Shasta College

Student Services Council Meeting
Wednesday, May 6, 2020
10:30 AM – 12:30 PM • Room 2314
Minutes

Committee Members Present					
	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		Phil Churchill		
x	Jerry Brown	**x**	Jennifer Fox		
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) Minutes April 15, 2020: Sharon Brisolara motioned and Tina Duenas seconded to approve the minutes as amended. All in favor, none abstained.

2. **Discussion Agenda**
   a) COVID 19 Survey / Student Services Satisfaction Survey – with Jennifer Fox
      1) Discussion about integrating various surveys to decrease the number of surveys students receive and still be able to gather the needed data.

2) Explore briefly about student outcomes. Utilizing Fall surveys to tie into ISLOs, SAOs, and SSLOs.
3) Research:
    1. Consideration to combine student and faculty surveys into one.
    2. The Student Services surveys in the past have only half of the students who start the survey and actually complete the survey.
    3. Research is looking at ensuring Student Services is able to track/gather data on all needed outcomes.
4) ISLO workflow for Student Services area:
    1. Department Reviews + Fall Survey > Program Reviews >
        a. SAO (Service Area Outcomes) – The customer service we provide.
        b. SSLO (Student Services Student Learning Outcomes) – The learning outcome in which the student receives.
5) The survey will be a little different for faculty and students, but both are built around the student experience.
6) Questions/Comments:
    1. Exit Survey – Jennifer Fox recommends keeping exit surveys for categorical programs.
    2. How modifiable is the _____ survey? The questions are based on a standardized National survey, additional ten questions can be customized by the institution – this will replace the climate survey.
        a. The National standard survey will allow our data to be compared with similar institutions across the nation.
    3. The proposal is to utilize this common survey in lieu of the Student Services Satisfaction survey in the fall. The new survey will act as a primary means to gather data area outcomes and match service area outcomes. The spring will be the time to reflect on the results and help with AAP initiatives.
    4. Point-of-Service (P.O.S.) surveys, can they still be utilized by cohort programs? and do they need to be filtered through Research? What is the procedure? Jennifer Fox asked departments to work through Research so as to control the number of surveys going out to students as well as ensuring the questions will provide useable data.
    5. The proposed survey will contain very high-level data but not enough program specific data. Program review will still need P.O.S. surveys. Student Life utilizes P.O.S. surveys very effectively in their department.
        a. Global Ed is the only one of Student Life programs that is on any of the surveys listed... It's very difficult to capture involvement/engagement/retention, etc. without Student Life directly asking club members, dorm residents, student senate, event participants, etc. Tina said "I think that if I can compare to the global engagement numbers (combined survey) it will be a good indicator as to whether students in my programs are more or less engaged, etc. I would opt for a combination of both."
    6. In terms of P.O.S. and description of services, it is important to focus on language, and using the terms that students use. Extended Education sites have students that access Student Services through Redding as well as through their local campus. In order to gather data on Extended Education specific information, we might need a separate survey for EE students, an oversampling of these students, or questions specific to services accessed from EE.
    7. The surveys that will go under (be replaced by?) the new survey is the fall semester Student Services Survey, CSSE Survey, and the Climate Survey.
        a. Example: https://www.ruffalonl.com/complete-enrollment-management/student-success/student-satisfaction-assessment/student-satisfaction-inventory/samples/
    8. Jennifer stated that there still may be smaller surveys that are distributed with different frequencies to help cover specific service areas.
    9. The Council agreed that it is very hard to have a survey done during the year that the program review is due. The Council recommends that the survey be completed much earlier than current practice.

10. The Council agreed that it will be best to consolidate the macro level surveys and continue to do P.O.S. specific surveys. Programs can still do their micro surveys, in consolidation with Research in order to help Student Area Outcomes. Departments will still take into consideration the Student Success Metrics.

b) COVID 19 – Checking in on the Provision of Student Services
   1) Maintaining engagement / communication
   2) Maintaining support in a virtual environment
   3) Addressing students' holistic needs
   4) Student Support Canvas Portal
      1. Tim Johnston invited the Council to take a look at the Portal pages created by Paul Burwick and Brianne Brichacek for any recommended changes. The location of the resource page is on the left-hand menu of Canvas.
      2. Council is encouraged to let Brianne know what to add to the main list of icons. https://shastacollege.instructure.com/courses/21691

c) Health Fees
   1) Sonja Mendes requested to place the health fee question before the Student Services Council. Students outside of our tri-county area are currently exempt from the Health Services fee if they request to be exempted. Recently the Health & Wellness office has moved almost all their services to be available in an online environment. The request is for the Council to consider extending the Health Service fees to all students because the access is now available for all students that reside in California. Health Services will be bringing in TeleHealth while ensuring HIPAA Compliance and provide health service to an online environment. TeleHealth capability does require that the student be physically in California in order to receive the service.
   2) The Council agreed that students residing out of state can opt-out of the fee upon their request.

d) Enrollment Projections
   1) Article below talks about all the reasons enrollment might grow and why it may also decline; and how these two forces may void each other out.
      1. https://www.usatoday.com/story/news/education/2020/04/27/coronaviruscommunity-college-fall-2020-semester-online-reopen/3005585001/

e) College Connection / Gateway to College Registration Priority can be adversely affected.
   1) Tim Johnston asked the Council to think about our current academic registration priority list. College Connection, if approved, could see a cap of units moved from 11 up to 15 units – depending on the final MOU's etc. The change can impact how we think of their priority.

