

Student Services Council Meeting Wednesday, May 20, 2020

10:30 AM – 12:30 PM

Minutes

Committee Members Present					
	Nancy Berkey	х	John Yu		Buffy Tanner
х	Sharon Brisolara	x	Sandra Hamilton-Slane	x	Jennifer McCandless
х	Tina Duenas	x	Sue Huizinga		
х	Nadia Elwood	x	Tim Johnston		
Guests					
х	Nick Webb				
х	Jerry Brown				
	Robert Bowman				
х	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
- **o** Improve access to existing on-line student support through SARS Zoom and the online orientation.

1. Approval of Minutes

a) Minutes May 6, 2020: Sharon Brisolara motioned and John Yu seconded to approve the minutes as amended. All in favor, Jennifer McCandless abstained.

2. Discussion Agenda

- a) Covid 19 Return to Campus: Summer and Fall 2020
 - 1) Statewide Student Senate has completed a survey which summarizes COVID-19 student challenges. Stress and anxiety are ranked as number one closely followed by loss of income.
 - 1. Student are also concerned about doing well within their current classes.
 - a. Since May 15th Shasta College is over 1,100 students petitioning 'EW' grades for spring 2020.
 - 2. Shasta College Student Senate and club members contributed to the survey.

- 3. The summary is not particularly surprising but can help advocate further resources for student success.
- 4. A highlighted issue is the students concern about being informed of the changes to resources, assistance, etc.
- 5. Council discussion:
 - Question number two asks about difficulties experienced as a result of COVID and students may not necessarily compare their current situation as a result of COVID. Students may have various interpretations by questions within the survey.
 - b. Sandra stated that she will continue to reflect on how EOPS and PACE provides their services to students.
 - i. Providing a high-touch and interactive style of service seems to be needed. Consideration on growing technology programs and the creation of a larger social profile.
 - ii. It may also help to continue collaboration on ideas between departments.
 - c. Tina stated that Student Life is working on something similar to Sandra's approach.
 - i. Student Life team has been collaborating/brainstorming on ideas for having their programs offered remotely. Example: Community partners videos, etc. Student Life team has been continuously brainstorming the fall semester and what the online environment will look like. Tina stated that she is willing to share their documentation once it is closer to being finalized.
 - d. The Council discussed a need for better communication between the Instructional departments and Student Services. Students are starting to ask guestions that many Student Services staff are completely unaware of.
 - i. The Council agrees that the Manager morning meetings has provided some good information but it may be beneficial to have updates from each academic division.
 - e. Council discussion conclusions:
 - i. Approach Frank Nigro in regards to Instructional information flow so as to help inform Student Services.
 - ii. Continue to look at improving the "front-door". Think of the type of information we can share and where that will lead the student.
 - iii. Continue to share and update resources on Canvas.
- 2) Student and Staff safety; access and "hours of operation"
 - 1. Transitioning back to campus can start as soon as June 1st.
 - 2. The EOC may provided guidance on student-staff interaction. Further guidance was provided as of May 22nd.
- 3) Addressing students' holistic needs
 - 1. Jennifer McCandless stated that SI leaders were very crucial in helping faculty move from face-to-face towards online. Faculty that kept their SI leader saw that they were able to keep students engaged and enrolled.
 - a. Online Tutoring: Had only minor glitches that are being resolved. Online tutoring is a huge opportunity to keep students connected to peer mentors.
 - b. It may be important to consider student ambassador programs that are both effective and keep students engaged.
 - 2. The Council discussed technology issues for students. There is a gap in which students cannot get access to technology because they have not yet taken a class. The new website will provide the online environment a more welcoming "front-door" but students may still have an access issue.
 - a. College to Career created a Facebook page and started working on providing faster messaging to students; C2C also has a Canvas page.
 - b. Jerry Brown he is noticing difficulty in getting students encouraged to enroll.
 - i. Students are feeling that the face-to-face classes are better to work within compared to online courses.

