



Shasta College

Student Services Council Meeting
June 20, 2018 • 9:00 AM
Room 2314

MINUTES

Committee Members Present					
X	Stacey Bartlett		Andy Fields		Becky McCall
	Sharon Brisolara	X	Sandra Hamilton Slane		Kevin O'Rorke
X	Tina Duenas	X	Sue Huizinga	X	Sara Phillips - Guest
X	Nadia Elwood	X	Tim Johnston		

CALL TO ORDER

Due to technical difficulties the meeting moved to the Board Room and was called to order by Tim at 9:20 am

1. Approval of Minutes

Approval of Student Services Council June 6, 2018 minutes was held over for the next meeting.

2. Information Items

- a) Technology priority list

3. Action Agenda

4. Discussion Agenda

- a) Extended Education and Student Services
 - a) Instead of listing as Faculty Office, change to Office Space, and allow for flexibility for future use
 - b) Bathroom
 - Does not seem sufficient to have just one
 - Also seems in very public open area
 - Proximity of staff working with bathroom right behind them
 - Recommendation to switch restroom location with storage location
 - c) Recommendation to flip the counselor area with the classroom area
 - d) OR another recommendation to pull Counselor area back of building and put Veterans and meeting space forward.
 - e) Staff breakroom?
 - Where can they make coffee, get refreshments?
 - Place to keep lunches, eat meals?
 - Need space for staff to gather and come together to build relationships and connections.
 - f) Space for online support staff?
- b) Student Services Building – continuing the conversation
 - 1) Consultant Report – video display
 - 2) Next Steps
 - Tina will send survey again and hopefully receive more responses and close in two weeks. 35 responses received from first round.
 - Suggestion for student focus groups to get input regarding their preferences
 - 3) Feedback
 - Preference for the darker color version representation
 - Preference for the entry that is featured in the light color version, but would still like the splash of darker color featured in the entry
- c) Categorical Consolidation
 - 1) Introducing SEAP (Student Equity and Achievement Program) - Handout

- Voted to consolidate the three separate programs
- Hold harmless first year of funding
- Captured code of SSSP
- Plan due Dec 1, 2019
- Funding model of completion/outcomes will drive this from 2020 forward
- Achievement gaps may then impact funding
- Data measurement can be annual
- 2) Crosswalking the Integrated Plan to the Strategic Plan
 - Differentiating
 - Considering what do we have the capacity to do and where to focus
 - Highlighted particular initiatives
- d) Student Comment Forms –
 - 1) Review and Next Steps
 - Not a high number of feedback forms received
 - A balance of positive and negative
 - Some resolution information was detailed
 - Area to think about is focusing on including more information re: resolutions
 - Suggestion that when a student has an issue in different areas staff jump right in to resolve the situation and don't follow up with a suggestion to students to document it in a feedback form.
 - Still working with Marketing to get signage for comment boxes, and further on to create messaging the shares out that feedback gets results.
 - Will move forward purchase of comment boxes
 - 2) Reporting Process –
 1. central vs. department
 2. workflow
- e) Review of SAO Handbook / Cycle
- f) Technology Training Needs
- g) CCCApply

5. Area Updates

Research

- Research Dept is hiring up to perhaps two analysts. Position closes July 6th

TRIO

- Program has high school students taking courses on campus. Brought eight students to the Board meeting. Students here until July 13th and then have a college visit
 - A total of 24 Korean and Chinese students coming to campus. They will be in the dorms and will share dorm space with other students this time

Enrollment

- Nelnet is being developed for automated payment plans

6. Other Announcements

New SLAM Division Dean

- He will be around today and tomorrow

7. Future Meeting: Tentatively Sept. 5th – Redesigning America's Community Colleges, Bailey, et al., chap 5 "Engaging Faculty and Staff"

Parking Lot:

- Degree only graduation
- PRCA-24 / WTC Assessment
- Workgroup Report – Cutting Sections and Guided Pathways – Student Services perspective (Sandra)
- Workgroup Report – IFS Reports (Sharon B./ Becky M.)
- Workgroup Report – Promoting Student Support Services (Sue / Tina)

NEXT MEETING

The next meeting is scheduled for Wednesday, August 1st, 2018 from 9:00 am – 11:00 am in Room 2314.
Recorded by: Michelle Fairchild, Administrative Secretary, Enrollment Services.

Prioritization	Ideal Location	Current Location	Student Services Departments / Areas	POC	Employees	Capacity w/ students	Current ft²	Anticipated Space Need (18,632 ft²)	Notes
1	100	100	Financial Aid	Becky McCall	11	14	1621.72	3,199.72	Blended w/ A&R
2	100	100	Admissions & Records	Becky McCall	11	14	1578	786.78	Blended w/ FA
3	100	100	Student Success Center	Tim Johnston	3	10?? 15??	786.78	405	
4	100	100	Enrollment Services	Tim Johnston	3	4	405	1083	Potential for 10+ counselors to be embedded in dept. buildings as part of the Guided Pathways approach
5	100	100	Counseling (Except embedded counselors)	Tim Johnston	15-25	3 per office	1083	800??	
6	100	2000	Assessment	Tim Johnston	3	5?? 10??	400??	400	
7	100	100	Transfer Center	Daniel Valdivia	3	10??	826.67	800	
8	100	N/A	Reception / Welcome Area	N/A	1	5	0	1312 (combined)	
9	100	2000	CARE	Sandra Hamilton Slane	??	8	1312 (combined)	1312	
9	100	2000	EOPS	Sandra Hamilton Slane	8	8	1312 (combined)		
10	100	2000	PACE	Sandra Hamilton Slane	8	30	1312 (combined)		
11	100	100	Ample Restrooms (public & employee separate)	N/A	0	10	800??	800	At least (1) Gender Neutral 3F emp / 3M emp 2f/m students
12	100	2000	TRIO	Sue Huizanga	7	8	1296.63	1,296.63	
13	100	2300	VP Student Services	Kevin O'Rourke	2	5	640.73	640.73	
14	100	100	Student Employment	??	1??	2?? 3??	90	90	
15	100	2000	SCI*FI	Bob DePaul	3	20	1312 (combined)		
16	100	N/A	Campus Safety Office (1 room)	Lonnie Seay	1	3	0	90	To be highly utilized during peak registration/fin. aid disbursements.
17	100?? 8000??	8000	CalWORKS	Nadia Elwood			0	90	
18	100?? N/A??	2000	Equity & Inclusion	Sandra Hamilton Slane	2-3		581.33	90	
19	100	N/A	(1) Conference Room (Small)	N/A	40	40	0	600	w/ soundproof partition wall to create (2) smaller rooms
20	100	N/A	Bursar's Office	Becky McCall	2	2??	0	400	Utilized by: H&HS, CalWORKS, SMART, etc.
21	100	N/A	Multi-Use Office	N/A	1	3	0	90	If EOPS/SPACE/CARE/Sci*FI move to 100 - new bookstore location.
22	100?? 2000?? 2300??	2300	Bookstore	N/A	5	30??	52600	44710	
23	2000?? 2100??	2100	StepUp	Robert Bowman	2??	3??	690.61	600	
24	2300	2300	Student Life	Tina Duenas	10	20	222	222	Second Floor?
25	100	100	Staff Lounge w/ kitchen	N/A	10	10	222	400	By Transfer Center
26	100?? 700?? 2100??	2000	ACE	Buffy Tanner	2	25	0	600	w/ computers for on-going workshops
27	2000	2000	College to Career	Amber Perez	2	30	0	400	By Transfer Center
28	100	N/A	(1) Workshop Space	N/A	2	30	0	400	
29	100?? 700?? 2100??	700	BOLD	Buffy Tanner	N/A	3??	0	200	
30	100	N/A	Coffee Station/Cart	N/A			0	1,000	w/ soundproof partition wall to create (2) smaller rooms
31	100?? 2000??	N/A	(1) Conference Room (Large)	N/A	100	100	0	1,000	
31	100?? 700??	100	Business Office	Jill Ault			690.61 (combined)		
32	2300	2300	Umoja	Tina Duenas	1	20	690.61 (combined)		
33	2300	2300	Global Education Center	Tina Duenas	2	20	690.61 (combined)		
34	2000	2000	Health & Wellness	Debbie Goodman	3	5??		90	Include discreet indoor entrance &/or outdoor entrance.
35	100?? 2100??	8000	University Programs	Dan G., CSU, Chico	1	2			
36	??	N/A	Homeless Youth Room (suggested by Bob DePaul)	??			0		
37	2300	2300	Food Pantry	Tina Duenas	3	3			
38	2300	2300	Club Room	Tina Duenas	0	20-25	260.58		
39	2300	200	The Lance	Tina Duenas	0	5			
Not ranked	N/A	N/A	Center for Equity & Inclusion	Sharon Brisolara	1-2	35-50	0	0	
Not ranked	2300	N/A	Coffee Shop / Café / Student Store / Meeting or Conference Room / Study Rooms	N/A	5	40-50	0		In current bookstore location
Not ranked	2000	2000	Food Services	Denise Axtell					
Not ranked	8000	8000	Foster Kinship	Sheri Wiggins	2				
Not ranked	2300	2300	Student Senate	Tina Duenas	0	30-33	225		

