Shasta College

Student Services Council Meeting
Wednesday, January 13, 2021
10:30 AM – 12:30 PM
Zoom

MINUTES

District / Division Goals

Goal 1: Increase First-Year Persistence by 2%
Goal 2: Increase Completion Rate by 2%
Goal 3: Increase completion efficiency by 1%

Goal 4: Increase course success by 1%
Goal 5: Improved math/English through-put particularly for disproportionately impacted groups

Focus Areas: To increase the number of credentials awarded and the number of students transferring to UC/CSU and decrease the number of accumulated units:

- o By the end of the spring 2021 semester:
    - o Workgroup: Improve completion and retention by developing a workflow for proactive student support that aligns meta-major Counselors/ support staff and college / community resources to help students remain on their path.
    - o Workgroup: Improve student retention by completing recommendations for a new Student Services "One Stop" building on the Redding campus.
    - o Improve persistence and through-put by implementing automated Student Education Planning software that would permit students to complete course registration from that platform.
    - o Implement a pre-registration checklist that would permit students to update their contact information and program of study.
    - o Decrease the number of accumulated units by implementing a credit for prior learning website in cooperation with the Academic Senate and the Office of Instruction.
    - o Develop a "stand alone" Career Center in cooperation with EWD.
- o Improve access from application to enrollment by contacting each new applicant in disproportionately impacted groups through the expansion of the New Applicant Outreach Project.
- o Decrease the number of accumulated units by expanding the front-end transcript evaluation process.

Committee Members (voting)					
x	Robert Bowman	x	Sue Huizinga	x	Buffy Tanner
x	Jerry Brown	x	Tim Johnston	x	Natalie Tucker
x	Nadia Elwood		Sonja Mendes	x	John Yu
x	Sandra Hamilton-Slane	x	Amber Perez		
x	Allie Hancock	x	Carlos Reyes		
Guests (non-voting)					
x	Chad Buell	x	Daniel Valdivia	x	Seth Brown
x	Bethany Davis	x	Will Breitbach	x	Jennifer Fox

1. **Approval of Minutes**

a) Minutes Dec. 9, 2020: Buffy Tanner motioned and Sandra Hamilton-Slane seconded to approve the minutes. All in favor, none abstained.
b) Spring 2021 goals
   1. Tim Johnston discussed the Council's goals and focus moving forward in Spring 2021 semester.
   2. Tim reminded the Council that AAP initiatives will be presented on February 3rd. The review and approval of Council rankings will be completed before the March 15th deadline.

2. Program Evaluation Presentations
   a) Transfer Center – Daniel Valdivia / Bethany Davis
      1. Key highlights:
         a. Canvas page to promote awareness of the Transfer Center.
         b. Transfer Center Remodel.
         c. Noticeable issues with students not coming into Transfer Center.
         d. Plans could potentially move the Transfer Center.
         e. Data collection and finding transfer students is an on-going conversation and a growth goal.
      2. Comments:
         a. Sandra stated that we can promote ADT and Transfers more.
         b. Tim expressed the important theme with connecting the work in the Transfer Center and the Equity plan. Pairing resources to achieve the objectives could be beneficial. Tim highlighted that one of the spring 2021 goals is to review previous discussions about the Student Services One-Stop within the 100 building.Tim invited Daniel to come back for this discussion.
         c. Tim highlighted that another goal is to consider how we'll continue to provide services post-pandemic and how to strike a balance between virtual and in person service delivery.
   b) Testing Center – Amber Perez / Julie Crummett / Sandra Hamilton Slane
      1. Key highlights:
         a. The name of the Center has been re-branded as the Testing Center; no longer the Assessment Center.
         b. PACE testing has moved out of the PACE office into the Testing Center.
         c. Currently, there are no proctoring options for ASE.
         d. Pearson VUE now allows remote GED testing and TEAS testing can now be proctored online.
         e. The Testing Center is looking into offering CLEP testing.
         f. Julie Crummett has moved over to support the Testing Center.
         g. The current physical space is limited, and in-person testing can be further limited depending on future protocols.
         h. EWD has reached out to the Testing Center to look into further developing Career Credentials.
         i. Physical space and staffing are the highest consideration for moving forward; especially when we return to campus and offer in-person testing. Consideration for growth in testing support and a centralized testing center would be very beneficial to students.
         j. Tehama Campus could benefit from the Pearson VUE testing.
      2. Comments:
         a. Buffy stated her support for a centralized testing center. She also stated that with the increased growth in CPL, testing support needs may increase – especially with CLEP testing.
         b. Sandra stated that there is a shortage of substitute teachers right now which drives a need for flexibility. Sandra also supported Daniel Valdivia's idea of being a resource to the community.

            c.   Tim stated that form and function informs space and staffing, which will be a big conversation moving forward.
- c) Tim stated his appreciation of the presentations and how the initiative process can help support future staffing needs.
- d) Comments:
  1. Will Breitbach expressed that it is important to highlight staffing on the annual area plan initiatives.

3. Discussion Agenda – with Will Breitbach and team
   - a) Accreditation: Discuss/Provide feedback on the process to review standards. The 2014 Standards are the most recent.
     1. Will Breitbach provided a PPT presentation about Accreditation.

