



Student Services Council Meeting
 June 14, 2017 • 9:00 AM
 Room 2314

MINUTES

| Committee Members Present | | | | | |
|---------------------------|------------------|---|-----------------------|---|-------------------------------|
| X | Stacey Bartlett | | Sandra Hamilton Slane | | Sheree Whaley |
| X | Sharon Brisolaro | X | Tim Johnston | X | Leann Williams |
| | Tina Duenas | X | Becky McCall | X | Jenna Barry Highfield - Guest |
| X | Nadia Elwood | | Kevin O'Rorke | | |

CALL TO ORDER

The meeting was called to order by Tim at 9:00 a.m.

1. Approval of Minutes

It was moved by Stacey and seconded by Sharon to approve the Student Services Council May 31, 2017. Leann and Nadia abstained.

2. Draft Retreat Agenda

Topics Suggested:

- Review SAO/SSLO Process
- Integrated Planning
- Goal Planning
- CSEA Agreement
- Listening Skills – Stacey Facilitating
- Starfish Update

Plan to finalize the agenda and send out later next week.

3. Health Fee Procedure

Feedback received from students taking only on-line classes who don't believe they should pay the fee. David Rothrock did some research and the campus is seeing growth in students taking only on-line courses. Impact financially would be a reduction of approximately \$7,000 annually. Suggestions in regards to remote campuses who pay Health Fees but may not have access to receive those services. Consider instead to offset loss of fees with a Technology Fee. Also consider in lieu of a Campus Center fee for students online calling it a Technology Fee.

4. Campus Logic Presentation

Some of the tools offered:

- Digital award letter
- Metrics reporting tool
- Communication management
- In Fall Scholarship Platform ready

Question posed on whether or not Campus Logic is a companion program or stand-alone program. Response is that it can integrate with imaging system Docuware, but they can eliminate the manual scanning process. It can also integrate with Colleague, and even though staff is still responsible for processing, it can eliminate processing time and increase the number of packages that can be processed. There is impact on technology staff only during the implementation stage. Once it is implemented there is no ongoing work for the IT Dept.

- Text messaging is the number one tool that is requested and utilized. Text is generated after staff reviews documents and initiates sending a text to the student. Speeds up the response time from students.
- E-Signing Process meets Ed Compliance and Federal requirements.
 - Students are provided with the option to opt-out of E-Signing.

Ideally the way it works is that the student gets notified by Shasta College that they were selected for verification. Student logs into Student Portal and can work with a single sign on process. Window is opened where they validate. It is branded for the college and while the student is accessing Campus Logic it appears seamlessly as part of the Shasta College online experience.

- Asked if we could customize the language used for the forms? They have tried to adopt language that is as simple and clear as possible.
- Also could we include supplemental forms? Yes. They don't see it utilized very often, but could work with that scenario.
- Students can do everything on their phone. They can take photos using their phone and upload those. If a student bring in the form to the office staff could upload for them.
- Provide a direct link to the IRS website so they go to the correct place if they need to request forms.
- If a student experiences technical issues what are the options for assistance? Help document provides a list of topics to review first. They do not have files based sized limits. The only limitation is the type of file they accept which includes the most standard types of files: PDF, JPG, TIFF, PNG, ?
- Stats show that 50 – 60% of students re completing the process when campus are closed between 9 pm and 1 am in the morning.

Asked for pricing to be forwarded to Becky.

- Becky estimated in her recollection that the cost is \$40,000 – \$45,000 annually.

Positive feedback from committee members regarding Campus Logic and what it can offer the college.

Parking Lot:

TracDat - screen update
Adult Learning Focused Institution (ALFI) results
Health Fee Procedure – second consideration
Concurrent Enrollment Fees
“Branding” Hobsons – second consideration
Hobsons Starfish update
Marketing plan / marketing
Website
Integrated Planning
Program Review

Regroup
Dub labs app
FAQ

Guided Pathways
Learning goals / progress checks
Increase access/support
Student success – no wrong door
Business partnerships

NEXT MEETING

The next meeting is the Retreat scheduled for Wednesday, June 28, 2017 at 9:00 a.m. at McConnell Guest House.
Recorded by: Michelle Fairchild, Administrative Secretary, Enrollment Services