



Student Services Council Retreat
 Wednesday, June 16, 2021
 10:30 AM – 12:00 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	Tim Johnston	x	Natalie Tucker
	Jerry Brown		Sonja Mendes	x	Nick Webb
x	Nadia Elwood		Amber Perez	x	John Yu
	Sandra Hamilton-Slane	x	Carlos Reyes		
	Sue Huizinga	x	Buffy Tanner		
Guests (non-voting)					
x	Billy Miller				

1. Approval of Minutes

- a) Minutes May 19, 2021: Robert Bowman motioned, and Nadia Elwood seconded to approve the minutes. All in favor, none abstained.
- b) Board Resolution: Adoption of Resolution 2020-21-22 Affirming Shasta-Tehama-Trinity Joint Community College District's Commitment to Diversity, Equity, and Inclusion. The adoption of the resolution confirms the College's commitment to Diversity, Equity, and Inclusion. The resolution included benchmarks.

2. Instructional Council Report

- a) Instructional Deans have started working through the Spring 2022 schedules, and are actively working on Fall 2021. Most Deans are waiting to receive guidance based on Cal-OSHA restrictions. Cap on classes are low, but the expectation is that it could go up a little with Cal-OSHA guidance. Carlos emphasized that students getting on a waitlist is valued, because the cap has a good potential to rise. So far, face-to-face classes are filling earlier than the online only courses. Hopefully we will notice a return from some of the students that missed enrollment in the previous semesters.
- b) Discussion:
 1. How soon does one need to know if a class cap should be raised? Carlos stated that, legally, we need to advertise for 30 days. Carlos stated that at other institutions he finishes cutting classes around late July. Shasta College often does not see the final cuts until a couple weeks prior to the start of the term, due to late student enrollment.
 2. What happens about students enrolled into online classes but the class may now be offered face-to-face? Carlos stated there should be no changes to face-to-face, because of course advertisement. However, classes can be cancelled and students can re-enroll in an in-person class.

3. Discussion Agenda

- a) Student Services One-Stop: Composition of Design Team
 1. The preliminary information has been submitted to Theresa Markword and the Bond team.
 2. Tim stated that the Student Services One-Stop shop design team will consist of a representative body.
 3. Team suggestion:
 - a. Natalie Tucker
 - b. Billy Miller – Extended Ed. Representative/Main Campus/A&R/STEP-UP
 - c. Buffy Tanner
 - d. Daniel Valdivia
 - e. Shaunna Rossman
 - f. Tim Johnston
 - g. Amy Speakman
 - h. James Konopitski
 - i. Student Success Center Staff member
 - j. A&R/FA front-line (preferred) or Specialist
 4. Representative will reach out to student groups and the community.
- b) Transition Back: Checking-In and Round Table

