



The Student Services Messenger

SBCC Welcomes Leslie Perez and Christina Maguire to the Student Services Family



Leslie Perez Joins the Office of Financial Aid

The Financial Aid Office welcomes Leslie Perez as their newest Technician. Leslie joined Financial Aid's virtual office during the last week in June and hit the ground running. Perez is responsible for what used to be called the "the front office." She coordinates incoming communication from students, conducts workshops, and manages peer mentors.

A graduate of Cal State Channel Islands, Perez is also an alumnus of SBCC. She most recently worked for a high school outreach program at UCSB where she was responsible for college guidance at Carpinteria High School, including all aspects of applying for financial aid.

"I was born and raised in Santa Barbara and have always had a great appreciation for this city," Perez said. "I am a first generation college graduate and am grateful for the people who assisted and supported me along the way. One of my greatest passions is helping students achieve their educational goals. I believe that education is power and should be accessible to all who wish to pursue it. I am thankful to be at SBCC and working in a field that I love!"



Christina Maguire Joins the Career Center

The Career Center is pleased to welcome Christina Maguire in a new position as the Internship Coordinator. Maguire is a first generation college graduate and an alumnus of SBCC. She received a BA in Human Development and a minor in Theatre Design from CSU Long Beach. Currently, Maguire is in the Masters program at Cal Lutheran University for Counseling in Higher Education.



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Maguire previously worked with the County of Ventura as an Employment Specialist for some of the community's most marginalized populations. She worked with individuals on CalWORKS, helping connect them to resources to address any barriers they might have to employment, as well as career and educational pathways. She also developed and implemented two grant programs which served justice-involved adults and youth on probation.

Maguire is excited to utilize her personal and professional experiences to assist students at SBCC in their career journeys, especially when it comes to searching for internships and work-based learning opportunities. She looks forward to answering that question "Ok, so what really is an internship?" and explaining how important internships are for career exploration, networking, connecting classroom instruction to real world experience, and skill building.

Maguire acknowledges that the SBCC Career Center is a fantastic team of individuals who are passionate in assisting students and advocating for their career exploration. She is thrilled to be part of the work they are doing and notes that it is wonderful to come full circle and work for the college that started her educational journey.

In addition to developing in her professional field and educational pursuits, Maguire is also a Mexican Folklorico dance enthusiast. She started dancing Mexican Folklorico when she was six years old, and has performed all over the United States and in many local Fiestas.

Paloma Arnold Takes on New Role as Dean of Student Affairs



Paloma Arnold became the Dean of Student Affairs in August when the pandemic was in full swing. Her years of experience working in student services at SBCC have helped her during this unprecedented time. Learning new job duties and responsibilities in a remote environment is challenging, but Dean Arnold feels fortunate to have good working relationships with a strong student services team.

For anyone who has participated in Dean Arnold's Zoom meetings, they may have noticed occasional "cameos" or barks from some four-footed friends. Dean Arnold and her family have two rescue dogs and a cat named Pumpkin. The dogs, Sugar (a nine pound fuzzy terrier who is known for her yaps and is afraid of most people) and Oreo (a 30 pound possible dachshund/beagle mix, known for stealing food from anywhere he can get it), have enjoyed having Dean Arnold home as she works remotely. Oreo has been known to break into backpacks, cabinets, and clothes hampers. His biggest snag was a stack of 80 tortillas. Dean Arnold thinks Oreo will take it the hardest when she returns to working on campus.

Throughout her childhood and even into college, Dean Arnold wanted to be a veterinarian. She is a self-admitted "pretty serious animal person" and worked in a veterinarian hospital while attending college. She was a Political Science and History



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major and considered switching her major to become a veterinarian. However, after enrolling in a Biology class at UCLA she soon realized that was not her calling.

It has also been nice for Dean Arnold's husband and her high school sophomore son and sixth grade daughter to have her home when schools have been shut down. Her daughter is now able to go to school in person and her son is enjoying attending school remotely.

