



Student Services Council Meeting
 Wednesday, March 17, 2021
 10:30 AM – 12:30 PM

Minutes

District / Division Goals

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

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

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

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

Committee Members (voting)					
x	Robert Bowman	x	Sue Huizinga	x	Buffy Tanner
x	Jerry Brown	x	Tim Johnston	x	Natalie Tucker
x	Nadia Elwood	x	Sonja Mendes	x	John Yu
x	Sandra Hamilton-Slane	x	Amber Perez		
	Allie Hancock	x	Carlos Reyes		
Guests (non-voting)					
x	Billy Miller	x	Myriam Kalmogho		
x	Amanda Henderson	x	Nick Webb		

1. Approval of Minutes

- a) Minutes March 3, 2021: Amber Perez motioned and John Yu seconded to approve the minutes. All in favor, Buffy Tanner abstained.
- b) Student Services Tableau documents
 - 1. I:\Everyone\Student Services\Student Services Council\March 2021
 - 2. SSC Teams / Tableau Data
 - 3. Tim stated that if anyone has updates, to notify Seth Abrahamson.
- c) Student Services One-Stop Conversation - May 5, 2021 with Theresa Markword
 - 1. Tim invited the Council to invite staff to the meeting.

2. Presentations

a) Program Review – TRIO

- 1. Sue Huizinga thanked the Council for the support of the TRIO programs and including them in conversations that impact students.
- 2. Sue provided background on TRIO; 100% Federally funded program, since 1965 for Upward Bound, Talent Search and 1968 for SSS.
- 3. Amanda Henderson provided a background of how she supports students as the Counselor for TRIO SSS.
- 4. Myriam Kalmogho stated that current situations really grew TRIO to meet students at another level than usual and connect with students on what they are dealing with on a daily basis.
- 5. TRIO SSS is successful in meeting federal grant goals/objectives.
- 6. The TRIO SSS program wishes to continue to provide recognition to first-generation students and reduce “hurdles” for low-income students.
- 7. TRIO also wants to connect SSS students with other SSS programs at their transfer university.
- 8. Myriam shared the program application link:
<https://botform.compansol.com/202054385521044>
- 9. Council Discussion:
 - a. Tim re-iterated that TRIO is welcome to re-evaluate physical space and office location.
 - i. Sue stated that she can see the power being next to transfer services; however, having all TRIO programs together has been very beneficial.
 - ii. Amanda shared that TRIO SSS can gain more strength with collaborating with the Transfer Center and being in an area with a higher flow of student traffic.

3. Instructional Council Report

- a) Carlos Reyes stated that the IC worked on scheduling. The SLAM Division is planning to bring more courses back to campus in the fall 2021 semester. Area plans and faculty reviews are still on-going.

4. Action Agenda

- a) Board Policies / Administrative Procedures – Second Reading
- b) Board Policies / Administrative Procedures – First Reading
 - 1. AP 5130 Financial Aid
 - a. Buffy Tanner stated that there was no concern with removing the 12-unit eligibility requirement for scholarships.

- b. A response is pending regarding the need to repay Financial Aid funds that were sent in error.
 - c) Enrollment Management Plan (E.M.P.) - (2019 -2021) – Assessment & Review
 - 1. John Yu thanked the Student Services Council for their review and highlighted the purpose of the EMP. The EMP also supports accreditation.
 - 2. Implementation of the report was a huge success as the majority of the Activities in the plan are completed.
 - 3. The Enrollment Management Committee approved the plan, and SSC approval is needed before moving to College Council for approval.
 - 4. Council Discussion:
 - a. Tim stated that any updates can be provided to John prior to the EMP moving to College Council.
 - b. Buffy stated that it was an impressive summary of all the activities happening on campus.
 - 5. Robert Bowman motioned and Buffy Tanner seconded to approve of the EMP as provided. All in favor, none abstained. Motion passed.
 - d) SAO/SSLO review and approval
 - 1. The Student Services Council annually reviews SAOs/SSLOs and approves changes, additions or deletions.
 - 2. It is the responsibility of each department to identify meaningful SAOs/SSLOs that will contribute to program improvement.
 - 3. Sandra Hamilton-Slane motioned and John Yu seconded to approve the SAOs/SSLOs as updated on the attachment.
 - 4. Approval: No comments from Council. All in favor, none abstained.
 - a. Sandra asked if Tim could share the Council’s appreciation to Amy Speakman for her support.