> Process Recommendation:
> Step 1:
> - Review Guide to Understanding and Applying the Students (p.33 and 34). Guide to Institutional Self-Evaluation: https://accjc.org/wp-content/uploads/Guide-to-Institutional-Self-Evaluation-Improvement-Peer-Review_Jan2020.pdf
> - Review Student Services Standards, Sources of Evidence, and Review Criteria (starting on page 70 for section II.C)
>
> During the review, team asks:
> - Based on the instructions for applying Standards (p.33 and 34), can we objectively argue we are meeting the Standard?
> - Do we have the evidence to support the argument?
> - What key pieces of evidence are missing and what do we need to change (do) to make a stronger case?
>
> Final Step:
> - Create action items related to each Standard that will strengthen the case (and generate the needed evidence).
> - Begin collecting evidence in a shared folder (organized by Standard). This will be helpful in about 18 months as we start writing the self-evaluation. Generally, you would only include evidence from Fall 2017 onward.

2. Tim stated that the Council will be dividing into sub-groups to review standards.
3. Comments/Discussion:
   - a. Tim asked Will to discuss the new process for accreditation.
     i. Will stated that the accreditation team will perform a remote visit process. A sub-group will come to visit Shasta College. Timeline will be shifted by 6 months or more, which will give time for us to fix any issues before the official site visit. Mid-point, right now, is a good time to do a self-evaluation and make improvements as needed.
     ii. Will recommends utilization of a Teams environment and to follow the process provided in the accreditation documentation. Will recommends that areas provide a case in the affirmative and provide specific data to back it up. Sierra College serves as a recent sample as well as Shasta College's previous accreditation report. Departments are asked to create their own document repository for now
   - b) Service Area Outcomes: Discuss method to capture data / map SAO/SSLOs to survey(s)
     1. Will complemented the group on the details provided in the assessment plan.
     2. Will is getting the sense that the short form of the climate survey, is generally adequate to cover everything.

3. Will stated that a common climate survey will be used beginning fall 2021 in lieu of the Student Services Satisfaction Survey, CCSSE and faculty climate survey. Point-in-time surveys continue to be an option.
    a. When developing a point-of-service survey, Will recommends a brief format and a formative component. Formative assessment is something you can take action on; something that will allow you to gauge customer understanding and take action if you did not meet your outcome. Ideally, it's an open-ended question in which you can immediately help a student.
    b. Will stated that they could investigate the possibility of using aggregated STOCS data to respond to area SAO/SSLOs.
4. Sampling periods will be an important discussion. Will recommends not doing long assessments every year.
5. The Research team highlighted the benefit of utilizing survey tools from the Research Department rather than Survey Monkey for better analytics. Will also highlighted that it is important to have a sampling schedule and to make it one year before the evaluation year.
6. Tim wanted to remind the Council to look at the SAO/SSLO's documents. The common survey may not include everything needed for each area. If interested in point-of-service survey, important to explore and re-evaluate SAO and SSLOs.
7. Comments/Discussion:
    a. Sandra stated interest in having a meeting with the Research team to go through the "nuts and bolts" of formulating surveys. Chad stated that he would be happy to setup meetings to go over the surveys.
    b. Will stated that the surveys can be setup similar to Counselor STOCS. STOCS are located with a Canvas shell in which a student gets invited into once they have seen a counselor. A staff member has to put the student into the course; however, you can also embed a survey link into another Canvas course. Also, if sending an email, the sender's name can be changed so that student may pay more attention to the email. Canvas will notify the student via email and Canvas until the survey is complete. Research is happy to provide a survey tool for each cohort.
    c. Sue asked the potential lack of response rates on the emails. Will stated that the notification can be an inbox announcement in Canvas as well.

4. **Information Items / Other**
    a) Area Updates / Announcements
        1. Sandra highlighted mental first aid training provided by the Health and Wellness Office; it is to help train non-mental health workers support students who are in distress. The training will provide "tools" and knowledge to help a student's move forward when a situation occurs. Nicole Smith and Cody Turner are trained and are able to train other staff. The first cohort training will be given in the next couple weeks. Funding is available to pay for these cohort trainings; however, once the money runs out it will be up to each department to pay. Reach out to Sonja Mendes if any Manager is interested in having their staff participate.
        2. Buffy gave an update of Admissions and Financial Aid. The office has been seeing a huge influx of first-time students waiting until the very last minute. The students seem to be those who pushed off fall, but decided not to wait any longer. Buffy said to make sure the student is aware to check that they setup their voicemail and their clear their voicemail box.
    b) Carlos Reyes provided an update on courses filling up through the SLAM lens. Carlos is noticing that enrollments are down in key areas. Carlos stated that in the fall there was a demand for late start classes.
    c) Tim wanted to take the opportunity to respond to Will's comment about being a Community College Leader. Tim discussed why he joined this kind of work as there is much to share with the Community and our students. Tim shared a link to underscore the importance in the work we do.
5. **Meeting adjourned at 12:30 pm**

NEXT MEETING:

The next meeting is scheduled for Wednesday, February 3rd from 10:30am – 12:30pm via Zoom

Minutes recorded by: James Konopitski, Student Services Coordinator