



Student Services Council Meeting
 Wednesday, Feb. 20, 2019
 9:00 AM • Room 2314
 MINUTES

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

1. Meeting called to order by Tim Johnston at 9:00 am.
2. Approval of Minutes:
 - a) It was moved by Tina Duenas and seconded by John Yu to approve the Student Services Council February 6, 2019 minutes. All in favor to approve the minutes. Sandra Hamilton-Slane abstained.
3. Information Items:
 - a) Welcome!
 - 1) Will Breitbach, Dean of Library Services & Educational Technology, joined as a guest presenter for the new CCCCO dashboard briefing.
 - b) DataMart dashboard briefing:
 - 1) Will stated that the new CCCCO dashboard is focused more on the types of people at the college and not just raw numbers (e.g. Applicants vs. applications).
 1. <https://www.calpassplus.org/LaunchBoard/Student-Success-Metrics>
 - 2) Degree award data will not consider multiple degrees; however, it will count Certificates and Degrees awarded to the same student.
 1. Multiple degrees will be counted in the new Student-Centered Funding Formula (SCFF).
 - 3) An impact to Shasta College will be the special admit students, and their success metrics, because the data will not be included in the new dash board.
 - 4) Dashboard vs. Scorecard (6yr cohorts): Scorecard is considered for providing a long-term outlook and the new dashboard is better for viewing short-term metrics.
 1. Completed Transfer-Level Math and English seems to be our biggest bet on obtaining funds with the new SCFF (e.g. 2017-2018).
 - a. If we double our current numbers, we could hire a new Counselor, etc. The vision is that students attempt both Math and English within the district; rather than, only one within the district and the other one outside of the district.
 - b. When reviewing the dashboard, it is good to know that “first-time” is a designation for a student that are taking courses for the first-time within the district.
 - 5) Shasta College is doing well with the category of “Earned 9+ Career Education Units”.
 - 6) Successfully Completed Unit threshold (momentum) is not considered for the SCFF, but captured in the new dashboard.
 1. CTE programs are actually doing very well if you drill down into our numbers. Wage increases are being recomputed by the CCCCO and have not been released.
 - 7) William Breitbach expects that data changes have a potential to move to a Quarterly update, but the Chancellors office has yet to confirm.

- 8) Most of the information Chancellor office is using for their data is coming from the CCCApply registration and applications.
- c) College Council – Local Goals:
- 1) CCCCO wants local goals to align with the Vision for Success goals.
 1. Transfer Goals: Shasta College opted to align with “Shasta College will increase the number of completed ADT degrees from 175 in 2016-17 to 236 in 2021-22, an increase of 35 percent.”
 2. Unit Accumulation Goal: Currently we stand at 85 with a push to get it down to 75.
 3. Workforce Goal: College Council adopted that, “Shasta College will increase median annual earnings of exiting students from \$19,065 dollars per year in 2016-17 to \$20,971 dollars per year in 2021-22, an increase of 10 percent.”
 4. Equity Goals: Disproportionate Impact data will be available by March 1st.
 - 2) The CCCCO plans to go to each region and see how we are recording our data so that a common reporting procedure and best practice procedure can be created.
 - 3) It is currently a plan to have our regional coordinators talk about our local goals, answering questions like: What are we doing? What can we do better? How do we move forward? Etc.
 1. Kate Mahar and her team will be providing a future presentation about this coordination and discussion on local goals.
 - a. Date, time and location on campus to be determined. Intended audience is unknown, but will likely include student input.
 - 4) **Next Steps:** Once Will Breitbart has access to the new CCCCO dashboard He will continue to reach out to other departments.
- d) Instructional Council:
- 1) New student orientation by Comevo was discussed during the last Instructional Council meeting. Overview of the SEAP program was also provided to instructional deans.
 - 2) Monday, February 25, 2019, Tim Johnston plans present to the Academic Council with the same presentation the Instructional Council received.
 - 3) Academic Council will be signing off on the SEAP proposal, and the Equity Plan.
- e) Division Retreat – April 9, 2019 – To be Rescheduled:
- 1) Retreat was cancelled for Tuesday, April 9th due to Comevo being on campus for the filming of the new orientation videos.
 - 2) Student Services Council agreed that the next best date is Wednesday, May 29th, with Thursday, May 30th as a backup.
 - 3) The retreat will be an open invitation to all Student Service managers.
 - 4) Student Services Council recommended the McConnell Foundation Guest House as their primary choice of venue, if availability allows.
 1. ~20-24 attendees are planned, and confirmation of capability will be needed for the venue choice.
- f) Area Updates / Announcements:
- 1) Friday, February 22nd from 8:15 - 9:30 am, CalWORKs will be hosting Fusion Friday. The plan is to have it on one Friday every month.
 - 2) The CalWORKs Administrative Oversight Team will be hosted at the Tehama campus. Nadia Elwood will provide overview of the Tehama campus, the Measure H Bond, the instructors as well as what is offered on the campus.
 1. Each team member hosts only once a year.
 - 3) Becky stated that the VSSC ground breaking ceremony is slotted for Friday, March 29th at 10:00am.
 - 4) SC Board of Trustees approved the Yenching Elite Education Contract for international students.
 1. Yenching will recruit a minimum of 10 students to enroll at Shasta College starting Fall, 2020. Thereafter, the minimum will increase by 10 each year for four years until the minimum reaches 50.
 - 5) SC Board of Trustees approved tuition increase for non-residential students.
 - 6) Probation notifications are going out today (Wednesday, Feb. 20th) and tomorrow (Thursday, Feb. 21st) to students. Dismissal notification will follow soon after.
 1. Sandra Hamilton-Slane requested that the Student Services Council receive copies of the probation list.
 - 7) The Summer 2019 semester schedule should be live for students by Friday, March 1st.

- 8) Important date cards for both the Summer and the Fall 2019 semester will be distributed shortly.
- 9) FAFSA 2019/2020 applications will start being reviewed near the end of February.
- 10) Due date for the Shasta College Promise Grant (First-Year-Free) and Shasta Promise priority registration is Monday, April 22nd for students to complete all the matriculation steps, including the 2019/2020 FAFSA.

4. Action Agenda:

- a) BP/AP 5130 – Financial Aids.
- b) BP/AP 5020 – Nonresident Tuition.
- c) BP/AP 5040 – Student Records, Directory Information and Privacy.
 - 1) Motion to open BP/AP for discussion was Becky McCall motioned to open BP/AP 5130, BP/AP 5020 and BP/AP 5040 for discussion, Sandra Hamilton-Slane seconded.
 - 2) Once the BP/APs reach Cabinet it will start the final review process before heading to the Board of Trustees for final approval.
 - 3) All were in favor to move the BP/AP 5120, BP/AP 5020 and BP/AP 5040 forward to Cabinet and motion was approved by all with no opposition or amendments. None abstained.
- d) BP/AP 5300 – Student Equity:
 - 1) Tabled for future Student Services Council review.
- e) BP/AP 5530 – Student Rights and Grievances:
 - 1) Tabled for future Student Services Council review.
- f) Sandra Hamilton-Slane requested that there should be reconsideration of AP 5031 to reflect a clearer transparency of the true costs of our CTE programs.
 - 1) Consideration should be for the spirit of the law versus what is the actual law.
 - 2) Significant hidden costs are often associated with our CTE programs.
 - 3) Questions were raised about the ruling for an Instructional area to add on a requirement for extra tools and materials, which could lead to thousands of additional dollar costs for the student.
- g) AP 5031 was suggested as an item to bring forward to Academic Senate for review, so as to re-evaluate the policies of how we deal with the extra required fees.
- h) On Deck – Reference for upcoming Student Services Council meetings:
 - 1) BP/AP 5140 – DSPS / PACE.
 - 2) BP/AP 5220 – Shower Facilities for Students.
 - 3) BP/AP 5005 – Admission Requirements – Special Programs.
 - 4) BP/AP 5010 – Admissions and Concurrent Enrollment.
 - 5) BP 5010 / AP 5011 – Corresponding BP is 5010 - Admissions and Concurrent Enrollment of HS...
 - 6) BP/AP 5012 – International Students.
 - 7) BP 5030 / AP 5031 –Instructional Materials Fees.
 - 8) BP/AP 5035 – Withholding of Student Records.
 - 9) BP 5040 / AP 5045 – Student Records – Challenging Content and Access Log.
 - 10) BP/AP 5050 – Student Success and Support Program.

