:

1. The department agreed to postpone the date of the August meeting (originally scheduled for 8/22) for one week. The new date for the August department meeting is 8/29.
2. The English department will be launching an honor society and a general English club this semester. Denee Pescarmona will be the sponsor, and students do not need to be English majors to participate in either club. More information will be coming soon.
3. The department will be participating in Welcome Week during Week 2. Jennifer will send around a sign-up sheet. The department agreed to purchase a department tablecloth for future events.
4. The department bulletin board is now in place – it is on the wall outside of BONH-309. Guadalupe Garcia-Montano volunteered to help get the board set up with the department name and something decorative.
5. Adjunct instructors would like their email addresses listed on the department website should contact Ron Dreiling (ron.dreiling@canyons.edu).
6. The department discussed the SLO data collected by the Writing Center pilot during the spring semester (see attached). The department discussed the need for instructors to carefully introduce tutoring assignments to their classes so that students understand the learning goals of the visit and don’t simply view it as a transaction (“I need a stamp”). In order to better prepare students for their tutoring sessions in the TLC, instructors are encouraged to:
   a. Talk to students during class about the importance of setting learning goals for each tutoring session
   b. Be careful about how TLC assignments are presented. In other words, avoid phrasing assignments as things like “get your workbook checked” or “get your essay reviewed and stamped.” Instead, frame the assignment as a learning goal: “review and practice apostrophe rules” or “identify a specific concern or question about your rough draft and review your essay with a tutor with that in mind”
   c. Go over the intake/outtake form with students in class
   d. Spend some class time practicing writing learning goals and specific questions to help students select a focus for tutoring sessions

We will be collecting SLO data again this semester, and we are hoping to see growth from last semester.

7. Deanna Davis, Rebecca Kroll, Denee Pescarmona, and Mary Petersen presented information about various reading concepts and strategies, including gradual release of responsibility, activating background knowledge, and metacognition.
Department Meetings
Meetings are scheduled for 2/23, 3/23, 4/27, and 5/25. More meetings will be scheduled to
discuss Program Review, the Summer Schedule, and Budget.

Rosters, Enrollments, Cancellations
Ana reviewed opening day procedures and recommendations for the new semester’s classes.
Remember not to enroll more students than seats that are available.

AMS/MAA Conference
Sab reported information regarding CRAFTY and Common Core which he learned about at the
conference.

Substitute Policy/Funds
Substitute policy is the same this semester as last; there are no funds for subs.

TLC/SIGMA-MAC
Mary Brunty is requesting that more faculty would participate in the GLA’s and SIGMA
workshops, and if possible, to hold office hours in the TLC lab. If interested, please contact Mary.

CalPass/SSS Symposium
Denee informed the dept that CalPass addresses gaps between high school and college math
curriculum. A meeting to discuss what research needs to be done will be held Feb. 9th from 4-6
pm in the University Center. Contact Denee if you want copies of the semester’s schedule for the
S4S workshops.

MDTP/Accuplacer
Several faculty members volunteered to participate in the MDTP/Accuplacer pilot as per
Daylene’s request.

Early Assessment
Chelley Maple provided information to the dept about the Early Alert and Early Assessment
programs. Contact Chelley if you are interested in helping with or learning more about these
programs.

Learning Management System
The college is currently reviewing learning management systems (such as Blackboard). James
Glapa-Grossklag is requesting a full-time math faculty member to take part in the discussion.
Please contact him if you are interested.

Math 211
A subcommittee of the dept will form to review textbooks for Math 211.

mCAL/Mastery Learning
Cherie discussed modularizing classes for mCAL. Please contact Cherie if you would like further
information.

SLO Assessment Cycle
The following classes will need their SLO’s assessed: Math 059, 083, 104, 130, 140, 213, 214,
215, and 240. Discussion followed.
Introductions

Course Coordinators
Dennis Morrow 025,058
Collette Gibson 060
Ruzanna Baytaryan 070
Mike Sherry 102,103,104
Matt Teachout 140

Faculty News
Cherie announced the formation of a temporary position to head the mCAL lab. The lab will be open MW 8:30-5:30, TTh 8:30-6:30, and FS 9-1. The mCAL instructors are redesigning 026. Collette announced that she has 5 units of reassigned time this semester. Some of the items she will work on include supplemental instruction, institutional research, meetings with the Hart district, and assessment.

