



Student Services Council Retreat
 Wednesday, May 19, 2021
 10:00 AM – 1:00 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		
x	Nick Webb	x	Carlos Reyes		
Guests (non-voting)					
x	Billy Miller				

1. Welcome / Overview

- a. Approval of Minutes, May 5, 2021: Robert Bowman motioned and Carlos Reyes seconded to approve the minutes; all in favor, none abstained.
- b. Agreements / Our Way of Proceeding
 - i. Tim provided an overview of the meeting.

2. Discussion Agenda

a. Creating a “One-Stop” in the 100 Building

- i. Tim emphasized the conversation and presentation with Theresa Markword at the May 5th, 2021, meeting. The intent is that the current meeting will help confirm the scope and vision so that it can be completed by the end of May, 2021.

ii. Breakout One (15 minutes): Confirming the departments within the building ... Should the Testing Center, Bookstore and Campus Safety Office be included in the design? Should other departments / services be included or excluded?

1. Tim added the Basic Needs Center to the topic. Members are also encouraged to consider other services that may not be listed in the master plan handout.
 - a. Group 1 (Natalie, Robert, John):
 - i. Discussed the “known/unknowns”, whether or not the Business Office is staying. The group thought it was not a good decision to move the bookstore into the 100 building.
 - ii. The group favored the Student Success Center remaining, and expanding, in the 100 building.
 - iii. The group felt that the auxiliary programs can be beneficial if located in the 100 building as long as it does not to cut counselor space.
 - iv. The group felt like it would be easier to decide on service locations once the layout is known.
 - b. Group 2 (Amber, Buffy, Tim):
 - i. Testing Center: Less critical for the Center to be near the A&R/FA area. The group agreed that expanding the Testing Center could be helpful as various types of testing increases.
 - ii. Bookstore: Agreed with other SSC Groups that the bookstore does not need to be included in the building. The bookstore is important for specific categorical programs; could these same agreements be made if the bookstore was fully online?
 - iii. Campus Safety: Staff have to deal with stressed students from time-to-time and Campus Safety presence has been supportive and critical. Depends on how the Welcome Center is designed; could limit how critical it is to have a Campus Safety office. It would be

- more critical to have a Campus Safety presence if the design moves to an open floor plan.
- iv. Basic Needs: Chancellor's office suggested merging the Center with the Financial Aid Office. Financial Aid Office is more aligned to processes. Co-locating a Basic Needs Center with categorical program or Student Life feels more natural. A value in aligning with categorical programs could create a stronger awareness of our categorical programs.
 - 1. A student may interpret that financial aid is only a basic need if we tie basic needs to close to financial aid. Emphasis is on the idea that everyone should apply for financial need, even if one does not consider it a basic need.
- v. Provide signage in the welcome area that highlights services in other buildings.
- c. Group 3 (Billy, Nadia, Sonja):
 - i. The Group focused on the three main areas on the agenda, as well as the PPA Vision and Goals (section a) handout.
 - ii. The Group agreed to not add the Bookstore and also wondered whether the bookstore needed its current foot print.
 - iii. The Group felt that the Campus Safety office in the building would be a necessary presence.
 - iv. Testing Center: The Testing Center does not perform the math/English matriculation assessments. The group did state that it could be good to include it if the Testing Center starts taking over matriculation steps. The group felt that much of the testing is not, currently, part of the core group of matriculation.
 - v. Health Center: How to tie it into the building and make it a part of student success in order to form a holistic wellness service. The Group suggested a Triage Idea: Staff are able to provide a certain triage level of services to students.
 - 1. "One-Stop" point of entry: Wellness mindset is not just health/wellness, but is the overall bridge connecting mental and physical wellness. Show a student the entire person model of what we have for students at Shasta College.
 - vi. Butte College had their Testing Center and Bookstore located in the Library – and would also provide tutoring. Unsure if it still is the same.
 - vii. Consider the PLANETTREE Model and have Student Ambassadors great students as they come into the Center.
- d. Group 4 (Sandra, Sue):
 - i. Sandra has performed pre-planning work on the Basic Needs Center. The Center seems to be more of a

resource/referral program; however, Shasta College will have to define the Center to fit the needs of Shasta College. It could integrate with Financial Aid, but not necessarily merge with the F/A Office.

- ii. Campus Safety: Position title is going change to Community Service Officers. De-escalation is going be a big part of their job. Presence could be helpful, especially during times when there are less staff.
- iii. The Group agreed with the other groups in regards to the Testing Center and the Bookstore.
- iv. As TRIO visits others colleges they found that their students like to buy college swag. UC Davis has a small area within their student services area that sells just swag. Could be a good way to encourage enrollment.
- e. Group 5 (Carlos, Nick):
 - i. Lifecycle of the incoming student. What does the student need? Create a “doughnut” of what the student needs to go through.
 - ii. On-going students may need the Testing Center, but new students may not need the Testing Center.
 - 1. Two different experiences that do blend.
 - 2. What does not necessarily need to live in that area for the initial students?
 - iii. The Group does feel like it is a triage exercise.