5. Discussion Agenda:

- a) Report Fall 2017 results and “application of results”:
 - 1) Tim Johnston asked that the Student Services Council take a retroactive look and compare the Fall 2017 and the Fall 2018 semester data.
 1. Request was made for others to update Nuventive for both semesters.
 - 2) Student Services Area Outcomes (SSAO) and Student Learning Outcomes (SLO) are to be “cross-walked” with each other and have potential to get the results based on the student satisfaction survey.
- b) Review Student Satisfaction Survey Results & Themes and Student Comment Themes:
 - 1) Adoption of a process to the satisfaction survey’s is needed. Questions need to be answered, like: Are there any changes to our areas that need to be made? Do these results correlate to the SSAO/SSLOs that we are aiming towards?
 - 2) Current “crosswalk” idea is for the Student Services Council to review the fall semester data in the spring and to resolve any themes that appear in the results.
 1. Include any action steps that will take place to resolve any issues or concerns.

2. Include any items that may be potential annual area plan material.
- c) Report Out – Identify Themes and action plan(s):
- 1) Reporting out to be done throughout the next few Student Services Council meetings.
 - 2) Each department manager will look further into the student satisfaction survey for program improvement.
 1. Some areas may need “global” improvement in more than just Student Services.
- d) Learning Resource Center is actually called the Tutoring and Learning Center:
- 1) Another dedicated space will open up for Student Success Workshops.
 - 2) Suggestion was made to change the Student Success Center (SSC) name.
 1. The SSC was initially named after original SSSP influence.
 2. Tina Duenas suggested we come up with options and send a query out to students and to include Student Senate’s suggestions.
 3. **Action Item:** SSC name change should be confirmed before remodel construction takes place.
 - 3) Tina Duenas agreed to send name change suggestions and the vision of the Student Success Center to Student Senate for their recommendations.
 - 4) Student Services Council will follow-up after Student Senate provides their recommendations.

NEXT MEETING:

The next meeting is scheduled for Wednesday, March 6th from 9:00am – 11:00am in room 2314.

Minutes recorded by: James Konopitski, Administrative Secretary I, Enrollment Services.

SHASTA COLLEGE LOCAL GOAL ALIGNMENT

February 5, 2019

College Council

Will Breitbach, Dean of Library Services & Educational Technology

LOCAL GOAL CONTEXT

Chancellor's Office asked all Colleges to align local goals with the vision for success

GOAL 1 - COMPLETION

- Shasta College will increase the total number of completed associate degrees from 723 in 2016-17 to 867 in 2021-22, an increase of 20 percent.
- Shasta College will increase the number of completed CCCCO-approved certificates from 388 in 2016-17 to 466 in 2021-22, an increase of 20 percent.

GOAL 2 - TRANSFER

- Shasta College will increase the number of completed ADT degrees from 175 in 2016-17 to 236 in 2021-22, an increase of 35 percent.
- Shasta College will increase the number of transfers to UC/CSU from 350 in 2016-17 to 473 in 2021-22, an increase of 35 percent.

* pick at least one

GOAL 3 – UNIT ACCUMULATION

- Shasta College will decrease the average units earned per completed associate degree from 81 in 2016-17 to 73 in 2021-22, a decrease of 10 percent.

GOAL 4 - WORKFORCE

- Shasta College will increase median annual earnings of exiting students from \$19,065** dollars per year in 2016-17 to \$20,971 dollars per year in 2021-22, an increase of 10 percent.
- Shasta College will increase the number of exiting students earning a living wage from 1,437** in 2016-17 to 1,781 in 2021-22, an increase of 11 percent.
- Shasta College will increase the percent of exiting CTE students who report being employed in their field of study from 75** percent in 2016-17 to 83 percent in 2021-22, an increase of 10 percent.

*pick at least one

** "external" data source and estimate based on 15/16

GOAL 5 - EQUITY

- Goal for DI students: Shasta College will increase the number of completed associate degrees from 148 in 2016-17 to 207 in 2021-22, an increase of 40 percent.
- Goal for DI students: Shasta College will increase the number of completed ADT degrees from 40 in 2016-17 to 56 in 2021-22, an increase of 40 percent.
- Goal for DI students: Shasta College will increase the number of students, who transfer to UC/CSU from 98 in 2016-17 to 137 in 2021-22, an increase of 40 percent.
- Goal for DI students: Shasta College will increase the number of completed CCCC approved certificates will increase from 98 in 2016-17 to 137 in 2021-22, an increase of 40 percent.

* All numbers on this slide are estimations. It is not know how the CO is going to identify DI for Shasta College in the context of local goal setting.

The background features abstract green geometric shapes, including triangles and overlapping polygons, in various shades of green, set against a white background.

Student Equity and Achievement Program (SEAP) Update | 2019

Vision For Success

Guided Pathways

SEA Program

California College Promise Program (AB 19)

Student Centered Funding Formula

California College Promise Grant

AB 705

Simplified Metrics

Strong Workforce Local Board Goals

EEO -Faculty Diversity...and more!

To receive SEAP funds:

- ▶ Student Equity Plan
- ▶ Student matriculation services
- ▶ AB705
- ▶ Provide all students with an education plan.

Updates:

- ▶ An Integrated Plan is no longer required.
- ▶ Funding will not be based on the previous allocation formulas.
- ▶ Assessment for placement is still required under AB 705.
- ▶ Noncredit is not separately funded.

All expenditures should be “reasonable and justifiable” .

- ▶ “Reasonable” means expenditures are prudent and every effort is made to utilize funds efficiently.
- ▶ “Justifiable” means expenditures are consistent with goals and activities related to the SEA program.

Financial Responsibility:

- ▶ Each college is ultimately responsible for expenditure decisions.
- ▶ The SEA program will be included in the District Audit Manual.

Non-Allowable Expenditures:

- ▶ Gifts
- ▶ Stipends for students
- ▶ Political Contributions
- ▶ Supplanting
- ▶ Courses -- Funds may not be used to pay for the delivery of courses that generate FTES.

Student Equity Plan:

- ▶ Submission deadline: **June 30, 2019.**
- ▶ The 2019-22 Student Equity Plan will cover three years. The budget plan will reflect the 2019-20 allocations.
- ▶ Align Student Equity Plans with the district strategic plans/education master plans.

What We Do Not Know:

- ▶ Will all MIS data still be required?
- ▶ New Education Plan requirements.
- ▶ Can SEA Program funds be used for embedded tutoring that generates FTES?
- ▶ Components of annual SEA Program report.
- ▶ When all existing code and regulations will be aligned?



THANK YOU

Shasta-Tehama-Trinity Joint Community College District
Board of Trustees
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Non-Resident Tuition

AP 5020

Reference: **Education Code Sections 68130.5 and 76140 et seq.;**
Title 5, Section 54045.5

- The non-resident tuition fee shall be set not later than February 1 of each year.
- The non-resident tuition calculation will reflect the current expense of education calculated according to the California Community College Budget and Accounting Manual.
- Exemptions to non-resident tuition include:
 - Any students, other than nonimmigrant aliens under 8 U.S.C. 1101(a)(15), who meet the following requirements:
 - attended a combination of California high school, adult school, and California Community College for the equivalent of three years or more, or
 - attained credits earned in California from a California high school equivalent to three or more years of full-time high school course work and attended a combination of elementary, middle and/or high schools in California for a total of three or more years, and
 - The student must have:
 - graduated from a California high school or attained the equivalent prior to the start of the term (for example, passing the GED or California High School Proficiency exam), or
 - completed an associate degree from a California Community College, or
 - completed the minimum requirements at a California Community College for transfer to the California State University or the University of California, and
 - The student must register as an entering student at, or current enrollment at, an accredited institution of higher education in California, and
 - The student must file an affidavit with the college or university stating that if the student is a non-citizen without current or valid immigration status, the student has filed an application to legalize immigration status, or will file an application as soon as the student is eligible to do so.
- ~~Either high school attendance in California for three or more years OR attainment of credits earned in California from a California high school equivalent to three or more years of full-time high school coursework and a total of three or more years of attendance in California elementary schools, California secondary schools, or combination of these schools;~~
- ~~graduation from a California high school or attainment of the equivalent thereof;~~
- ~~registration or enrollment in a course offered for any term commencing on or after January 1, 2002;~~