Calendar
Department meetings, Spring 09:
2/24 BONH-330
3/10 BONH-330
3/24 BONH-330
4/14 TBA
4/28 BONH-330
5/19 LIBR-206
Time: 3:30-5 PM

Conference: CMC March 6,7  Registration due February 23

Math seminars: Monthly on Tuesday

Curriculum review: Collette requested 2 Friday workshops for 060, 058, and 025. Dates and times will be decided at the next department meeting.

Math club and seminars
Jim asked members to announce the math club meetings in their classes. He welcomes ideas for the monthly seminars.

Junior High summer institute
Jim plans on teaching topics from the math club next summer in 2 sessions, June 15-19 and June 29-July 3, 11 – 12:45. If anyone else is interested in participating, please let him know.

Department guidelines
Sab asked for input on the document. He created it as a reference to help instructors and deliberately kept it brief to be easily read. He considers it a work in progress. Dennis will work on a statement concerning homework.

Program review
Ana would like a small (2-3) group of instructors with one coordinating to fill out the document which is now online. Collette has last year’s review. It was suggested that the form be e-mailed so full-timers can think about it. Dennis mentioned the need for program SLOs.
Books for 140 and 060
Matt has formed a committee to look at 140 books for fall. The current book is cheaper in the bookstore this spring, because it will not be used again. Collette asked if the 060 book should be used for one more year. Discussion followed, and it was agreed to do so. Next year the department will consider 060 and 070 books together, after revision of the curriculum in the 2 courses is finished.

070 and 060 SLO assessments
Ruzanna reported 070 results for Fall 08. All percents for the four types of equations fell below the 50% success level: quadratic 49%, logarithmic 24%, exponential 31%, and radical 33%. These results are slightly better than last spring. Discussion followed. Collette distributed a handout of the 060 results for Fall 08. Discussion followed.

SLO assessment for Spring 09
The following courses will be assessed this semester: 025,026,058,060,070,103, and 212.

Reminder
The next department meeting is Tuesday, February 24th in BONH-330 from 3:30 to 5 PM.
Department Meetings
Meetings are scheduled for 8/24, 9/28, 10/26, and 11/23. All meetings are from 3:30 – 5:00 PM in Bonelli Hall 330. Adjunct faculty are welcome to attend.

FIG Mastery Learning in Mathematics
Cherie provided a handout and discussed ideas to be considered in the Faculty Inquiry Group (FIG) on mastery learning. If you are interested in participating in the FIG, please contact Cherie.

Supplemental Instruction
Jose Martin visited to discuss supplemental instruction workshops and guided learning activities (GLAs). He provided a handout with a list learning skills and math topics to be addressed. The handout also provided useful links and contact information for those who are interested.

Welcome Week
Angela announced Welcome Week which will occur during the second week of the semester. If you are willing to volunteer to help with this, please contact Angela. Volunteers will be needed to serve from 1:00 – 2:00 PM on 8/31 in the SIGMA center (Bonelli 206).

CalPass
Angela also announced the first meeting of CalPASS on 9/2 from 3:45-5:15 PM in UCEN 312. All meetings are held on the first Thursday of each month at the same time and location. The theme for this year will be “How to Create a Successful Student.”

Discussion
The department discussed other matters including ideas on what to do in the classrooms the first day of the semester and how to deal with students texting in class. Various faculty shared their thoughts and ideas. Sab also provided everyone with a copy of the department guidelines.