100 Blig ft²
 Dept. ft² Total (pink)
 Additional Space

18,632
 17,023
 1,609

Hallway spaces, storage, data and custodial closets.

Q1 What is your impression of what "one stop shop" means?

Answered: 50 Skipped: 1

#	RESPONSES	DATE
1	Everything that a student needs to get started in college is conveniently located in one building and available during the same hours of the day. Also, all reception staff are well versed on how to guide students to the proper location for their service needs.	6/27/2018 2:32 PM
2	excellence	6/25/2018 3:55 PM
3	All transactional students services needs are in one building and the people in this building know how to help with nearly all of these transactions or are knowledgeable enough to refer and tell the student what to expect.	6/25/2018 11:12 AM
4	All matriculation services and student services in one place	6/25/2018 11:05 AM
5	Transactions.	6/21/2018 5:07 PM
6	students come to one place for everything	6/21/2018 12:43 PM
7	One can get most needs met in one location	6/21/2018 10:29 AM
8	The ability to access services or programs from any window/staff person	6/21/2018 8:07 AM
9	My impression is that I will have no need to go anywhere else to get what I need.	6/20/2018 3:38 PM
10	Having all the services students need to get started at Shasta College in one place. (For example, everything they need to get registered, paid, etc.)	6/20/2018 2:37 PM
11	one place to get a variety of needs met	6/20/2018 2:06 PM
12	Holistic Services for students including FA, Admissions, Counseling (all programs), Student Success Center, and transfer center.	6/20/2018 1:15 PM
13	no more run around	6/20/2018 12:58 PM
14	From application to enrollment to connecting with appropriate programs	6/20/2018 12:12 PM
15	students being able to access all essential services in the same, or very close proximity	6/20/2018 11:50 AM
16	Students are able to apply for admission, get academic advice, register, and apply for financial aid in one location/area.	6/12/2018 2:55 PM
17	Student Services (Matric; Counseling & Support) all under the same roof.	5/31/2018 2:46 PM
18	easy access to all student services programs	5/31/2018 9:50 AM
19	The most crucial of student services. Not every student service.	5/30/2018 3:22 PM
20	Students can handle all primary matriculation steps in one space, dealing with a minimum of different people (ideally, one person).	5/29/2018 4:11 PM
21	All services co-located in one location for ease of students	5/29/2018 3:54 PM
22	Being able to get multiple things done in an efficient manner	5/29/2018 3:45 PM
23	Students can find all services and answers they need in one area.	5/29/2018 1:53 PM
24	Students can come in, get enrolled, FA set up, counseling, and any other program they may qualify for (EOPS, etc.) in one spot.	5/29/2018 9:45 AM
25	I think it's a great idea! I think it will be most beneficial to our students as they won't have to walk from one building to another to have their needs met.	5/29/2018 8:54 AM
26	A single location for all services	5/29/2018 8:39 AM
27	Where students can get all enrollment services/financial aid questions answered accurately and perform any enrollment services/financial aid activities such as registration, appeals, etc. Knowledgeable frontline staff and computer access in one spot.	5/29/2018 8:06 AM
28	All-inclusive services in one locations	5/25/2018 3:51 PM
29	Central hub for student assistance - whether it be financial, registration assistance, or general	5/25/2018 3:41 PM
30	A location where students can go to get all necessary support services to enroll in courses	5/25/2018 3:20 PM
31	Student Services in one location: Admissions, Assessment, Counseling, Financial Aid, EOPS, PACE	5/25/2018 1:48 PM
32	A "one stop" streamlines the most common student services at one convenient location.	5/25/2018 1:14 PM
33	The ability to talk with all student services offices at once or at least in one building	5/25/2018 11:21 AM
34	Students can complete matric steps, register for classes, buy their books, and receive general information	5/25/2018 8:23 AM
35	Students can go to one location for registration, financial aid, counseling, etc, without being sent to multiple locations when trying to enroll.	5/25/2018 8:21 AM

36	1 office to go to for all your questions	5/25/2018 8:08 AM
37	Admissions, Financial Aid, and Student Services in one building	5/24/2018 5:36 PM
38	Doing all necessary actions in one place, going one place to get all questions answered	5/24/2018 5:15 PM
39	Students would be able to complete essential services in the same building and that services like FA and enrollment would be integrated whenever possible to streamline processes for students.	5/24/2018 4:53 PM
40	Multiple Services in One Shop	5/24/2018 4:36 PM
41	All the services in one place.	5/24/2018 4:28 PM
42	That students and other customers can handle majority of enrollment matriculation functions in one location.	5/24/2018 4:08 PM
43	To me it means students go to one place to have all their questions answered without directing them all over campus	5/24/2018 3:53 PM
44	One stop shop means a place where students can go and get everything they need done for registration, financial aid, counseling, etc. One location that has it all.	5/24/2018 3:45 PM
45	Being able to take care of everything needed in one place with one stop.	5/24/2018 3:39 PM
46	one place to go to complete several pieces of business	5/24/2018 3:33 PM
47	one place where I can receive all information without having to go to a different location/building	5/24/2018 3:20 PM
48	One place where you can get all your services	5/24/2018 3:19 PM
49	One place where every question can be answered and process completed.	5/24/2018 3:16 PM
50	All inclusive	5/24/2018 3:12 PM

Q2 What student services department do you currently work in?