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- ~~• completion of a questionnaire form prescribed by the State Chancellor's Office verifying eligibility for this nonresident tuition exemption; and~~
- ~~• in the case of a student without lawful immigration status, the filing of an affidavit that the student has filed an application to legalize his/her immigration status, or will file an application as soon as he or she is eligible to do so.~~
- o Any students who meet the following requirements:
 - demonstrates financial need;
 - has a parent who has been deported or was permitted to depart voluntarily;
 - moved abroad as a result of that deportation or voluntary departure;
 - lived in California immediately before moving abroad;
 - attended a public or private secondary school in the state for three or more years; and
 - upon enrollment, will be in his or her first academic year as a matriculated student in California public higher education, will be living in California, and will file an affidavit with the District stating that he or she intends to establish residency in California as soon as possible.
- o Any nonimmigrant alien students granted "T" or "U" visa status under 8 U.S. Code Section 1101(a)(15)(T)(i) or (ii), or section 1101(a)(15)(U)(i) or (ii), respectively, who meet the following requirements:
 - attended a combination of California high school, adult school, and California Community College for the equivalent of three years or more, or
 - attained credits earned in California from a California high school equivalent to three or more years of full-time high school course work and attended a combination of elementary, middle and/or high schools in California for a total of three or more years, and
 - The student must have:
 - graduated from a California high school or attained the equivalent prior to the start of the term (for example, passing the GED or California High School Proficiency exam), or
 - completed an associate degree from a California Community College, or
 - completed the minimum requirements at a California Community College for transfer to the California State University or the University of California, and
 - The student must register as an entering student at, or current enrollment at, an accredited institution of higher education in California, and
 - The student must file an affidavit with the college or university stating that if the student is a non-citizen without current or

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- ~~valid immigration status, the student has filed an application to legalize immigration status, or will file an application as soon as the student is eligible to do so.~~
- ~~high school attendance in California for three or more years;~~
- ~~graduation from a California high school or attainment of the equivalent thereof;~~
- ~~registration or enrollment in a course offered for any term or commencing on or after January 1, 2002; and~~
- completion of a questionnaire form prescribed by the State Chancellor's Office verifying eligibility for this nonresident tuition exemption.

- A special part-time student, other than a nonimmigrant alien under 8 U.S. Code Section 1101(15)(a), participating in a College and Career Access Pathways (CCAP) partnership program and enrolled in no more than 15 units per term.

- ~~Nonresident special part-time students are exempted from the requirement to pay nonresident tuition for community college credit courses. The term "special part-time student" refers to students who have been recommended by the principal of the pupil's school and have parental permission to attend a community college during any session or term and who enroll in 11.99 or fewer units per semester, or the quarter equivalent, in accordance with Education Code section 76001. The exemption does not apply to special full-time students. This exemption is not intended to apply to categories of students who would be precluded from qualifying for the AB 540 nonresident tuition exemption; i.e., a) students who actually reside outside of California and enroll via Distance Education and b) students on most nonimmigrant visas.~~

- ~~Districts will exempt from nonresident tuition a nonresident student who is a U.S. citizen and who resides in a foreign country, if that student meets all of the following requirements:~~

- ~~i. Demonstrates a financial need for the exemption;~~
- ~~ii. Has a parent or guardian who has been deported or was permitted to depart voluntarily under the federal Immigration and Nationality Act;~~
- ~~iii. Moved abroad as a result of the deportation or voluntary departure;~~
- ~~iv. Lived in California immediately before moving abroad;~~
- ~~v. Attended a public or private secondary school in California for three or more years; and~~
- ~~vi. Upon enrollment, will be in his or her first academic year as a matriculated student in California public higher education, will be living in California and will file an affidavit with the District stating that he or she intends to establish residency in California as soon as possible. Documentation shall be provided by the student as required by statute as specified in Education Code section 76140(a)(5).~~

- ~~Veterans:~~

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- ~~• Except as noted below, a student who was a member of the Armed Forces of the United States stationed in this state on active duty for more than one year immediately prior to being discharged shall be exempt from paying nonresident tuition for the length of time he or she lives in this state after being discharged up to the minimum time necessary to become a resident.~~

~~Except as provided, a student enrolled, or intending to enroll, at this campus who was a member of the Armed Forces of the United States stationed in this state on active duty for more than one year immediately prior to being discharged shall be exempt from paying nonresident tuition for up to one year if he or she files an affidavit with this college in which he or she is enrolled, or intends to enroll, stating that he or she intends to establish residency in California as soon as possible.~~

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- Exemptions to nonresident tuition are given due to reciprocity with Southern Oregon University and Oregon Institute of Technology. See Admissions and Records Office for current fee structure for these agreements.

~~• Any students who meet the following requirements:~~

- ~~• demonstrates financial need;~~
- ~~• has a parent who has been deported or was permitted to depart voluntarily;~~
- ~~• moved abroad as a result of that deportation or voluntary departure;~~
- ~~• lived in California immediately before moving abroad;~~
- ~~• attended a public or private secondary school in the state for three or more years; and~~
- ~~• upon enrollment, will be in his or her first academic year as a matriculated student in California public higher education, will be living in California, and will file an affidavit with the District stating that he or she intends to establish residency in California as soon as possible.~~

~~• Any nonimmigrant students granted "T" or "U" visa status under 8 U.S. Code Section 1101(a)(15)(T)(i) or (ii), or section 1101(a)(15)(U)(i) or (ii), respectively, who meet the following requirements:~~

- ~~• high school attendance in California for three or more years;~~
- ~~• graduation from a California high school or attainment of the equivalent thereof;~~
- ~~• registration or enrollment in a course offered for any term or commencing on or after January 1, 2002; and~~
- ~~• completion of a questionnaire form prescribed by the State Chancellor's Office verifying eligibility for this nonresident tuition exemption~~

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- Nonresident special part-time students are exempted from the requirement to pay nonresident tuition for community college credit courses. The term "special part-time student" refers to students who have been recommended by the principal of the pupil's school and have parental permission to attend a community college during any session or term and who enroll in 11.99 or fewer units per semester, ~~or the quarter equivalent,~~ in

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accordance with Education Code section 76001. The exemption does not apply to special full-time students. This exemption is not intended to apply to categories of students who would be precluded from qualifying for the AB 540 nonresident tuition exemption; i.e., a) students who actually reside outside of California and enroll via Distance Education and b) students on most nonimmigrant visas.

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~~Exemptions to nonresident tuition are given due to reciprocity with Southern Oregon University and Oregon Institute of Technology. See Admissions and Records Office for current fee structure for those agreements.~~

- Per statute, a non-refundable \$100 processing tuition fee is charged for international students as approved by the Board of Trustees. This fee is applied to the student's tuition upon registration.
- The non-resident tuition calculation will include the expense of education in the preceding fiscal year.
- The non-resident tuition calculation will reflect fees in contiguous Districts.
- The non-resident tuition calculation will provide for students enrolled in more or less than 15 units per term.

Board Reviewed 1/20/10

Board Reviewed 11/14/12 [MANDATED CHANGES]

Board Reviewed 9/10/14 [MANDATED CHANGES]

Board Reviewed 1/21/15

Reviewed by the Board Ad Hoc Committee on Policy 9/09/15

Board Reviewed 10/14/15 [MANDATED CHANGES]

Student Records, Directory Information, and Privacy

AP 5040

Reference: *Education Code Sections ~~71091 and~~ 76200 et seq.; Title 5, Section 54600 et seq.; 20 U.S. Code Section 1232g(i) (US Patriot Act); Civil Code Section 1798.85; ACCJC Accreditation Standard II.C.8*

A cumulative record of enrollment, scholarship, and educational progress shall be kept for each student.

Release of Student Records

No instructor, official, employee, or governing board member shall authorize access to student records to any person except under the following circumstances:

- Student records shall be released pursuant to a student's written consent.

[Students must submit a "Records Release Authorization Form" to the Admissions Office for any records to be released to a third party.](#) Students unable to process transactions in person or via Web Advisor may designate another person to process transactions on their behalf by proxy. In compliance with, the federal Family Educational Rights and Privacy Act of 1974 also known as FERPA or the Buckley Amendment, the student must sign a release authorizing processing of transactions by proxy. The student (not the Proxy) has the ultimate responsibility for complying with applicable requirements, policies, and deadlines, and for the timely payment of tuition and fees.

