

PRESENT: Steve Lane (Chair), Fred Jacklin, Tina McComb, Graham Pike, Eric Demers, Craig McGuigan, Nancy Twynam, Darrel Mansbridge, Lorna Millard

REGRETS: Bernie Heise, Katie Marocchi, Steve Beasley

SUPPORT: Jolene Edmunds

ITEM	ACTIVITY
<p>Opening</p>	<ul style="list-style-type: none"> • A small Student Services Plan Committee sub-group went through the 40 CAS Area standards to look at who/what department at VIU might be responsible for each <ul style="list-style-type: none"> ○ The sub- group also looked at how the CAS Standards might be rolled out to the whole VIU community • At the next meeting of the whole committee, there was a subsequent discussion about using CAS standards, i.e. why? Is it too American/foreign? Will it put people off? <ul style="list-style-type: none"> ○ Based on the feedback from that meeting Tina McComb took away the CAS Standard assessment for her area to see how it would dovetail in regards to workload and appropriateness ○
<p>1. Student Services Planning Days</p>	<ul style="list-style-type: none"> • Student Services held a planning retreat on October 19 (facilitated by Nancy Randall) • The outcome of that retreat was to allow individuals to be more introspective about where Student Services could go and what it could look like • Looked at four questions that focus on building on strengths, looking at one-stop models, looking at outreach, and looking at current PSE trends and how they relate to VIU <ul style="list-style-type: none"> ○ “let’s be informed by the trends, not led by the trends” was the motto of the day • In regards to the One stop model: talk moved around what students need, i.e. physical space, virtual space, etc. • Facilitator is in the process of arranging notes into themes and highlighting the focus the Student Services seems to be aiming for <ul style="list-style-type: none"> ○ This document will be forwarded to this committee • Questions at the planning session were designed to connect with the academic plan • At next meeting, the four Student Services Area facilitators (that assisted in leading the planning day) will make five minutes presentations to this committee

<p>2. CAS Standards</p>	<ul style="list-style-type: none"> • There is a sensitivity on campus to all of the internal ‘reviews’ taking place, so the idea behind using a tool like CAS is to provide a larger framework that is equal across all areas <ul style="list-style-type: none"> ○ There needs to be both qualitative and quantitative data to set priorities for the usage of funds, i.e. reductions or infusions • As long as there is an objective process that people understand, there shouldn’t be large concerns <ul style="list-style-type: none"> ○ One area of concern is all of the conversations happening around campus, i.e. FSE committee, etc. so one area can do a review but conversations happening in other areas may influence the final recommendations from this group ○ There seems to be concern about the introduction of the tool and the process
<p>3. Next Steps</p>	<ul style="list-style-type: none"> • There are other pieces of information that will be available shortly that will inform the work of this group, i.e. SEM, Nancy Randall’s feedback, etc. <ul style="list-style-type: none"> ○ This group will postpone meeting again until they are able to review the SEM plan and the Student Services Planning day feedback • Between now and the next meeting (Nov. 29): <ul style="list-style-type: none"> ○ Members can reach out to different decanal areas about student services and what their area needs are ○ We will have some milestones/markers (Darrel/steve), process ○ Steve and Darrel will create an action plan for this committee ○ Steve will send out a report to the VIU community regarding the work of this committee • In the intervening weeks, members are asked to consider: <ul style="list-style-type: none"> ○ In so far as students are concerned, what are we trying to learn? Would using focus groups assist in gathering feedback from students? ○ What does the best service delivery model for VIU look like?
<p>4. Next Meeting</p>	<p>November 29, 2011; 12:30 – 2:00 pm; B. 300, Rm. 109</p>