Introduction of New Dean
The new dean of the MSET division, Omar Torres, made an appearance at the retreat to introduce himself to the department. Omar is looking forward to working with our department and division and welcomes any questions or concerns anyone may have. He also asked that any faculty who have not already done so provide him with electronic copies of their syllabi and office hours.
Minutes – Math Department Retreat  
Thursday, August 23, 2012  
By B. Hilst

Math 075
Mike provided a description of this course for faculty who may not be familiar with it. Matt and Kathy then proceeded to discuss some results of the pilot classes that were offered during the spring semester. Their information included retention and success rates, conferences and training that faculty have undergone as well as training to be provided for tutors, and plans for upcoming workshops and seminars. Please contact Matt or Kathy if you would like more information.

Math 060
Luong brought up discussion of changes that should be made for this course because it will now focus more on students in the STEM path. The department agreed to work together on changes to the final exam for the fall semester. Discussion will also begin on changes to be made to the course content and textbook.

COCFA
Sydney reminded COCFA members of the meeting to be held at the end of Opening Day. The next COCFA meeting will be on Wednesday, Sept. 12, from 3:00-4:30 pm.

Seminars
Mike encouraged the department to be thinking of possibilities of people to recommend for the Speakers Symposium Series. Last year, mathematics did not have a guest speaker as part of the series. Jim also brought up discussion of when to have our Math Ideas seminars. If you are interested in presenting at one of these seminars, or for the Math Club meetings, please contact Jim.

Online Courses
Charlie mentioned the possibility of online/hybrid courses returning to the list of math course offerings. More discussion will take place at future meetings.

Dept Policies
Sab distributed copies of the most recent version of the Math Dept Policies. He welcomes feedback, so if you have comments or suggestions, please contact him ASAP. He also mentioned updates to the Math 102/103/104 course outlines as he has been working on the 5-year revisions.

Workshop/GLA Schedule
Questions arose regarding when GLAs and Workshops would be offered this semester through the SIGMA center. The schedule should be posted soon.

Next Department Meeting: Tuesday, September 18, 2:30 – 4:00 pm
Minutes – Math Department Retreat  
Thursday, February 2, 2012  
By B. Hilst

TLC  
Mary Brunty provided some information regarding the TLC lab: beginning Feb 27 students will be required to have their student ID in order to access the lab; faculty are encouraged to have their students attend the workshops and GLAs offered in the SIGMA-MAC; faculty are also encouraged to send Mary their recommendations for students who could serve as tutors for Math 140. Mary also mentioned the hours for the Valencia and Canyon Country TLC labs and the Zone. For more information, contact Mary or visit the TLC website.

Math 075  
Joe handed out fliers with course sequence charts to help get students informed about the new Math 075 course. Mike also clarified some points regarding the course sequence and prerequisites. Kathy presented information showing the approaches being taken in teaching the material for this class. Also discussed was an article by Carol Dweck entitled “Transforming Student Motivations,” which is recommended for all instructors.

Office Hours  
The department discussed some concerns regarding the new office hour policy for part-time instructors.

Division Dean  
Omar Torres, the MSET Division Dean, dropped by the meeting to welcome everyone back and to offer some words of encouragement going into the new semester. He addressed some of the concerns regarding the new office hour policy; he announced the Speakers Symposium Series that will be starting this semester and encouraged faculty to inform him of any recommendations for future speakers; he talked about new course sections that have been added and asked faculty to consider staffing those courses if their schedules allowed; and he mentioned various rooms available to faculty for holding office hours.

Skills4Success  
Ana announced that the schedule for the workshops offered in the SIGMA-MAC will be posted soon and mentioned some of the things that will be on the schedule this semester. For more information, please check the schedule on the Skills4Success website.

Next Department Meeting: Tuesday, February 14, 2:15 PM
Math Club and Seminars
Jim provided announcements regarding the Canyons Math Club and also made a call for presenters. He also mentioned that there will be math seminars for faculty for one hour after each of the department meetings this semester. Anyone interested in presenting should contact Jim.

Skills4Success
Angela provided department members with copies of the workshop schedule “bookmarks.” Mary Brunty in TLC has class sets of the schedules which instructors can distribute to their students. Angela also provided information about Plato software and gave a demonstration of how it works.

