
Absent: Amanda Buchanan, Faye Crosby, Alma Sifuentes

Guests: Executive Director Pablo Reguerin, Retention Services and Director, EOP; Holly Cordova, Director of EOP

1. Approval of Agenda
2. Updates and Announcements
   a. Lucy reminds the group to submit their spring quarter availability
3. Measure 7 Presentation
   a. Pablo Reguerin is here to present on Retention Services Administration, Education Opportunity Programs (EOP) and Learning Support Services
   b. Pablo recognizes and thanks students for continued investment of Measure 7 funding.
   c. Themes in Retention Services
      i. Retention Services is in the business of student retention and student success.
      ii. Examples of cases he deals with: a student loses their housing or can’t afford their text books and it’s impacting their ability to perform in the classroom.
      iii. Retention Services provides services to support direct classroom initiatives, including spaces for studying, tutoring, etc.
      iv. Pablo explains that Retention Services is staff led, and students are integral to the implementation of services.
      v. Equity and Excellence: Pablo’s units are always critically looking at student success, and cross tabulating data based on college, ethnicity, etc. As an example, graduation and persistence rates are similar for EOP students and non-EOP students.
      vi. Pablo explains this work is implemented in collaboration with faculty.
      vii. Retention Services does a lot of data analysis, focused on identifying gaps.
   d. Education Opportunity Programs,
      i. $112 K per year from Measure 7
      ii. Academic Advising Map
      iii. Net Book Program: 30 students were recipients of a laptop this year. Student performance will be tracked.
   e. Learning Support Services
      i. Mission – increase student achievement
ii. $177K in M7 funding, 32% of the total LSS budget. 96% of M7 funding is invested into student employment – student tutors who deliver direct services to students. 4% is used to partially fund the staff position who coordinates timesheets, and the administration of program.

1. In 2009 – 2010, 5085 students utilized one or more of the Learning Support Services; this equates to 71,000 program hours of tutoring.

iii. Outcomes

1. Last year, students who participated in MSI had higher pass rates.
2. LSS is involved with implementation of a Sophomore Academy; students who were having academic difficulty at the end of their Freshman year. The program helps get students back on track.
3. Early Academic Warning system; the system will identify students as early as their first quiz of the quarter, who may need additional assistance.
4. Math 2 Stretch Course is helping to bridge students from Math 2 to Math 3.
5. Studies on learning and achievement; ie., the data in the EOP Measure 7 report was produced by Learning Support Services.

f. Retention Services Administration

i. 53K in M7 funding; this partially funds the Executive Director and Budget Analyst positions

ii. Increase persistence and graduate of UCSC students by implementing strategic interventions

iii. Pablo explains that the Retention Services unit have a case management approach, so when a student is in distress, they will only tell their story once, then one person will take the lead in coordinating resources for the student

g. Questions

i. Margarita asks about student participation. Pablo responds that the services are available to all students.

1. Career Center and Learning Support Services provide services across all students
2. EOP is an eligibility based program
3. STARS is available to transfer students, Veteran students and foster youth
4. Disability Resource Center is available to all students, however, services are provided to students who have completed mandatory assessments
5. Learning Support Services: Holly explains that there is high utilization from math and science courses. LSS is experimenting with an early warning system with psychology courses that are required to declare the major (3 classes).

ii. Learning Support Services – large carry forward at the end of last year, $200K. Holly explains that the year before Measure 30 passed, LSS had to restrict
access to their services because of lack of funding. The year after Measure 30 passed, usage was not as high as expected, and there was a savings in Measure 7. Now, utilization is up and Holly expects that the carry forward will be alleviated this year. Holly thanks the students for their continued support. 68% of total LSS budget goes to student salaries.

iii. Anthony says that he would like an update on the implementation of the early warning system in psychology.

iv. Why is there no MSI or tutoring in the summer? Holly explains that two year ago there was some funding provided by summer session but it was not really well utilized. Holly explains that it’s difficult to identify tutors who are available and able to commit to the schedule in summer. Because LSS services were poorly attended for two years, summer session decided not to fund tutoring last year.

1. Warren suggests that MSI can be added in summer for Economics 100A and 100B. Holly adds that MSI should be added for all gateway classes to majors and classes that require a certain grade in order to qualify for a major.

2. Holly explains that some universities are looking at a model when one summer session class would cover two sessions, in other words, one class would be taught over ten weeks, similar to regular year.

v. John asks the group whether they would consider taking one course in the summer that they need to focus on it. There are mixed responses.

vi. Holly shares her email address: hcordova@ucsc.edu. Please contact her with any questions or suggestions.

vii. Pablo’s contact information: Pablo Reguerin at 459-1756

4. Lucy asks about moving forward on the Measure 7 report

a. There are two remaining non-department Measure 7 reserve funds that still need to present (Free and Alma)

b. Forest would like to review all of the specific budgets for the units

c. Margarita suggests that at the first meeting of spring quarter, we should summarize and prioritize the services and departments.

d. Warren recommends that LSS and MSI should have more money so that summer session can be fully supported; students either catch up or get ahead in summer session and the timing is critical.

e. John suggests that summer needs support, etc.

f. Callin suggests that we look at the bigger picture; can we resolve issues in Measure 7 – larger issues, broader issues of Measure 7

g. Warren asks whether we should focus on academic support services first?

h. Margarita suggests that everyone go back to the binders and review all of the reports and take note of the issues that really stand out.

Next Meeting: Spring Quarter, TBA