



Student Services Council Meeting
 Wednesday, May 20, 2020
 10:30 AM – 12:30 PM
 Minutes

Committee Members Present					
	Nancy Berkey	x	John Yu		Buffy Tanner
x	Sharon Brisolaro	x	Sandra Hamilton-Slane	x	Jennifer McCandless
x	Tina Duenas	x	Sue Huizinga		
x	Nadia Elwood	x	Tim Johnston		
Guests					
x	Nick Webb				
x	Jerry Brown				
	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 May 6, 2020: Sharon Brisolaro 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:
 - a. 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 questions 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.

2. How is the ranking working for Gateway to College students, whom are also in the same registration period?
 - a. 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.
- f) "Focus Areas" Review
 - 1) Postponed
- g) Evaluation and Cycle of Review – continuing the conversation
 - 1) Postponed

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) 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=qGoldJP4Xl8>
 - 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.
 1. 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.