Dean Arnold wants to acknowledge all the hard work everyone is doing to provide support for students and she encourages all Student Services staff and faculty to reach out to her through Google chat or email, whether it's to ask a question, offer feedback, or just say "hi."

Dean Arnold sees her role as trying to make other people's jobs better and easier and also making sure the college is serving students the best way possible. She misses not being able to check in with people in person and is looking forward to the day everyone can return to campus.



Dean Arnold's dogs Sugar and Oreo

Upcoming Events & Deadlines

SB
CC

VAQUERO ACCESS
DAYS

NEED HELP WITH:
**APPLICATION, CLASS REGISTRATION
 STEPS TO ENROLLMENT**
DROP IN A ZOOM SESSION FOR ASSISTANCE!
 *HAY AYUDA DISPONIBLE EN ESPAÑOL

January 4-8
January 11-15

VISIT THE QR CODE OR GO TO THE LINK FOR:
 • DETAILS • TIMES
 • OPTIONAL REGISTRATION
 Visit: <https://www.sbccc.edu/enrollmentservices/lvad/index.php>
 Hosted by Enrollment Services info@sbccc.edu

Enrollment Services to host Vaquero Access

Days: Vaquero Access Days will start on Monday, January 4th and go through Friday, January 15th. Live registration support and help completing the steps to enrollment will be provided to students via daily Zoom sessions in English and Spanish. For more information, visit the [Access Days website](#).

Office of Financial Aid: Dec. 12 is the last date to submit a loan application for students graduating in Fall 2020. It is also the deadline date for a [Fall 2020 CCPG](#).

LRC: Look for emails announcing the Spring Semester 2021 schedule of workshops.

Transfer Academy Webinars: The Transfer Scholars Club hosts [Four-Year Admission Representative Webinars](#)

Have something you'd like to share?

Email studentaffairsoffice@pipeline.sbccc.edu with information about your upcoming event or deadline.



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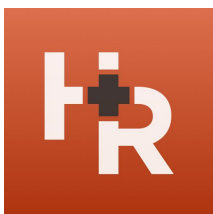


Admissions & Records Establishes COVID-19 Excused Withdrawal Process

Admissions and Records has been notifying students who got a D, F, or No Pass in Spring 2020 that they might want to consider applying for an Excused Withdrawal (EW). Students have one calendar year after the completion of their course(s) to submit the request.

An EW on a student's transcript indicates the student withdrew due to specific events beyond their control that affected their ability to complete the course(s). EWs do not count negatively toward GPA or the student's academic or progress standing. Students who receive an EW due to COVID-19 are also eligible for a refund of enrollment fees. More information is available on the Admissions & Records [COVID-19 Excused Withdrawal web page](#).

Student Health & Wellness Manages COVID-19 Screenings for Students



Student Health & Wellness RNs **Brenda Scherlis** and **Mary Sila** are doing the Healthy Roster daily COVID-19 screenings for students coming to campus.

EOPS/CARE Thanksgiving Holiday Giveaway a Success

Instead of the traditional turkey dinner giveaway, 85 single parent students in EOPS/CARE and CalWORKs were given gift cards worth \$75 each to purchase their holiday dinner at Vons.

Noel Gomez, Interim Director of EOPS/CARE, CalWORKs and Guardian Scholars, extends his thanks to everyone, including many SBCC staff members, who contributed to this worthy cause. The students were very appreciative of the gift cards, and here are some of their comments.

"Our family is struggling so much this year and this support means everything! Thank you for always showing how much you care for us!"

"Thank you for everything you do for all of us! We have been using the food banks and it will be nice to not have to worry about that for Thanksgiving."

"Thank you! This really helps! Can't wait to make some tamales with my mom and daughters!"

In addition to the Thanksgiving giveaway, ten single parent students will be given a Christmas tree for the upcoming holiday season.

DSPS Approved to Hire Replacement Counselor

A DSPS Counselor replacement position has been approved for 2021-22. Recruitment efforts will take place this Spring.