1. Cal-OSHA guidance will be provided June 17th, with an idea that there may be relaxation of restrictions.
2. The Council discussed that students are showing an interest in face-to-face support. Given the loosening of restrictions we want to report out a broad overview of what various departments are planning.
 - a. Counseling: Counselors are going return to campus on July 1st. The Counselors will continue with virtual appointments, but OSHA guidance may change restrictions which will allow Counselors to meet with students face-to-face.
 - b. EOPS/PACE: The current plan is for staff to return July 1st. Many of the PACE counselors are already working in their office. Nadia stated that our CalWORKs counselor may move to the downtown office.
 - c. A&R/FA: Frontline staff will be returning July 1st. Transfer and Counseling staff are being requested to return on July 1st. In-person services are expected to return July 6. The Student Success Center will remain closed due to the construction project taking place in the 100 building. The Specialists will also remain mostly remote through July due to the 100 building construction. The SSC staff and Specialists will be around mid-to-late August.
 - d. Gateway to College: The department will take the most conservative guidance between the institutions. Re-evaluation is constant. Something that is, or will be, restrictive – do not loosen up prior as it is hard to go back to restrictive.
 - e. STEP-UP: Slightly impacted due to the movements happening in the 2100 building with EWD. Not much is happening over the summer because the Bridge Class is offered online. Furniture is being moved in 2105 for the creation of a student area. STEP-UP staff plan to be back in the office by July 1st, and definitely prior to August 1.
 - f. Tehama: Billy stated that he has an office in the Tehama Center, and is not sure when staff will be transitioning over.
 - g. International: Some restrictions on Visas, and many college fairs are online. Some countries have just started resuming the issuances of Visas. Many countries are lowering their travel restrictions.
 - h. Discussion:
 - i. The Council discussed in-person Counselor presence in Tehama. Right now all the Counselors are categorical, and what about planned non-categorical counselors?
 1. Andy Fields is reaching out to Roneita to re-engage as a Counselor in Tehama. Ideally she will re-engage as a general counselor. If Roneita cannot re-engage, we may bring on another part-time general counselor to support Tehama. The backup plan, is to have some folks work outside of the main campus to provide support in Tehama.
- c) Enrollment Management Plan: Strategies to Promote Re-Engagement and Enrollment
 1. Enrollment is going be our number one concern.
 2. Tim provided an overview of the Enrollment Analysis document provided by Jennifer Fox, Research Team.
 3. Natalie Tucker is heading up a recruitment for two more SSFs that will support High School Outreach and New Applicant Outreach.

4. Tim stated that various highlights within the report may be part of a Board report. Many of our Division initiatives can be tied into the Enrollment Analysis Summary document.
5. Discussion:
 - a. Nadia asked if categorical programs can know when students are assigned to counselors, so that they can update the assignments for categorical counselors.
 - b. Council asked if names can be included and shared with the Council. Tim will add names prior to sharing the Enrollment Analysis Summary with the Council.
- d) Pre-Registration Checklist - Form Review – Create a Work Group
 1. First cycle was completed in order to capture student and Perkins data. The College has received some feedback in regards to students in PACE, STEP-UP, etc. The students voiced concerns regarding some of the questions.
 2. Tim suggested the creation of a workgroup to review the questions. The workgroup would consider if any of the questions should be re-worded as well as the legalities of the question. Early fall is when IT is requesting the feedback. The workgroup is asked to report their findings to Student Services Council in September.
 - a. Workgroup members: Sandra Hamilton-Slane, Rochelle Modena, David Gatewood, David Rothrock, and Buffy Tanner.
- e) Promoting student success: What should Student Services Council focus on during Fall 2021?
 1. Tim asked to consider the Focus Areas listed on the top of each agenda and the connection to the Chancellor’s Vision for Success. Creating focus areas will help move the needle and improve student success.
 2. Focus Areas as presented will be the focus areas going into the Fall 2021 semester.

4. Action Agenda

- a) Board Policies / Administrative Procedures – Second Reading
None
- b) Board Policies / Administrative Procedures – First Reading
None

5. Student Equity: Social justice Action Plan / Fostering Social Connection

6. Guided Pathways / Vision for Success - Providing / Coordinating Student Support Services virtually

7. Budget

8. Information Items / Other

- a) Career Center
 1. Lisa Riggs will be going full-time to support the Career Center beginning July 1st.
 2. Jousa Lee will be supporting the Career Center on a part-time basis.
 3. MyPath will push students to the Career Center so that Lisa Riggs and Jousa Lee can get in touch with students. The Counselors will support the student in identifying a goal.

- b) Technology
- c) Area Updates / Announcements
 1. A&R/FA are looking for two (2) Student Services Specialists (Transcript/Degree Evaluation for one, and Transcript Processing/Evaluation and Residency Determination for the other) – Application deadline July 6th.
 2. STEP-UP had 32 students that earned Dean’s List Honors!

9. Meeting adjourned at 11:56 am

NEXT MEETING:

The next meeting is scheduled for Wednesday, July 21st from 10:30am – 12:30pm via Zoom
Minutes recorded by: James Konopitski