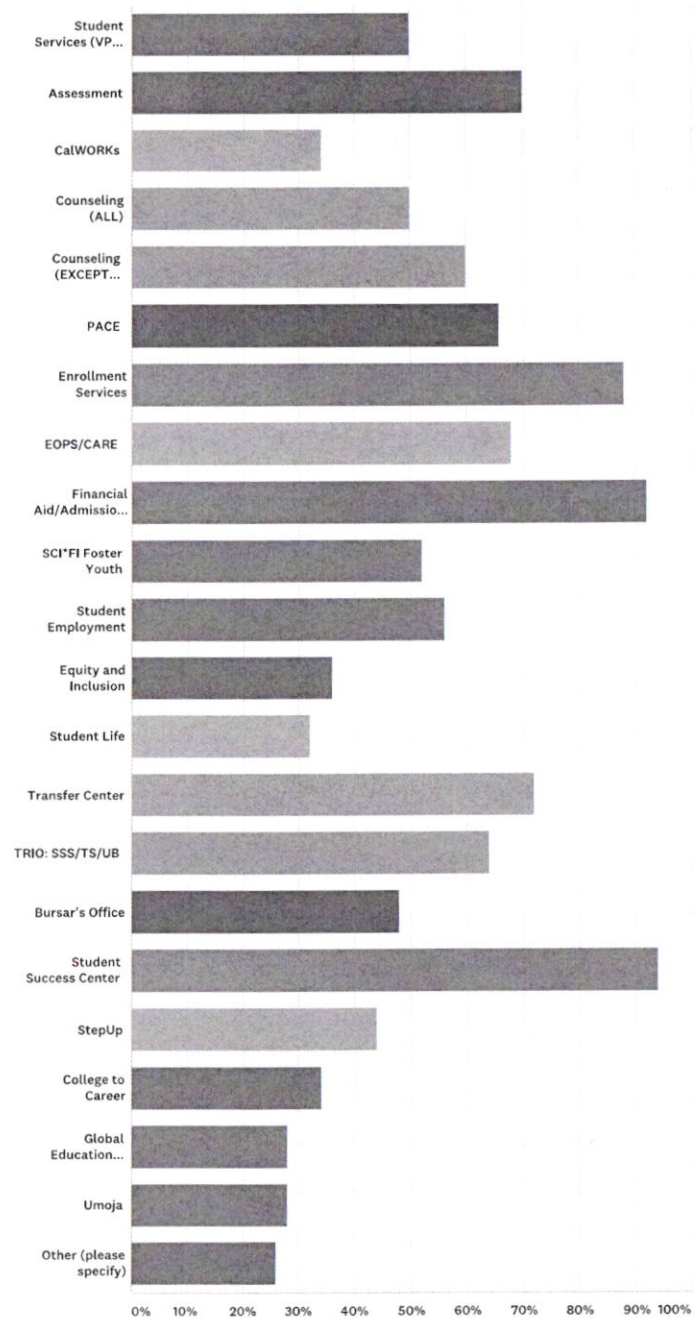
Answered: 48 Skipped: 3

#	RESPONSES	DATE
1	A & R, Financial Aid, EOPS, PACE, Assessment, SCI*FI, Equity, Student Life, Dorms, Health & Wellness, Counseling	6/27/2018 2:32 PM
2	General Counseling / PACE	6/25/2018 3:55 PM
3	CalWORKs	6/25/2018 11:12 AM
4	Counseling	6/25/2018 11:05 AM
5	Student Life	6/21/2018 5:07 PM
6	Counseling	6/21/2018 12:43 PM
7	Student Equity	6/21/2018 10:29 AM
8	PACE	6/21/2018 8:07 AM
9	Enrollment Services	6/20/2018 3:38 PM
10	Student Life	6/20/2018 2:37 PM
11	General Counseling	6/20/2018 1:15 PM
12	A & R	6/20/2018 12:58 PM
13	TRIO	6/20/2018 12:12 PM
14	counseling	6/20/2018 11:50 AM
15	Counseling, EOPS	6/12/2018 2:55 PM
16	Counseling	5/31/2018 2:46 PM
17	Counseling	5/31/2018 9:50 AM
18	Counseling	5/30/2018 3:22 PM
19	ACE/BOLD - "quasi" student services (we try to be an informational one stop for the working adult students as much as possible)	5/29/2018 4:11 PM
20	counseling	5/29/2018 3:54 PM
21	TRIO	5/29/2018 3:45 PM
22	Student Life - Umoja Program	5/29/2018 1:53 PM
23	Counseling	5/29/2018 9:45 AM

24	TRIO	5/29/2018 8:54 AM
25	PACE	5/29/2018 8:39 AM
26	Financial Aid	5/29/2018 8:06 AM
27	Student Life	5/25/2018 3:51 PM
28	Enrollment Services	5/25/2018 3:41 PM
29	Student Life	5/25/2018 3:20 PM
30	Counseling	5/25/2018 1:48 PM
31	Enrollment Services	5/25/2018 1:14 PM
32	It was Financial Aid, I no longer work in Student Services	5/25/2018 11:21 AM
33	Counseling (and a little in student life) :)	5/25/2018 8:23 AM
34	Admissions & Records	5/25/2018 8:21 AM
35	financia aid	5/25/2018 8:08 AM
36	Admissions and Records	5/24/2018 5:36 PM
37	Student Life/Residence Life	5/24/2018 5:15 PM
38	Admissions/FA :)	5/24/2018 4:36 PM
39	PACE	5/24/2018 4:28 PM
40	Enrollment Services	5/24/2018 4:08 PM
41	Financial Aid/Veteran's Services/Admissions & Records	5/24/2018 3:53 PM
42	Enrollment Services	5/24/2018 3:45 PM
43	Partners in Access to College Education & Assessment Center	5/24/2018 3:39 PM
44	PACE/C2C	5/24/2018 3:33 PM
45	counseling	5/24/2018 3:20 PM
46	PACE	5/24/2018 3:19 PM
47	Formerly A&R	5/24/2018 3:16 PM
48	EOPS	5/24/2018 3:12 PM

Q3 Overall, what are the student services departments you envisioned being in the new 100 building? (Select as many as you'd like... we'll narrow based on priority and space restrictions later).