- "Directory information" may be released in accordance with the definitions in Board Policy 5040 – *Student Records, Directory Information, and Privacy* and in accordance with federal and state laws and regulations, such as the Family Educational Rights and Privacy Act (FERPA) provided that no directory information shall be released regarding any student or former student when the student or former student has notified the District that the information shall not be released. To do so, the student or former student must submit the appropriate form to the college Admissions and Records Office, in accordance with college policy, requesting that some or all of the categories of directory information not be released.
- Student records shall be released pursuant to a judicial order or a lawfully issued subpoena.
 - When the district receives a lawfully issued subpoena, an immediate notification ~~to~~ will be sent via certified mail to the student(s) stating: the person, office or organization initiating the request; the nature of the records requested, the reason for requesting such records and the date ~~we~~ the college will release records.
 - The subpoena or court order ~~to~~ will be faxed to Shasta College attorneys for review prior to release of documents.

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- ~~A memo will be sent distributed~~ to departments related ~~to to the~~ court order/subpoena records requested. ~~The memo will s~~Stating: the person, office or organization initiating the request; the nature of the records requested, the reason for requesting such records and the date we will release records.
 - Third party information will be removed or blacked out prior to release of records.
 - Documents will be ~~sent via~~ certified mailed as instructed per court order/subpoena to copying company, attorney's office or ~~in the case of criminal matters,~~ directly to the court of hearing.
- Student records shall be released pursuant to a federal judicial order that has been issued regarding an investigation or prosecution of an offense concerning an investigation or prosecution of terrorism.
 - Student records may be released to officials and employees of the District only when they have a legitimate educational interest to inspect the record. Requests are made to the Office of Admissions and Records who ~~will approved~~ or ~~denies deny~~ the request based on legitimate educational interests.
 - Student records may be released to authorized representatives of the Comptroller General of the United States, the Secretary of Education, an administrative head of an education agency, state education officials, or their respective designees or the United States Office of Civil Rights, where that information is necessary to audit or evaluate a state or federally supported educational program or pursuant to federal or state law. Exceptions are that when the collection of personally identifiable information is specifically authorized by federal law, any data collected by those officials shall be protected in a manner that will not permit the personal identification of students or their parents by other than those officials, and any personally identifiable data shall be destroyed when no longer needed for that audit, evaluation, and enforcement of federal legal requirements. Requests are made to the ~~Director of Admissions and Records or Dean of Enrollment Services~~ Chief Student Services Officer, or designee, who will consult with the Superintendent/ President's office before ~~the~~ releasing the information.
 - Student records may be released to officials of other public or private schools or school systems, including local, county or state correctional facilities where education programs are provided, where the student seeks or intends to enroll or is directed to enroll. The release is subject to the conditions in Education Code 76225. The Admissions and Records office will assume the responsibility of verifying the student and processing the request.
 - Student records may be released to agencies or organizations in connection with a student's application for, or receipt of, financial aid, provided that information permitting the personal identification of those students may be disclosed only as may be necessary for those purposes as to financial aid, to determine the amount of the financial aid, or conditions that will be imposed regarding financial aid, or to enforce the terms or

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conditions of financial aid. The ~~Dean of Enrollment Services or Director of Financial Aid~~ Chief Student Services Officer, or designee is responsible for authorizing the release of this information.

- Student records may be released to organizations conducting studies for, or on behalf of, accrediting organizations, educational agencies or institutions for the purpose of developing, validating, or administering predictive tests, administering financial aid programs, and improving instruction, if those studies are conducted in such a manner as will not permit the personal identification of students or their parents by persons other than representatives of those organizations and the information will be destroyed when no longer needed for the purpose for which it is conducted. The Superintendent/President or designee is responsible for authorizing the release of this information.
- Student records may be released to appropriate persons in connection with an emergency if the knowledge of that information is necessary to protect the health or safety of a student or other persons, subject to applicable federal or state law. The Chief Student Services Officer or designee ~~Dean of Enrollment Services~~ is responsible for releasing this information ~~to the Security Supervisor~~.
- The following information shall be released to the federal military for the purposes of federal military recruitment: student names, addresses, telephone listings, dates and places of birth, levels of education, major(s), degrees received, prior military experience, and/or the most recent previous educational institutions enrolled in by the students. Written requests are forwarded to the Chief Student Services Officer or designee ~~Office of Admissions and Records,~~ who may authorize the information to be released.

Charge for Transcripts or Verifications of Student Records.

A ~~student/former~~ student shall be entitled to two free copies of ~~official~~ the transcripts or verification of records requests within the students lifetime of his/her record or to two free verifications of various student records. Additional copies shall be made available to the student, or to an addressee designated by the student ~~him/her~~, at a rate approved by the Board. Students may request special processing of a transcript at a rate approved by the Board.

Electronic Transcripts

The District ~~may elect to~~ has implemented a process for the receipt and transmission of electronic student transcripts. All student transcript requests are completed online, contingent upon receipt of sufficient funding

Use of Social Security Numbers

The District shall not do any of the following:

- Publicly post or publicly display an individual's social security number;

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- Print an individual's social security number on a card required to access products or services;
- Require an individual to transmit his/her social security number over the internet using a connection that is not secured or encrypted;
- Require an individual to use his/her social security number to access an internet website without also requiring a password or unique personal identification number or other authentication devise; or
- Print, in whole or in part, an individual's social security number that is visible on any materials that are mailed to the individual, except those materials used for:
 - Application or enrollment purposes;
 - To establish, amend, or terminate an account, contract, or policy; or
 - To confirm the accuracy of the social security number.

If the District has, prior to January 1, 2004, used an individual's social security number in a manner inconsistent with the above restrictions, it may continue using that individual's social security number in that same manner only if:

- The use of the social security number is continuous;
- The individual is provided an annual disclosure that informs the individual that he/she has the right to stop the use of his/her social security number in a manner otherwise prohibited;
- The District agrees to stop the use of an individual's social security number in a manner otherwise prohibited upon a written request by that individual;
- No fee shall be charged for implementing this request; and the District shall not deny services to an individual for making such a request.

Board Reviewed 11/11/09

Board Reviewed Revisions 11/14/12 [MANDATED CHANGES]

Reviewed by the Board's Ad Hoc Committee on Policy 10/08/14

Board Reviewed Revisions 11/12/14

Reviewed by the Board Ad Hoc Committee on Policy 9/09/15

Board Reviewed Revisions 11/18/15

Board Ad Hoc Committee on Policy Reviewed [Updated] 06/14/17

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Reference: **Education Code Sections 66021.6, 66025.9 and 76300; Title 5 Sections 55031 and 58600 et seq.; 20 U.S. Code Section 1070 et seq.; 34 Code of Federal Regulations Section 668 (U.S. Department of Education regulations on the Integrity of Federal Student Financial Aid Programs under Title IV of the Higher Education Act of 1965, as amended); ACCJC Accreditation Standard III.D.15**

FINANCIAL AID PROGRAMS OFFERED

Financial Aid programs offered usually administered include:

- [California College Promise Grant \(formerly known as the Board of Governors Fee Waiver\) \(State\)\(BOGFW\)](#)
- [CalWORKS](#)
- [Cal Grants \(A, B and C\) \(State\)](#)

- [Student Success Completion Grant \(State\)B and C](#)
- [Chafee Grant Program for Foster Youth \(State\)](#)
- [Federal Pell Grant](#)
- [Federal Supplemental Educational Opportunity Grant \(SEOG\)](#)
- [Federal College-Work Study Program](#)
- [Federal Direct Student Family Education Loan Program William D. Ford Federal Direct Loan Program \(Direct Ssubsidized and Direct Uunsubsidized\)](#)
- [Scholarships](#)

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See the Shasta College Financial Aid web page (www.shastacollege.edu/fa) for additional information on the following procedures:

- [Application process](#)
- [Student eligibility](#)
- [Verification process/procedure](#)
- [Deadlines](#)
- [Payment/Disbursement](#) procedures
- [Overpayment recovery](#)
- [Accounting requirements](#)
- [Satisfactory Academic Progress \(SAP\)](#)

Misrepresentation

Misrepresentation is defined as any false, erroneous, or misleading statement that the District, a representative of the District, or a service provider with which the District has contracted to provide educational programs, marketing, advertising, recruiting, or admissions services, makes directly or indirectly to a student, prospective student, a member of the public, an accrediting agency, a state agency, or the United States Department of Education.

A misleading statement includes any statement that has the likelihood or tendency to deceive or confuse. If a person to whom the misrepresentation was made could reasonably be expected to

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rely, or has reasonably relied, on the misrepresentation, the misrepresentation would be substantial.