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The WELL Awarded First Runner Up in Statewide Exemplary Program Award

Laura Fariss, Director of Student Health & Wellness, is pleased to announce that SBCC's wellness program, The WELL, has been awarded first runner up in the Academic Senate for California Community Colleges (ASCC) 2021 Exemplary Program Award. This year's ASCC award was focused on Equitable Practices in a Virtual Educational Environment.

Fariss recognized **Becky Bean**, The WELL's Student Program Advisor, for her great work, adding that The WELL is unique in that to her knowledge it is the only free-standing wellness center in all of the professional college organizations she is affiliated with.

The Transfer Center Completes Fall 2021 TAG Cycle & Launches Revamped Website

This year was the second record number of students accessing and completing the TAP/TAG system - 1,107 accessed the UC TAP/TAG system, of which 988 submitted a TAG. Last year, 1,124 students accessed the system, of which, 997 students submitted a TAG.

The [Transfer Center website](#) has been updated with new resources, including a Step-by-Step Application Video Tutorial for the Fall 2021 UC TAG, UC Application, and CSU Application. The tutorials are being used by California Community Colleges around the state.



The LRC Goes Virtual

The Learning Resources Center (LRC) encompasses all tutoring offered across departments and areas on campus. A complete list of tutoring services can be found on the [Tutorial Center](#) page of the LRC website.

The LRC provides remote Computer Tutoring and Writing Center Tutoring. Both services offer the opportunity for students to chat with tutors or to schedule virtual Zoom sessions for support.

The LRC Media Technician can help faculty and students to find resources to support their courses.

The [LRC website](#) offers links to remote subject tutoring and online workshops on a variety of topics related to College Success.

Students also have access to 24/7 online tutoring via NetTutor, which is linked to their Canvas course shells.



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Kudos to the Financial Aid Office for having been an integral part of CARES Emergency Grants for students. Since May, almost **3 million dollars** has been distributed to SBCC Students.

Kudos to the LRC team, including Beth Taylor-Schott, Ivonne Ornelas, Jason Levy, Julio Martinez, Regina Reese, Therese Schweidler, and Violet Casillas in moving services to a remote environment, and for their achievements in improving the services that the LRC provides. They continue to brainstorm about how best to serve students in a flexible way and continue to meet individual students' needs in a warm and welcoming manner.

Kudos to Becky Bean for her great work in The WELL and for submitting The WELL to represent SBCC at the state level for this year's Exemplary Program Award.

Kudos to Adaptive PE instructor Kelly Clark who has done an incredible job offering PE 229 online.

Kudos to the Transfer Center team who has been doing an amazing job serving students; especially through the TAG cycle. Special 'shout-out' to **Dr. Cami Vignoe, Marisol Cota, Tim Griggs, and Renato Marques.**

Recent Department Moves & Reorganizations



Student Conduct, Academic Integrity, and Discipline has moved from the Dean of Student Affairs Office to Associate Dean **Christopher Johnson.**

Admissions and Records, Articulation, EOPS/CARE, and Financial Aid are now under **Paloma Arnold,** Dean of Student Affairs.

The Enrollment Services Department is now housed on the second floor of the Student Services Building in the former Human Resources space.



*Want to give someone a shout out?
Have an update you'd like to share?*

A lot has happened since we were all together last March! If you'd like to give someone kudos or have an update you'd like to share in a future issue of *The Student Services Messenger*, please email it to studentaffairsoffice@pipeline.sbcc.edu.



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MYTHBUSTERS: Every department has its own set of frequently asked questions. Here are answers to some common misconceptions.

Myth: The FAFSA is difficult to fill out.

Fact: The "fear" of completing the FAFSA is often worse than the form itself. Students can get help completing the FAFSA and CADAA at Financial Aid's twice a month zoom sessions. The 2021-22 applications are now available -it's never too early to start applying.

Myth: All K-12 accommodations will be approved for college through DSPS.

Fact: College accommodations are about equal access to instruction. Some K-12 accommodations do not apply to college courses because they fundamentally alter the course or what is being measured.