Class Sizes
Department members discussed class sizes and policies regarding adding and dropping students. Some disadvantages of adding too many students were discussed; however, ultimately it is the instructor’s decision as to how many students will be added. Instructors may not, however, add more students that what is allowable under fire and safety regulations. Instructors should also be mindful of dropping students who do not show up for class on the first day of instruction as such students may be involved in financial aid fraud.

Announcements from the Division Dean
Omar made announcements regarding the Speakers’ Symposium Series, for which he also provided a handout of the scheduled speakers. He also made announcements regarding the Upward Bound program.

Learning Consortium
Collette provided announcements regarding the SCV Learning Consortium and its meetings for this semester. She also reminded faculty that FLEX credit is available for those who participate.

Discussion
The meeting ended with department members breaking up into groups and discussing possible changes to department policies and procedures as well as common misperceptions that students have about mathematics and education in general.

Next Department Meeting: Tuesday, February 19, 2:25 - 4:00 PM
Psychology Department Retreat

Fall 2013

1. Welcome

2. General Q&A

3. Discussion of SLO results, assessments, and upcoming assessments

A healthy discussion:

Reminder to include the SLO on all course syllabi, where to find course SLOs.

Great results in Psych 172H and 230 = Motivated, advanced students. Fewer sections are offered.

Lower rate in Psych 101H. Some students are not prepared to take the honors course – might be signing up because it was the last remaining 101 course. Maybe increase general 101 offerings so that this doesn’t happen as often? Can we prevent non-honors students from enrolling? (Probably not.)

Passing rate in 101 is 76%. Faculty thought that was pretty good, considering the nature of the course. That course has the largest variety of students, both high and low achieving. Some students might have misperceptions about the course – think it will be “easy.” They need to study their textbook and READ.

Faculty thought that the passing rate for 172 (86.9%) is good! It is a nursing requirement and some students take it as a grad school requirement, too.
Debbie Rio
- History of ISP
- Goals for bringing in students and retaining students
- Create a hub for international students
- ISP may move to PIO
- Cross training is important

Jia-Yi
- Specialties
  - Naomi: Historical memory (17 years)
    - Absence of Director for office management = Naomi
  - Evis: 10 years, help students
    - Create front lines coverage to avoid Evis and Naomi running back and forth
  - Anh: PDSO in previous institution, Academic Counselor
  - Tim: Corporate experience, running office, strategic planning (about 20 hours per week - coordinating and overseeing events, but mostly strategic plan implementation, involvement, tactics)
  - John: Research Coordinator, Title V, compiled info to reserve seats for international students
  - Jooyoung: receptionist, work with students, Korean Golf Program, translation of welcome page, finding recruiting agencies in Korea
  - Alex: volunteer will be Federal Work Study, some at the Sustainability Center, some at ISP. Working on office manual
  - Lacey: e-brochure, marketing, case study, work remotely 5-7 hours per week promo, advertisement, blog, newsletters, SEO, promote within our budget

Team Building
- Two truths and a lie

Brainstorming Process
- No wrong answers
- Understandable
- Be nice
- Be creative

Strategic Plan: Goals, Objectives, Tasks, and Tools
- Terms that were mixing each other up as we talked
  - Ex. what is our goal? Supporting our teammates, putting on the right shoes, cross the finish line, be first.
  - Nomenclature:
    - GOAL - high level goals
    - OBJECTIVES - how do you accomplish the goals
      - Rule: not allowed to write an objective without:
        - Specific - make ISP great
        - Measurable - by getting 1,000 students
        - Achievable - by October
        - Realistic - are we even allowed to bring 1,000 students
        - Timeline - how long do we have?
    - TASKS - what we need to do to get the objectives; TARGETS are short term goals
• TOOLS resources necessary to get the tasks done
  • Everything is in line with the Chancellor's strategic goals for the college
  • Accreditation can walk into the office and ask about the strategic goals
    o The newly developed 3 ISP strategic Goals have no hierarchy; in no particular order
• GOALS
  o Program
  o People
  o Promotion

Jerry Buckley
• ISP is a critical aspect of the college's mission
  o Internet, Economics, Skills