This procedure does not apply to statements by students through social media outlets or by vendors that are not providing covered services, as reflected herein.

~~Loss of Eligibility For for the California College Promise Grant (formerly known as a BOG Fee Waiver)~~

~~A student shall become ineligible for a California College Promise Grant Board of Governors (BOG) Fee Waiver if the student is placed on academic or progress probation, or any combination thereof, for two consecutive primary terms. Loss of eligibility shall become effective at the first registration opportunity after such determination is made.~~

~~The District shall notify students of their placement on academic or progress probation no later than thirty days following the end of the term that resulted in the student's placement on probation. The notification must clearly state that two consecutive primary terms of probation will lead to a loss of the California College Promise Grant BOG Fee Waiver until the student is no longer on probation. The notification must also advise students about the available student support services to assist them in maintaining eligibility.~~

~~The District shall adopt, prominently display, and disseminate policies ensuring that students are advised about the student support services available to assist them in maintaining and reestablishing eligibility California College Promise Grant BOG Fee Waiver eligibility. Dissemination includes, but is not limited to, information provided in college catalogs and class schedules.~~

~~The District shall establish written procedures by which a student may appeal the loss of a California College Promise Grant BOG Fee Waiver due to extenuating circumstances, or when a student with a disability applied for, but did not receive, a reasonable accommodation in a timely manner. Extenuating circumstances are verified cases of accidents, illnesses, or other circumstances that might include documented changes in the student's economic situation or evidence that the student was unable to obtain essential student support services. Extenuating circumstances also includes special consideration of the specific factors associated with Veterans, CalWORKs, EOPS, and DSPS PACE student status.~~

~~Students who have demonstrated significant academic improvement may retain or appeal the loss of the California College Promise Grant BOG Fee Waiver. Significant academic improvement is defined as achieving no less than the minimum grade point average and progress standard established in section 55031 (a) and (b). A student who successfully appeals the loss of enrollment priority shall also have California College Promise Grant BOG Fee Waiver eligibility restored.~~

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~~Foster Youth shall not be subject to loss of California College Promise Grant BOG Fee Waiver due to placement on academic or progress probation. This exemption for Foster Youth is effective until the date specified in Education Code section 66025.9 subdivision (c).~~

Financial Aid Application/Review Process:

All students must submit the Free Application for Federal Student Aid (FAFSA) at www.fafsa.gov or the California Dream Act Application (CDAA) at <https://dream.csac.ca.gov/>, to be considered for all financial aid administered at Shasta College. Students can also submit the California College Promise Grant Application if the student is only seeking a Fee Waiver. Once students submit their FAFSA, they may be subject to a process called verification. The Central Processing System (CPS) selects which applications are to be verified, however the District has the authority to verify a FAFSA file if there is discrepant information observed. Verifications are handled through an online process, which may require the student to obtain IRS tax documents. Not all students are subject to verification and will be auto-awarded if eligible. It is the student's responsibility to notify the Financial Aid Office if they chose to decline the financial aid awarded. Shasta College Financial Aid Office complies with all federal and/or state regulations pertaining to student eligibility based on the most updated Federal Aid Handbook found at: <https://ifap.ed.gov/ifap/byAwardYear.jsp?type=fsahandbook>.

Students who are deemed ineligible have the right to appeal through the Financial Aid Office.

FINANCIAL AID APPEAL PROCESS

1. The Financial Aid Office adheres to U.S. Department of Education Final Regulations ~~effective~~effective July 1, 2011 prescribing specific terminology and procedures for students failing to make Satisfactory Academic Progress (SAP).

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2. At the end of each term the Financial Aid Office determines students eligibility based on the federal Satisfactory Academic Progress (SAP) standards. Notifications of ineligibility are released to students as soon as all grades have been verified by Admissions and Records.

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- 2-3. ~~Students become~~are ineligible for Financial Aid Programs (~~excluding~~except the California College Promise Grant BOGFW) if they ~~are not~~fail to meeting any one of the three components for Satisfactory Academic Progress (SAP) two semesters in a row:

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- Cumulative Grade Point Average of 2.0 or above
- Pace (the student must complete 67% of courses attempted)
- Quantitative (the student must accomplish their academic goal within 150% of the prescribed time)
- Pace (the student must complete 67% of courses attempted)

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~~3-4.~~ Any student who is ineligible due to not meeting Satisfactory Academic Progress, but can identify special mitigating circumstances, may ~~request one appeal-submit an appeal online.~~

~~4-5.~~ The ~~Financial Aid Director~~ Associate Dean of Student Services, or designee, will review the request for an appeal. ~~The review will consist of verifying statements, documents and consulting with counselors, if necessary. -The Financial Aid Appeal Petition will be provided to the student. The Associate Dean of Student Services, or designee, Director will present the student's appeal to the Financial Aid Appeals Committee.-~~ The student will receive ~~a written notification of the~~ decision within 10 school days ~~of the Committee's decision.~~ The ~~decision of the Financial Aid Appeals Committee is final.~~ decision will be final. If the student is denied an appeal and later obtains additional documentation to support their appeal, they can resubmit for a re-evaluation.

~~The Financial Aid Appeals Committee does not address~~ The Associate Dean of Student Services, or designee, will review the following appeals as well: Direct Loan-loan denials, need-eligibility denials Unusual Financial Circumstance, and or Professional Judgment related to dependency status. Questions or concerns about these or other matters may be submitted to the Associate Dean of Student Services, or designee ~~Director of Financial Aid.~~

Students may contact the California Community College System Office, 1102 Q Street 3rd Floor, Sacramento, CA 95811 if they are dissatisfied with the Shasta College appeals process ~~for Shasta College.~~

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Loss of Eligibility for the California College Promise Grant (formerly known as the Board of Governors Fee Waiver)

A student shall become ineligible for a California College Promise Grant if the student is placed on academic or progress probation, or any combination thereof, for two consecutive primary terms. Loss of eligibility shall become effective at the first registration opportunity after such determination is made.

The District shall notify students of their placement on academic or progress probation no later than thirty days following the end of the term that resulted in the student's placement on probation. The notification must clearly state that two consecutive primary terms of probation will lead to a loss of the California College Promise Grant until the student is no longer on probation. The notification must also advise students about the available student support services to assist them in maintaining eligibility.

The District shall adopt, prominently display, and disseminate policies ensuring that students are advised about the student support services available to assist them in maintaining and reestablishing eligibility California College Promise Grant eligibility. Dissemination includes, but is not limited to, information provided in college catalogs and class schedules.

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The District shall establish written procedures by which a student may appeal the loss of a California College Promise Grant due to extenuating circumstances, or when a student with a disability applied for, but did not receive, a reasonable accommodation in a timely manner. Extenuating circumstances are verified cases of accidents, illnesses, or other circumstances that might include documented changes in the student's economic situation or evidence that the student was unable to obtain essential student support services. Extenuating circumstances also includes special consideration of the specific factors associated with Veterans, CalWORKs, EOPS, and PACE student status.

Students who have demonstrated significant academic improvement may retain or appeal the loss of the California College Promise Grant significant academic improvement is defined as achieving no less than the minimum grade point average and progress standard established in section 55031 (a) and (b). A student who successfully appeals the loss of enrollment priority shall also have California College Promise Grant eligibility restored.

Foster Youth shall not be subject to loss of California College Promise Grant due to placement on academic or progress probation. This exemption for Foster Youth is effective until the date specified in Education Code section 66025.9 subdivision (c).

SCHOLARSHIP PROCEDURES

Scholarship Donors

Donors may fund scholarships through one of the following ways:

OPTION #1:

- Perpetual scholarship (principal \$with a \$10,000 or more)minimum principal support:
If the \$10,000 minimum were was is not reached within a three (3) years period, the principal may revert to the General Memorial Scholarship fund. Distribution from earnings may fund the award(s); OR

~~OPTION #2: Perpetual scholarships with principals less than \$10,000 may be put in a general memorial scholarship fund with names of those honored listed. Distribution from earnings would fund the awards.~~

- Perpetual scholarship (principal less than \$10,000):
• Donation the General Memorial Scholarship fund. D:
Distribution from earnings fund the award(s); OR

OPTION #3:

- Non-perpetual scholarship:
Funds exhausted pursuant to a pre-established distribution plan. ~~The distribution plan will be finalized and approved~~ within one ~~(1)~~ year of initial contribution.

