

Meeting Minutes 014



State Center Community College District- West Fresno Campus

SIM-PBK Project Number: 18-14 (PBK 18165)

Date and Time 09/07/2018 at 9:30
Meeting Subject Student Services
Meeting Location ST 202
Meeting Facilitator Alan Stilts/Raleigh Sullivan
Attachments: Plans & markups from meeting; attendance list

Attendees:

Dr. Carole Goldsmith

George Cummings George.cummings@scccd.edu

Becky Barabe becky.barabe@fresnocitycollee.edu

Alan Stilts Alan.stilts@pbk.com

John Smith jsmith@sim-pbk.com

Raleigh Sullivan rsullivan@sim-pbk.com

See attendees list

Distribution:

Attendees listed with e-mail, Kiesha Oliver, Brian Speece, Cliff Whittingstall, Scott Adams

Submitted By: Raleigh Sullivan

Items Discussed

Student Services

- 1) How many full time staff will be on campus?
 - a. At first there may not be any full time (8am-5pm) staff, but should plan for what is currently shown in the plan. Reliable some spaces per the attached plan markup.
- 2) Admissions and Records will be taking payments at this location as it will be a stand alone facility- not supported by another location.
- 3) Enrolment? Plan for 1,000 but going to be a few hundred to start with. Once the other phases are built out the Student Services area may move to give it more space.
- 4) Need to place a question kiosk at main entry- can be computerized, but provide for a welcome desk occupied by staff. A rolling desk is acceptable- this way it can be rolled out when staff is available.
- 5) 90% of all needed transactions and interactions can occur at the counters with roll-up doors with wing walls.
 - a. Re-label each space per the attached markup. Community outreach should be the first person a new visitor sees.
 - b. Group noted that they don't need that many community outreach spaces- Becky noted that some of the spaces would be reserved for partner agency recruiting.
 - c. The cashier should have a higher desk which is a little deeper so that it provides a little more security without putting plexi glass. Dr. Goldsmith has asked that no plexi glass be used dividing staff from public- it sends the wrong message to the community.
- 6) Computers needed for records, admissions, and financial aid. These need to be accessible from main public area, but supervised by staff. It would be better if the community outreach staff were

Meeting Minutes 014



State Center Community College District- West Fresno Campus

SIM-PBK Project Number: 18-14 (PBK 18165)

able to have direct supervision ability to this computer area. One large room for all? Computers need to be secured (locked down) from public during hours when building is open to public but staff are not present. At least 4-5 computers needed,

- 7) No issues were noted with the faculty break room doubling as a work room.
- 8) Open faculty cubicle area was noted as unconventional but workable.
- 9) The councilor's need a separate private space to have sensitive conversations.
- 10) Two storage areas are probably not needed. These are to be designed like an office so that they can perform double use.
- 11) None of the records being stored in this area will be "government records"
- 12) A safe is needed for cashier, and a vault is needed somewhere.
- 13) Community room to be outfitted with enough data and power so that it can be used for "Extreme Registration" where they set up a large long temporary table with lots of computers and register students for classes in a big push before a semester starts.
- 14) Madera Community college layout was referenced many times in this conversation.
- 15) Yellow area is for circulation and can double as spill out space for large events in the community room.
- 16) Relabel the community room to be multi-purpose room.

Tutorial/Study Spaces/ Library/Bookstore Services

- 1) The "quiet" library space is bigger than needed.
- 2) Book store should be located differently and is really selling more merchandise and snacks than books- need to make sure no one gets confused and thinks the book store is the library.
- 3) Needs less stacks but lots of WIFI and data and power connections with lots of seating.
- 4) Two types of tutoring
 - a. Drop in tutoring is most used on main campus- very loud, large room. Groups of students gather to learn and help each other
 - b. Supplemental instruction- one on one, needs private study rooms, current number shown may be adequate.
 - c. ETC (Extending The Class) programs are sized based on number of students on campus and types of programs offered. CTC students are less likely to use this resource but the General Education and Allied Health students probably will.
 - d. Raleigh to visit the current tutoring and library space next week.

Furniture

- 1) A percentage of special chairs need to be provided which can support heavy students.

EN OF MINUTES

cc: File (014)