Vision Alignment
• Who are our "clients?"
  o Students, stakeholders
  o Who are our clients/stakeholders?
    ▪ Applicants to the college, family members of applicants, sponsors, parents
      (funders), faculty and staff, admissions & records, student business office, CWEE,
      health center, administrators (Debbie and Jasmine)
    ▪ AS A GROUP: What are their expectations of us?
      ▪ Revenue Generating (within the CCC system)
        ▪ Enterprise zone (generate revenue and pays Rate of Return)
      ▪ Timeliness - everything is ASAP
      ▪ Sponsors have an expectation of confidentiality
      ▪ Applicants want to feel special, comfort, connectivity, sense of belonging
      ▪ Expect information
      ▪ Hand holding
    ▪ What are our feelings about our clients?

• The System/Infrastructure
  o Ultimate program goal: to grow in terms of number of students.
  o As the program grows, we want to develop ways to educate our clients how the system
    works and manage their expectations
    ▪ Train the clients about how it works.
      ▪ Administrative Procedure: Signs - ring the bell
      ▪ Training - when they first come here and a periodic training
      ▪ Engineer out the problem - fill out I-20s themselves, but it has to be legal, which
        is an issue we face (this is the 'just fix it' idea)
    ▪ SOLUTIONS - How to manage the expectations of our clients:
      ▪ Revenue Generating - Segmented growth
      ▪ Confidentiality - We are responsible for the confidentiality of their
        information; These are the types of things that we need to consider - information
        management will have a huge impact on how we work. Evis recommends PeopleSoft to
        manage all student information.
      ▪ Belonging: We will have to fix it solution because we cannot train them to
        not want to belong. Socials with organizations on campus. Integrate
        residents with internationals. Confessionals. A party is really intimidating.
- Information: Asking for non-critical information. General information that comes to their mind - do I need an I-20 for this? Validity is more important than information. They want to feel heard.
- Front desk: we need to identify the times when ISP is really busy and we need to offer these services.
  - The person at the front desk cannot get a full day’s work done. If we had someone who spoke another language - helps with creating a sense of belonging - prefer to speak in their native language.
  - It also makes people feel more adjusted when they can feel validated when a person who speaks English understands me and can communicate with me.
  - Cultural appreciation training around the language for the person at the front desk. **How to properly communicate with sensitivity. What do you want vs. how can I help you? Or what? vs. Can you say that again?**

Streamlining the current office practices to meet current expansion goals
- What do we talk about?
- What is the frequency?
- Staff vs. Business meetings
  - Business
    - Monday morning 10:00 a.m.
    - Priorities for the week
    - 30 minute meetings
    - How can Jia-Yi help with administration
  - Staff Meetings
    - What are our goals, objectives and tasks?
    - Staff meeting is about our knowledge about what we’re doing and what everybody else is doing
    - How do we as an office collaborate with the larger institutional structure?
  - TIME/DATE:
    - Standing meeting with Debbie on Wednesday -
    - Should we have subcommittees and have a staff meeting every other Tuesday
    - How can we make the best use of our time and not spend 1.5 hours on a staff meeting and keep confidentiality top of mind
      - Use OneNote to drop in emails and determine which students have issues/cases that need to be recognized and known by the entire staff
    - Staff meetings should be about quick updates from the subcommittees and any larger issues impacting us as well as possible action items that need to be acted or voted on right then and there
    - **Get IT guy to train everyone in OneNote**
    - CONCLUSION: **Wednesday 10:30 - 11:00 business meeting every week 11:00 - 11:30 every other week is the staff meeting**
- Drop-ins
  - Inquiries from public, students, staff
  - Office hours for Naomi and Evis
    - For community members we can put everything on the website
    - On first visit, we help them. Then we tell them what the open office hours
- Can we plug Evis and Naomi into SARS
- Possible Registration fee. NOT Refundable and IS applicable to your tuition
  - Or we charge you $100 and if you make it here we give you $50
  - Or a voucher to the bookstore to avoid having money refunded or applied to the account