

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

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



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Community Cultural Wealth - It's A New Takeover

Dr. Voltaire Villanueva, Counseling Faculty

Dr. Laurie Scolari, Associate Vice President Student Services

Social Capital

-Pierre Bourdieu

Family
or
formal
schooling

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

Community Cultural Wealth

-Tara Yosso

Familial
Capital

Linguistic
Capital

Navigational
Capital

Aspirational
Capital

Resistant
Capital

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

Flipping Education: A New Takeover



Young Native American Thomas Moore, before and after assimilation, circa 1897 Credit: Public Domain/News Dog Media

Positionality

The Arts

**Differentiated
Learning
Styles**

CONFERENCE THEME

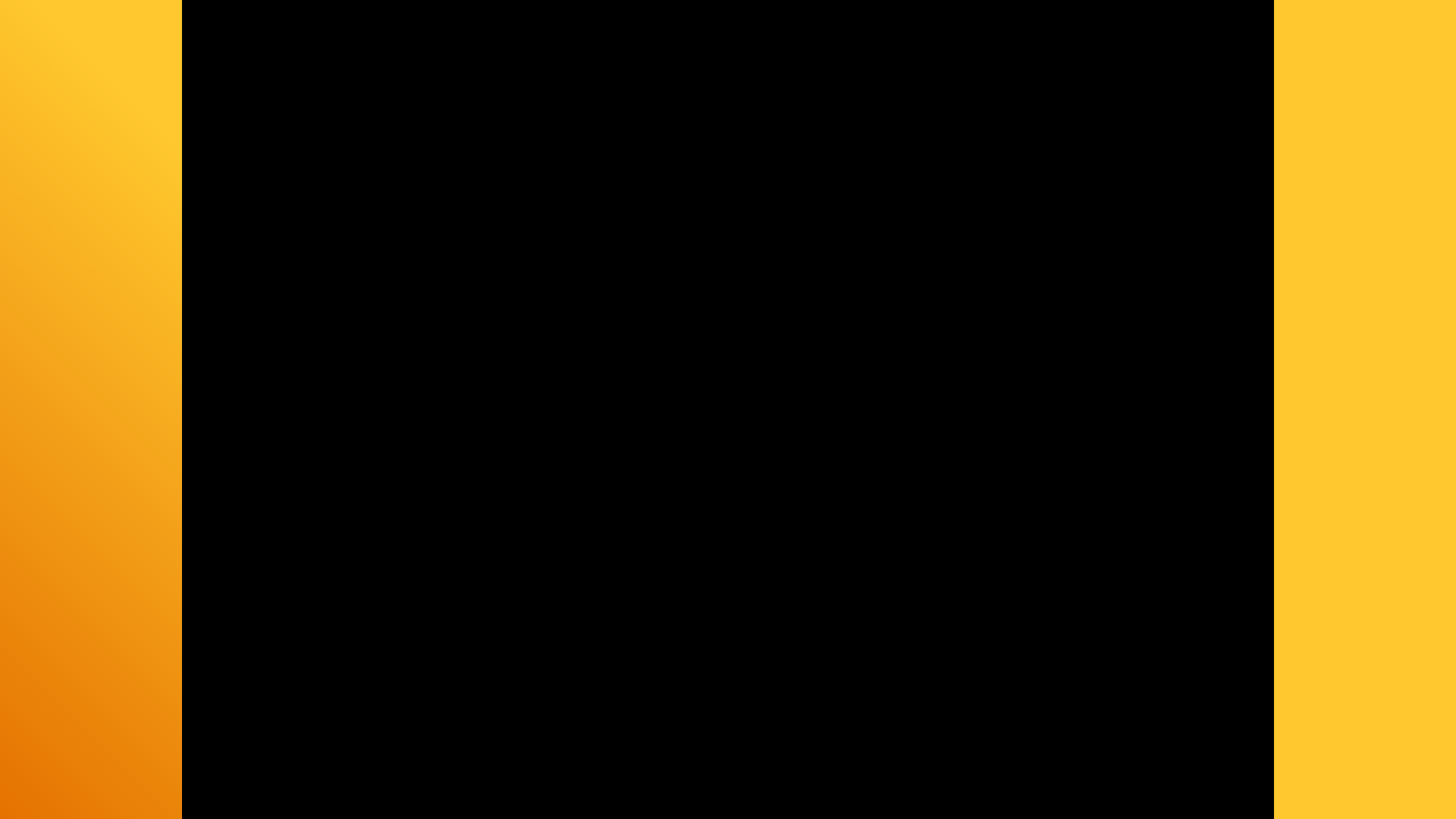
Student Services: Leading with Compassion, Commitment & Cultural Competency.