Answered: 50 Skipped: 1



100 Building Bond Project

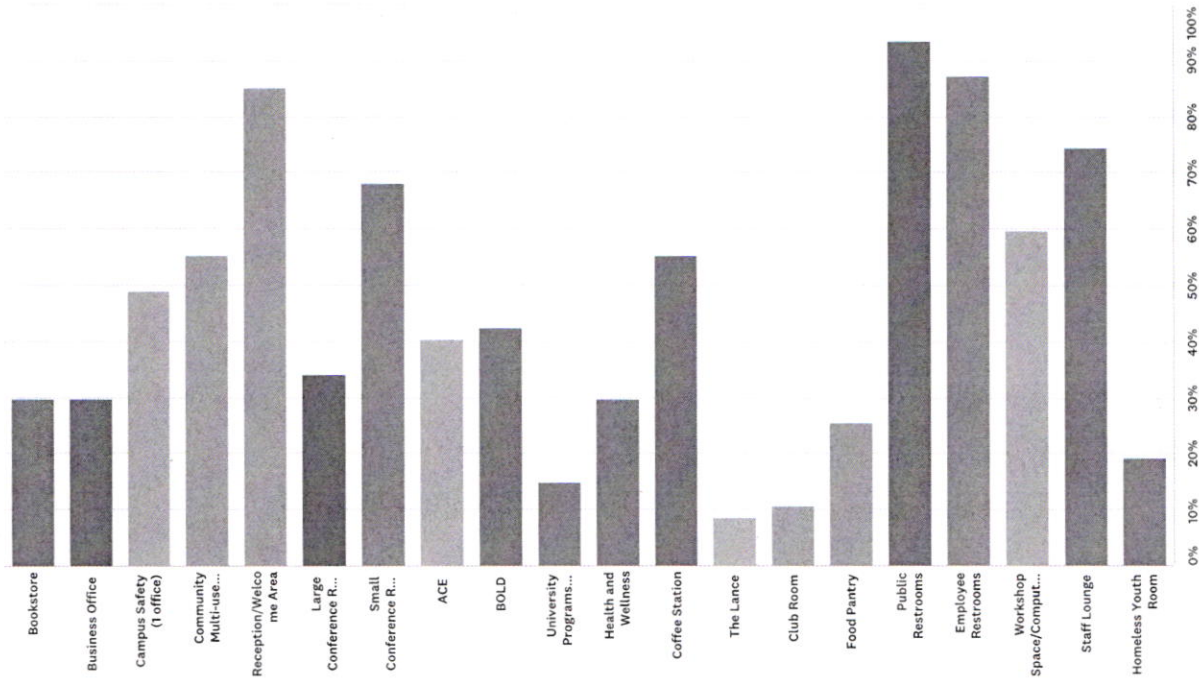
ANSWER CHOICES	RESPONSES	
Student Services (VP of Student Services)	50.00%	25
Assessment	70.00%	35
CalWORKs	34.00%	17
Counseling (ALL)	50.00%	25
Counseling (EXCEPT embedded counselors when appropriate)	60.00%	30
PACE	66.00%	33
Enrollment Services	88.00%	44
EOPS/CARE	68.00%	34
Financial Aid/Admissions and Records	92.00%	46
SCI*FI Foster Youth	52.00%	26
Student Employment	56.00%	28
Equity and Inclusion	36.00%	18
Student Life	32.00%	16
Transfer Center	72.00%	36
TRIO: SSS/TS/UB	64.00%	32
Bursar's Office	48.00%	24
Student Success Center	94.00%	47
StepUp	44.00%	22
College to Career	34.00%	17
Global Education Center	28.00%	14
Umoja	28.00%	14
Other (please specify)	26.00%	13
Total Respondents: 50		

#	OTHER (PLEASE SPECIFY)	DATE
1	PUENTE Project	6/25/2018 3:55 PM
2	Community referral Office	6/25/2018 11:12 AM
3	NO BURSARS OFFICE!!!	6/25/2018 11:05 AM
4	Student Senate - or move ID Card Processing to A&R	6/20/2018 3:38 PM
5	This is if the 2000 building does not stay the Student Services Building. All Stud. Svc's should be in the 100 building for a true one-stop shop	6/20/2018 12:12 PM
6	These are the critical offices to have there	5/29/2018 4:11 PM
7	Just a note: Would love to include Equity, Global Education Ctr and Umoja but probably not feasible.	5/29/2018 3:54 PM
8	If it is truly going to be a one-stop-shop than I think all of the services that are/can be offered here at the main camups should be under one roof. I will simplify the need for our students to have to walk to any other building to have their service need met. I also think it would make it easier for students to utilize services in a more timely manner such as going from the Financial Aid office to to the EOPS office or the StepUp office.	5/29/2018 8:54 AM
9	Admissions / Financial Aid one stop; reception / welcome area, multi-use offices; conference room; workshop space	5/25/2018 1:14 PM
10	Brusar is Bursar, right?	5/24/2018 5:15 PM
11	Coffee Shop with snacks	5/24/2018 4:36 PM
12	I am not familiar enough with all the programs to determine how they interact together	5/24/2018 3:53 PM
13	ACE PROGRAM	5/24/2018 3:20 PM

Q4 Consider other (non-Student Services) departments/areas that may need to be included...
Select all that you feel would benefit students and/or employees by being placed in the new 100
building.

Answered: 47 Skipped: 4

100 Building Bond Project



ANSWER CHOICES	RESPONSES
Bookstore	14
Business Office	14

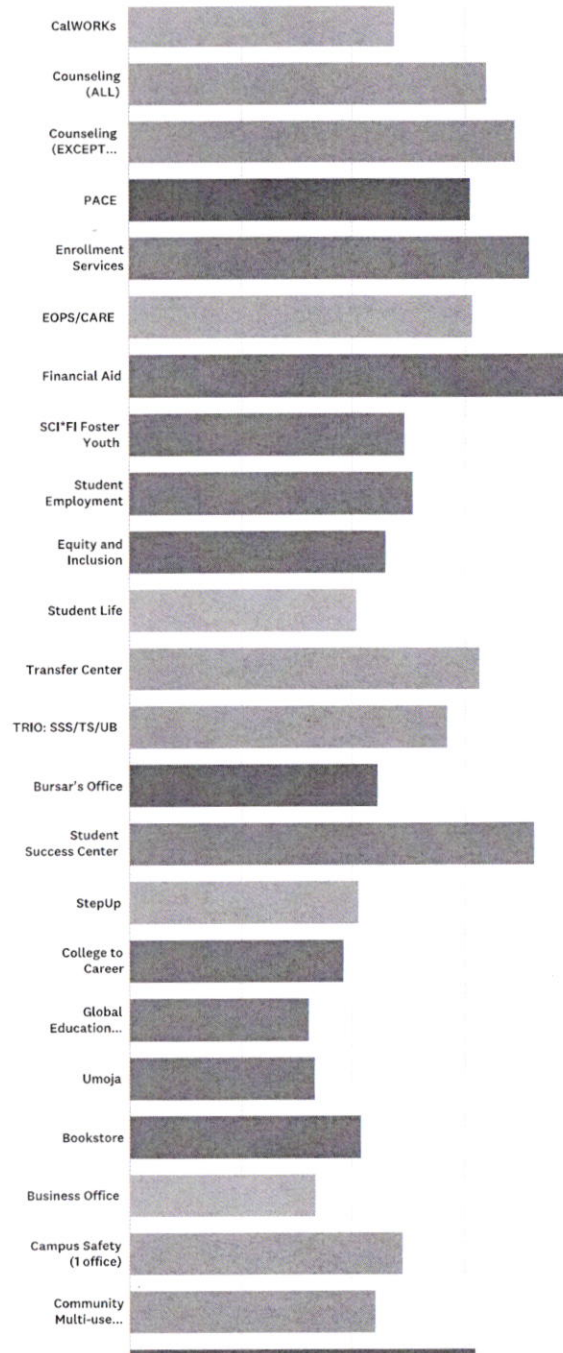
Campus Safety (1 office)	48.94%	23
Community Multi-use Office (i.e. CalWORKs, CalFresh, Transfer Institution Reps, etc.)	55.32%	26
Reception/Welcome Area	85.11%	40
Large Conference Room (100 - 125 People)	34.04%	16
Small Conference Room (40 - 50 People)	68.09%	32
ACE	40.43%	19
BOLD	42.55%	20
University Programs (Currently located downtown)	14.89%	7
Health and Wellness	29.79%	14
Coffee Station	55.32%	26
The Lance	8.51%	4
Club Room	10.64%	5
Food Pantry	25.53%	12
Public Restrooms	93.62%	44
Employee Restrooms	87.23%	41
Workshop Space/Computer Lab	59.57%	28
Staff Lounge	74.47%	35
Homeless Youth Room	19.15%	9
Total Respondents: 47		