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Scholarship criteria must comply with all federal and state laws which prohibit discrimination in programs or activities that receive federal financial assistance from the Department of Education. These laws prohibit discrimination on the basis of race, color, and national origin, sex, disability, and on the basis of age.

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Scholarship Recipients

Eligibility requirements vary depending on the stipulations of the scholarship donor. Complete requirements for each scholarship are available on the in the college Financial Aid Office or on the Shasta College Financial Aid website. Donors stipulate the requirements for eligibility when they establish the scholarship fund.

Donors who are designated a 501 (c)(3) organization by the IRS may choose to select their own recipients or can assign this responsibility to the Shasta College Scholarship Selection Committee which is convened annually.

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All qualifying applications will be reviewed, and scored and notified of outcome.

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Confidentiality of applicants is will be maintained throughout the selection process.

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Student Scholarship Application Requirements:

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1. Must be enrolled in six (6) units or more, as verified by an unofficial transcript.

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2. Must complete the Shasta College Scholarship Application, which may includes:

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a. Statement of goals and objectives

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b. Parents' financial statement, if applicable

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c. Student's financial statement, if applicable

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d. Two letters of recommendation

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e. Transcripts of all college work attempted

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1. Must be currently enrolled in at least six (6) units at Shasta College

2. Must have 12 college units completed (excluding High School Seniors graduating from a High School located within the Shasta-Tehama-Trinity Community College District).

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3. Must have a cumulative GPA of 2.0 or greater.

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3. Must complete the on-line General Application, Financial Need Statement and Scholarship Supplemental Questions

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4.

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Disbursement of Funds

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~~Scholarship winners are selected in November and May and checks are issued to the student upon verification of his/her enrollment the following semester, unless otherwise specified by the donor. Approximately five (5) percent of the principal of each account will be available to be distributed as a scholarship award.~~

~~Funds are disbursed to the student as specified by the donor after compliance with requirements has been verified.~~

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Approximately 5% percent of principal for each perpetual scholarship fund will be made available to fund scholarship awards.

Matching Requirements

There are no matching requirements.

Microrepresentation

~~Microrepresentation is defined as any false, erroneous, or misleading statement that the District, a representative of the District, or a service provider with which the District has contracted to provide educational programs, marketing, advertising, recruiting, or admissions services, makes directly or indirectly to a student, prospective student, a member of the public, an accrediting agency, a state agency, or the United States Department of Education.~~

~~A misleading statement includes any statement that has the likelihood or tendency to deceive or confuse. If a person to whom the microrepresentation was made could reasonably be expected to rely, or has reasonably relied, on the microrepresentation, the microrepresentation would be substantial.~~

~~This procedure does not apply to statements by students through social media outlets or by vendors that are not providing covered services, as reflected herein.~~

Board Reviewed 2/24/10
Board Reviewed Revisions 4/10/13
Board Reviewed Revisions 3/12/14
Reviewed by the Board Ad Hoc Committee on Policy 9/09/15
Board Reviewed Revisions 11/18/1

Student Equity

AP 5300

Reference: ***Education Code Sections 66030, 66250 et seq. and 72010 et seq.; Title 5, Section 54220; ~~California Community Colleges Chancellor's Office Student Equity Plan Template (March 2014)~~***

The District has a student equity plan. The plan [follows the designated template and](#) is filed as required to the [California Community Colleges](#) Chancellor's Office ~~for the California Community Colleges~~, following approval by the Board.

The Student Equity Plan shall be developed, maintained, and updated annually under the supervision of the ~~Student Equity Chairperson (Dean of Students)~~, [Chief Student Services Officer, or designee](#) and should include:

- The active involvement of all shared governance groups on campus which will be comprised of faculty, administration, staff and students.
- Involvement by appropriate people from the community who can articulate the perspective and concerns of historically underrepresented groups.
- Campus-based research as to the extent of student equity.
- Institutional barriers to equity.
- Goals for access ([successful enrollment](#)), retention, degree and certificate completion, English as a Second Language (ESL) and basic skills completion, and transfer for each historically underrepresented group.
- Activities most likely to be effective to attain the goals, including coordination of existing student equity related programs.
- Sources of funds for the activities in the plan.
- A schedule and process for evaluation of progress towards the goals.
- An executive summary that describes the groups for whom goals have been set, the goals, the initiatives that the District will undertake to achieve the goals, the resources budgeted for that purpose, and the District officer or employee who can be contacted for further information.

The Student Equity Plan shall be developed, maintained, and updated under the supervision of the Chief Student Services Officer, or designee.

Academic Senate Approved 10/12/09
Board Reviewed 12/16/09
Board Reviewed 9/10/14 [MANDATED CHANGES]

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Student Rights and Grievances

AP 5530

Reference: **Title IX, Education Amendments of 1972; Education Code Section 76224(a); HEA Title IV, CFR, Sections 600.9 and 668.4(3)(b); WASC Accreditation Standard II.B.2.e; 34 Code of Federal Regulations Parts 106.1 et seq.; ACCJC Accreditation Eligibility Requirement 20; ACCJC ~~accreditation~~ Accreditation Standard IV.D**

The purpose of this procedure is to provide a prompt and equitable means of resolving student grievances. These procedures shall be available to any student who reasonably believes a college decision or action has adversely affected his or her status, rights or privileges as a student.

This procedure ~~applies shall include~~, but ~~is not to be~~ limited to, grievances regarding:

- Sex discrimination in education programs and activities as prohibited by Title IX of the Higher Education Amendments of 1972 (see AP 3435 Discrimination and Harassments Complaints and Investigations for sexual misconduct complaints under Title IX);
- Course grades, to the extent permitted by Education Code Section 76224(a), which provides: "When grades are given for any course of instruction taught in a community college District, the grade given to each student shall be the grade determined by the instructor of the course and the determination of the student's grade by the instructor, in the absence of mistake, fraud, bad faith, or incompetency, shall be final." "Mistake" may include, but is not limited to errors made by an instructor in calculating a student's grade and clerical errors;
- The exercise of rights of free expression protected by state and federal constitutions and Education Code Section 76120.;
- The exercise of rights of free expression protected by state and federal constitutions and Education Code Section 76120.

This procedure does not apply to:

- ~~Grade changes. Procedures to be used to file such a complaint are set forth in the District's Board Policy and Administrative Procedure 4230.~~
- Student disciplinary actions which are covered under separate Board policies and Administrative Procedures. Procedures to be used to file such a complaint are set forth in the District's Board Policy and Administrative Procedure 5520.
- Unlawful discrimination, including sex discrimination. Procedures to be used to file such a complaint are set forth in the District's Board Policy and Administrative Procedure 3430.
- Police citations (i.e." tickets"); complaints about citations must be directed to the County Courthouse in the same way as any traffic violation.

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Definitions

~~Informal Resolution- Each student who has a grievance shall make a reasonable effort to resolve the matter on an informal basis prior to requesting a grievance hearing, and shall attempt to solve the problem with the person with whom the student has the grievance, that person's immediate supervisor, or the college administration.~~

Party- The student or any persons claimed to have been responsible for the student's alleged grievance, together with their representatives. "Party" shall not include the ~~Grievance Hearing Committee or the College Grievance~~Hearing Authority or Discipline Officer.

Superintendent/President – The Superintendent/President or a designated representative of the Superintendent/President.

Student- A currently enrolled student, a person who has filed an application for admission to the college, or a former student. A grievance by an applicant shall be limited to a complaint regarding denial of admission. Former students shall be limited to grievances relating to course grades to the extent permitted by Education Code Section 76224(a).

Respondent- Any person claimed by a grievant/complainant to be responsible for the alleged grievance.

School Day- Unless otherwise provided, Any day shall mean a day during which the District college is in session and regular classes are held, excluding Saturdays and Sundays.

Informal Resolution- Each student who has a grievance shall make a reasonable effort to resolve the matter on an informal basis prior to requesting a grievance hearing, and shall attempt to solve the problem with the person with whom the student has the grievance, that person's immediate supervisor, or the local college administration.

~~Student – A currently enrolled student, a person who has filed an application for admission to the college, or a former student. A grievance by an applicant shall be limited to a complaint regarding denial of admission. Former students shall be limited to grievances relating to course grades to the extent permitted by Education Code Section 76224(a).~~

Procedures

The Superintendent/President shall appoint an employee who shall assist students in seeking resolution by informal means, ~~and formal means along with conducting a hearing when necessary.~~ This person shall be called the Grievance Officer. The Grievance Officer and the student may also seek the assistance of the Associated Student Senate Organization in attempting to resolve a grievance informally.