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

Be Impeccable With Your Word

- Speak with integrity
- Say only what you mean
- Avoid using the word to speak against yourself or gossip about others
- Use the power of your word in the direction of truth and love.

Don't Take Anything Personally

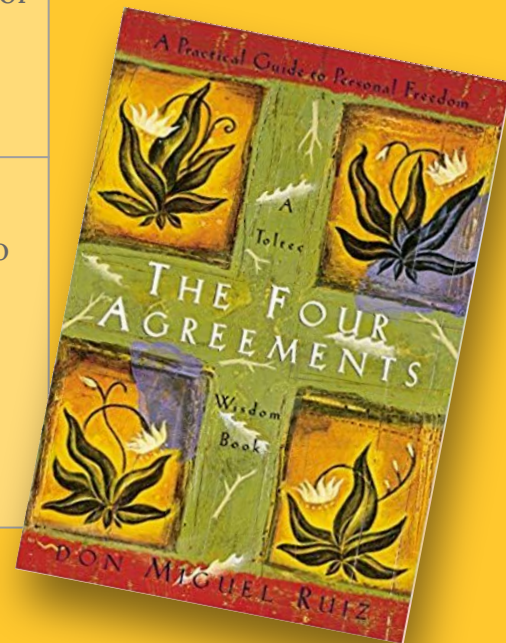
- Nothing others do is because of you
- What others say and do is a projection of their own reality.
- When you are immune to the actions of others, you won't be the victim of needless suffering.

Don't Make Assumptions

- Find the courage to ask questions and to express what you really want.
- Communicate with others as clearly as you can to avoid misunderstandings, sadness and drama

Always Do Your Best

- Your best will change from moment to moment; it will be different when you are healthy as opposed to sick.
- Under any circumstance, simply do your best, and you will avoid self judgement, self abuse, and regret.



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

A young girl with dark hair styled in pigtails, wearing large, clear-framed glasses and a teal-colored top with denim overalls. She is looking upwards and to the right with a slight smile. The background is a blurred outdoor setting with a corrugated metal roof and a fence. The image is framed by a black border at the top and bottom, and yellow bars on the left and right sides.

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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.

B	I	N	G	O
The value of "self-advocacy" is in this division: -----	The value that mentions "growth mindset" is in this department: -----	This program lists "specialized attention" as one of their values: -----	This department has 3 supervisors on their org chart: -----	This department aims to be "solution-based" as one of their values: -----
This department has "hope" as one of its values: -----	This division has 7 departments in its org chart: -----	This department mentions "ambassadors" in their objectives: -----	This department has a "motto": -----	This department has "navigating" as one of its values: -----
This office aims to provide clear and accurate placement through multiple measures: -----	The purpose of this center is to increase transfer opportunities: -----	FREE	This office mentions the word CARE in their purpose statement: -----	This office assesses student credits: -----
This department has "academic coaches" in their org chart: -----	This office establishes agreements between Foothill and other colleges: -----	This department aims to increase tutorial services for students with disabilities: -----	This division has "accuracy" as one of its values: -----	This office has "honor" as one of their values: -----
Title IX is mentioned in this department's objectives: -----	This division has "inspire" as one of their values: -----	This department is the only one to have a "department chair" on their org chart: -----	This department has 3 Fin Aid assistants on their org chart: -----	This department plans to create 18 workflow documents: -----

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.”

