



Student Services Council Meeting  
 Wednesday, February 5, 2014  
 9:00 AM • Room 2314  
 AGENDA

Committee Members Present					
x	Connie Barton	x	Nadia Elwood	x	Kevin O'Rorke
x	Nancy Berkey	x	Sandra Hamilton Slane	x	Sylvia Ruano
x	Will Breitbach	x	Tim Johnston	x	Sheree Whaley
x	Steve Cross	x	Liz Kohn		

**Approval of minutes 1/22/14-** A few minor edits were noted to correct spelling and titles. Motion to approve, passed by majority.

#### AREA UPDATES

##### **EOPS/DSPS/CARE- Sandra Hamilton Slane**

Sandra shared that all programs are running smoothly in her department. They will be advertising for a PT Senior Staff Secretary for DSPS, this is a new PT position. EOPS funding has been restored and they no longer need to split the current Senior Staff Secretary between EOPS and DSPS. She also wanted to acknowledge and thank all the staff that has been spending their time on the employee search committees.

##### **Library Services and Educational Technology- Will Breitbach**

Will shared that all is going fine in the library and the extended ed learning programs. The library has an initiative going forward that will address revising some of the space within the library, making the environment more student friendly. Sandra asked if in the future, the library will be open prior to school starting; her point being that there is a real need for printing/copying services on campus for students prior to the first day of school. Will said it's not cost effective since there is a requirement that if the library is open, then a librarian must be present. Will agreed there needs to a solution to the printing needs for students, and supports efforts of purchasing a copy/printer unit. Connie said FA department has moved forward an initiative to cover printing costs for FA students, but this doesn't help the non-FA students. All agreed that this issue needs to be addressed sooner rather than later. This item will be placed on a future SSC agenda for continued discussion.

##### **TRiO SSS & Upward Bound- Sylvia Ruano**

Sylvia shared that SSS is presenting a Financial Aid literacy workshop today. FA will introduce the Academic Works scholarship application process to the students. TRiO SSS has several field trips planned with the

Transfer Center and EOPS, which is more cost effective because they divide the costs between the three programs.

Upward Bound- Everything is running smoothly. Her staff is gearing up for the summer program. Sylvia complimented Steve for his assistance each year with the dorms. The summer program wouldn't run as smoothly without his help.

### **Gateway to College- Nancy Berkey**

Nancy shared that all is going well. She explained that the students are making a big shift from high school, where it's mandatory to attend, versus college where one goes by choice. Most of the students are adjusting well, and doing fine in the program, but there are others who need more guidance. Each student has a story unique to them, and they are all working towards ensuring the success of each student. She has a student from the first cohort who landed a part in an upcoming Shasta College play, and another student from the first cohort that just received a \$1000 Dr. Pepper Scholarship! They are in the process of recruiting for a PT teacher, and still using subs to fill in.

### **Admissions and Records- Sheree Whaley**

Sheree shared that Joy is back to work, and they celebrated with a small luncheon in A&R. Sheree thanked Nadia for the fee processing change in CalWORKs and agreed this will make things run smoother for students. There are 2 new hires in A&R, and they are in the process of training and getting their schedules set. Progress is being made with Technology (Josh and Nicole) on posting other college transcript units and building course equivalents. They are running a test file and it seems to be working!! Eventually, they should have a full history on student's records that show, number of years, names of schools and number of units.

### **Dual Enrollment, Articulation & TRiO Talent Search- Liz Kohn**

Liz shared that all is going well in Dual Enrollment. Approximately the same numbers of high school students are enrolled for 2014-15 as 2013-14.

Talent Search is going well, and the hiring committee just finished up the interviews for the TS Assistant Project Director position, and the candidates have been moved on to 2<sup>nd</sup> level interviews. Liz also let the SSC know that she didn't apply for the current opening of TS Project Director because she will be going to PT work after the baby is born. She will be coming back as PT Dual Enrollment Coordinator.