Myth: Transfer Colleges will know if a student is registered with DSPS

Fact: Being a registered DSPS student is confidential and protected information. Often students are worried about becoming part of DSPS. They worry about the stigma. A transfer college will only be aware of the student's disability if the student self-discloses and requests that records be released.

Myth: on-campus tutoring costs money.

Fact: Tutoring through the LRC is free for all currently enrolled SBCC students. The LRC frequently receives questions about how their tutors can connect with students who are having technical difficulties. The department sends updated emails about the different ways to reach them: via email, chat, or telephone. Students, faculty and staff can also find more information at <https://www.sbcc.edu/clrc/>.

Myth: The Student Health Fee is health insurance.

Fact: The health fee, which is currently \$21/semester, pays for services and supplies on campus. Currently, all student health & wellness services are remote, including HIPAA-compliant medical visits, counseling visits and wellness groups, and trainings.

Myth: UCSB does not have a Transfer Admission Guarantee (TAG).

Fact: UCSB does have a Transfer Admission Guarantee (TAG): <https://admissions.sa.ucsb.edu/tag>

Myth: A student can't take more than 14 units of pass/no pass grading for the UC system.

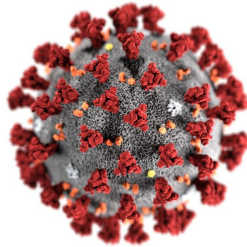
Fact: If a student completes more than 60 UC transferable units, the policy states that at least 46 of the 60 units need to be taken for a letter grade. Up to 70 units transfer to the UC, and thus a student could potentially take up to 24 units for pass/no pass grading.

Have a myth you'd like to bust? Email it to studentaffairs@pipeline.sbcc.edu.



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Student Services in the Time of COVID



The pandemic has changed much about the way we serve students. We asked departments to share how they have adjusted to working remotely.

Financial Aid went from a paper office to a paperless office in less than a week. Some of these changes were already on the calendar, such as our "Verify Your FAFSA" electronic verification service and being able to complete a CCPG application online through CCC Apply. The office has created a chatbot and a sharefile to mimic many of their in-person services.

Disability Services and Programs for Students (DSPS) has revised many electronic forms and procedures to reduce the burden on students. In addition, DSPS has had to rely more on faculty to provide accommodations to students in the remote learning environment. All tutoring support and test proctoring has been moved online. DSPS has relied on students to provide feedback in a number of surveys regarding satisfaction with the delivery of remote services.

All four DSPS Service Providers have modified their practices to meet the needs of students. **Christian Limon** has learned how to incorporate ASL interpreters or real time captioners into the Zoom classroom. **Corina Torres** has transitioned seamlessly to remote test proctoring and has trained her proctors as well.

EOPS/CARE provides remote financial & academic services, including academic counseling, tutoring, Student Program Advisor availability, workshops, book grant assistance, and peer mentors. They have recreated their welcoming front desk in a virtual world by incorporating the EOPS/CARE Virtual Front Desk. Though there is some hesitation about taking online courses, EOPS/CARE is working together to encourage students to enroll.

The Transfer Center offers online counselor meetings and webinars via Zoom, Cranium Cafe, and Google Hangouts. They continue to use Transfer Chat to respond to questions in real-time. They hold appointments and webinars in the evenings, weekends, and throughout the day. The Transfer Center has also established a Counselor of the Day to provide virtual drop-in assistance to students.

Student Health & Wellness offers telehealth and online programming. Health & Wellness has worked with their electronic medical records provider PyraMed to launch a student portal where they can onboard students in a HIPAA-compliant program. They offer telehealth and HIPAA-compliant Zoom sessions. All programs at The WELL have pivoted to online programming.

***We'd love to hear more!** What opportunities and challenges have you encountered with working remotely? Any best practices you'd like to share?*

Please email

studentaffairsoffice@pipeline.sbcc.edu with your experiences and insights.



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All Employees Encouraged to Complete Online Diversity and Equity Training



SBCC employees are strongly encouraged to complete the diversity and equity training that was created by Dr. Carrie Hutchinson.