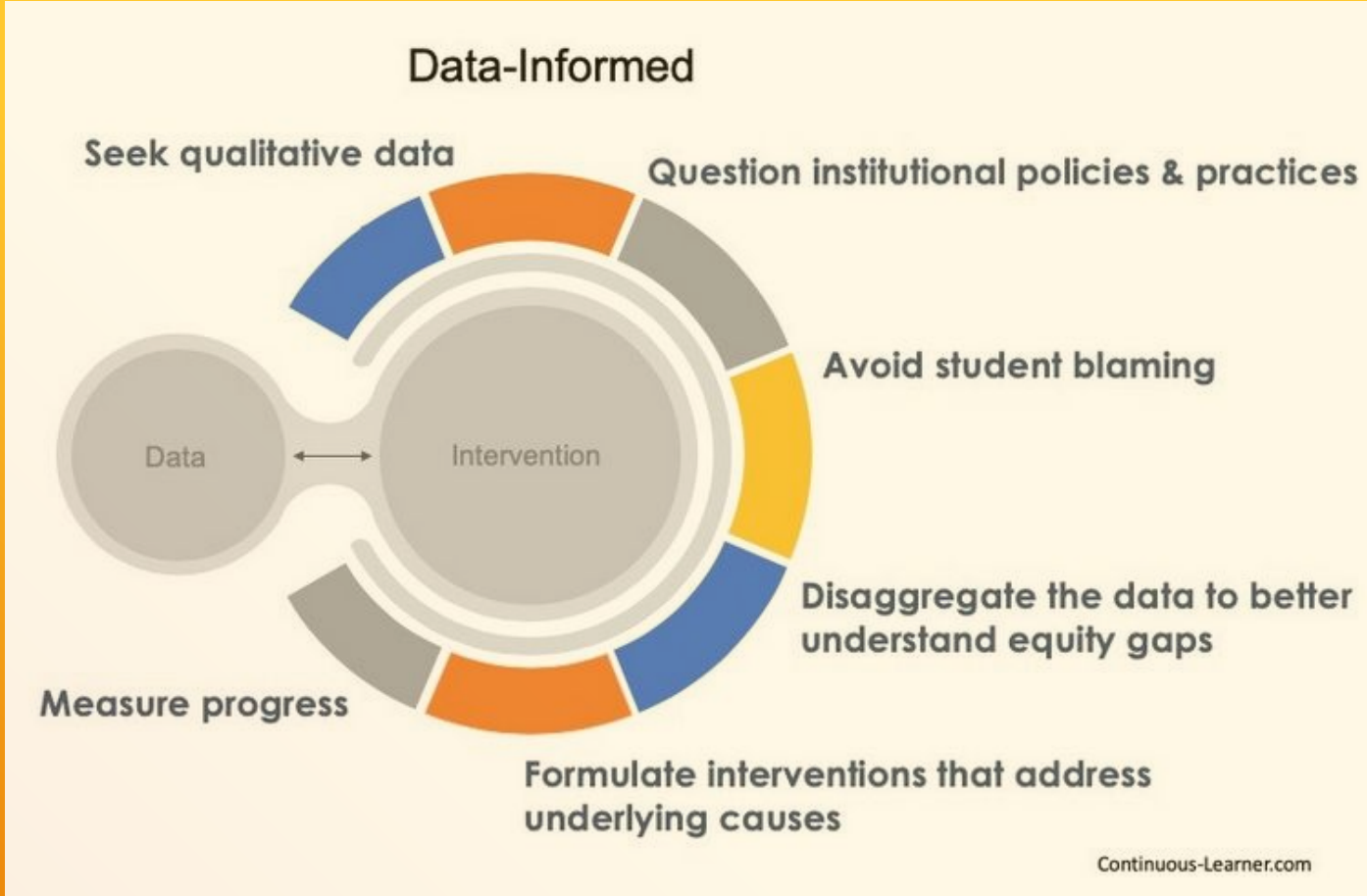
-Artist Damien Marley



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?