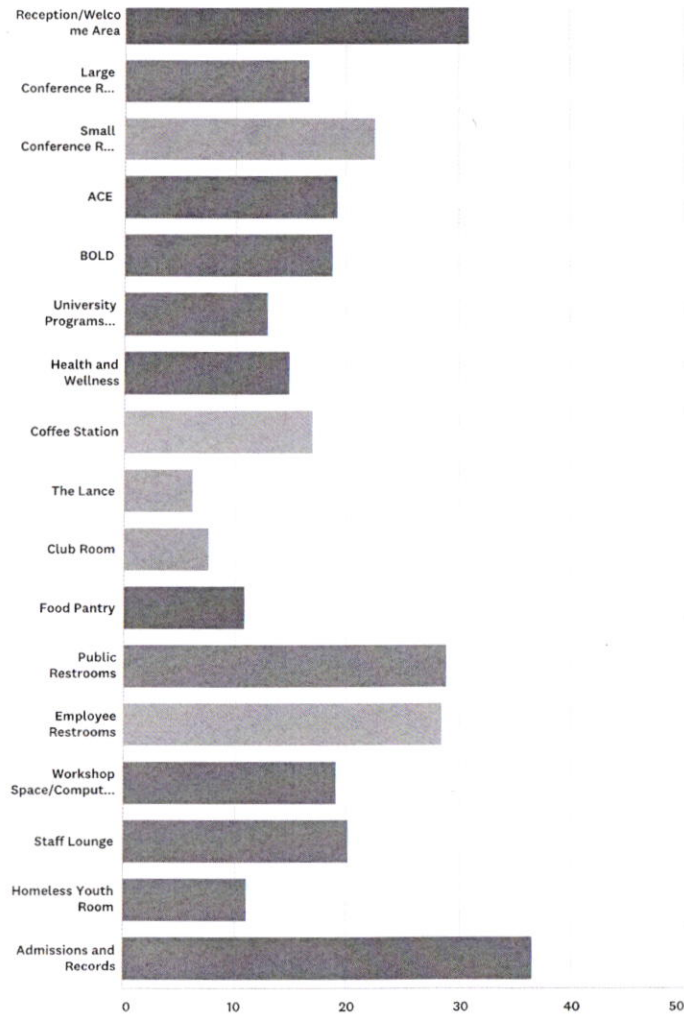
#	OTHER (PLEASE SPECIFY)	DATE
1	Career Center	6/25/2018 3:55 PM
2	Business office outpost--to make payments	6/21/2018 8:07 AM
3	Filling water stations	6/20/2018 1:15 PM
4	All Student Services in the 100 building makes the most sense with a few of the auxiliary offices such as business office, etc. I'd keep homeless and health & wellness separate due to confidentiality. ACE/BOLD are more instructional.	6/20/2018 12:12 PM
5	Maybe have a "Welcome Center" rather than a Student Success Center. The WC could walk students through steps to enrollment and FA. I view Success Centers as Instructional in nature with tutoring, SI and workshops.	6/12/2018 2:55 PM
6	University Programs and BOLD would make sense to have in Transfer Center	5/30/2018 3:22 PM
7	The small conference room could double as workshop space.	5/29/2018 3:54 PM
8	Smaller Conference Room: 10-20 people	5/25/2018 1:48 PM
9	To me areas should be done by function - enrollment and all that includes, then programs (EOPS, Trio, StepUp, Homeless Youth, Food Pantry), then degree programs/classes. A conference room should be in the same building as the cafeteria so meetings could be catered if needed.	5/24/2018 3:53 PM
10	women only employee restrooms, ACE/BOLD is the same department.	5/24/2018 3:20 PM

Q5 Now that you've identified EVERY department/area you'd like in the 100 building, please rank them in order of importance that it's included (with 1 being your top choice)

Answered: 49 Skipped: 2







	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	2
Student Services (VP of Student Services)	20.00% 7	2.86% 1	2.86% 1	2.86% 1	0.00% 0	2.86% 1	5.71% 2	5.71% 2	2.86% 1	0.00% 0	0.00% 0	2.86% 1	0.00% 0	5.71% 2	2.86% 1	0.00% 0	0.00% 0	2.86% 1	2.86% 1	2.86% 1	0.00% 0	5.71% 2	0.00% 0	0.00% 0	
Assessment	0.00% 0	4.88% 2	9.76% 4	7.32% 3	9.76% 4	2.44% 1	9.76% 4	9.76% 4	2.44% 1	4.88% 2	2.44% 1	4.88% 2	4.88% 2	0.00% 0	0.00% 0	2.44% 1	2.44% 1	7.32% 3	0.00% 0	2.44% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
CalWORKs	3.33% 1	0.00% 0	6.67% 2	0.00% 0	0.00% 0	3.33% 1	0.00% 0	0.00% 0	6.67% 2	6.67% 2	0.00% 0	0.00% 0	0.00% 0	6.67% 2	3.33% 1	10.00% 3	6.67% 2	3.33% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	6.67% 2	1
Counseling (ALL)	14.29% 5	5.71% 2	14.29% 5	8.57% 3	11.43% 4	2.86% 1	2.86% 1	0.00% 0	2.86% 1	2.86% 1	2.86% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	2.86% 1	2.86% 1	2.86% 1	0.00% 0	0.00% 0	2.86% 1	2.86% 1	5.71% 2	0.00% 0	

