



Student Services Council Meeting
 Wednesday, June 17, 2020
 10:30 AM – 12:30 PM
 Minutes

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

District / Division Core Service Area Outcomes -- by department -- by disproportionately impacted group:

- 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:

- To improve access from application to **expand the New Applicant Outreach Project** to include all disproportionately impacted groups; and implement the following by Fall 2020: an enhanced **website, Colleague Self-Service / single sign-on, MyPath, Ocelot Chatbot** and **NextGen** electronic workflow.
- To improve persistence and through-put, replace excel spreadsheets with **Automated Student Education Planning** by Spring 2021 which would include the ability for students to update their contact information and program of study.
- To improve completion and retention, re- examine the provision of **proactive student support** services regardless of physical location.
- To decrease the number of accumulated units, expand **front-end transcript evaluation** process and work with the Academic Senate on updating the **credit for prior learning** administrative procedure.
- To increase completion and course success, examine the **role of General Counselors and Categorical Counselors** in support of the Guided Pathway model and expand student support

1. SSC Moment of reflection regarding the current situations in the U.S./World: re. COVID-19 and Racism

2. Approval of Minutes

- a) Minutes June 3, 2020: Buffy Tanner motioned and Tina Duenas seconded to approve the minutes. All in favor, Allie Hancock abstained.

3. Discussion Agenda

- a) "Focus Areas" Review

If the goals identified above form our core "service area outcomes", should we make any revisions to our focus areas for 2020-2021? No discussion.

- b) Joint Student Services Council / Instructional Council meetings

To support communication between Instruction and Student Services managers, can we meet twice each semester during the Instructional Deans' meetings on Thursdays 9-11 am? Council agreed to a joint meeting.

How can this be a meaningful discussion? The Council would like information about student barriers within class rooms and how it relates to student services support. The Council favored the idea of a "buddy system" in which the Instructional Deans have a specific point of contact within Student Services which information can flow between faculty and student services.

Buffy stated that Student Services can also create "canned" short sentenced announcements that can be pushed out to faculty in a timely and strategic manner.

- c) Student Support Services in a Virtual Environment

As we continue our work from home and campus to support students, are there general struggles in the way we support students and/or staff that need to be addressed?

Technology, students' access to technology and the ability for them to utilize it. Some students have device that are not adequate for the online learning environment. Other students may have the technology but not know how to navigate our systems within the online learning environment.

The Council agreed that the login environment is not easy for those with inadequate technology as well as those with inadequate technology skills. The Council is concerned about the movement to improving the online environment for students. One issue discussed by the Council was the login authentication troubles. Many students struggle with logging in and tend to reach out before they are locked out. Buffy stated that Admissions staff can help unlock a student's Canvas/SC Portal password. The Council discussed that giving this access to others will be highly beneficial. Many categorical staff are troubleshooting login issues with students just like Admissions, SSC, etc. Buffy stated that she does see a value of categorical staff having this access.

Let students be on campus to get the support they need. Continue to push forward getting student appointments.

Amber Perez and Robert Bowman stated that some students are still messaging faculty through Canvas and email, but still not getting responses from faculty. The Council considered the motivation from the Guided Pathways team and stated that this could be good information to share.

Sue Huizinga provided another student issue within a summer 2020 course. Sue stated that some of the Upward Bound students started taking a course and the instructor added a last-minute textbook requirement with a very quick assignment due. The textbook had to be ordered and mailed, but due to current situations with shipping during COVID the book was delayed. The delay only heightened the students concern and stress about getting the assignment completed and falling behind. Sue advised the students to keep in constant contact with the instructor about the delays. Sandra Hamilton-Slane stated that this is a good reason why Student Services needs to continue a good relationship with faculty Deans. The Council agreed that book shipping delays are a realistic barrier for students.

John Yu stated that he noticed a lower amount of faculty complaints about plagiarism, academic dishonesty, as we moved to an online environment in the spring 2020 semester as compared to previous semesters.

What is the most successful technique that your department is using to maintain engagement / communication with students and/or staff?

Sandra Hamilton-Slane will be inviting everyone to a Zoom seminar. The seminar will be about the variations inside a Canvas classroom. The presentation will show the struggles students have to go through as they navigate multiple classes. The seminar will be around an hour in length.

Buffy Tanner brought up an example about a university she heard that standardized the format of an online class environment. The university provided instructors the online shell and allowed the instructors to finish with content. The standardized format let students know what to expect when they enrolled into a class. The Council discussed the difference between accessible formatting and academic freedom. Tina Duenas stated interest in helping create this consistency in class delivery. Coming to faculty in the view of accessibility may get faculty to move towards a more common and consistent approach for students in the online environment. One barrier among consistency the Council discussed is that there are multiple ways an instructor can provide a calendar of due dates and some do not really provide a Canvas calendar at all. Staff are finding out that students sometimes cannot find this information easily, which makes it hard on staff to advise students on where to get this information. Staff will have a hard time guiding a student if every class format is different; students are picking-up on this inconsistency.

The Council discussed student issued emails. The Council members have not received an update on the timeline and unsure of when/if these are still planned to be rolled out. Tina Duenas stated that IT was thinking of providing an email once a student registers for classes, rather than upon application. Once a student misses out on two consecutive semester the email will be deleted. However, this process may have changed as no updates have come out. Buffy stated she will approach this topic at the Student Services and IT meetings.

Nadia stated that students usually only show-up when they need the help. Do the students know where to find us? Nadia stated that they will try to find us when they need help, but we need to help them find us. Ocelot chatbot is one of the pieces that will help guide students to the front door. The Council also discussed that virtual reception areas can be helpful. The virtual

reception area is where staff can chat with each other as well as with students in the online environment. The issue is within the immediacy that the students will need it “right-now” when they come in to visit.

Buffy Tanner stated that Admission and Financial Aid is up to date with student emails and voicemail inquiries, but the volume of contact has been overwhelming and not ceasing. The hope is that the Ocelot chatbot and online forms will help lower the amount of basic questions and support. Sandra asked the Council if we should change the format of our phone and email messages to inform students that specific information is needed so we can better serve them. Sandra also stated that it may be best to let students know that they may receive a callback from an Unknown number. Tina Duenas stated that Chelsea Kefalas and Ryan Loughrey placed their Google number within their email so as to help with highlighting a non-College number.

Robert Bowman stated that STEP-UP students tend to be checking emails a lot more. The STEP-UP program also shares similar barriers that was discussed about students-faculty interaction and technology support.

Nick Webb stated that some of his students recognize the number calling and may choose not to answer. His staff is getting around this by sharing who reaches out to who, so that the student does not recognize the number. Nick has found this strategy gets more students to answer the phone. Nick and his team also found that texting with Google voice is a very effective way of communication, and receive a higher response rate compared to just calling.

d) Guided Pathways: Draft Meta-Majors and Counselor Support by Division

Once majors have been assigned to meta-major categories, we’ll re-align our Counselor Support by Division.

In support of students and the Guided Pathways framework, what should be the relationship between general and categorical counselors? Categorical counselor also needs to know it all. Tina Duenas asked if students in a categorical program can have both a counselor for their meta major and one for their program? The student education planning tool currently lists the counselors but does not highlight whom the student is supposed to contact for what issue/question. The planning tool sometimes does not even list the categorical program counselor.

What is the inter-play between the categorical counselor and the academic counselor? Categorical works on more than academics, but actually work on personal barriers and how the student can navigate these personal barriers. Education planning is not everything a categorical counselor does for a student. With meta majors, the education plan is only a map, but the personal barriers are a different need. First generation students are a good example needing to navigate this complexity between receiving an education plan and navigating it with both personal and academic barriers.

Tina Duenas asked about students that are not in a categorical program and are undeclared in their major, are there counselor to help with program explanation and help guide students? Multiple counselors are going support students that are undeclared.

Sandra Hamilton-Slane will be supervising all Counselors in Extended Education. The separation of Tehama and Redding are not going happen at this time, so students will start being filtered

through one source. No Counselors will be on extended education SARS grids. They will be placed on the general counseling grid or a categorical grid. The separation is now based on what the Counselor supports rather than the physical location of their office.

4. Action Agenda

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

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

5. Information Items / Other

- a) Instructional Council
- b) Technology Update
- c) Area Updates / Announcements
 - 1) Jerry Brown stated that Chelsea Kefalas has accepted UMOJA coordinator position. Stacy Mizuta moved over to Athletics as a basketball coach. Nadia Elwood stated that she is willing to support Chelsea with any categorical questions.
 - 2) Allie Hancock has a meeting with Tim Johnston to discuss Student Life moving forward.
 - 1. Tina Duenas stated that Student Life will be operating with three employees instead of five, temporarily, which means that their capacity will be somewhat limited. We're working on prioritizing what we can actually accomplish annually with significantly less staffing. Title IX will be restructured as new guidance will be coming down. Marianne Williams and Greg Smith are working on the various aspects of Title IX.
 - 3) John Yu stated that there will be a virtual college fair in China in which he will be representing Shasta College - us.udty.tech/college-fair
 - 1. Only four community colleges will be presenting among many esteemed universities. Chinese students can talk with John Yu if they are interested in Shasta College. John Yu showed the Council a quick sample of the presentation.
 - 2. The College Fair is targeted towards students in China.
 - 4) Board of Trustee Resolution:
 - 1. Sue Huizinga stated that she shared it with Upward Bound students. Joe Wyse also presented to the Upward Bound students and also discussed the resolution. Dr. Wyse explained the process, the statistics, how we are part of a bigger community college system, etc.
 - 2. John Yu stated that the Student Equity Advisory Committee has passed a solidarity resolution with the African American community.
 - 3. Buffy Tanner stated that work can still be done to address what we are doing on a local scale. Shasta College can continue to take local steps and that we do not have to wait for things to happen at the system level.
 - 5) Shasta College is still seeing low enrollment among our Equity populations within EOPS.
 - 6) 'EW' grade update: Non-resident students can now have the \$46/unit registration fee waived if they requested the "EW" grade. As an equity issue we found that a high percentage of out of state students are in our equity population. Cabinet agreed to allow the refund of the in-state portion of their registration fee.
 - 7) Parking permit refunds will be going out within the next week. All students registered for classes within the spring 2020 semester will receive a 50% refund for their parking permit and Health Fee. Material fee refunds will be coordinated through faculty and their area Dean as they work on what materials were used prior to moving online.

- 8) Potentially the last meeting for Tina Duenas as she moves over to the Tutoring and Learning Center, but will remain on the Student Services Council until further notice.
- 9) The Council discussed a virtual retirement for Nancy Berkey, June 30th. The Council agreed to do it on the 30th, which is her last day. Sandra is open to ideas from the Council to make it special for Nancy. Buffy stated that Nancy's daughters have reached out to get short videos from Nancy's coworkers for a video collage.

6. Meeting adjourned at 12:12pm

NEXT MEETING:

The next meeting is scheduled for Wednesday, August 5th from 10:30am – 12:30pm via Zoom
Minutes recorded by: James Konopitski, Enrollment Services.