



Student Services Council Meeting  
Wednesday, March 20, 2019  
9:00 AM • Room 2314  
Meeting Minutes

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Present: John Yu, Becky McCall, Tim Johnston, Michelle Fairchild, Sue Huizinga, Nadia Elwood, Sandra Hamilton-Slane, Sharon Brisolaro and Carly Gordon.

Approval of Minutes: John Yu motioned, Nadia Elwood 2nd

1. Action Agenda

- a) BP/AP 5530 Student Rights and Grievances (no League guidance for BP 5530) the student has the right to go to the district office if they don't feel the district was able to resolve their issue. No recommended changes due to no guidance. Significant changes on the AP are written throughout. Greg and Tina added many changes to word usage, and discipline office vs. grievance office. Motion to consider – Becky and Sandra motioned to approve. Revisions will be built in and added if the conversation didn't take place in 10 days. Tina is okay moving forward as written. All in favor – yes.
- b) BP/AP 5035 Withholding Student Records  
No recommended changes to AP or BP. Option to insert a more explicit description of process if we want and or an opportunity for students to explain if extenuating circumstances or financial obligations are an error. Sharon – in favor of leaving it open to the student. The more general the better, per Tim. Table conversation or approve with the caveat that will float around via email – agree to come to agreement on the revision. Motion to approve – as conditional amended – Sandra 1<sup>st</sup>, Becky 2<sup>nd</sup>.
- c) BP/AP 5020 Non-Resident Tuition
- d) BP/AP 5012 International Students (no League guidance for BP 5012) Grouping these two together. Motion Nadia, Sharon 2<sup>nd</sup>. No changes on non-resident. AP represents clean up on formatting. US armed forces – James did extensive research on this. Not included on league guidance even though redundant with 15. Feel it won't hurt us to include and still a part of BACA/5020.

Questions:

- Is there a fee consideration for UNR for tuition?
- Why Oregon and not Nevada? Follow up on this distance?
- equal opportunity for students from both colleges? Does it exist?

If does, we'll bring it back and if it doesn't, we'll move forward. International Students: No league guidance for this BP. Talks about definition of terms. Don't have to have it but we can. Joe Wyse wants to follow what the league is doing. He would be okay continuing this but may pull it if the league doesn't provide guidance. Tina worked on revisions for 5012 on score placements; reference cleanup and language clean up "Students may be accepted with the following scores." PTE Academic Pearson mentioned by John, it has since been added to the AP 5012. Sharon asked if ESL tests could be taken in ASL for English learners who are deaf or hard of hearing, wondering about testing accommodations that would help assessing English proficiency for these students. Per Sandra, that is not the same type of comparison or knowledge testing. Move forward, all in favor. Caveat. Research UNR.

- e) BP/AP 5140 DSPS they will be ready next meeting per Sandra.
- f) BP/AP 5150 EOPS

2. Information Items

- a) Degrees When Due – Update provided by Becky McCall  
Becky will be attending the degrees when due meeting soon. Liz Kohn is the lead contact on initiative, and it is a national initiative. Joe agreed, its two pronged approach, to look back at transcripts to see if students are eligible for degrees and/or certificates, in addition to identifying students who only need a

few more classes to graduate. James, Rochelle, Rebecka Renfer, Stacey, Buffy, Tim and Will Breitbach – worked on targets, and the needs for the query but haven't started yet because they wanted to make sure this committee knows about it first. They haven't started reaching out but have identified these students and are getting the process established.

Outreach Process:

- Doing a 5 year look back right now
- Golden Four, Math and English Completion
- 2.0 GPA or better
- 45 units completed
- Priority is the students who met requirements for a degree/certificate
- Students have the right to opt out
- Passive consent to post degree
- May just need an official transcript to award degree

Questions:

- Is there a policy about students walking at graduation but still have units left to complete?
- What's the unit cap?
- Policy?

Per Nadia, Tina would be a good point of contact for follow up. Nadia was suggesting a policy be created at some point.

b) New Applicant outreach project

Carly Gordon introduced herself and presented the New Applicant Outreach Pilot Project PPT. The connection between this project and the access gaps identified in the Student Equity Plan was discussed. Follow-up discussion included who is involved with the pilot (ACSS and BAITS) and who is not (dual / concurrent enrollments). Recommendations:

- Provide letter to PACE / EOPS office.
- Include extended education phone number on the President's Letter.
- Clarify goal / program objective with students.
- Clarify appointment / onboarding process with General Counselors.
- Continue to track "contact notes" in order to monitor barriers.
- Institutionalize the term "online user ID" until portal is established.

c) Shasta Summit update

-Michelle Fairchild provided an overview of Shasta Summit and a snapshot of spring 2018 to share that the program is growing! Spring 2018 survey results were very positive and provided more information on the positive impact the program is having on students. Students were very satisfied with the Shasta Summit's flags and kudos due to the fact that they felt an instructor cared for them by notifying the student of an area of concern or a positive note "kudos" on their progress.

Highlights:

- Mobile Friendly, support staff and counselors show up on their landing page
- More responsive faculty through Shasta Summit than Canvas – Michelle found
- Pulling in grading and assignments – if their instructor is using the program – their students will have this expanded access.
- Early Alert is huge function of Shasta Summit but it has capabilities to increase communications with students, enhance the building of relationships

Progress:

- Fall 18 grew to 59 courses and new faculty Gateway to college really helped impact this growth
- In Fall 18 more kudos were sent out than flags
- Fall 18, 80 % satisfied 20% Very Satisfied.
- #1 online appointment schedule 59% highest favored
- Receiving kudos 39% of participating students
- Moving Forward, increased to 16 instructors, 75 courses, and over 1000 students in spring 2019

Goals of Shasta Summit:

1. Expand use on campus
2. Explore customization
3. Create coding
4. Build relationships for cohort students with counselors and support staff.
5. Continue to establish workflows

Questions:

-Which tool are the best to message students about additional information – workshops, events, etc?

Limitations to correspondence within Shasta Summit for ex: can't upload attachments

-What is the purpose of setting up your profile in Shasta Summit?

We can link them into our service section currently.

-What part of the flags are manual and what are automatic?

We have the capacity to assign these flags to certain staff. Each staff will get an email notifying the faculty and then they need to clear the flags manually themselves.

- d) Student Service Council Ranks – Initiative Rankings – Forwarded to College Council, they are opting out of voting process.
  - e) P1 – 5% reserve impact on initiatives and requests. Effective this year. Ability of Chancellors office funding obligations with the new funding formula. Impact the general fund more than categorical funding. TRIO SEAP locked in with a little bit of stability moving forward.
  - f) Spring Break Discussion – Staffing & Space Issues Discussion. CSEA training Monday & Tuesday. The college will find space for employees that want or need to work.
  - g) priority list
  - h) Area Updates / Announcements
    - Latina Summit from 9-1Pm on April 26<sup>th</sup> – Latino outreach involvement
  - i) Budget update
3. Discussion Agenda
- a) Student Success Center – Name Finalists
  - b) Holistic Student Supports Tool Kit
4. On Deck:
- a) BP/APs to be determined...