100 Building Bond Project

Counseling (EXCEPT embedded counselors when appropriate)	11.11%	5.56%	11.11%	11.11%	13.89%	11.11%	0.00%	0.00%	2.78%	5.56%	1.2	8.33%	0.00%	2.78%	0.00%	2.78%	0.00%	2.78%	0.00%	0.00%	0.00%	2.44%	2.44%	2.44%	2.44%	0.00%	0.00%	0.00%	0.00%	
PACE	0.00%	0.00%	2.44%	9.76%	2.44%	9.76%	7.32%	4.88%	9.76%	4.88%	2	9.76%	0.00%	4.88%	2.44%	4.88%	0.00%	2.44%	4.88%	2.44%	2.44%	2.44%	2.44%	2.44%	2.44%	0.00%	0.00%	0.00%	0.00%	
Enrollment Services	17.39%	13.04%	8.70%	6.52%	8.70%	4.35%	6.52%	4.35%	6.52%	4.35%	2	2.17%	2.17%	0.00%	0.00%	4.35%	0.00%	2.17%	0.00%	2.17%	2.17%	2.17%	2.17%	2.17%	2.17%	0.00%	0.00%	0.00%	0.00%	
EOPS/CARE	0.00%	0.00%	9.52%	4.76%	7.14%	7.14%	9.52%	7.14%	2.38%	7.14%	3	2.38%	0.00%	2.38%	0.00%	0.00%	0.00%	0.00%	2.38%	0.00%	2.38%	2.38%	2.38%	2.38%	2.38%	0.00%	0.00%	0.00%	0.00%	
Financial Aid	2.22%	42.22%	20.00%	8.89%	2.22%	8.89%	6.67%	2.22%	2.22%	0.00%	0	2.22%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
SCHFFI Foster Youth	0.00%	0.00%	0.00%	0.00%	2.78%	2.78%	0.00%	5.56%	2.78%	5.56%	2	8.33%	2.78%	2.78%	0.00%	2.78%	0.00%	5.56%	2.78%	0.00%	2.78%	2.78%	2.78%	2.78%	2.78%	0.00%	0.00%	0.00%	0.00%	
Student Employment	0.00%	2.63%	0.00%	0.00%	2.63%	7.89%	2.63%	2.63%	5.26%	2.63%	1	10.53%	0.00%	0.00%	0.00%	0.00%	0.00%	2.63%	0.00%	2.63%	2.63%	2.63%	2.63%	2.63%	2.63%	0.00%	0.00%	0.00%	0.00%	
Equity and Inclusion	0.00%	0.00%	0.00%	6.06%	0.00%	0.00%	3.03%	6.06%	0.00%	3.03%	0	3.03%	0.00%	3.03%	0.00%	3.03%	0.00%	3.03%	0.00%	3.03%	3.03%	3.03%	3.03%	3.03%	3.03%	6.06%	6.06%	6.06%	6.06%	
Student Life	0.00%	6.67%	0.00%	0.00%	3.33%	0.00%	6.67%	3.33%	3.33%	3.33%	1	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.33%	0.00%	3.33%	3.33%	3.33%	3.33%	3.33%	3.33%	0.00%	0.00%	0.00%	0.00%	
Transfer Center	0.00%	0.00%	2.50%	10.00%	2.50%	7.50%	10.00%	2.50%	7.50%	2.50%	3	5.00%	5.00%	0.00%	2.50%	2.50%	0.00%	2.50%	0.00%	2.50%	2.50%	2.50%	2.50%	2.50%	2.50%	0.00%	0.00%	0.00%	0.00%	
TRIO: SSS/TS/UB	0.00%	0.00%	0.00%	0.00%	7.69%	5.13%	7.69%	5.13%	12.82%	7.69%	3	2.56%	0.00%	2.56%	0.00%	2.56%	0.00%	2.56%	0.00%	2.56%	2.56%	2.56%	2.56%	2.56%	2.56%	10.26%	2.56%	2.56%	2.56%	
Bursar's Office	0.00%	2.94%	2.94%	2.94%	2.94%	8.82%	0.00%	5.88%	2.94%	0.00%	2	5.88%	2.94%	0.00%	0.00%	0.00%	0.00%	2.94%	0.00%	0.00%	2.94%	2.94%	2.94%	2.94%	2.94%	5.88%	5.88%	5.88%	5.88%	
Student Success Center	2.27%	9.09%	15.91%	11.36%	13.64%	9.09%	6.82%	4.55%	9.09%	2.27%	4	2.27%	0.00%	0.00%	4.55%	2.27%	0.00%	2.27%	0.00%	2.27%	2.27%	2.27%	2.27%	2.27%	0.00%	0.00%	0.00%	0.00%	0.00%	
StepUp	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.70%	2.70%	1	5.41%	10.81%	0.00%	2.70%	2.70%	0.00%	2.70%	0.00%	2.70%	2.70%	2.70%	2.70%	2.70%	2.70%	2.70%	8.11%	8.11%	8.11%	8.11%
College to Career	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	3.13%	3.13%	0.00%	3.13%	3.13%	0.00%	3.13%	0.00%	3.13%	3.13%	3.13%	3.13%	3.13%	3.13%	6.25%	6.25%	6.25%	6.25%	
Global Education Center	0.00%	0.00%	0.00%	0.00%	0.00%	3.13%	0.00%	0.00%	0.00%	0.00%	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	6.25%	6.25%	6.25%	6.25%	
Umaja	0.00%	0.00%	0.00%	0.00%	3.13%	0.00%	0.00%	0.00%	0.00%	0.00%	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.13%	3.13%	3.13%	3.13%	
Bookstore	0.00%	0.00%	0.00%	0.00%	0.00%	3.13%	3.13%	0.00%	3.13%	6.25%	2	0.00%	3.13%	3.13%	0.00%	3.13%	0.00%	3.13%	0.00%	3.13%	3.13%	3.13%	3.13%	3.13%	3.13%	3.13%	6.25%	6.25%	6.25%	6.25%
Business Office	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Campus Safety (1 office)	0.00%	0.00%	0.00%	2.78%	5.56%	0.00%	2.78%	5.56%	0.00%	5.56%	2	5.56%	0.00%	2.78%	2.78%	2.78%	0.00%	2.78%	0.00%	2.78%	2.78%	2.78%	2.78%	2.78%	2.78%	2.78%	0.00%	0.00%	0.00%	0.00%
Community Multi-use Office (i.e. CalWORKs, CalFresh, Transfer Institution Reps, etc.)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.86%	2.86%	0.00%	1	2.86%	5.71%	0.00%	11.43%	0.00%	5.71%	8.57%	8.57%	8.57%	8.57%	8.57%	8.57%	8.57%	8.57%	2.86%	2.86%	2.86%	2.86%	
Reception/Welcome Area	8.89%	2.22%	2.22%	8.89%	4.44%	8.89%	4.44%	4.44%	0.00%	2.22%	1	6.67%	6.67%	4.44%	2.22%	4.44%	0.00%	2.22%	0.00%	4.44%	2.22%	2.22%	2.22%	2.22%	2.22%	0.00%	0.00%	0.00%	0.00%	
Large Conference Room (100 - 125 People)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.94%	0.00%	0	2.94%	0.00%	2.94%	0.00%	2.94%	0.00%	2.94%	0.00%	2.94%	2.94%	2.94%	2.94%	2.94%	2.94%	5.88%	5.88%	5.88%	5.88%	
Small Conference Room (40 - 50 People)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	7.32%	3	4.88%	17.07%	0.00%	4.88%	7.32%	0.00%	4.88%	0.00%	4.88%	4.88%	4.88%	4.88%	4.88%	4.88%	2.44%	2.44%	2.44%	2.44%	

