STUDENT SERVICES CONFERENCE

Leading with Compassion, Commitment & Cultural Competency

FOOTHILL COLLEGE
February 6, 2020 | Mexican Heritage Plaza
CULTURAL COMPETENCY

We engage and communicate across abilities and cultures to foster an environment of inclusion. We acknowledge our own implicit biases and are sensitive to disproportionately impacted groups.

-Student Services Division Value

FOOTHILL COLLEGE
NEW TAKEOVER

“It’s a song for all the underdogs, minorities, the left out, the abused, the forgotten, indigenous people who don't have a way or a platform to speak or express who they are and their truth.”

-Artist Stan Walker
Community Cultural Wealth - It’s A New Takeover

Dr. Voltaire Villanueva, Counseling Faculty
Dr. Laurie Scolari, Associate Vice President Student Services
Community Cultural Wealth

- Tara Yosso

"An accumulation of cultural knowledge, skills and abilities possessed and inherited by privileged groups in society."

Argues that scholars often turn to deficit thinking when it comes to communities of color.

Social Capital

- Pierre Bourdieu

Family or formal schooling

“An accumulation of cultural knowledge, skills and abilities possessed and inherited by privileged groups in society.”
Flipping Education: A New Takeover

Positionality

The Arts

Differentiated Learning Styles
CONFERENCE THEME

Student Services: Leading with Compassion, Commitment & Cultural Competency.

REAL TIME FEEDBACK

3 C’s: Cheers, Contemplations, Concerns

CONFERENCE OBJECTIVES

- To promote collaboration in student services
- To infuse the day honoring equity and cultural competency
- To reinvigorate morale, promote enjoyment, and incentivize motivation for the year ahead
- To demonstrate appreciation for student services staff, faculty, and administrators
Who’s Who At Your Table?

Name, Title, Dept

What excites you about your job right now?
Student Services
Vision, Mission & Values

Dr. Laurie Scolari, Associate Vice President Student Services
# The Four Agreements by Don Miguel Ruiz

<table>
<thead>
<tr>
<th>Be Impeccable With Your Word</th>
<th>Don't Take Anything Personally</th>
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<tbody>
<tr>
<td>- Speak with integrity</td>
<td>- Nothing others do is because of you</td>
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<tr>
<td>- Say only what you mean</td>
<td>- What others say and do is a projection of their own reality.</td>
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<td>- Avoid using the word to speak against yourself or gossip about others</td>
<td>- When you are immune to the actions of others, you won't be the victim of needless suffering.</td>
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<td>- Use the power of your word in the direction of truth and love.</td>
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<th>Don't Make Assumptions</th>
<th>Always Do Your Best</th>
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<td>- Find the courage to ask questions and to express what you really want.</td>
<td>- Your best will change from moment to moment; it will be different when you are healthy as opposed to sick.</td>
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<tr>
<td>- Communicate with others as clearly as you can to avoid misunderstandings, sadness and drama</td>
<td>- Under any circumstance, simply do your best, and you will avoid self judgement, self abuse, and regret.</td>
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STUDENT SERVICES DIVISION VALUES

**Compassion**
We practice empathy, respect, professionalism, kindness, and forgiveness in serving our students and with each other.

**Commitment**
We aim to do our best, always, and are driven to achieve excellence by valuing accountability, teamwork, and serving our students honorably.*

**Cultural Competency**
We engage and communicate across abilities and cultures to foster an environment of inclusion. We acknowledge our own implicit biases and are sensitive to disproportionately impacted groups.

**Communication**
We provide consistent, timely, and clear information to our students, and we ensure follow-through with actionable steps.
STUDENT SERVICES DIVISION VALUES

Agency
We validate the assets that our students arrive with and encourage them to apply them towards their own self-sufficiency.

Integrity
We speak with integrity with each other and with our students. We practice direct communication and active listening to ease misunderstandings.*

Accountability
We are transparent with our data, hold ourselves accountable, and alter our course of action through a comprehensive continuous improvement process.

Collaboration
We work in partnership with and across departments to serve students and all members of the campus community by applying best practices, encouraging cross-training, and engaging in effective problem-solving.
DIGNITY

We treat our students and each other with dignity and honor by acknowledging everyone’s unique perspectives, backgrounds, and abilities.

