



Student Services Council Meeting
 Wednesday, April 15, 2020
 10:30 AM • Zoom
 Minutes

Committee Members Present					
x	Nancy Berkey	x	John Yu	x	Buffy Tanner
x	Sharon Brisolara	x	Sandra Hamilton-Slane		Jennifer McCandless
x	Tina Duenas	x	Sue Huizinga		
x	Nadia Elwood	x	Tim Johnston		
Guests					
x	Nick Webb	x	Phil Churchill		
x	Jerry Brown				
x	Robert Bowman				
x	Amber Perez				

District / Division Goals

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

- Goal 4: Increase course success by 1%**
- Goal 5: Improved through-put**

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

- **Improve access from application to registration**
- **Implement Automated Student Education Planning**
- **Expand Shasta Summit early alert**
- **Increase number of ADTs, BA, Certificates, transfer**
- **Promote transfer pathways with K-12 partners**
- **Improve access to existing on-line student support through SARS Zoom and the online orientation.**

1. Approval of Minutes

- a) April 1, 2020: Tina Duenas motioned, and Sharon Brisolara seconded to approve the minutes. All in favor, Buffy Tanner, Nick Webb and Jerry Brown abstained.

2. Discussion Agenda

- a) Single Sign-On (SSO) Presentation / Discussion - Phil Churchill
 - 1) Highlights of presentation include:
 1. The Shasta College (SC) Online Portal page will be updated at date to be determined.
 2. Phil will be matching the aesthetics to that of the new website.

3. Expected "go-live" timeframe is after the spring 2020 semester but prior to the summer 2020 session.
4. Students will be able to access the multiple 3rd party programs via the one-login process, to include self-service.
5. People will gain different availability depending on their security clearance and their role which are setup through IT.
 - a. Access is completely customizable. (e.g., allowing Canvas access but denying Office 365 for those who are not currently enrolled but want to take the new Computer Literacy Test).
 - b. Phil requested that people start considering what class roles will be beneficial.
6. SC Online interface will be mobile friendly and provide a pleasing visual aesthetic.
7. The visual interface of MyShasta will change, but the name will remain the same.
8. Frontline staff will have an easier interface to reset passwords and security questions for students.

2) Council Member Questions/Comments:

1. "Time Entry and Approval" for the Employee section... Is there potential to do timecards electronically through the SSO?
 - a. Possible, depending on how Business Office will like to proceed.
2. What about staff members who are also students?
 - a. Whoever is in multiple groups, related to their roles, will also have access to both. Multiple roles will not be an issue.
3. Process for new applicants be the same?
 - a. The current process will still apply, but rules and security classes can be setup as needed. IT needs to know what anyone has in mind (e.g. cohorts, etc.), aside from the generic student role.
4. Student access to Canvas without applying for F/A or registering into a class- is this possible?
 - a. Can happen, but IT needs to know the designations of the group.
5. Roadmap for Self-Service implementation/tools?
 - a. Currently IT is in the testing phase for online registration through self-service/Student Education Planning tool.
 - b. MyPath through the Chancellor's office will be implemented soon, TBD.
 - c. Self-service will also have a window message for students to update their contact information.
 - d. Attached are the current applications that can be accessed via the SC Online Portal.
 - i. Security classes and roles can be determined to specify who gets access to what.
6. Portal vs Self Service?
 - a. SC Online Portal is a way to get authenticated; Self-Service is a program created by Ellucian for a better way to provide access to applications (e.g. Orientation, Student Ed. Planning Tool, etc.)
7. Can we offer programs to special cohorts?
 - a. If a resource is a third-party that offers single sign on and we are only utilizing it for a particular group then "Yes". We have full control to create access groups for students and staff.
 - b. Access can be restricted as needed.

3) COVID 19: Provision of Services - Check-In

1. Semester update: Summer courses are going fully online. Fall semester going fully online is still TBD, but will continue to proceed as usual until further notice. Expectation is that the fall semester has a chance to move fully online.
2. Shasta College received around \$1.8 Million dollars in CARES funding and provision.
 - a. Buffy Tanner stated that there is minimal guidance from the Federal system; however, the Chancellor is recommending to view the funds through an Equity lens and orient it towards California residents. Buffy attended a meeting on Friday, April 17th and will provide more guidance information soon.
 - i. The funds do have a criterion that we must let students know that funds are to be used for housing, food, child care, transportation, etc.