- ii. The Council agreed that messaging needs to go out to students that they will receive the same support as if the class was face-to-face.
- iii. Faculty are noticing more interaction with students within the online courses.
- c. Gateway to College was not designed to operate online. Many students are going back to the practices that got them into Gateway to College, which can cause problems. Gateway to College had to change how and what they did. The Gateway to College teams I finding out that what is going on outside of their classes is directly affecting their work within classes.
 - i. The Council is currently unsure if C2C and G2C students will be able to come back to campus.
 - ii. In regards to academics, being part of the morning manager meetings is very constructive to hear what students' options are...
- d. TRIO has some concern for the fall semester enrollment from High School graduates. Currently, TRIO is advising students to enroll into the fall semester as everything gets worked out with the classes.
- e. Sandra stated that maybe instead of thinking about this as focusing more on "social services" we could frame this need as educating the whole studentthere are parallel efforts in not separating mental health from (physical) health.
- 3. The Council agreed that it can be beneficial to be aware of what instructors are doing in the fall semester. Finding out about the amount of activity in classes can help spur student engagement. Students may engage if they are aware of what they are getting into and how it will be different compared to the spring 2020 online change over.
 - a. Guided Pathways team has shifted to focusing on the student experience and is planning to host a virtual flex day. The modules will be focused in online learning and creating a great student experience gathering best practices for instructors.
- 4. The Council discussed the idea to move more classes in the fall semester to eight (8) weeks. Challenges with the fall schedule was that it was planned months ago and it is not easy to change. A number of CTE and nursing courses are front-loading the experiential part and moving the instruction portion on the backend of the class.
- b) Governor's May Revision & Equity, Access and Student Success Indicators
 - The governor published the revised budget and the governor of finance provided a revision shortly after. Access & Equity, core indicators, are still moving forward within the budget and are very significant. The Council is encouraged to look at the reductions and continue to look through the Access & Equity lenses as we move forward on budget reductions.
 - 2) The Council should be encouraged to develop more questions during program reviews and analysis of budget decisions. What is the equity impact? How does it contribute? Etc.
 - 1. Continue to think about focus areas for the year and focus on our core services. If time permits, the Council can provide an update our departments focus areas.
- c) Enrollment Projections & AP 5055; as well as College Connection / Gateway to College Registration Priority

https://www.usatoday.com/story/news/education/2020/04/27/coronaviruscommunity-college-fall-2020semester-online-reopen/3005585001/

- 1) CCLC distributed updated guidance to include former homeless youth, so we can change the priority groups around as needed.
 - 1. The revised education code has redefined Homeless.
- 2) College Connection / Gateway to College Registration Priority
 - 1. Leslie from College Connection approached Tim and asked if the Student Services Council will reconsider the registration priority for College Connection students.
 - a. Leslie is wondering if the registration prioritization can be improved, with no suggestion on rank.
 - b. Leslie stated that the program raises its unit cap the students will be eligible for additional units. College Connection students perform very well with high GPA's and completion/transfer rates.
 - c. Should Shasta College face an enrollment pinch, College Connection students be at a disadvantage due to other populations.

- 2. How is the ranking working for Gateway to College students, whom are also in the same registration period?
 - Nick Webb stated that it can be difficult to get students into Industrial Arts (e.g. Welding, etc.) as well as some of the arts classes needed to fulfill requirements. Not much of a concern coming into the next semester because it will not be possible to partake those classes.
- 3) The Council agreed to approach the discussion at a later date.
 - 1. Current priority has elements based on unit completion -> the more units the student earns the closer they are to graduation and achievement. However, just because they are closer in units does not mean they are actually closer to completion.
- d) Technology Update
 - 1) Student Education Planning is a request for one week of programming in order to finish the Student Education Planning tool.
 - 2) Automated Math/English Placement: Still waiting for a patch from Colleague that will translate CCCApply data into Colleague. We do not have the programmer time to do it ourselves. We are at the mercy of the Colleague update.
 - 3)Curricunet: Shaunna Rossman, helping within articulation, stated in order to have access to further online resources we will need an updated version of Curricunet.
 - 4) The Council agreed that student technology access also needs to be considered.
- e) Future Meeting Schedule
 - 1) The Council agreed to continue meetings through June and take July off. The Council prefers to meet starting in early August.
 - "Focus Areas" Review
 - 1) Postponed
- g) Evaluation and Cycle of Review continuing the conversation 1) Postponed

3. Action Agenda

f)

- 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) Students who have past debt and not able to register are now able.
 - 2) Shoutout to the end-of-year celebrations and the good work the Council and their teams have accomplished this semester.
 - 3)CORA video on equity in online environments: https://www.youtube.com/watch?v=qGoldJP4XI8
 - 4) Jennifer McCandless requested for any testimonials that could be provided to the Guided Pathways Team to share with Faculty will be appreciated; focusing on challenges and successes.
 - Most instructors are building in netiquette practices in the beginning of their courses to try and eliminate negative behaviors.
 - 5) CARES Fund: The Chancellor's office and Attorney General is heading a lawsuit as to why certain students are being excluded from the process. We are going carve out funds from the remaining 1.8 million to be covered depending on the results of the lawsuit
 - 6) Nancy Berkey's retirement will take place in June, 2020. Next meeting may be a good time to organize a retirement party.

5. Meeting adjourned at 12:22pm.

NEXT MEETING:

The next meeting is scheduled for Wednesday, June 3rd from 10:30am – 12:30pm via Zoom Minutes recorded by: James Konopitski, Enrollment Services.