WHY A PRE SURVEY?

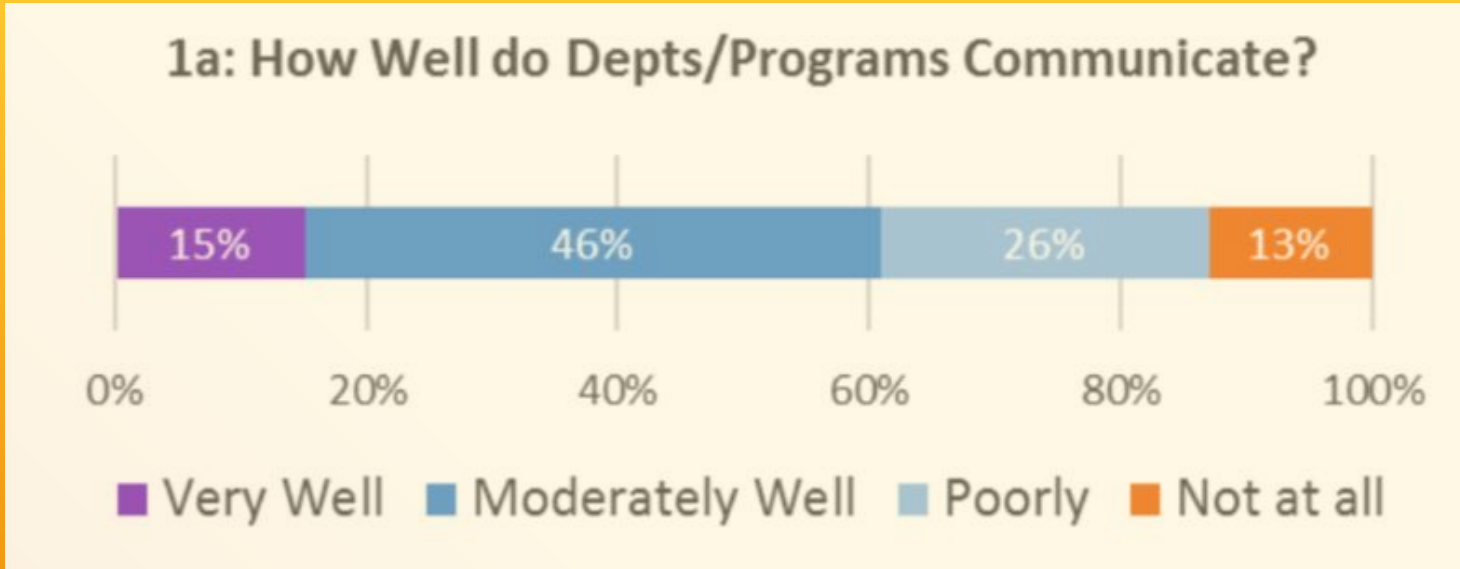
“Vulnerability is our most accurate measurement of courage.”