### **Student Housing- Steve Cross**

Steve stated that all is well in housing. He has one RA position that is closing today, and they will be starting the search process in the next week. Steve was excited to share that 16 new Japanese students will be attending in the Fall and they will all be living in the dorms!

### **Financial Aid- Connie Barton**

Connie stated that Academic Works is up and running! She has one employee out that had knee surgery, so they are shorthanded for another month, and the FA office will be participating in the Cash for College nights.

Connie attended a recent FA Regional Rep meeting at the Chancellor's Office where they addressed default status. Shasta is currently at about 27.7% and the cutoff is 30%. The new default rate will be available later this

month, and Connie is hoping Shasta hasn't hit the 30% threshold. Solano College has hit the 30% default rate, and they have had to submit a plan for how they are going to improve. On a positive note, no school has had its funding pulled so far. Some other topics covered at the meeting were distant education/online programs and fraud rings, where students sign up semester after semester with a false identity and collect financial aid fraudulently. There is an upcoming FA workshop on how to handle angry students

### **Enrollment Services- Tim Johnston**

Tim shared that the APs and BPs that were reviewed at the last SSC meeting have now gone for a 2<sup>nd</sup> reading at College Council and are on track to go to the Board for final approval. The PT Student Services Assistant in the Assessment office has resigned, and until they can backfill that position they will be using other SS Assistants to cover in the Assessment office. They are coming up on week 5 of the early alert notifications to faculty, and then they will be notifying students. Tim also shared several marketing items that counselors will be using for recruitment and outreach (attached). Tim thanked Daniel and Liz for their assistance with developing a webinar for high school counselors. Enrollment Services is getting ready to purchase Ed Plan Software, it will be funded with Matriculation dollars. When they roll out the new software if there are those who would be willing to head it up and work out the kinks it would be helpful.

Kevin asked Tim to give an update on probationary and dismissal of students. Tim explained that the process is all spelled out in the new Student Success Act.

- 1) Letters to students must be updated according to the SS Act regulations.
- 2) Capturing the information for counselors and then having a program that will accurately identify those students who are on academic probation or dismissal is key. In the past, some students went unidentified because the terminology used was contradictory. Currently IT is working with students who have been identified as probationary or under dismissal procedures. IT has taken on a big task to go through by hand and check the status of all these records because the district AP states that if they have shown any improvement (2.0 or better- semester by semester) that they will be given a reprieve. The difficulty can be in accessing the improvements, because we don't want to discount the human element and we should err on the side of the student if at all possible.

### **CalWORKS- Nadia Elwood**

Nadia stated that all is the status quo at CalWORKs. She has been told by HR that she will need to develop a new job description for the newly approved PT Employment Technician position. Kevin suggested that she just change the job flyer to reflect the specific CalWORKs responsibilities. Changing the job description can take a long time, and it could slow down the process.

Nadia recently met with county CalWORKs personnel. One change she has recommended is to the fee letter that states the county will pay the students fees, and that those letters be forwarded to Shasta County CalWORKs program and then to A&R. This should help with the authorization of fees and speed up the process for the students. She is also working towards developing an orientation for CW students at the downtown location.

### **BUDGET DEVELOPMENT- 2014-15- Kevin**

Kevin explained the budget process and reminded all to print out their justification sheets with their budget for 2014-15, and he will meet with each area on or before March 7<sup>th</sup>. Additionally, he encouraged all areas to review

their current budgets (2013-14) now to get a sense of upcoming expenditures. April 15th is the cutoff date for spending with a few exceptions. Nadia mentioned that she doesn't have access to the CalWORKs budget history.

### **EVALUATIONS- Kevin**

Kevin will be meeting with each manger in the next week or two to finish up evaluations.

### **OTHER- All**

Kevin discussed the Strategic Plan timeline (handout). He asked the group to routinely review the plan and look for connections within the activities. If they see a connection they should contact the activity administrator and ask if it would be worth adding to that particular activity.