Shasta College will need to report on who received the funds, how much was received per student, the authorized use of the funds; however, we are not under any requirement to follow-up with the students to ensure proper usage of the funds.

- ii. Buffy stated that these funds are not considered Financial Aid funds, neither are the stimulus dollars that people are receiving. These funds will not be considered on the FAFSA nor will they be considered as income. The Cost of Attendance maximum should not be affected at this time.
 - iii. Buffy is considering whether or not undocumented students can be added into consideration because of the lack of current financial support.
 - iv. The CAREs funds will be an automatic disbursement to those that are receiving Financial Aid. Probation status will not matter for this disbursement as it is considered “needs based” funding.
 - v. The intent is to send out the awards during the May 1st disbursement, depending on future guidance from the Friday, April 17th Chancellor’s Office meeting.
- b. The Council discussed the community issue with lack of internet capabilities and technology. Counties in our area are lacking in internet infrastructure and the Council agrees that this concern goes beyond Shasta College’s capability.
- c. The Council discussed groups that can be considered for the funding.
- i. Buffy Tanner stated that they will be looking at low income students based on the California College Promise Grant (CCPG) recipients.
 - ii. The Council suggested that it may be beneficial to base the priority of funds off of the priority registration list of cohorts and types of students.
 - iii. The Council discussed International students currently struggling because they are not allowed to work on campus and cannot pay to live nor to get back home.
 - iv. The Council also suggested looking into students that have to continue their spring semester classes into the summer (e.g. lab classes) because these students may not be able to enroll in summer classes and miss out on summer financial aid.
 - v. The Council agreed that it may be important to share this information to the EOC so that they are not caught off-guard when students and/or public call about the funds they receive.
 1. Buffy Tanner agreed to provide a write-up to Tina Duenas for the EOC.
- d. Other questions and comments.
- i. Does the funding provide for increasing a student’s unmet need? Not right now.
 - ii. Can the Shasta College Foundation help these International students?
 1. Tim Johnston stated that the funds cannot be endowed to the Shasta College Foundation. The fiduciary requirements of the SC Foundation make it so we cannot have this option.
 2. Separately, donors to the SC Foundation can prioritize their own funding to International students, if they want.
3. How long we will be working remotely and how it will affect our individual programs? Considerations for budget trigger cuts in the fall semester?
- a. The Council agreed that it is important for all areas to consider the budget uncertainty.
 - b. Consideration of the Council members should be orientated towards funding cuts, what to do with staff if we move to remotely working in the fall semester as well as technology programs and resources that can be utilized to save funds and staff time.
 - i. Ocelot Chatbot is moving forward and IT is placing the e-Signature proposal a higher priority item.

- c. Council discussion and comments.
 - i. Staff vacancies: Can SC suspend external searches and re-assign staff internally, as needed? Managers are currently provided latitude to utilize existing staff and move people as needed.
 - 1. The Council agreed that considerations need to be made for the Classified staff that cannot perform their job remotely (e.g. food service workers, etc.).
 - ii. The Council discussed about the messaging being sent out to students in regards to program that are being moved online that are normally held in-person. The Council stated that students will be signing up for classes soon and may need to know if they are signing up for two synced classes because they are not aware that the classes are synced
 - 1. Currently, the Chancellor is telling College's not to change their internal coding; however, Shasta College has to change the coding in order to offer online classes.
 - 2. No determination has been made about how the syncing will work.
 - iii. Admissions and Records will allow students into overlapping of classes.
 - 1. Currently, the process remains the same and the form can be e-mail to Admissions.
 - 2. IT is looking into a way for this to be done without a student having to submit a form.
 - 3. The Council suggested to see if there is a way staff can remove the hold for students rather than having to utilize a form.
 - iv. IT is looking into providing student e-mails at some point before the fall 2020 semester.
 - v. The Council discussed student concerns about the finishing of classes that require in-person work (e.g. CONS, etc.).
 - 1. Currently, the EOC has no updated guidance for these classes.
 - 2. Buffy Tanner stated that students can request an Incomplete, and if the work cannot be continued within a reasonable timeframe the student can request an 'EW' grade.
 - a. Buffy stated this is not optimal, but is the current solution.
 - vi. The Council discussed Work Study students.
 - 1. Buffy Tanner requested that each department provide her and Melian their needs for the fall 2020 semester as soon as they are able.
 - 2. Shasta College has approval to move the work study funds over to SEOG funds for spring 2020 semester, but not for the fall 2020 semester.
 - 3. The process to hire work study students will continue for the fall 2020 semester. The students identified in the process will receive the converted SEOG funds, if we get the approval.
 - 4. Cabinet has suggested that department consider both in-person and virtual events.
 - 5. The Council agreed that there may be a concern to pay students that are not actually working.

4) Instructional Materials Fee – Recommendations

- 1. Nadia Elwood will put together a short list of suggestions and recommendations to be submitted with BP/AP 5031 – Instructional Material Fees.
- 2. The list will include costs that are no designated "Material" fees but are required in order to successfully complete a course.

3. Action Agenda

- a) Board Policies / Administrative Procedures – Second Reading

- b) Sandra Hamilton-Slane moved the motion and Sharon Brisolaro seconded to consider all second readings as group.
- 1) AP 5015 Residence Determination
 1. "Any Session" language is to include reference for late start courses as well as summer courses.
 2. All in favor to move forward, none abstained.
 - 2) AP 5045 Student Records – Challenging Content and Access Log (no BP)
 1. All in favor to move forward, none abstained.
 - 3) AP 5031 Instructional Materials Fee
 1. The referenced fees are for the costs that are considered material fees upon student's registration into the course and do not refer to the full costs associated with taking certain classes (e.g. Welding, Culinary, etc.).
 2. The instructional material fees are Board approved and are provided within a separate document.
 3. All in favor to move forward, Sandra abstained.
 - 4) BP 5031 Instructional Materials Fee
 1. Recommendation to delete.
 - a. No further discussion.
 2. All in favor to move forward, none abstained.
 - 5) BP 5030 Fees
 1. The auditing and processing fees are provided because they are required by Title V; even though they may change we have not seen a change in long time.
 2. The Council suggested verifying the international student application fee process and language before moving forward.
 3. All in favor to move forward upon verification of process and language from Cindy Silva, none abstained.
- c) Board Policies / Administrative Procedures – First Reading
- 1) None.

4. Information Items / Other

- a) Instructional Council
- b) Area Updates / Announcements
 - 1) Graduation (Tina Duenas): Graduation will be done completely virtual. Student Life is currently getting everything in order. Students will be able to create a twelve second clip to be placed on their own site page for family and friends. The actual ceremony will be broken up alphabetically because of the amount of time to get through all the students clips during the ceremony. A video message will be provided from both Dr. Wyse and celebrity Chef Jeff. Family and friends of the graduates will have the option to search, online, for their related student's graduation page and share as needed.
 - 2) The ceremony will be going through a contracted company so that people can remotely live stream the event.
 - 3) Student Life will be sending a box to the graduates that will include a tassel, cap and a message from Dr. Wyse. Graduates are encouraged to participate in cap decoration contest.
 - 4) Once Student Life can return to campus, they will be sending another gift box with all the material they would have received if the event was in-person.
 - 5) The ceremony will still commence on May 15th.
 - 6) Notification to students will go out via regroup this week. Marketing is working on the printed program to go out soon.
 - 7) Students will also be invited to walk at next year's ceremony.
- c) Other?
 - 1) Student Services Council minutes and agendas will be placed within Teams, rather than emailed.
 - 2) The Council was encouraged by Tim Johnston to continue to monitor staff and ensure that everyone has something to do. Encouragement to continue to host check-ins, Zoom meetings and cross-trainings.
 - 3) Buffy Tanner information the Council that any student who withdrew with a 'W' starting from March 14th till the end of semester will have their 'W' automatically reverted to an 'EW' grade. Students do have the right to have it reverted back to a 'W' grade. The student's transcript will

show that the EW was due to the COVID situation. Buffy is still asking that student utilize the 'EW' form.

5. Meeting adjourned at 12:39pm.

NEXT MEETING:

The next meeting is scheduled for Wednesday, May 6th from 10:30am – 12:30pm via Zoom

Minutes recorded by: James Konopitski, Enrollment Services.