



Shasta College

Student Services Council Meeting

Wednesday, June 3, 2020

10:30 AM – 12:30 PM

Minutes

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

District / Division Goals

Goal 1: Increase First-Year Persistence by 2%

Goal 4: Increase course success by 1%

Goal 2: Increase Completion Rate by 2%

Goal 5: Improved through-put

Goal 3: Increase completion efficiency by 1%

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 20, 2020: Sandra Hamilton-Slane motioned and Buffy Tanner seconded to approve minutes. All in favor, none abstained.

2. Discussion Agenda

- a) "Focus Areas" Review
 - 1) The Council started review of the Focus Area_2020 document.
 - 1. The document should help prioritize resources to the Student Services area.
 - 2. The document is written to encompass all students.
 - 2) The Council is encouraged to consider budget items that have the highest probability of moving us closer to achieving our core outcomes.

- 3) Sue Huizinga asked the operation of New Applicant Outreach project. The Project focuses on high-outreach contact (via personalized letter and phone call) after the student has applied to Shasta College. Currently, New Applicant Outreach has prioritized disproportionately impacted (DI) groups.
- b) SAO/SSLO Process Review and Training
 - 1) The Council will include the survey from the Research office. The Council recommends continued work on the data dashboard and the flexibility to do an inquiry into their own student populations.
 - 2) The Council adopted the following as core “service area outcomes”:
 1. Goal 1: Increase First-Year Persistence by 2%
 2. Goal 2: Increase Completion Rate by 2%
 3. Goal 3: Increase completion efficiency by 1%
 4. Goal 4: Increase course success by 1%
 5. Goal 5: Improved math/English through-put particularly for disproportionately impacted groups

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
 - 1) No updates.
- b) Area Updates / Announcements
 - 1) CCCC Call to Action Webinar – Council Discussion
 1. Staff concerns:
 - a. The Council discussed the important need to be ready to address such situations to staff.
 - i. Sandra Hamilton-Slane stated that morning Management Meetings started with COVID facts prior to discussion. It may be important to carry this practice with all situations so that management can provide facts with staff.
 - ii. Buffy Tanner stated that the Leading from the Middle team is focusing on data coaching in order to train staff on how to research and interpret data in a simpler format.
 - b. The Council discussed the option to allow managers to reach out to their students to show comfort and help their students overcome challenges.
 - i. The Council agreed that it can be helpful if each department wants to reach out to their students.
 - ii. Sandra Hamilton-Slane shared a document showing percentages of students in EOPS that dropped out of classes due to the spring transition to fully online learning.
 - 2) EOPS had their first Zoom Orientation today, June 3rd and went very well.
 - 3) Upward Bound starts this Sunday, June 7th - with around 25 participants.
 1. Grant funding will also be sent out to the students in July 2020.
 - 4) Gateway to College (GtC) is planning to have tentative partnership with the Shasta High District to have classes at Mary Street School. GtC staff will provide support at the location.
 - 5) The quantity of questions and forms being received from students in Admissions & Financial Aid has provided a significant delay in returning correspondence with students. Buffy Tanner asked the Council members to reach out to her if there are any immediate issues with students.

5. Meeting adjourned at 12:16pm

NEXT MEETING:

The next meeting is scheduled for Wednesday, June 17th from 10:30am – 12:30pm via Zoom
Minutes recorded by: James Konopitski, Enrollment Services.