-Counseling Division Value
SOY YO

“It’s a song that addresses bullying and intolerance”

-Artist Bomba Estero
Who's Who in Student Services Resource Fair

Manny Diaz, Admissions & Records
# BINGO

Your Name: ____________________________

Instructions: Let’s play bingo! You can win Bingo by filling out boxes vertically, horizontally, or diagonally. Please write the name of the department or division in the blank spaces. When you’ve successfully completed it, enter your bingo card into the raffle box for a chance to win a prize.

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<td>B</td>
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<td>The value of &quot;self-advocacy&quot; is in this division:</td>
<td>The value that mentions &quot;growth mindset&quot; is in this department:</td>
<td>This program lists &quot;specialized attention&quot; as one of their values:</td>
<td>This department has 3 supervisors on their org chart:</td>
<td>This department aims to be &quot;solution-based&quot; as one of their values:</td>
</tr>
<tr>
<td>This department has &quot;hope&quot; as one of its values:</td>
<td>This division has 7 departments in its org chart:</td>
<td>This department mentions &quot;ambassadors&quot; in their objectives:</td>
<td>This department has a &quot;motto&quot;:</td>
<td>This department has &quot;navigating&quot; as one of its values:</td>
</tr>
<tr>
<td>This office aims to provide clear and accurate placement through multiple measures:</td>
<td>The purpose of this center is to increase transfer opportunities:</td>
<td>This office mentions the word CARE in their purpose statement:</td>
<td>This office assesses student credits:</td>
<td></td>
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<tr>
<td>This department has &quot;academic coaches&quot; in their org chart:</td>
<td>This office establishes agreements between Foothill and other colleges:</td>
<td>This department aims to increase tutorial services for students with disabilities:</td>
<td>This division has &quot;accuracy&quot; as one of its values:</td>
<td>This office has &quot;honor&quot; as one of its values:</td>
</tr>
<tr>
<td>This division has &quot;inspire&quot; as one of their values:</td>
<td>This division is the only one to have a &quot;department chair&quot; on their org chart:</td>
<td>This department has 3 Fin Aid assistants on their org chart:</td>
<td>This department plans to create 18 workflow documents:</td>
<td></td>
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## LET’S PLAY BINGO!!

### The Plan:

- Fill out your name at the top
- How to win: fill out boxes vertically, horizontally, or diagonally.
- Write the name of the department or division in the blank spaces.
- When you’ve successfully completed it, enter your bingo card into the raffle box for a chance to win a prize.
LEADERSHIP

We uplift our student voices by providing them with a platform to cultivate their leadership capacities.

-Student Affairs & Activities Value
MAKE IT BUN DEM

“We have immense power, when uplifted, can fight injustices.”

-Artist Damien Marley
The State Of Communication In Student Services:
The Whoa’s And The Wow’s

Dr. Laurie Scolari, Associate Vice President Student Services
WHY A PRE SURVEY?

Data-Informed

Seek qualitative data

Question institutional policies & practices

Avoid student blaming

Disaggregate the data to better understand equity gaps

Formulate interventions that address underlying causes

Measure progress
WHY A PRE SURVEY?

“Vulnerability is our most accurate measurement of courage.”

-Brene Brown
SURVEY RESULTS

- Survey distributed via IR office mid Dec to mid Feb
- Departments surveyed:
  - Admissions and Records, Financial Aid, Counseling Services, Student Affairs and Activities, Disability Resource Center (DRC), Veterans Resource Center (VRC), EOPS, Psychological Services, Testing and Assessment Center, Articulation, Transfer Center, and Evaluations.
- Survey sent to 80 people employed in Student Services
- 47 responded/59% response rate
“As an entire group, we don't often get the chance to be together very often. More frequent meetings will enhance our communications as an entire group.”
“When I refer students to various Student Services Departments, I feel more confident if I had a specific person I can connect the student to that way students don't feel like he/she is just being re-routed over and over.”
1c: How Up-to-Date is the Website Information?