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ACE	0.00%	2.94%	0.00%	0.00%	2.94%	2.94%	0.00%	0.00%	0.00%	0.00%	0.00%	2.94%	2.94%	0.00%	5.88%	2.94%	0.00%	2.94%	2.94%	0.00%	2.94%	2.94%	5.88%	2.94%
	0	1	0	0	1	1	0	0	0	0	0	1	1	0	2	1	0	1	1	0	1	1	2	1
BOLD	0.00%	0.00%	0.00%	0.00%	2.94%	0.00%	0.00%	2.94%	0.00%	2.94%	0.00%	0.00%	0.00%	5.88%	0.00%	2.94%	2.94%	0.00%	2.94%	2.94%	0.00%	2.94%	0.00%	8.82%
	0	0	0	0	1	0	0	1	0	1	0	1	0	2	0	1	1	0	1	1	0	1	0	3
University Programs (Currently located downtown)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.33%	0.00%	0.00%	3.33%	0.00%	0.00%	3.33%	0.00%	0.00%	0.00%	0.00%	0.00%	3.33%	3.33%	3.33%	0.00%
	0	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	1	1	1	0
Health and Wellness	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.13%	3.13%	3.13%	0.00%	3.13%	0.00%	0.00%	0.00%	3.13%	3.13%	0.00%	0.00%	0.00%	3.13%	0.00%	6.25%
	0	0	0	0	0	0	0	0	1	1	1	0	1	0	0	0	1	1	0	0	0	1	0	2
Coffee Station	0.00%	0.00%	0.00%	0.00%	2.86%	0.00%	2.86%	2.86%	2.86%	0.00%	0.00%	0.00%	2.86%	5.71%	0.00%	2.86%	0.00%	5.71%	2.86%	2.86%	2.86%	2.86%	2.86%	2.86%
	0	0	0	0	1	0	1	1	1	0	0	0	1	2	0	1	0	2	1	1	1	1	1	1
The Lance	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.57%	0.00%	0.00%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Club Room	0.00%	0.00%	0.00%	3.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.33%	0.00%	0.00%
	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Food Pantry	0.00%	0.00%	0.00%	0.00%	0.00%	3.45%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.45%	0.00%	0.00%	3.45%	3.45%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0
Public Restrooms	2.44%	2.44%	0.00%	2.44%	2.44%	2.44%	17.07%	2.44%	9.76%	9.76%	0.00%	0.00%	4.88%	9.76%	4.88%	4.88%	0.00%	4.88%	0.00%	4.88%	0.00%	0.00%	0.00%	2.44%
	1	1	0	1	1	1	7	1	4	4	0	0	2	4	2	2	0	2	0	2	0	0	0	1
Employee Restrooms	0.00%	2.44%	4.88%	0.00%	2.44%	2.44%	0.00%	14.63%	7.32%	4.88%	4.88%	0.00%	0.00%	7.32%	7.32%	7.32%	4.88%	4.88%	7.32%	0.00%	2.44%	0.00%	4.88%	2.44%
	0	1	2	0	1	1	0	6	3	2	2	0	0	3	3	3	2	2	3	0	1	0	2	1
Workshop Space/Computer Lab	0.00%	0.00%	0.00%	2.86%	0.00%	5.71%	2.86%	2.86%	0.00%	0.00%	0.00%	8.57%	2.86%	2.86%	5.71%	2.86%	2.86%	0.00%	0.00%	2.86%	0.00%	2.86%	0.00%	5.71%
	0	0	0	1	0	2	1	1	0	0	0	3	1	1	2	1	1	0	0	1	0	1	0	2
Staff Lounge	0.00%	0.00%	0.00%	2.70%	2.70%	0.00%	2.70%	0.00%	0.00%	8.11%	0.00%	2.70%	0.00%	2.70%	8.11%	8.11%	2.70%	2.70%	10.81%	5.41%	0.00%	2.70%	0.00%	0.00%
	0	0	0	1	1	0	1	0	0	3	0	1	0	1	3	3	1	1	4	2	0	1	0	0
Homeless Youth Room	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.33%	0.00%	3.33%	0.00%	0.00%	0.00%	3.33%	0.00%	0.00%	6.67%	0.00%	3.33%	0.00%
	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	1	0	0	2	0	1	0
Admissions and Records	47.22%	11.11%	8.33%	8.33%	2.78%	0.00%	2.78%	2.78%	0.00%	0.00%	2.78%	0.00%	0.00%	0.00%	0.00%	2.78%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	17	4	3	3	1	0	1	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0

Q6 If you could use one word to describe the feeling you'd like the interior of the building to have, what would it be?

Answered: 48 Skipped: 3

#	RESPONSES	DATE
1	Fresh. Clean. Modern. Bright. NEW.	6/27/2018 5:04 PM
2	Welcoming	6/27/2018 2:32 PM
3	welcoming, calm and coordinated -thought out	6/25/2018 3:55 PM
4	McConnell Foundationish	6/25/2018 11:12 AM
5	Welcoming	6/25/2018 11:05 AM
6	Warm.	6/21/2018 5:07 PM
7	welcoming	6/21/2018 12:43 PM
8	Welcoming	6/21/2018 10:29 AM
9	Dynamic	6/21/2018 8:07 AM
10	Calming	6/20/2018 3:38 PM
11	Welcoming	6/20/2018 2:37 PM
12	bright	6/20/2018 2:06 PM
13	Welcoming	6/20/2018 1:15 PM

14	Welcoming with clear signage (sorry, 4 words)	6/20/2018 12:12 PM
15	welcoming	6/20/2018 11:50 AM
16	welcoming	6/12/2018 2:55 PM
17	Personable	5/31/2018 2:46 PM
18	Welcoming	5/31/2018 9:50 AM
19	Open	5/30/2018 3:22 PM
20	Accessible.	5/29/2018 4:11 PM
21	Inviting and innovative.	5/29/2018 3:45 PM
22	Welcoming	5/29/2018 1:53 PM
23	Innovative	5/29/2018 9:45 AM
24	Inviting	5/29/2018 8:54 AM
25	Sunlight	5/29/2018 8:39 AM
26	Welcoming	5/29/2018 8:06 AM
27	Clean	5/25/2018 3:51 PM
28	Welcoming	5/25/2018 3:41 PM
29	Welcoming	5/25/2018 3:20 PM
30	Welcoming	5/25/2018 1:48 PM
31	Welcoming	5/25/2018 1:14 PM
32	unconventional	5/25/2018 11:21 AM
33	functionality	5/25/2018 8:23 AM
34	Calm	5/25/2018 8:21 AM
35	inviting	5/25/2018 8:08 AM
36	Inspiring	5/24/2018 5:36 PM
37	Welcoming	5/24/2018 5:15 PM
38	welcoming	5/24/2018 4:53 PM
39	Calming, refreshing and new age.	5/24/2018 4:36 PM
40	Accessibility	5/24/2018 4:28 PM
41	Inviting	5/24/2018 4:08 PM
42	tranquil	5/24/2018 3:53 PM
43	Welcoming	5/24/2018 3:45 PM
44	Welcome!	5/24/2018 3:39 PM
45	Organized	5/24/2018 3:33 PM
46	modern	5/24/2018 3:20 PM
47	Inviting	5/24/2018 3:19 PM
48	Exciting	5/24/2018 3:12 PM

Q7 What are some specific interior and exterior design features that you'd like to see included in the new 100 building?