Informal meetings and discussions between persons directly involved in a grievance are essential at the outset of a dispute and should be encouraged at all stages. An equitable solution should be sought before persons directly involved in the case have stated official or public positions that might tend to polarize the dispute and render a solution more difficult. At no time shall

Commented [DT1]: In 5520 we refer to this person as the "Discipline Officer" and "Hearing Authority". I think that we should adjust to be consistent.

Excerpt from 5520: **I. DEFINITIONS**

Discipline Officer: The Dean of Students or such other official so designated by the Superintendent/President.

Hearing Authority: The Vice President of Student Services or such other official so designated by the Superintendent/President and with responsibility for the first appeal level.

Commented [DT2]: I know that this is league language but this sentence is confusing... Does this mean a "Student" is if they are currently or formerly enrolled? Also, is the definition of a currently enrolled student what follows? If so, just because they filed an application doesn't mean they are currently enrolled and we should consider revising. Perhaps we could say: "A currently or formerly enrolled student – a person who has filed an application for admission to the college and registered for one or more courses"?

Commented [DT3]: We generally refer to complainants and respondents versus a "grievant".

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Student Rights and Grievances

AP 5530

any of the persons directly or indirectly involved in the case use the fact of such informal discussion, the fact that a grievance has been filed, or the character of the informal discussion for the purpose of strengthening the case for or against persons directly involved in the dispute or for any purpose other than the settlement of the grievance.

Any student who believes he/she has a grievance shall file a Statement of Grievance with the Grievance Officer within ten (10) ~~school~~ days of the incident on which the grievance is based, or 10 days after the student learns of the basis for the grievance, whichever is later. The Statement of Grievance must be filed whether or not the student has already initiated efforts at informal resolution, if the student wishes the grievance to become official. Within two (2) ~~school~~ days following receipt of the Statement of Grievance Form, the Grievance Officer shall advise the student of his or her rights and responsibilities under these procedures, and assist the student, if necessary, in the final preparation of the Statement of Grievance form.

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If at the end of ten (10) ~~school~~ days following the student's first meeting with the Grievance Officer, there is no informal resolution of the complaint which is satisfactory to the student, the student shall have the right to request a ~~formal~~ grievance hearing ~~as described below (Fourth Level)~~.

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Levels for Resolving a Student Grievance

FIRST LEVEL – Informal Grievance

Any student with a grievance should first attempt to resolve the matter by means of an informal meeting with the person(s) against whom the student has the grievance. This discussion must take place within ten (10) school days of the alleged incident.

SECOND LEVEL – Informal Grievance

If the grievance cannot be resolved as specified at the first level within ten (10) school days, the grievant should contact the immediate supervisor or Dean of the appropriate department or program. This discussion must take place within ten (10) school days after contact at the second level. The Supervisor or Dean has ten (10) school days to respond to the student's grievance.

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THIRD LEVEL – Informal Grievance

If the grievance cannot be resolved at the second level within ten (10) school days, the grievant should contact the Grievance Officer. The Grievance Officer will review the grievance with the supervisor or administrator and attempt to resolve the grievance informally. This discussion must take place within ten (10) school days after contact at the third level. The Grievance Officer has ten (10) school days to respond to the student's grievance.

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FOURTH LEVEL – Formal Grievance and Hearing

If the grievance cannot be resolved informally at the third level, the grievant will be asked to state the grievance in writing within ten (10) school days. Then a formal hearing will be scheduled within ten (10) school days of receipt of the written complaint. The employee being grieved shall have the opportunity to respond in writing. The Grievance Officer, as appointed by the Superintendent/President, will conduct the hearing.

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Student Rights and Grievances

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The determination of whether the Statement of the Grievance presents sufficient grounds for a hearing shall be based on the following:

- The statement contains facts which, if true, would constitute a grievance under these procedures;
- The grievant is a student as defined in these procedures, which include applicants and former students;
- The grievant is personally and directly affected by the alleged grievance;
- The grievance was filed in a timely manner;
- The grievance is not clearly frivolous, clearly without foundation, or clearly filed for purposes of harassment.

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If the grievance does not meet each of the requirements, the Grievance Officer shall notify the student in writing of the rejection of the Request for a Grievance, together with the specific reasons for the rejection and the procedures for appeal. This notice will be provided within ten (10) school days of the date the decision is made by the Grievance Officer.

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If the Request for Grievance Hearing satisfies each of the requirements, the Grievance Officer shall schedule a grievance hearing. The hearing will begin within ten (10) school days following the decision to grant a Grievance Hearing. All parties to the grievance shall be given not less than ~~ten-five (405)~~ school days' notice of the date, time and place of the hearing.

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The hearing will comply with principles of due process, including the right to confront and cross examine witnesses. The decision of the Grievance Officer shall be final on all matters relating to the conduct of the hearing.

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~~The hearing will include the grievant(s) and the person(s) grieved against. Each shall be entitled to:~~

- ~~1) representation of his/her choice, including legal counsel when mutually agreed;~~
- ~~2) the right to present witnesses and evidence; and~~
- ~~3) the right to question opposing witnesses.~~

Each party to the grievance may call witnesses and introduce oral and written testimony relevant to the issues of the matter. Hearings shall be closed and confidential unless all parties request that it be open to the public. Any such request must be made no less than five (5) days prior to the date of the hearing. In a closed hearing, witnesses shall not be present at the hearing when not testifying, unless all parties and the committee agree to the contrary.

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Formal rules of evidence shall not apply. Any relevant evidence shall be admitted.

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The hearing shall be recorded, and shall be the only recording made. The Grievance Officer shall start the hearing by asking each person present to identify themselves by name and thereafter shall ask witnesses to identify themselves by name. No witness who refuses to be rec-

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orded may be permitted to give testimony, and will be considered to be unavailable. The recording shall remain in the custody of the District. Any party to the grievance may request a copy of the recording.

Unless the Grievance Officer determines to proceed otherwise, each party to the grievance shall be permitted to make an opening statement. Thereafter, the grievant or grievants shall make the first presentation, followed by the respondent or respondent(s). The grievant(s) may present rebuttal evidence after the respondent(s)' evidence. The burden shall be on the grievant or grievants to prove by substantial evidence that the facts alleged are true and that a grievance has been established as specified above.

Each party to the grievance may represent himself/herself, and may also have the right to be represented by a person of his/her choice; except that a party shall not be represented by an attorney unless, in the judgment of the Grievance Officer, complex legal issues are involved. If a party wishes to be represented by an attorney, a request must be presented not less than ten (10) days prior to the date of the hearing. If one party is permitted to be represented by an attorney, any other party shall have the right to be represented by an attorney. The Grievance Officer may also request legal assistance through the Superintendent/President.

The Grievance Officer shall have ten (10) school days after the date of the hearing to render a written decision to the Superintendent/President. The decision shall include specific factual findings regarding the grievance, and shall include specific conclusions regarding whether a grievance has been established as defined above. The decision shall also include a specific recommendation regarding the relief to be afforded the grievant, if any. The decision shall be based only on the record of the hearing, and not on matters outside of that record. The record consists of the original grievance, any written responses, and the oral and written evidence produced at the hearing.

Within ten (10) school days following receipt of the Grievance Officers decision and recommendation(s), the Superintendent/President shall send to all parties his/her written decision, together with the Grievance Officers decision and recommendations. The Superintendent/President may accept or reject the findings, decisions and recommendations of the Grievance Officer. If the Superintendent/President does not accept the decision or a finding or recommendation of the Grievance Officer, the Superintendent/President shall review the record of the hearing, and shall prepare a new written decision which contains specific factual findings and conclusions. The decision of the Superintendent/President shall be final, subject only to appeal as provided below.

Appeal Process

Any appeal relating to a Grievance Officer's decision that the Statement of the Grievance does not present a grievance as defined in these procedures shall be made in writing to the Superintendent/President within ten (10) school days of that decision. The Superintendent/President shall review the Statement of Grievance and Request for Grievance Hearing in accordance with the requirements for a grievance provided in these procedures, but shall not consider any other matters. The Superintendent/President's decision whether or not to grant a grievance hearing shall be final and not subject to further appeal.

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Time Limits

Any times specified in these procedures may be shortened or lengthened if there is mutual concurrence by all parties.

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Record of Grievance

A record of the grievance against an employee of the District may only be entered into an employee's personnel file in compliance with an employee's contract and the disciplinary process.