- Completely: 11%
- Mostly: 53%
- Somewhat: 34%
- Very little: 2%

(Survey Results)
"We need cross training across all student service units."
SURVEY RESULTS

5: Desirability of AVP Office Actions

- **Lead in advocating for students**: 72% Very, 19% Moderately, 6% A Little, 6% Not at all
- **Regular Program retreats**: 49% Very, 34% Moderately, 11% A Little, 6% Not at all
- **Attend staff meetings**: 45% Very, 30% Moderately, 23% A Little, 2% Not at all
- **Monthly newsletter**: 38% Very, 40% Moderately, 11% A Little, 11% Not at all
The student services survey results emphasized:

- the need to continue efforts at improving the cross-department/program communication;
- the importance of transparency, visibility in involving staff in decision making process.
LUNCH

Can I Kick It? Yes You Can!
Dance Card Activity

Alexis Donato, Psychological Services
ORDER OF DANCES.

MARCH and CIRCLE. X Mm. 9.8.

1. QUADRILLE, X
2. WALTZ, X
3. QUADRILLE, X
4. POLKA, X
5. QUADRILLE, X
6. SCHOTTISHE, X
7. QUADRILLE, X
8. GALOP, X
9. QUADRILLE, X
10. POLKA, X
11. CONTRA, X
12. QUADRILLE, X

INTERMISSION. X

13. WALTZ, Florence Plagg
14. QUADRILLE, Kate Callen
15. SCHOTTISCH, Annie McAllister
16. QUADRILLE, Kate Callen
17. GALOP, Kate Callen
18. QUADRILLE, Ella Jones
19. NEWPORT, Kate Callen
20. QUADRILLE, Florence Plagg
21. QUADRILLE, Ada "Pepsi" McCallum
22. QUADRILLE, Ada McCallum
23. POLKA, X
24. QUADRILLE.
Learning & Growth: We promote a respectful learning environment where we are open to continuous learning and growth.

-Solution-based: We enjoy working as a collaborative team to solve problems to provide the best student experience possible.

-Positivity: We model a growth mindset by cultivating a positive work environment that is solution-oriented.

-Admissions & Records Value

-Financial Aid Value

-Student Affairs & Activities Value
THE POWER OF YET

The “power of yet” teaches kids not to give up; you may not be able to do something...yet! Don’t get frustrated, just add “yet” on to the end of your sentence.

-Artist Janelle Monae
What’d I Say: Streamlining Communication in Student Services

Rick Edwards, Student Affairs & Activities
Instructions

- Assign a person to be your scribe to document your ideas
- Assign a person to report out on behalf of your group
- 45 min total for activity (30 min group time, 15 min report outs)

Your Guiding Questions

- How we can improve communication between other departments?
- What cross training ideas do you have?
- Team time: What are your conference and retreat ideas?
Enjoying The Daily Hustle

Jackie Lauese, Disability Resource Center & Veterans Resource Center
Instructions

- Assign a person to be your scribe
- Use your poster paper to document your ideas
- We have 30 min for this activity
- No report outs

Your Guiding Questions

- How can we make our workplace more enjoyable?
- What activities can we implement to keep you motivated at work?
- What ideas do you have for showing appreciation for our employees?
HOPE

We serve students to help them feel they are not alone, and we are here to instill hope.

-Psychological Services
Goal Setting For Student Services

Fan Orr, Financial Aid
Instructions

- Brainstorm a goal for any of these categories
- Assign a person to be your scribe
- Use your poster paper to document
- We have 45 min for this activity (30 min group time, 15 min report outs)

Goal Categories

- Student Achievement
- Health, Wellness & Safety
- Collaborative Partnerships
- Communication & Planning
- Equity & Social Justice
JOYFUL

We promote a positive, healthy, safe, and unbiased environment that is welcoming, mindful, and joyous.

-Disability Resource Center & Veterans Resource Center Value
Creating A Motto for Student Services

Tobias Nava, EOPS
A Motto is a short sentence or phrase that reflects the beliefs or ideals of a department or program.

Examples from other Student Service units @ other colleges:

- “Students First”
- “Excellence, Impact, Success.”
- “Advancing Knowledge, Transforming Lives”
- “We serve, support, and inspire students to soar to their greatest potential.”
Instructions

- Assign a person to announce your motto
- Your group will have 20 min to come up with a motto
- Applause meter tells us winner
- Winning table gets a prize

Our Student Service Values

- Compassion
- Commitment
- Cultural Competency
- Communication
- Agency
- Integrity
- Accountability
- Collaboration
Closing Remarks

Leading with Compassion, Commitment & Cultural Competency

Dr. Laurie Scolari, Associate Vice President Student Service