



Student Success Committee

Minutes

Jan. 30, 2020

3:30 – 5:00pm

Room 2314

CALL TO ORDER – 3:36pm

ROLL CALL

	Valerie Ambrose		Rose Miranda		Brian Spillane
X	Kari Aranbul	X	Rochelle Morris		Heather Wylie
X	Dan Bryant		Barbara Perry		Bing Xu
X	Cheryl Cruse		Sonia Randhawa	X	Zhanjing Yu
	James Crandall	X	Student Rep – Atina Diep		Melanee Grondahl
X	Jennifer Healey		Susan Sawyer		

Guests		
Mindy Marlatt		

- APPROVAL OF MINUTES – The Committee was not able to make quorum, approval of 12/5/2019 minutes held over to the next meeting.
- INFORMATION
 - The Committee requested that someone reach out to Instructional Technology to find out James Crandall’s replacement.
 - Online Counseling – Presented by Mindy Marlatt
 - Mindy stated that Health Information Technology (HIT) and Health Information Management (HIM) are fully online programs. Most of the students are not from this area.
 - Mind is piloting Zoom counseling appointments, which allows students to see Mindy’s computer screen while she goes over their educational plan/goals.
 - Issues about awareness need to be addressed, whether there needs to be more staff training and/or more marketing of the capability.
 - Zoom is not a very well-known term, so it should not be assumed that a student knows of this capability or what it is.
 - Mindy stated that she offers the appointments in one hour timeslots in order to give enough time to troubleshoot any technology issues and go over their education plan.
 - Mindy believes that it can be a very resourceful tool; however there are some limitations (i.e. not able to book Zoom appointments online).

- Atina Diep, Student Representative, concurred with the Committee that being able to see what the counselor is doing remotely is more beneficial than just doing a phone appointment. The visual will be very beneficial.
- Cheryl Cruse stated that the Library plans to utilize the Zoom feature more frequently.
- Zoom is now available through Canvas, for if any instructor wishes to utilize it for their classes. The request for utilization must be sent to IT.
- Zoom is even phone friendly, though with limitations from the small screen.
- Student Support and Services for Fully-Online Degrees/Certificates – the Taskforce (attachment)
 - The Taskforce is looking at how a student can receive the entire onboarding services with ever having to physically come to campus.
 - The Committee agreed that if we are going to integrate Zoom into Shasta College, we will need to figure out how to make sure it fits in.
 - Embedded counseling is also a big piece that will help fully-online students.
 - Embedded counseling will bring divisional faculty together with each designated counselor.
 - The student will have only a couple main point of contacts that know the programs in detail.
 - Embedded counseling will also create a better feedback loop between faculty and counselor.
 - John Yu provided an onboarding chart to the Committee.
 - Welcome Session step: Possible that students can view a welcome video from the department in which the students program of study resides. The CTE department is actually looking into doing welcome videos for their students.
 - Placement: English and Math clearance is being frontloaded and completed after the student applies to Shasta College.
 - Transcript evaluations are not fully-online, but progress is being made. Many other school transcripts come in paper, but Shasta College does allow electronic transcript submissions to be sent over. More visibility is needed to let students know that the student can have their transcript submitted online.
 - Counselor Review of Educational Plan: The Committee suggested better hours to accommodate online only students. The counselor that stays late is not embedded into a specific program and is part-time.
 - Workload issues among counselors are still being worked out.
 - Undecided/Searching: Shasta College has counselors embedded into career searching and counseling. Almost all the testing, assessments and resources are online – the issue is having someone walk the student through the results.
 - Student Follow-Up: The Starfish tool and Shasta Summit are good examples of student follow-up that can be done remotely.
 - Student Service Council formed the taskforce to look at fully-online degrees/certificates.
 - Will Breitbach recommended utilizing the Guided Pathways approach for tracking and guidance.
 - Academic Senate has been looking at Shasta College's degrees and certificates that are fully online.
 - About 1/3rd of Shasta College's enrollment are online students.
 - Shasta College has twice as many classes online as other colleges throughout the state of California.
 - Accelerated classes: Shasta College's entire GE pattern has accelerated choices, to help support the ACE program. Most of these classes can be done fully online. As another example, the HIT program is currently 70 units and very overwhelming for students. Health Information Technology is looking at moving to an accelerated course load so that student can focus on fewer classes at one time.
 - Tutoring: Tehama campus is currently in the pilot phase for online tutoring, NetTutor.

- Student Success Facilitator for online students – an invaluable tool utilized by ACE.
 - Online cohorts: Even if someone does not join an official club, they are taking specific classes together and feel like a “club”. Sometimes online students will organize a physical meeting for study groups.
- DISCUSSION/ACTION
 - Student Success Committee Purpose – Kari Aranbul
 - Cheryl Cruse stated that she likes it when people share what is going on in other departments. Sharing the information promotes inter-department learning to better improve services and programs. Sharing ideas also provides practical approaches that can be taken back to one’s department.
 - Kari Aranbul requested that each member revisit the Committee’s purpose for future meetings.
 - John Yu also highlighted that the Student Equity advisory committee is a sub-committee of the Student Success Committee. The Student Success Committee is supposed to enact and oversee the Student Equity plan.
 - The Committee discussed that it may be best to look at each activity in the Student Equity plan and invite those that are responsible in each area to present. The Student Success Committee can then offer suggestions to the Student Equity advisory committee
 - Sandra Hamilton-Slane is in charge of the Equity Plan and Equity Advisory committee. The Committee suggested that Sandra can ask people from the various departments to present to the Student Success Committee.
 - The Committee suggested having more than one person provide a presentation per meeting, due to the few amount of meetings each semester.
- REPORTS
 - No reports provided.
- OTHER
 - Rochelle Morris: Fall degrees are being awarded two weeks ahead of time and will be finished shortly.
- ADJOURNMENT – 4:43pm

Next meeting, Thursday- Feb 27, 2020 (3:30-5:00 PM) - Room 2314
 Minutes recorded by: James Konopitski, Administrative Secretary I, Enrollment Services.