

Board of Director Meeting Minutes of November 17, 2021

I. CALL TO ORDER at **12:01 PM**

II. ROLL CALL

Present: Kristtina Caro, Angelica De Leon, Kabir Dhillon, Mirna Maamou, Jose Simon Carmona, Tyler Luevano, Justin Withers, Joshua Gay, Andrew Pajes, Arazeli Barragan, Tayla Beasley, Martin Castillo, Steve Spencer, Marguerite Hinrichs, Andrew Yunker

Late: Jasmine Domino, Ashmita Ahluwalia, Erik Pinlac

Excused: Zaira Perez, Neilah Peku

Absent: Mark Almeida, Sarah Nielson

III. ACTION ITEM - **Approval of the Agenda**

Motion to approve the agenda of November 17, 2021, by **J. Carmona**, second by **J. Gay**, motion **CARRIED**.

IV. ACTION ITEM - **Approval of the Minutes of November 10, 2021**

Motion to approve the agenda of November 10, 2021, by **J. Carmona**, second by **A. De Leon**, motion **CARRIED**.

V. PUBLIC COMMENT – **Public Comment is intended as a time for any member of the public to address the committee on any issues affecting ASI and/or the California State University, East Bay.**

No public comment.

3:42

VI. UNFINISHED ITEMS:

A.



T. Luevano



an area



K. Dhillon states that we do have office hours every semester and it is very clear cut on having people in the office. The purpose is to ensure there is that student engagement piece to it. As you all know, this last semester we moved to a task model in replacement of that, therefore going into Spring semester, AJ and I decided that the best course of action is to replace office hours for Spring semester. The replacement includes that everyone would be in the office at least 1 hour and you would be doing tabling or in the office. There is that component that there is



included in this memo since have taken action already, but just know that opportunity will be there for the Spring at least for the first 4 weeks of the semester.

K. Dhillon touches base on the routine so that would be considered tabling which I am more



A. Yunker loves the FYM Program but want everyone to know that we can collaborate if this is something we are promoting and moving forward with applications that come in the Fall.

E. Pinlac



the students did not know where to go or who, so they were recommended to us that we take up a different model. Here's the recommended model, and we have implemented this model beginning of Fall 2020. Now students have an advisor so there are still a few students that we are piecing together who started before Fall 2020, but the vast majority of our students have a specific advisor.



M. Watnik states in the past and the old system, they did not know who to talk to at all, and they were they were not on campus yet. For transfer students, they can write to us, and we can help them. Usually, we hand them a program roadmap and we give them some generic recommendations. For the fifth semester, which is the first semester of the junior year, start by signing up for those classes and when you talk to your advisor, if your advisor



M. Watnik answers that they are not specifically told who their advisor is, but I believe Admissions sends them a note. I would have to check with Admissions but once they are matriculated, they are sent a note that includes who their advisor is.

S. Spencer states you can see your success team through Bay Advisor, but it has been a trouble with students using that tool. It a phenomenal tool that states everyone in your success team as well as your major advisor and departments. You can schedule appointments through Bay Advisor, but I still receive emails if they can make an appointment with me which is time consuming responding back and forth. With Bay Advisor, you can see the calendar and pick your own time.

M. Watnik states for an incoming transfer student, they are not given enough information as they are not told who their advisor is until they sign up for classes.

S. Spencer adds that students can reach out to their department not just for advising but what classes they can accept from other schools. I do not think we connect with our departments enough.

M. Watnik shares that academic advisor know what the schedule classes looks like 2 weeks before is goes live. There are always changes last minute but at least 75% of the schedule is known and academic advisor shave access to that. If you were to schedule an appointment, instead of 2 weeks before you can register for classes, but instead 3 weeks before you could probably get in with your advisor and basically know what you are going to end up taking after that discussion and not have to wait until it goes live.

A. Barragan states students prefer to talk to someone in-person instead of emailing multiple people which is why they register later and end up with classes that are needed.

M. Watnik states that face to face appointments is difficult to come by because there are not many students on campus while we do have staff on campus, most staff schedule through Zoom now as they do not have to commute.

A. Yunker thanks Mitch for the information because it is helpful as students are struggling and we are all trying. The communication between advisors and students are important and his information is a great source for students.

A. Barragan states that having that walkthrough is helpful when trying to understand the CSU East Bay system.

M. Watnik states that transfer students are taking more major courses than general courses. They come in with a different record and it can be difficult to understand the major. We know that they are accepting 4 to 5 months in advance and starting with a blank slate. We have a team reach out to those students. Some transfer students are still completing some classes and it can be hard to have them in front of us. I have been trying to get more departments to offer classes for junior transfer students and hold those open longer than they



used to as some departments would cancel classes in June because there was not enough enrollment. We know transfer students are the majority our undergrad which we want them to graduate in a timely manner and be happy with their experience here at Cal State East Bay.