3. Action Agenda
   a) Board Policies / Administrative Procedures – Second Reading
      None.
   b) Board Policies / Administrative Procedures – First Reading
      None.

4. Information Items / Other
   a) Instructional Council
   b) Area Updates / Announcements
      1) Blackboard Ally is a program that will verify if our website and programs are in an ADA accessible format.
      2) The new website will also have accessibility checks designed into it.
   c) Other?
      1) Bringing Staff back to campus while maintaining social distancing and modifying services as needed.
         1. Buffy stated that A&R/FA created a quick Microsoft form for staff to indicate if they want to work from home, if they really need/wanted to come back to campus, or are they comfortable working both options – to include asking for their reason. Most staff felt really comfortable working from home and others stated a request to return once treatments/vaccines are known, and very few staff really want to work on campus. The form results will be utilized to guide space utilization for the plans to return to campus

        a. Financial Aid is looking at taking over the Business Office as the Business Office has temporarily moved into the new Veterans Support & Success Center.
    2. Will the expectation be that students will have to utilize the current way of contact, or will there be any availability for students to receive in-person support? From a counseling perspective there will not be any in-person appointments. Each of our programs will be different but we must continue to think about what it will look like if we return to campus. The Council needs to consider the many programs and services offered.
    3. Each program manager will have the decision to have Staff return to the campus. However, there is encourage for folks to continue to work from home to help maintain safe social distance and to ensure that staff are not sharing the same workstation.
    4. Student Access: Will there be any gate keeping or control mechanism that will hinder the students point-of-contact? Nadia Elwood stated that there may need to be guidance from the higher-ups on the particulars required by students, if the students wish to have one-on-one meetings. Tina Duenas will reach out to the EOC if there have been any discussions in this matter. The Council also considered agreement in mandating masks for both students and staff.
    5. The Council recommendation is to have students and staff wear masks while on campus. Masks required for inter-personal communication. Staff to student interaction will require staff to wear masks. Staff should only be required to wear a mask if they are going have any inter-personal communications among their job tasks.

2) CARES funds are planning to go out on the 19th of May. The CCCCO suggested that college's consider State program funds to be used to help students instead of utilizing carryforward.
    1. Buffy stated that CARES funding must be spent on the efforts we make towards the transition to online education. The same had to hold true to emergency funds. The DOE perspective is that if a student was already online; the student did not incur a cost – and cannot receive CARES funding.
    2. Disclaimer language will be added to our messaging in order to let students know they are eligible for funds, but there may be specific groups of students that may not want to receive them. The correspondence will also lead the student to a F.A.Q. regarding the situation. The disclaimer is really orientated to any US citizens married to a non-citizen. Financial Aid office cannot provide immigration advice. The funds cannot be used to pay off student loans.
    3. Students will be getting communication from BankMobile if the student never setup a BankMobile account. The student may have to wait up to at least 21 days if they do not setup a BankMobile account and/or direct deposit refund preference.
3) Carryforward for categorical programs, utilize for student aid rather than carryforward.
    1. Echoing Joe Wyse, Greg Smith and Jill Ault – we are working on a macro level to preserve as much as we can to carry forward into next year. We do not have an answer if this will carry beyond 20-21, but looks likely. We do not know how strong the cuts will be as well as where the cuts will land. Memo from the CCCCO provides encouragement to utilize funds for student needs, specifically those that are excluded from CARES funding; however, that is in consideration with colleges needs to move money forward for staffing and personnel.
4) John Yu stated that the Student Success Committee thought well of Tina Duenas and Buffy Tanner's presentation and what their teams are doing to help students. The Student Success Committee looked at the Enrollment Management plan and have seen great progress. John Yu thanks the Student Services Council for supporting the Enrollment Management plan. Faculty are stating they are surviving the move to the online environment. The Committee also stated that the College should start thinking of technology for the home office as well as discussion surrounding synchronous and asynchronous classes. The Committee is even thinking of continuing with Zoom meetings, even when everyone returns to campus because more are able to attend.
5) Student Services Council retreat will be postponed for a future date.
6) Nancy Berkey has submitted a retirement request for the end of June 2020. Sandra Hamilton-Slane will look into Zoom retirement party and share with the Council. Nancy has been at Shasta College since 2001.

7) Cabinet has decided on refund decision rules and will be shared by Buffy Tanner.

5. **Meeting adjourned at 12:33pm.**

NEXT MEETING:

The next meeting is scheduled for Wednesday, May 20th from 10:30am – 12:30pm via Zoom

Minutes recorded by: James Konopitski, Enrollment Services.