2. Council Comments/Questions:

- a. The Council agreed that the Testing and the Bookstore are not critical elements to include. Ideally, other funding will be set aside to make a more appropriate space for the Testing Center.
- b. Bookstore should not be within the One-Stop Center (100 building). The bookstore located in two areas could cause logistical concerns for the bookstore staff.
- c. Campus Safety: Consensus is that it would be beneficial in having a Community Service Officer co-located in the 100 building – possibly at a kiosk.
- d. Health and Wellness: Triage system (Student Navigator) could help get the student to where they need to go.
- e. The Council suggested looking into the top five questions that are commonly asked by students. Knowing the commonly asked questions could help with the design of the building and the triage support.
- f. Buffy suggested having a full-time Shasta County HHS Social Worker would be a good idea for supporting a Basic Needs Center.

iii. **Breakout Two (30 minutes): Creating a core design group while maintaining an inclusive process.**

- 1. How the feel will influence the form: PPA Questionnaire form.
 - a. The discussion focused more on the text rather than the format. The document will help give an architect a starting point.

- b. A working group will be created to help the operation of the design, and the PPA Questionnaire form will provide direction.
- iv. What is the “feel” and how will it influence the “form”? Completing and confirming the Project Assignment Amendment (PAA) Questionnaire.**
- 1. Group 1 (Billy, Buffy, Sonja):
 - a. The Group stated that we have students that are completely bewildered with college. Passing through the threshold, experiencing college for their first time, and access to their matriculation needs can be confusing. Important to make each step easy to understand.
 - b. The group had sentence movement suggestions and word clean-up.
 - i. Wording to help students feel valued, but not overwhelmed.
 - c. Question (c) from handout: Group suggested an alternate first sentence: “To promote a welcoming environment that provides clear accessibility and visibility, we envision the initial entrance as an open space with greeters/navigators to direct students to the correct resource”.
 - d. The Group agreed to the open office feeling, with frosted/glazed glass.
 - 2. Group 2 (Amber, Sandra)
 - 3. Group 3 (Nadia, Natalie, Tim)
 - 4. Group 4 (Nick, John)
 - a. The Group focused on the outcomes side. Consider the outcomes of the space and what that would feel like.
 - 5. Group 5 (Carlos, Robert, Sue)
 - a. Consider ways to maximize natural light, as much as possible.
 - 6. Council Comments/Questions
 - a. The Council agreed that the building is a key point of entry for Shasta College.
 - b. Question (b) from handout: Important to capture the idea without being too descriptive.
 - c. Question (c) from handout: Provide some form of concept.
 - d. The idea is to enclose the atrium and utilize it for office space.
 - e. Council members can send wording and revision suggestions to James Konopitski.
- v. Breakout Three (20 minutes): Preliminary review of “concept” photos.**
- 1. Group 1 (Nick, Sandra, John):
 - a. How much lounge furniture do we want? Is there a way to welcome students in a way that would not encourage students to stay for other reasons (e.g. studying, etc.)?
 - b. Long standup windows – any opposition to sit-down vs. standup? Could it be possible to have staff come around the desk and greet students?
 - i. Buffy highlighted that the current counter is made for quick transactions and the Student Success Center is for more in-depth support with staff.

- c. How to get students out of a line? Make some form of seating that is offered while they wait to be helped.
- 2. Group 2 (Amber, Bill, Nadia):
 - a. Some students will be deterred by long lines, because some students will not be able to stand in a long line.
- 3. Group 3 (Robert, Sonja, Sue):
 - a. The Group provided suggestions based upon each photograph presented in the handout:
 - i. Picture A – Well liked but needs to be smaller. The wood as a natural element really speaks to SC.
 - ii. Picture B – “Donut” flow for students to go from one spot to another.
 - Picture C – Good design, make good use of space, but has a gathering spot.
 - iii. Picture D – Waste of space.
 - iv. Picture E – Well liked, is the desk the welcome desk?
 - v. Picture F – Don’t really like the idea.
 - vi. Picture G – Do we need a group room? What is the purpose? Are we bringing big groups in?
 - vii. Picture H – Outside convening, yep we love it! Between 100 and vet center.
 - viii. Keep consistency between Vet Center and the 100 building. Maximize space between 100 and the library, because it is a calming and open space.
- 4. Group 5 (Buffy, Carlos):
 - a. Picture E was favored, but suggested to have more colors.
 - b. Do we want to carve out large tracks of study space? A question worth considering.
 - c. Adding a mural that would capture the indigenous tribes, and create visual barriers like flooring changes, etc.
- 5. Council Comments/Questions:
 - a. Council liked a more transactional vibe, accessible, and professional form.
 - b. The Council liked the idea of a little bit of everything: kiosks, front counter, SSC, personalized center.
 - c. Ensure artwork that can be easily rotated without damaging the wall.
 - d. The Council discussed how much synergy does the inside need compared to other buildings. Policies do exist for certain colors, furniture, and exterior looks. Theresa will guide the workgroup around policies and practice.
 - e. The Council stated that natural wood looks good, but it could help to design it so to ensure that color can be included.
 - f. Tim asked the Council members to supply any pictures as they continue looking at designs.

vi. Promoting student success ... What should Student Services Council focus on during Fall 2021?

- 1. Discussion postponed.

3. Meeting adjourned at 1:05pm

NEXT MEETING:

The next meeting is scheduled for Wednesday, June 16th from 10:30am – 12:30pm via Zoom
Minutes recorded by: James Konopitski