A. De Leon thanks Mitch and what we are hearing from students is that they want a more streamline communication. I understand we are trying to work towards that communication. Within the Peer Academic Coaching program, they created new branch of transfer packs so that we are able to work with packs individually. That model has been successful in terms of helping packs understand advising.

M. Castillo states that Student Life has done good work on social media in responding to transfer students who have specific questions and connecting them to the proper resources. Through Orientation, each Orientation advisor receives a caseload which transfer students are included in that as well. When we started trying to shift the culture, incoming students had the same opportunity to get courses and we cannot tell what courses they have until they submit their transcripts so we can evaluate them properly. Even with an unofficial transcript, our admissions team can turn that around and have them in the first round of enrollment.

M. Watnik wants to follow up with the Associate Vice President had said which was that they are aware that our Admissions team has indicated that our transfer students at our institution are slightly different than a typical CSU. Bakersfield had a lot of transfer students come from the Bakersfield City College whereas our transfer students come from 4 different community college upon admission. Sometimes piecing together all those courses is tricky



problems is receiving a transcript on time that have the remaining classes that a student has taken in the last semester. I think there were some hiccups when schools went into shelter in place because there were delays last year but they certainly have improved their processes and trying to automate as much as possible to give students more information to register for the right classes. We know there is no student in this country who wants to take classes that do not make progress towards their degree.

K. Caro thanks everyone and we have a little bit of time left for this meeting. Any questions or discussion for Mitch?

A. Yunker states I remember that housing has good information for student that they compiled a database of questions that they were receiving from different areas from students. They created a FAQ which a lot of those answers helped, and I even sent students there. I think it would be helpful if you guys compiled a frequently asked questions for transfer students and putting that on the website.

A. De Leon states I was thinking something similar if this has not been done already. For the future, we could have an assessment survey for advising post pandemic on what could be best for transfer students or any students. I understand there is survey fatigue, but it would be nice to have data of exactly what transfer students need.

S. Espinoza thanks for that great suggestion. This is not intended to discount anything but every campus that I have worked at, advising has been a challenge. At the last 2 campuses, they did an overhaul of looking at this structure and planned to organize it. It is a challenge because there is collaboration between a lot of different people and keeping everyone informed to the differences and policies. As a university, all the people who are involved in advising are interested in doing a good job and helping students be successful. I know that the Provost is interested in making sure we can make a better experience, therefore we are open to any feedback or suggestions that you have for improvement.

M. Watnik states my boss was our last Accreditation Liaison Officer and one of her strengths is assessment. She is interested in assessing the advising experience and improving it. Since I am statistics professor, last academic year, over 90% of our students are undergraduate and had at least 1 academic advising appointment with an advisor. I prefer it to be 100% but I am seeing more students graduate closer to 120 units minimum. We used to have a lot of students that would have over the minimum because they took unnecessary classes. I think advising has improved and will continue to do so. Any suggestions that you all bring up to our unit and we will do our best to act on it.

K. Greer appreciates Mitch and others participating in the conversation because it is important to talk about advising. We also see you all as a resource in terms of helping us know where we can do better and sharing information as well. While we do not have time



to discuss data, maybe we can come back to it in the future and show you our progress on the graduation initiative. We are seeing data that looks promising that transfer students are doing well. Thank you for letting us come and have the conversation around advising!

K. Caro states we can work together to talk about the data about commencement rates. Any question or discussion for Provost Greer?

1:33:27

VIII. SPECIAL REPORTS:

No special reports.

1:33:35

IX. ROUND TABLE REMARKS

K. Caro states I was not planning to have a Board of Directors meeting for December 1st because it is a dead week, but we do have items to tend to. We will be having a meeting that day and I already sent out the calendar invite. Also, we have a Senate meeting this Friday from 4 to 5 PM. If any of you can make it, come support us!

A. De Leon reminds everyone that this Thursday, a couple of our API members are meeting with Trustee Kimball during lunch. I hope everyone has a good recess and celebration with your family. Please take care of yourself next week and I am sending all the love to everyone!

E. Pinlac states this week, the Executive Director Committee finished all the interviews and will be meeting tomorrow to narrow down the search to invite 2 or 3 candidates to campus. The date is tentative but try to keep your calendars open from November 29th through December 5th. It is the week after Thanksgiving, but it would be valuable for you all to participate in the process. This person will be the new Executive Director for potentially many years. I want to make sure you all take care of yourself next week. We do have a couple of people on vacation next week so look at the team calendar if you need to speak to anyone specifically. Lastly, I did speak with AJ and Kabir, we did finalize the dates for the retreat to be on January 14th to 16th. The 14th is a Friday which we will be on campus, and we will be reaching out to some of advisors to see if they can help present certain topics on the 14th. Have a great Thanksgiving next week and please take care of yourself. This is the time of the year where things are waiting on us and we are waiting for them.

1:36:30

X. ADJOURNMENT at **1:48 PM**



Minutes approved by:

Chair of Board

Name: Krisstina Caro

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Minutes approved on:

12-01-2021

Date:

