



Shasta College

Student Services Council Meeting
February 6, 2019 • 9:00 AM
Room 2314

MINUTES

Committee Members Present					
	Nancy Berkey		Andy Fields	X	Becky McCall
X	Sharon Brisolaro		Sandra Hamilton Slane	X	Jennifer McCandless
X	Tina Duenas	X	Sue Huizinga		Kevin O'Rorke
X	Nadia Elwood	X	Tim Johnston	X	John Yu

1. Meeting called to order by Tim Johnston at 9:00 am.

- It was moved by Nadia Elwood and seconded by Sharon Brisolaro to approve the Student Services Council December 5, 2018 minutes. One addition to the minutes was provided by Sharon Brisolaro. All in favor to approve the minutes. Tim Johnston abstained.

2. Information Items

a) Welcome!

1) Jennifer McCandless joining the council. Stacey has stepped away. Sandra Hamilton Slane is at a CAFYES Conference. Nancy Berkey expected to join as able.

b) District / Division Goals

1) Goals outlined at bottom of agenda. College Council approved college wide goals. Effort made to align and move the needle on AB705, Automated Ed Planning, Shasta Summit Early Alert, Increase ADT's, Transfer Pathways

c) Instructional Council Update

1) Promote conversation between various groups, such as SSC and Instructional Deans. Stacey Bartlett used to provide updates.

2) Michelle Fairchild provided the Instructional Council with an update on Shasta Summit.

3) During Instructional Council, Stacey shared the perspective that faculty aren't as aware of student support services available. Enrollment Services visiting repackaging the Explorer booklet for faculty and staff.

d) Technology priority list

1) Shared division goals with IT team. Meet every other week. Highlights – Getting movement on academic probation programming.

1. Delayed probation run. Completed after census instead of before start of the semester. Running early would slam the counseling department. Students given a pass on dismissal. Next year the academic winter session will be even shorter and we will again run the probation process after census.
2. Automate return to good standing. Talking next Tuesday about evaluator workflow.

e) AB 705 Implementation and website

- 1) Assessment Center webpage updated to make it more intuitive for students. Feedback welcome. Suggestion to revise the intro AB705 statement so that it is understandable to students, or move to the bottom of the page. Send note to Ryan to update.
- f) Automated student education planning
 - 1) Work continuing with a faculty counselor workgroup. Donna Pratt, Rob McCandless, Nickie McGarry, Mindy Marlatt and Shaunna Rossman are working with Phil Churchill from IT Dept. Ongoing work is creation of program maps.
- g) New Student Orientation
 - 1) Ryan Loughrey and Shaunna Rossman are facilitating the process. Highly visual, vendor will be on campus to complete videos on April 8th, 9th and 10th. Will do aerial video as well and plan to visit Redding campus two days and Tehama campus one day. Macro view we have two choices: Can go live as early as March with major content, but no video. or wait until videos are completed and then looking at May or June. Tina suggested sending the link out to the Student Services Council. The package purchased includes unlimited modules. Down the line we can create modules on other topics. Lake Tahoe has a sample orientation available at <http://www.ltcc.edu/admissions/orientation.php>
- h) County GEAR-UP and other TRIO programs - Handout
 - 1) Shasta College TRIO Upward Bound is at Enterprise HS and Central Valley HS. 65 students, grades 9-12.
 - 2) Shasta College TRIO Educational Talent Search at Anderson High School, West Valley High School, Anderson High School, Anderson Middle, Happy Valley Elementary, Trinity High School, Douglas City and Weaverville Elementary, Hayfork Elementary and Hayfork High School. 500 students, grades 6-12.
 - 3) There are other TRIO programs in the community and Sue is now coordinating with UC Davis GEARUP. There was confusion in the other organizations regarding the donation and distribution of some backpacks that were delivered to Shasta College.
- i) TRIO UB Summer Jam – June 21, 2019
 - 1) Last summer, group decided to do a one day event. Collaborating with other colleges for a one day of workshops, activities and here at Shasta College this summer. 450 Upward Bound Students and 50 staff will be on campus for this event. Trying to get the drummer/ “boom whacker” people to come. Gym will be air conditioned. Will try to highlight programs here on campus that other colleges may not offer.
- j) Division-specific Counselor support – Handout
 - 1) Handout provided on plan for counselors to specialize more on a pathway/major focus. Question posed about how this might impact counselors who work for categorical programs like CalWORKS, EOPS, TRIO and so on. Discussion continued recognizing the benefits to students to have a counselor specializing in their major, yet recognizing that categorical counselors will continue to support and serve students who have various majors. Comment that navigating this change highlights the critical issue of how categorical programs support academic programs. It was suggested that Jason Kelly could provide as a model with how he coordinates with other counselors regarding education plans for student athletes. It was pointed out that there are also other colleges who we can look to regarding how they have established their Guided Pathway model.
 - 2) It was also mentioned that counselors are currently reviewing the high school recruitment outreach every spring by counselors in the high school.
 - 3) A workgroup is also reviewing express appointments, how they are working and if structural changes are needed.
 - 4) Sue Huizinga shared that there has been some communication with Shasta County High Schools Counselor Coordinator Becky Love. Jennifer McCandless shared that she had recently met with the College Counseling Consortium. Sharon Brisolaro shared that there

has been communication with the Expect More Tehama and the Modoc programs in order to get out the message that there is a one-stop option in Tehama for students too.

- k) CCSSE (Community College Survey of Student Engagement)
 - 1) Implementing again this semester. Last time was 3 years ago.
- l) Division Retreat – April 9, 2019
 - 1) All call to send in topics for retreat agenda.

3. Action Agenda

- a) Overview of Process
Every four year process. 19/20 is the year to crack open and review. Officially doesn't start until Fall 2019, but there are a number to review and wanted to start early. Some are legally mandated, others are district related, while some are academic purview. The Council will start with the most recent updates from the Community College League and work back from there. After review it will be forwarded to the person most involved in that area. Goal is to review and clean them up before Cabinet receives them. Suggested plan to review first five and next time address the remaining. Motion to consider the first five by Tina Duenas. Seconded by Becky McCall. All in favor on moving to Cabinet.

Excused Withdraw (EW) question was posed on whether or not the EW is a problem for students? Response is that it won't impact GPA, and the non-evaluative symbol permits the district/college to avoid penalizing students by excluding them from progress probation and dismissal calculations. Question posed regarding when an EW would be received? Response is that it depends on last date of attendance by student. Getting an EW also requires a petition process and there is faculty involvement.

- b) Update 32 (Moving to Cabinet)
 - 1) BP/AP 5013 – Students in the Military
 - 2) BP/AP 5015 – Residence Determination
 - 3) BP/AP 5030 – Fees
 - 4) BP/AP 5055 – Enrollment Priorities
 - 5) BP/AP 5075 – Course Adds and Drops

4. Discussion Agenda

- a) Budget Process - Kevin would like to do the final review. As long as a divisions are cost neutral that is fine. Can move funds between discretionary activities.
Salary 1000 and Benefit 3000 series will be factored in already by Jill in the Business Office.
Budget workshops this Friday and Monday.
- b) Spring Closure - Greg Smith is helping to coordinate for staff. Kathy Royce is providing space in Health Sciences building for staff. SCOE might also be a physical location and laptops can be checked out.
- c) Institutional Assessment Plan Review / Verify Updates to SAOs / SSLOs
Members asked to review SAOs/SSLOs and bring changes to the Council meeting.
- d) Review Student Satisfaction Survey results / themes - Fall 2018 - Handouts
 - 1) Student Services Satisfaction Results Report
 - 2) Student Services Survey summary created in order to identify themes from the student comments. Listed Growth Areas for the various areas.
- e) Review Student Comments and Complaints – Fall 2018 - Handout
 - 1) Review Fall 2018 Student Concerns to determine patterns; next steps

Student Comments summary from each division. Highlighted themes of compliments and concerns. Return to reviewing and sharing each semester. Members asked to create action plans for the next Student Services Council meeting that address the highlighted themes.

5. Area Updates

6. Other Announcements

- a) Sue Huizinga – Reminder that there is now a Narcotics Anonymous meeting being held on campus. Good attendance the first two meetings.
- b) Tina Duenas
 - 1) Grad fair is being held today and tomorrow. Handouts for the UMOJA program that lists the events. Speaker named Ricky Clark coming for Black History Feb 26th at 1 pm on the Student Center Stage. Community presentation late that same day at 6 pm.
 - 2) Nate Stidham who has been part of UMOJA is providing mentorship for the program and will be over in the Learning Resource Center.
 - 3) Asked if sending reminders to provide updates for the Student Life newsletter would be helpful. Council indicated they would find it helpful. Send links to newsletter to students via Regroup. Can send the link to Student Services Council.
- c) Nadia Elwood – Hunger Free Grant from Chancellors Office. Food Insecurity Grant intended for students who are not already receiving program support. There will be an application for the Hunger Free grant. Intention is that when students express a need that we can provide just enough information, so that they can get the assistance they need. Meeting taking place tomorrow that will include a United Way representative, as well as representatives from People of Progress, Hill Country Clinic and Shasta Co HHS will also be in attendance. Going to provide tangible information to areas such as Student Services office and the tutoring center. Not a web presence yet. Suggestion to include on the main Canvas page and to contact Will and Paul about making that happen. Nadia would like to provide a list to outside entities who then manage their own resource pages. Tina and Nadia will have a follow up conversation. There are partnerships that can help provide additional support. For example there is a Hill Country grant that is providing support to students who do not have housing. Question posed regarding if the CCCApply asks about homelessness. Response is that it does not, but added the California College Promise Grant (CCPG) application does ask a question regarding homelessness.
- d) Becky McCall -CARR Fire Relief fund has been exhausted. Figures can be shared out. March 2nd CAIGrant deadline coming up. Early March will be starting to process FAFSA's. SEOG will probably serve about 50 more students.
- e) SEAP Program – One of the requirements is an equity plan. It will go through Equity Committee, Student Success Committee in February, and the Student Services Council, Academic Senate and College Council in March/April. Finally go to Board in May.

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 through-put

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:

- Implement AB 705
- Implement Automated Student Education Planning
- Expand Shasta Summit early alert
- Increase number of ADTs
- Promote transfer pathways with K-12 partners
- Improve access to existing on-line student support
 - SARS Zoom
 - Online Orientation

NEXT MEETING

The next meeting is scheduled for Wed., February 20, 2019 from 9:00 am – 11:00 am in Room 2314.
Recorded by: Michelle Fairchild, Student Success Coordinator, Enrollment Services.