5. Discussion Agenda

- a) Should we have a Committee meeting on April 7 (during Spring break)?
 - 1. The Council agreed to cancel the April 7th meeting.
 - 2. Sandra highlighted that April 21st is the last Chancellor’s office meeting and is scheduled to end at 11am.
- b) Committee Self-Evaluation
 - 1. One of the recommendations made by the Accreditation Team dealt with Committee self-evaluation. Frank Nigro will be providing future documentation with further guidance.
 - 2. Continue on Zoom? In-person? Combination?
 - a. The Council reached consensus that meetings should continue to be a combination of Zoom and in-person.
 - b. The Council believed that this would continue to support access.
 - 3. Open to college-wide template for agenda and minutes?
 - a. Council believed a template could provide structure for Admin Assistants and advocated for note-taking rather than verbatim minutes to promote the free exchange of ideas.
- c) Strategic Plan – Review Draft Initiative Recommendations
 - 1. Council members are encouraged to share new initiatives with Will Breitbach.
 - 2. Tim Johnston stated that many of the broad areas (meta structure) will be preserved but initiatives/activities will be changed.

3. Tim stated that the College Council will have a workgroup to design a draft of the new Strategic Plan. College Committees/Councils will review the draft prior to final approval.
- d) Accreditation Workgroup Report – Student Services Mid-Term Progress
 1. Tim Johnston expressed his appreciation to Nadia Elwood and Billy Miller for their participation on the Accreditation Workgroup.
 2. Tim stated that the next step is to take a deeper dive into the highlighted areas. Tim stated that the dive is not because we are not meeting the criteria, but to provide additional evidence.
- e) EOC Guidance – Moving from Red Tier to Orange Tier
 1. Council Discussion:
 - a. Sandra stated that she had discussions with categorical program staff. Many wish to return to campus. Sandra stated that EOPS will have at least two staff each day in the EOPS office. Sandra has put a request into the EOC that between the hours of 9-12 and 1-4 students could be allowed onto campus for scheduled EOPS support. Sandra stated that they would like to provide hands-on support for students on the use of Self-Service.
 - b. Buffy stated that IT will be providing some “how-to” videos on self-service/MyShasta.
 - c. Tim stated that we will continue to encourage Counselors to work at home. He stated that most Counselors wishing to work on-campus will still meet with students online.
 - d. Nick stated the hybrid format is not the best for GtC students. High schools are planning to get back to normal as soon as possible, but social distancing requirements for high school and college remain disparate.
 - e. Buffy Tanner stated that Admissions & Records and Financial Aid had their Red Tier plan approved from the EOC. Buffy stated that further staff discussions need to take place for potential of lower tiers. Buffy also stated the unknown regarding vaccinations and how that will be considered in the planning.
 - i. Natalie stated that A&R/FA are leaning towards an appointment system at this time.
 - ii. Sonja Mendes highlighted that students and staff should not be asked if they have been vaccinated as it is private health care information.
 - f. Robert Bowman shared that the majority of STEP-UP students are on campus due to their major/programs. Robert stated that we should also discuss extended education and outlying areas.
 - i. Tim stated that there is on-going discussion with Andy Fields regarding extended education. Tim has re-affirmed a common virtual front-door in regards to Student Services.
 - g. Jerry Brown also stated that all the high schools are open face-to-face; why is Shasta College not open to allowing students onto campus? Tim stated that every area needs to develop a plan that allows for greater face-to-face access

7. Guided Pathways / Vision for Success - Providing / Coordinating Student Support Services virtually
8. Budget
9. Information Items / Other
 - a) Technology
 1. MyShasta/Self Service: The new MyShasta will be used for Summer registration.
 - b) Area Updates / Announcements
 1. Sandra Hamilton-Slane stated that graduation is planning to be in-person with the potential for each graduate to be allowed two guests - more if we're able. April 30th is the firm deadline for students to apply for the graduation ceremony; April 1st is the deadline to apply for a degree. Campus safety will be supporting crowd control and campus entrance.
10. Meeting adjourned at 12:34 pm

NEXT MEETING:

The next meeting is scheduled for Wednesday, April 21st from 11:15am – 12:30pm via Zoom
Minutes recorded by: James Konopitski, Student Services Coordinator