-Brene Brown

SURVEY RESULTS

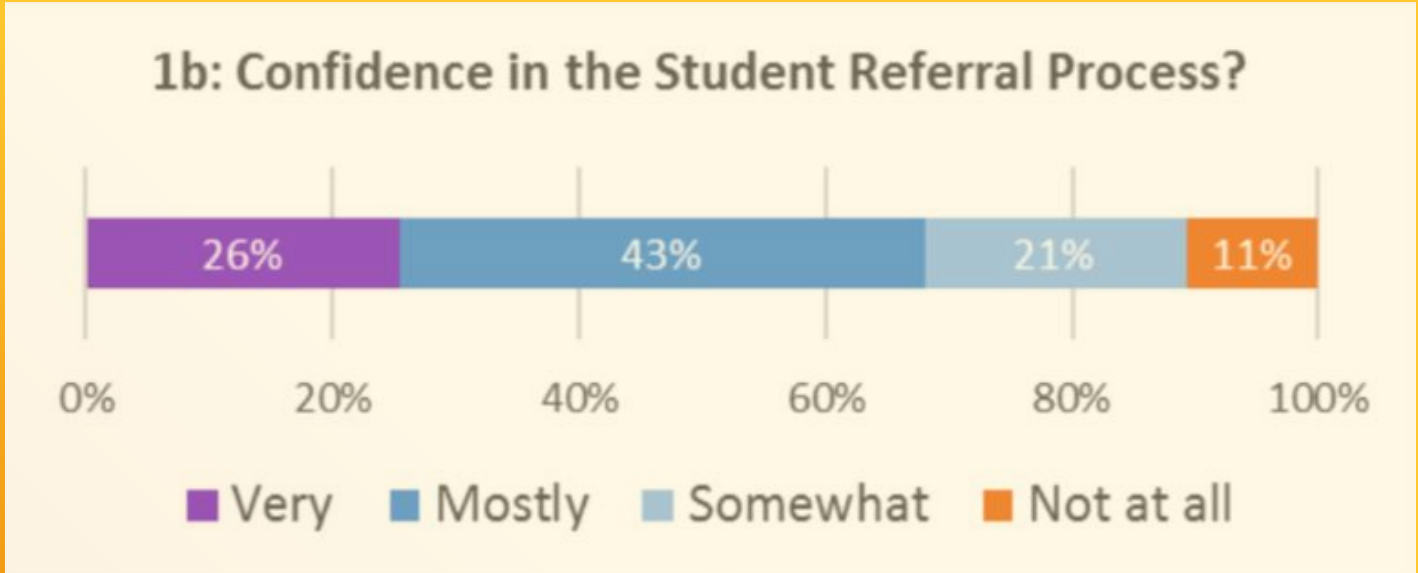
- Survey distributed via IR office mid Dec to mid Feb
- Departments surveyed:
 - Admissions and Records, Financial Aid, Counseling Services, Student Affairs and Activities, Disability Resource Center (DRC), Veterans Resource Center (VRC), EOPS, Psychological Services, Testing and Assessment Center, Articulation, Transfer Center, and Evaluations.
- Survey sent to 80 people employed in Student Services
- 47 responded/59% response rate

SURVEY RESULTS



“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.”

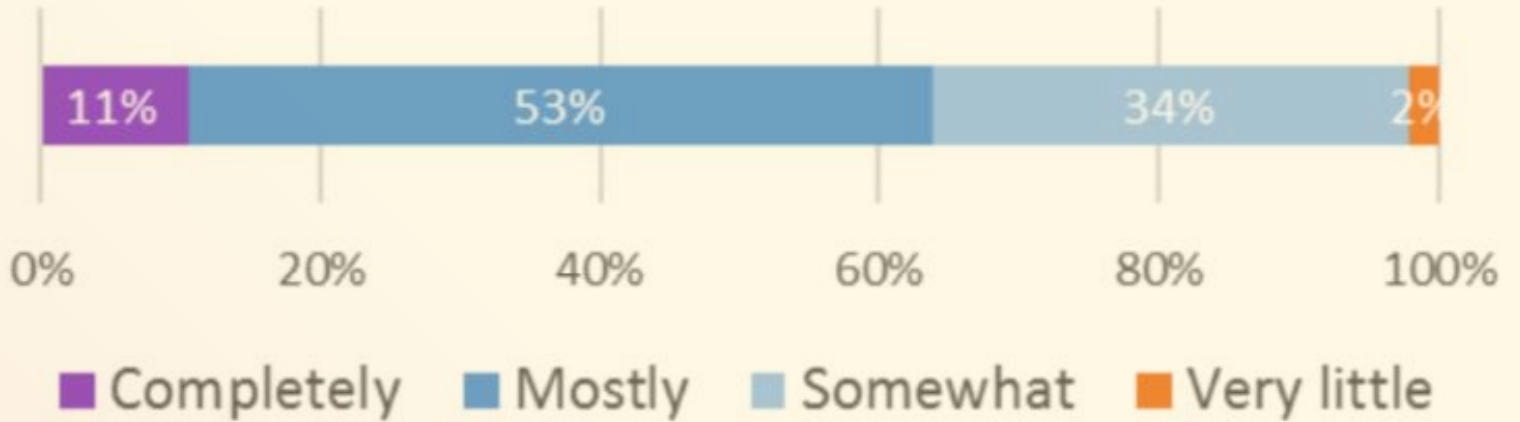
SURVEY RESULTS



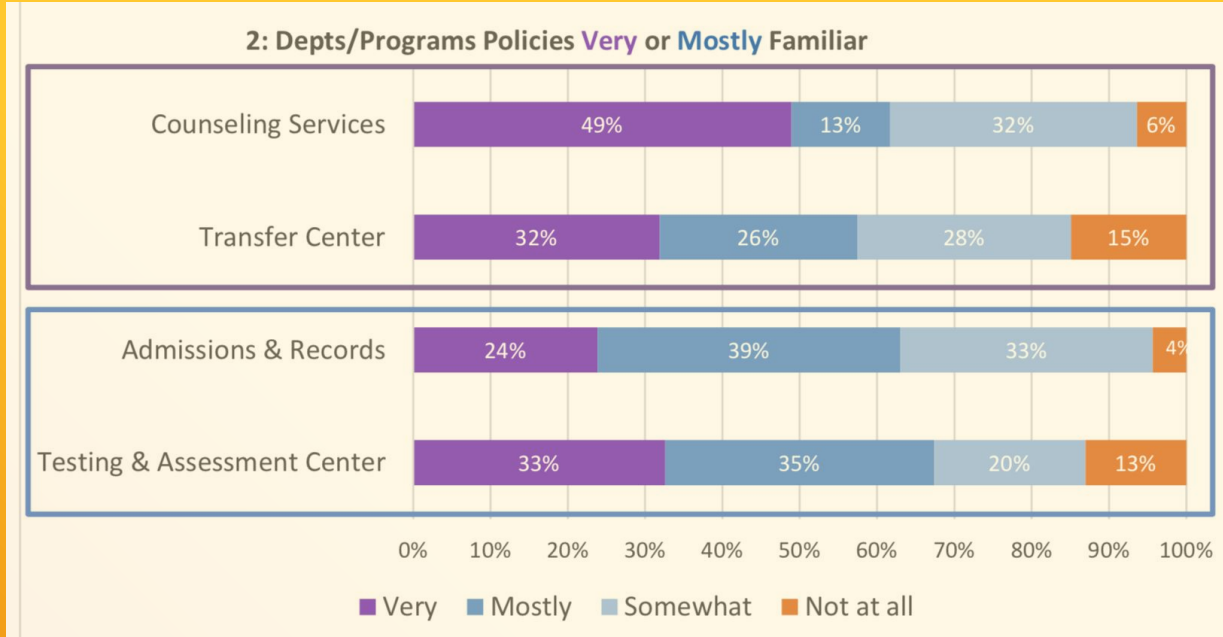
“When I refer students to various Student Services Departments, I feel more confident if I had a specific person I can connect the student to that way students don't feel like he/she is just being re-routed over and over.”

SURVEY RESULTS

1c: How Up-to-Date is the Website Information?

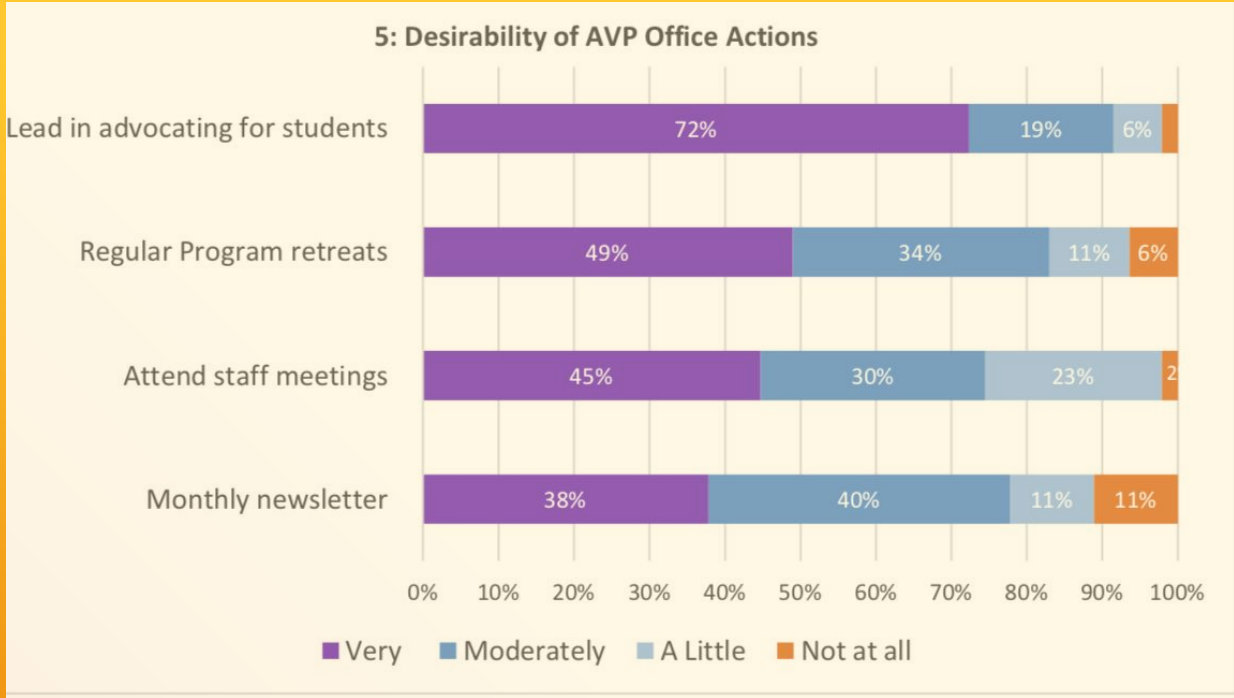


SURVEY RESULTS



“We need cross training across all student service units.”

SURVEY RESULTS



OVERALL

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

DANCE CARD ACTIVITY

ORDER OF DANCES.

INTERMISSION. X

MARCH and CIRCLE. X m. 9.8.

1. QUADRILLE, X
2. WALTZ, X
3. QUADRILLE, Kate Cullen
4. POLKA, Florence Flagg
5. QUADRILLE, Bertha Gardner Dancers
6. SCHOTTISCHE, X
7. QUADRILLE, Annie McAllister
8. GALOP, Kate Cullen
9. QUADRILLE, Mand Sibley
10. POLKA, Kate Cullen
11. GONTRA, X Lady Walpole's Reel
12. QUADRILLE, X

13. WALTZ, Florence Flagg
14. QUADRILLE, X Portland Fancy
15. SCHOTTISCHE, Annie McAllister
16. QUADRILLE, Kate Cullen
17. GALOP, X
18. QUADRILLE, Ella Jones
19. NEWPORT, X
20. QUADRILLE, Florence Flagg
21. QUADRILLE, Ida Taylor Waltz
22. QUADRILLE, Ida Munsie
23. POLKA, X
24. QUADRILLE, X

Learning & Growth: We promote a respectful learning environment where we are open to continuous learning and growth.

-Admissions & Records Value

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

-Financial Aid Value

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

-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



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SESAME STREET.



SONGS

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?

SNACK BREAK



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: WHAT IS IT? WHY DO WE NEED ONE?

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



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