Classified and Management constituent groups believe this is extremely important training and is in response to the Climate Survey Call to Action. The goal is to achieve 100% participation by all employees. There are two options for completing the training:

Option One: Live Facilitated Zoom Sessions

SBCC Staff and Managers are invited and strongly encouraged to attend the equity training in a live facilitated format, which will take place across three 90 minute Zoom meetings.

In these sessions **Dr. Carrie Hutchinson and Dr. Donte Newman** will walk participants through a detailed explanation of equity, including ways in which inequality manifests in our society and in our institution, and how we can apply an equity mindset in our various roles at SBCC.

The first facilitated training will be held Dec. 9, 10, & 11 from 1:00-2:30 p.m. and the second training will be held Dec 14, 15, & 16 from 10:00-11:30 a.m.

Those planning to attend the facilitated sessions should [register here](#) and then use this [Zoom link](#) to attend.

Michael Shanahan, Vice President of Human Resources and the Advancing Leadership Association (ALA) are strongly encouraging managers to ensure their staff have the time and ability to participate in one of these facilitated sessions.

Option Two: Online Self-Paced Training

As an alternative option for those who cannot take the facilitated training or who prefer self-paced training, employees are also welcome to complete the training that is offered in a self-paced format, in lieu of the Live Zoom training.

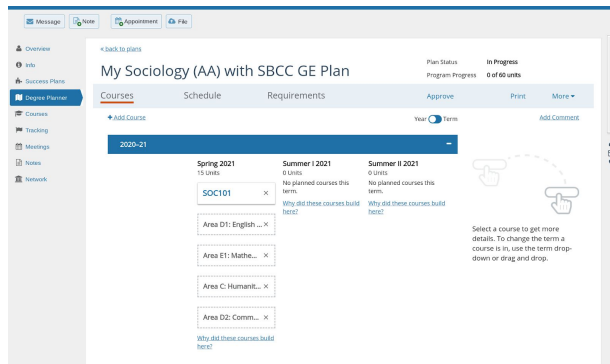
The online diversity and equity training is available at:

<https://prezi.com/view/LITpPg3hVPJjLwk8ppZK>



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Starfish Degree Planner to go live in the Spring: software will provide a “one stop shop” for degree planning



Starfish Degree Planner (SDP) is in the process of being implemented, and is expected to go live in early Spring 2021 thanks to many months of hard work by the Degree Planner Implementation Team comprised of **Liz Giles** (Lead), **Steve Reed** (IT/Starfish Lead), **Christy Grant** (Starfish Lead), **Amanda Neal**, **Laura Castro**, **Sara Hartley**, and **Wendy Peters**.

SDP is the academic planning module of the Starfish Platform and is designed as a comprehensive course planning, degree audit, and academic advising tool that enables students and advisors to evaluate academic progress. SDP is student oriented, mobile and user-friendly, and is designed to show the students' plans, schedules, and program requirements.

Incorporation of SDP into the Starfish suite at SBCC provides a “one-stop shop” for degree planning and communication between faculty,

staff, and students when leveraged alongside Early Alert and CONNECT. It also offers reporting tools which have the potential to help determine degree progress for multiple degrees for each student, as well as help evaluate the demand for courses in current and upcoming terms.

A few highlights of the software:

- **Better Communication:** SDP promotes and maintains open communication between departments on campus as a component of the Starfish Suite.
- **Progress Reporting:** SDP offers enhanced reporting on degree and certificate progress.
- **Enrollment Management:** SDP provides the ability to evaluate future course demand through course capacity reporting.
- **Builds multiple programs** to accommodate multiple majors and certificates, so students are no longer limited to viewing one program at a time.
- **Provides counselors** with a method for creating and managing students' plans to help monitor their progress toward completion and facilitate more effective counseling sessions.
- **Integrates placements, test scores, external coursework, and department exceptions** into degree plans.
- **Displays which classes are available each term** through its integration with the schedule of classes in Banner.