

**Mt. San Antonio College  
DSP&S Faculty Meeting  
March 17, 2014**

**Present:** Barbara Quinn, Tim Engle, Julie Bradley, Eloise Reyes, Christine Tunstall, Jill Wilkerson, Vicki Greco and Christopher Walker

**Agenda**

**Quick Steps PowerPoint:**

Faculty reviewed and discussed changes in the PowerPoint. Eloise took notes and will check with Cyndi for file. We are requesting Robert Coder to triage issues with Student Worker support while students meet with Counselors.

- How to verify that they have completed Orientation?
- **Need to book rooms and put this on Robert's schedule.**
- The schedule will say "Quicksteps" if you are the presenter. If you don't want to present, check with other Counselors to change.

**Drop-ins:**

Several faculty felt the drop-in process as it is now is not working. Several issues were discussed. Students are checking in and leaving; if not there when called, do they get lined up ahead of others when they return? Some students are missing classes while they wait, some are waiting hours. Do those requesting specific counselors go ahead of those waiting for anyone? Several faculty felt some students are being told that they can come to drop-ins rather than wait for an appointment, without determination of appropriateness of drop-in for issue. New student appointments really need more time; they aren't getting/retaining all the information they need, and aren't always showing up for future appointment set after drop-in.

**Plan:**

- Try establishing some same-day appointments with half-hour slots. Right now we'll have them show up to schedule; however, we may consider accepting calls once these get established. **Need to set up SARS code for Same Day.**
- **Julie will talk to Cyndi** about how students are being directed to drop-in times.
- Discussed establishing 1-hour slots with SARS code for New Student. Counselors will set one of these per week, and clear it if not filled 2 days prior.

**Wednesday General Counseling Meetings regarding SSA:**

Who's going? Whether, and for how long varied for each counselor. **Vicki and Eloise will be at the next one for the entire time and will summarize it for our next meeting.**