Kevin asked for ideas on how to enhance the SS webpages. Student Services should strive to be more dynamic on the web, possibly through newsletters, blogs, FAQ's, etc. He suggested one possibility would be to take the monthly SS Board report updates and insert them into a newsletter type template. Sherry will put together a template by the end of February. All managers are to send their area updates to Sherry, and she will put together a draft for March.

The new Flex Days are still being negotiated with the faculty association. Flex training is required for instructional faculty only. It is not required for counselors. We must keep in mind, what should be our priority, training or serving students. The counselors may have to work out a solution to this with their union reps because the work day calculation is different for counselors than it is for instructional faculty. Currently, the only mandatory flex days are the ones before school starts.

Recorded by:  
Sherry Nicholas  
Executive Assistant  
Vice President of Student Services Office

# Strategic Plan Timeline

Kevin  
SSC  
2-5-14

**2013-2014**

Date	Activities	Administrator
Aug 2013	1.3 a - Research placement effectiveness and innovative best practices to guide improvements in placement practices and report to College Council on the feasibility of implementing these best practices.	VP Academic Affairs
Dec 2013	4.3c - Educate district staff and faculty about decision-making processes.	Superintendent/President
Dec 2013	1.1e - Systematically evaluate CTE curriculum to create stronger pathways to degrees and certificates and report to College Council.	VP Academic Affairs
Dec 2013	2.2c - Research students in outlying areas who are taking courses and identify common factors resulting in enrollment.	VP Academic Affairs
May 2014	1.1b - Implement at least three best practices for increasing the number of students completing degrees and certificates and assess results.	VP Academic Affairs
May 2014	2.2d - Develop and implement strategies to increase the overall number of students living in outlying areas who take online or traditional courses.	VP Academic Affairs
May 2014	2.3b - Implement new and innovative technology-enabled student support services and assess results.	AVP, Student Services/AVP, IST
May 2014	3.1c - Increase participation in collaborative efforts to increase improve college readiness as measured by local high school graduates' college going rates and Shasta College's transfer rates to four year institutions.	Superintendent/President
May 2014	3.2b - Implement best practices to encourage faculty to add civic and community engagement opportunities to their courses and assess the number of faculty who added civic and community engagement activities to their course syllabi.	Dean, EWD
May 2014	4.1c - Assess effectiveness of planning activities annually according to the schedule in the Integrated Planning Manual.	Superintendent/President
May 2014	4.2b - Through Annual Area Plan and Program Review process, assess student attainment of Student Learning Outcomes and Program Learning Outcomes, implement changes and assess the implemented changes.	Superintendent/President
May 2014	4.2d - Allocate resources to support learning outcomes through the integrated planning cycle.	Superintendent/President

SSC  
2/5





## The Shasta/North State Promise

### 2014 ORIENTATION SCHEDULE

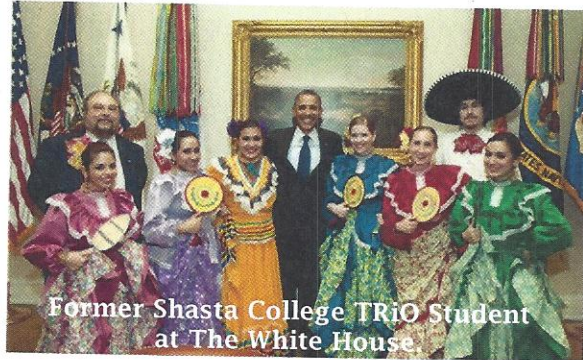
The Shasta/North State Promise ensures that all high school students who meet the enrollment criteria described below will be provided the opportunity to pursue a career and/or earn a certificate and/or a college degree.

Assessments, the first enrollment criteria, must be completed prior to orientation.

Orientation, the second enrollment criteria, is required to receive high priority registration. During the orientation you will have opportunity to meet briefly with a counselor to plan your fall classes.

Appointments are required for orientation. No walk-ins are allowed.

Please bring your assessment results and unofficial high school transcripts to the orientation appointment.



Former Shasta College TRiO Student at The White House

Arrive 15 minutes early to sign in; late arrivals will not be admitted.

To make your appointment, please call the number for your campus below.

#### REDDING MAIN CAMPUS ORIENTATIONS

**Tuesday, March 4**  
3:00 p.m. or 5:30 p.m.

**Wednesday, March 5**  
3:00 p.m. or 5:30 p.m.

**Tuesday, March 11**  
3:00 p.m. or 5:30 p.m.

**Wednesday, March 12**  
3:00 p.m. or 5:30 p.m.

**Tuesday, March 18**  
3:00 p.m. or 5:30 p.m.

**Wednesday, March 19**  
3:00 p.m. or 5:30 p.m.

**Saturday, March 22**  
10:00 a.m. Non-Athletes

**Saturday, March 22**  
11:00 a.m. Athletes Only

**Tuesday, March 25**  
3:00 p.m. or 5:30 p.m.

**Wednesday, March 26**  
3:00 p.m. or 5:30 p.m.

**Tuesday, April 1**  
3:00 p.m. or 5:30 p.m.

**Wednesday, April 2**  
3:00 p.m. or 5:30 p.m.

RSVP to (530) 242-7751

#### TEHAMA CAMPUS ORIENTATIONS

Corning High School only:

**Tuesday, March 4, 1:00 p.m.**

Red Bluff High School only:

**Wednesday, March 19, 9:00 a.m.**

**Monday, March 24, 8:45 a.m.**

Other Tehama Co. High School students:

**Tuesday, March 11, 5:00 p.m.**

**Monday, March 17, 2:00 p.m.**

RSVP to (530) 529-8980

#### TRINITY & INTERMOUNTAIN INTERACTIVE TV ORIENTATION

**Friday, March 14, 2:00 p.m.**

RSVP to (530) 623-2231 (Trinity) or (530) 335-2311 (Intermountain)





## Contact Information

### Shasta College Main Campus

P.O. Box 496006 - Redding, CA 96049-6006

Admissions & Records (530) 242-7650

Counseling (530) 242-7724

Contact your Site for local accommodations

### Shasta College Intermountain Campus

37581 Mountain View Rd., Burney CA 96013

(530) 335-2311

### Shasta College Tehama Campus

770 Diamond Avenue, Red Bluff, CA 96080

(530) 529-8980

### Shasta College Trinity Campus

30 Arbuckle Court, Weaverville, CA 96093

(530) 623-2231

## Services for Students

### Disabled Students Programs and Services (DSPS)

(530) 242-7790, Room 2005

With verified disability and educational limitations, students are eligible for academic accommodations.

### EOPS/CARE

(530) 242-7540, Room 2005

Apply for financial assistance with the cost of books, transportation, tutoring, child care and many other services.

### Student Health & Wellness

(530) 242-7580, Room 2020

Assistance with TB testing, minor first aid, OTC meds, acute illness, academic program physicals, and stress management.

### Transfer Center

(530) 242-7570, Room 126

Assistance with Transfer Admission Guarantees (TAGs), Transfer Degrees (ADTs), University Tours, College and University catalogs and applications.

### TRIO- Student Support Services

(530) 242-7690, Room 2070

Transfer students may be eligible to borrow textbooks, calculators, laptops, and recorders. Tutoring, University visits & cultural activities are also provided.

Check the box after each step is completed:

- 1. **Apply to Shasta College**  
Apply online at [www.shastacollege.edu/admissions](http://www.shastacollege.edu/admissions)  
Processing may take up to 48 hours.
- 2. **Apply for Financial Aid**  
Room 108, (530) 242-7700  
Complete BOG fee waiver and FAFSA applications, and view How to Complete My File at:  
[www.shastacollege.edu/fa](http://www.shastacollege.edu/fa)
- 3. **Request Transcripts**  
Request official high school and/or other college transcripts be sent to Admissions & Records at Shasta College (address on back). Please bring an unofficial copy to Orientation.
- 4. **Take Assessment**  
Room 102, (530) 242-7751  
Take Math and English placement tests. Find hours of operation and test preparation materials at:  
[www.shastacollege.edu/assessment](http://www.shastacollege.edu/assessment)  
You must bring a valid photo ID.
- 5. **Complete Orientation/Counseling\***  
New Student Orientation/Counseling session schedules are available at [www.shastacollege.edu/newstudents](http://www.shastacollege.edu/newstudents)  
Call (530) 242-7724 to reserve a seat.

#### Date/Time/Room:

Bring assessment results and transcripts.

\*Ask a counselor if you believe you may qualify for an exemption from the steps above or for information regarding prerequisites.

- 6. **Register for Classes**  
You will receive your registration date/time at Orientation. Payment is due at the time of registration. Check *MyShasta* > *MyDocuments* for financial aid status.

#### Other Steps:

- Develop a comprehensive Ed Plan during your first semester. Call (530) 242-7724 to make an appointment with your counselor.
- Housing: [www.shastacollege.edu/housing](http://www.shastacollege.edu/housing)
- Parking Permits are available at the Business Office, Room 105
- Purchase Student ID at Admissions & Records, Room 139
- Transportation: [www.rabaride.com](http://www.rabaride.com)
- Books: View required books on *MyShasta*
- Library card: [www.shastacollege.edu/library](http://www.shastacollege.edu/library)
- Join a club: [www.shastacollege.edu/clubs](http://www.shastacollege.edu/clubs)

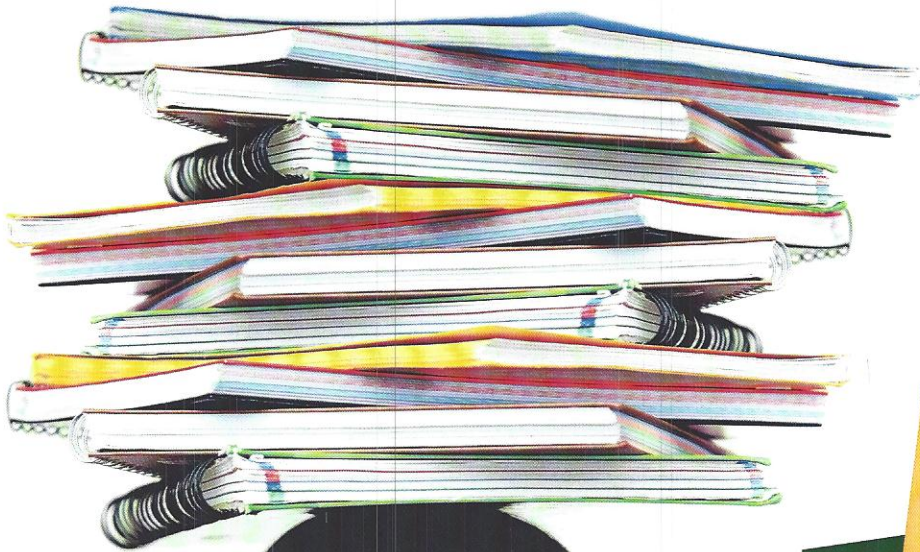


Fees, Books, Supplies, Housing, Transportation...

How can I pay for these?

Oh Yeah, **Scholarships!**

Spring 2014



Apply Now

Applications are AVAILABLE NOW at:  
▶ [www.shastacollege.edu/fa\\_scholarships](http://www.shastacollege.edu/fa_scholarships)  
click on [shastacollege.academicworks.com](http://shastacollege.academicworks.com)

Deadline: March, 3 by 11:59 pm



**Shasta College**

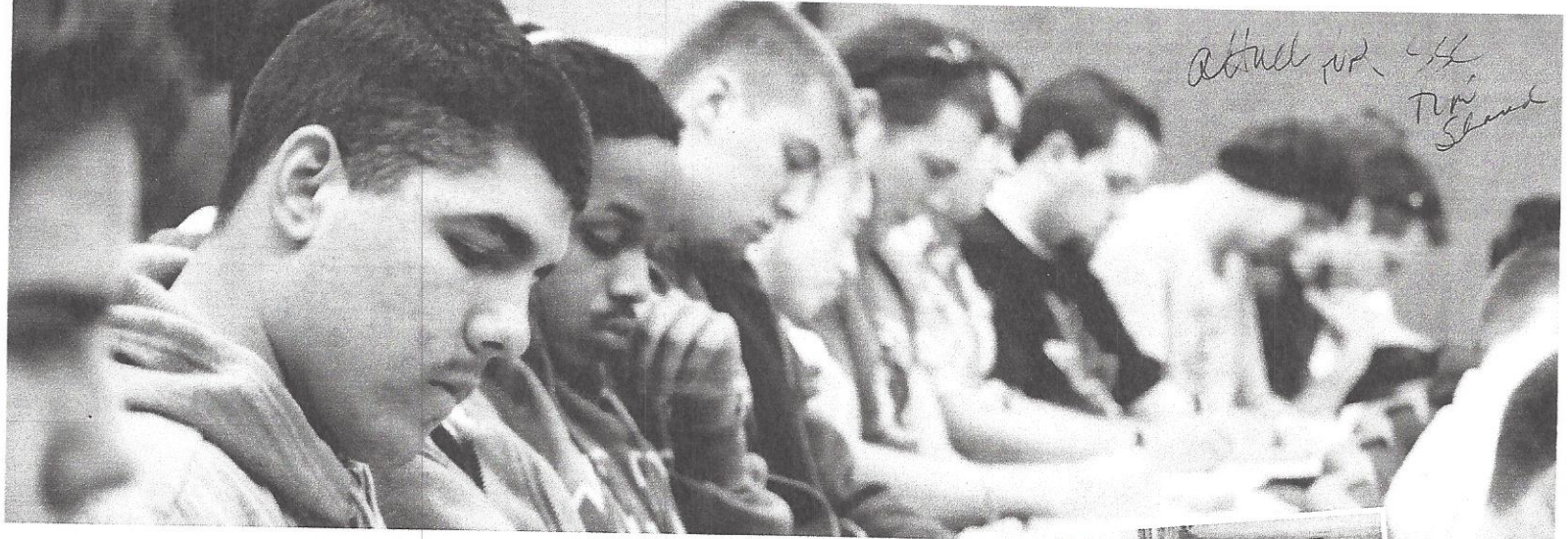
[www.shastacollege.edu](http://www.shastacollege.edu)

Financial Aid Office

(530) 242-7709



Actual photo  
Tina Shaver



# Your Success. Our Promise. Simple. Shasta College.

Our teachers, our counselors...indeed, our entire staff are here to eliminate the barriers to your success in achieving your educational goals. You might think that's a pretty tall order but we have the history, the people and the resources to make it happen. And we will...for you.

**Cost effective**  
Your education shouldn't be held ransom. Graduate from your first two years wiser...not with huge debt.

**Curriculum options**  
More. More choices, more opportunities, more skills mastered, more of life experienced.

**Convenience for your life**  
Flexible schedules and online access...all designed to help you get the classes you need.

**Care for your future**  
We're YOUR college and you are our student. That's something we take very seriously. We're here to remove the barriers to your success. Simp'а.



Erika Villaseñor

Foothill High School- 2011  
TRiO  
Shasta College- 2012  
Georgetown University

*Special thanks go to: Jeanette, Toby, Dr. Spillane, Ms. Ann Sittig, Mr. Chris Rodriguez, Leann, Chris Jones, Chao and Pete Giachietti for their support and unconditional help. These people made my dream of attending college and transferring a reality. Biggest THANK YOU.*

*Believe in your dreams and don't let anyone discourage you. Work hard to get to where you want to be and don't forget where you're coming from and who's helped you get there. Remember, if you just believe, everything is possible!*



**Shasta College**  
www.shastacollege.edu