Note: The District is committed to resolving student complaints and/or grievances in a fair and equitable manner. Students should work through the District's process first before escalating issues to other agencies. Issues that are not resolved at the District level may be presented to the California Community Colleges Chancellor's Office (CCCCO) at: www.californiacommunitycolleges.cccco.edu/ComplaintsForm.aspx

This [Policy-Administrative Procedure](#) and the related [Administrative Procedure Policy](#) is not available for use by any student or applicant for admission who believes that he/she has been subjected to unlawful discrimination, including sex discrimination as prohibited by Title IX of the Higher Education Amendments of 1972. The basis for filing a complaint of unlawful discrimination and the procedures to be used to file such a complaint are set forth in the District's Board Policy and Administrative Procedure 3430 – Prohibition of Unlawful Discrimination or Harassment, which can be obtained in the Human Resources Office in the Shasta College Administration Building 100, Room 121, 11555 Old Oregon Trail, Redding, CA 96003 or on the District's web site at: www.shastacollege.edu.

Board Reviewed 1/17/07

Board Reviewed Revisions 11/09/11

Reviewed by the Board Ad Hoc Committee on Policy 9/09/15

Board Reviewed Revisions 11/18/15

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Non-Resident Tuition

BP 5020

Reference: ***Education Code Sections 68050, 68051, 68130, 68130.5, 76140 and 76141; Title 5, Section 54045.5***

Nonresident students shall be charged non-resident tuition for all units enrolled, unless otherwise specifically required by law.

Not later than February 1 of each year, the Superintendent/President shall bring to the Board for approval an action to establish non-resident tuition for the following fiscal year. The fee shall be calculated in accordance with guidelines contained in applicable state regulations and/or the California Community College Attendance Accounting Manual.

The Superintendent/President shall establish procedures regarding collection, waiver, and refunds of non-resident tuition.

See Administrative Procedure 5020

Board Approved 4/09/03

Reviewed by the Board Ad Hoc Committee on Policy 5/13/09

Board Approved Revisions 1/20/10

Board Approved Revisions 9/10/14 [MANDATED CHANGES]

Student Records, Directory Information, and Privacy

BP 5040

Reference: *Education Code Section 76200 et seq.; Title 5, Section 54600 et seq.; 20 U.S. Code Section ~~1232G~~1232g(i) (US Patriot Act); Civil Code Section 1798.85; ACCJC Accreditation Standard II.C.8*

The Superintendent/President shall assure that student records are maintained in compliance with applicable federal and state laws relating to the privacy of student records.

The Superintendent/President may direct the implementation of appropriate safeguards to assure that student records cannot be accessed or modified by any person not authorized to do so.

Access to Records

Educational records shall be available for inspection and review, during normal working hours, by presently and formerly enrolled students. Where the record(s) may contain information concerning more than the inquiring student, only that part pertaining to the inquiring student may be revealed.

Any currently enrolled or former student of the District has a right of access to any and all student records relating to him or her maintained by the district.

No District representative shall release the contents of a student record to any member of the public without the prior written consent of the student, other than directory information as defined in this policy and information sought pursuant to a court order or lawfully issued subpoena, or as otherwise authorized by applicable federal and state laws.

Students shall be notified of their rights with respect to student records, including the definition of directory information contained here, and that they may limit the information.

Directory information shall include:

- Student participation in officially recognized activities and sports including weight, height and high school of graduation of athletic team members.
- Degrees and awards received by students, including honors, scholarship awards, athletic awards and Dean's list recognition.
- Consistent with the Solomon Amendment, Department of Defense entities may obtain certain information about currently enrolled full-time students, ages 17 and over, once per term. This information is limited to: student names, addresses, phone numbers, age (year of birth), level of education, ~~degree program currently enrolled in,~~ degrees received for recent graduates and most recent educational institution ~~last enrolled in/attended~~. To process this request, the college will check to see if it collects the student data and if any students and/or parents exercised their FERPA rights to withhold student information.

See Administrative Procedure 5040

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Student Records, Directory Information, and Privacy

BP 5040

Board Approved 04/11/01

Reviewed by the Board Ad Hoc Committee on Policy 05/13/09

Board Approved Revisions 11/11/09

Reviewed by the Board Ad Hoc Committee on Policy 09/09/15

Board Approved 10/14/15 [MANDATED CHANGES]

Board Approved [Revised] 12/13/17

Financial Aid

BP 5130

Reference: ***Education Code Sections 66021.6 and 76300; 20 U.S. Code Sections 1070 et seq.; 34 Code of Federal Regulations Section 668; (U.S. Department of Education regulations on the Integrity of Federal Student Financial Aid Programs under Title IV of the Higher Education Act of 1965, as amended); AC-CJC Accreditation Standard III.D.15***

Financial Aid

A program of financial aid to students will be provided which may include, but is not limited to, scholarships, grants, loans, and work and employment programs.

All financial aid programs will adhere to guidelines, procedures, and standards issued by the funding agency, and will incorporate federal, state, and other applicable regulatory requirements.

The Superintendent/President shall establish, publicize, and apply satisfactory academic progress standards for participants in Title IV student aid programs.

Misrepresentation

Consistent with the applicable federal regulations for federal financial aid, the District shall not engage in “substantial misrepresentation” of 1) the nature of its educational program, 2) the nature of its financial charges, or 3) the employability of its graduates.

The Superintendent/President shall establish procedures for regularly reviewing the District’s website and other informational materials for accuracy and completeness and for training District employees and vendors providing educational programs, marketing, advertising, recruiting or admissions services concerning the District’s educational programs, financial charges, and employment of graduates to assure compliance with this policy.

The Superintendent/President shall establish procedures wherein the District shall periodically monitor employees’ and vendors’ communications with prospective students and members of the public and take corrective action where needed.

This policy does not create a private cause of action against the District or any of its representatives or service providers. The District and its governing board do not waive any defenses or governmental immunities by enacting this policy.

See Administrative Procedure 5130

Board Approved 4/09/03

Board Approved Revisions 12/10/08

Reviewed by the Board Ad Hoc Committee on Policy 5/13/09

Board Approved Revisions 11/14/12

Board Approved Revisions 3/12/14

Reviewed by the Board Ad Hoc Committee on Policy 9/09/15

Board Approved Revisions 11/18/15

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Student Equity

BP 5300

Reference: ***Education Code Sections 66030, 66250 et seq. and 72010 et seq.;
Title 5, Section 54220***

The Board is committed to assuring student equity in educational programs and college services. The Superintendent/President shall establish and implement a student equity plan that meets the Title 5 standards for such a plan.

See Administrative Procedure 5300

Board Approved 4/11/01

Board Approved Revisions 6/11/03

Reviewed by the Board Ad Hoc Committee on Policy 8/12/09

Board Approved Revisions 12/16/09

Student Rights and Grievances

BP 5530

Reference: ***Title IX, Education Amendments of 1972; Education Code Section 76224(a); HEA Title IV, CFR, Sections 600.9 and 668.4(3)(b); WASC Accreditation Standard II.B.2.c; ACCJC Accreditation Eligibility Requirement 20; ACCJC accreditation Standard IV.D***

Definition of Student Grievance

For the purpose of this policy, a student grievance is defined as a claim by a student that his/her student rights have been adversely affected by a college decision or action. This policy is available for students who desire to pursue grievance procedures against an employee of the District. The student shall be entitled to representation, by a person of his/her choice, other than legal counsel, at all informal complaint meetings.

Note: The District is committed to resolving student complaints and/or grievances in a fair and equitable manner. Students should work through the District's process first before escalating issues to other agencies. Issues that are not resolved at the District level may be presented to the California Community Colleges Chancellor's Office (CCCCO) at: www.californiacommunitycolleges.cccco.edu/ComplaintsForm.aspx.

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See Administrative Procedure 5530

Board Approved 1/17/07
Reviewed by the Board Ad Hoc Committee on Policy 8/12/09
Board Approved Revisions 5/12/10
Board Approved 11/09/11
Reviewed by the Board Ad Hoc Committee on Policy 9/09/15
Board Approved 10/14/15 [MANDATED CHANGES]



Instructional Council

Thursday, February 7, 2019

9:00A – 11:00A

Board Room

AGENDA

1. Late Registration Requests
2. Initiatives
3. New Student Orientation (Tim)
4. Student Equity and Achievement Program (SEAP) Briefing (Tim)
5. Reports:
6. Other