Answered: 46 Skipped: 5

#	RESPONSES	DATE
1	Modern finishes, fixtures, flooring and furniture. Fresh paint, more natural light. Prominent way-finding signs and room numbers. More art pieces on the walls and throughout the building. Perhaps showcasing more student art. Information desk or reception area. Perhaps a designated area for all campus marketing pieces and brochures or upcoming workshops.	6/27/2018 5:04 PM

2	Waiting areas, an efficient and comfortable system for dealing with peak periods (think new DMV waiting area/process), clearly identified and well staffed reception area with knowledgeable staff, well thought out traffic flow design	6/27/2018 2:32 PM
3	coordinated fixtures, office desks, chairs (ergonomically designed), file cabinets and bookcases or shelving, window treatments to control lighting and sun/shade, cooling and heating system, lighting that is easy on the eyes	6/25/2018 3:55 PM
4	non-institutional colors, updated feel	6/25/2018 11:12 AM
5	A reception area for students to check in and receive guidance.	6/21/2018 5:07 PM
6	for the flow of students to be cohesive and easily navigated	6/21/2018 12:43 PM
7	Good flow of traffic	6/21/2018 8:07 AM
8	Openness and a good mixture between natural elements and professional business elements.	6/20/2018 3:38 PM
9	Lot's of windows, no wood paneling, photos of students/artwork	6/20/2018 2:37 PM
10	light colors	6/20/2018 2:06 PM
11	Natural light from the roof, sound minimization, clear directional signage or, numbered stations, no wood paneling, the ability to come in brand new to SC and leave fully connected with all applicable programs, financial aid, assessments, an ed plan, registered classes, enrolled in student services programs and potentially your supplies for your first class.	6/20/2018 12:12 PM
12	As much natural light as possible-also, ability to have more fresh air. Am genuinely concerned about "sick building syndrome" . I am a HUGE believer in the idea that physical space dramatically influences quality of work and services.	6/20/2018 11:50 AM
13	Good flow and signage. Ergonomically appropriate workstations for faculty and staff. Work stations for wheel-chair bound individuals.	6/12/2018 2:55 PM
14	modern, warm colors/art, spacious seating, small stations (technology) temperature control in each office	5/31/2018 2:46 PM
15	earth tones, natural lighting, inviting reception area	5/31/2018 9:50 AM
16	Interior: stand-up work stations, sound-proof counseling offices, windows, option for window coverings, climate regulated offices, counselor offices not accessible to students unless let in. Exterior: windows, light let in, space for indoor and outdoor staff lounge/area, rooftop space for staff to hang, men's staff bathroom.	5/30/2018 3:22 PM
17	SIGNAGE that clearly states: Students Welcome - START HERE. Inside - welcoming, open design. Kiosks, work stations everywhere. Like an AT&T or Apple store for 90% of students, private offices for remaining 10%/unusual situations. Clear signage about how the inside works. Intuitive space that students can easily figure out. No lines (sign in, quick assessment about why you are here - either on a computer or with a trained student or Student Success Facilitator, and then either the student is connected with a computer work station with a SSF roaming between 3 or 4 stations, or is meeting individually with someone to deal with more complex problem).	5/29/2018 4:11 PM
18	The ability for a person to control the temperature in his/her office is very important. Also, it would be nice to have lots of natural light in the offices and throughout the building.	5/29/2018 3:54 PM
19	natural light. A feeling of openness as well as clear directions of departments.	5/29/2018 3:45 PM
20	I would recommend décor and images that create a sense of "Shasta College pride," and reflect the beauty of Redding. The design should be warm, inclusive, and welcoming. I would recommend creating several spaces for students to gather, whether it be for studying or connecting with old or new friends. I would also like to see a welcome desk (or several) created to direct students to the right offices. A coffee station or place for students to purchase snack items would be a great addition as well.	5/29/2018 1:53 PM
21	Larger windows and more natural light. More space in offices, less hamster wheel like structure. Innovative design that will not be outdated quickly.	5/29/2018 9:45 AM
22	Updated, modern, multi textures but not so much that there would be sensory overload for the interior. For the exterior, modern, windows, evergreen shrubs.	5/29/2018 8:54 AM
23	A lot of windows	5/29/2018 8:39 AM
24	Nice colors for walls, furniture, etc. More open area for frontline staff. More private area for specialists and technicians.	5/29/2018 8:06 AM
25	Open concept-Clean walls- no clutter	5/25/2018 3:51 PM
26	No opinion	5/25/2018 3:41 PM
27	Seating, natural light, warm paint colors, clear signage for wayfinding (both exterior & interior), thoughtful art on the walls, nice welcome desk/space with seating, stone on exterior, more of a grand entrance (only one main entrance).	5/25/2018 3:20 PM
28	Windows for Counselor offices, overhangs to stay dry in rain	5/25/2018 1:48 PM
29	windows, plants, water, sealed concrete floors, comfy couches/chairs charging stations for students, warm colors and then pops of real color... like red, yellow, green ect. Not just muted tones or white on white on off white.	5/25/2018 11:21 AM
30	More modern! No more wood paneling on the walls. Updated and cool furniture in the whole building, uniform offices and furniture in the counseling offices.	5/25/2018 8:23 AM
31	Windows, safe rooms, good lighting	5/25/2018 8:21 AM

100 Building Bond Project

32	reception area with refreshments and comfortable chairs and tables for the check in area for information and directions to individual offices, private offices for certain employees (example-technicians), well lighted, easy, natural flow between departments.	5/25/2018 8:08 AM
33	areas for staff to work with students privately.	5/24/2018 5:36 PM
34	Chairs for students/family members; Uncluttered walls (not covered in fliers/posters/brochures)	5/24/2018 5:15 PM
35	Student and faculty art, water feature, video screens, computer bar	5/24/2018 4:53 PM
36	Calming colors and a waterfall.	5/24/2018 4:36 PM
37	Bigger counseling offices	5/24/2018 4:28 PM
38	All indoor areas have views of nature outdoors and access to natural light. More feelings of spaciousness, but in a warm and welcoming manner through color choices and furnishings. Exterior exude the sense that the building is Student Services focused with a more modern appearance with decor that is fun, yet color schemes and lighting that also create a relaxed and calming effect.	5/24/2018 4:08 PM
39	Places for staff (besides counselors) to meet privately with students. Conference room - large and small. State of the art technology.	5/24/2018 3:53 PM
40	I'd like to see a nice reception welcoming area that can help students navigate where to go. Currently students walk in all 4 entrances and are completely lost. Also I would like to see more natural light and updated interior. I would also like to see partitions in the Admissions office so that students cannot see in the entire office but only see staff at the windows. I'd like to see consistency as well.	5/24/2018 3:45 PM
41	Low maintenance Inner Courtyard aesthetics with low maintenance landscaping around the building with covered walkways for weather protection.	5/24/2018 3:39 PM
42	Clear signs and directions of where to do/get what; less clutter more space	5/24/2018 3:33 PM
43	new furniture, large windows,	5/24/2018 3:20 PM
44	signs telling students what the building is	5/24/2018 3:19 PM
45	1. Clear signage of where to find offices - such as a sign on each corner of the interior stating what's down each hallway. 2. A men's bathroom that's not a single person, shared unisex bathroom!!! 3. Brighter ambiance so that it doesn't feel old and tired (enough with the blandest possible grey and brown tones).	5/24/2018 3:16 PM
46	Seating and lighting.	5/24/2018 3:12 PM

100 Building Bond Project
 What is your impression of what "one stop shop" means?

Answered 50
 Skipped 1

Respondents	Response Date	Responses
1	Jun 27 2018 02:32 PM	Everything that a student needs to get started in college is conveniently located in one building and available during the same hours of the day. Also, all reception staff are well versed on how to guide students to the proper location for their service needs.
2	Jun 25 2018 03:55 PM	excellence
3	Jun 25 2018 11:12 AM	All transactional students services are in one building and the people in this building know how to help with nearly all of these transactions or are knowledgeable enough to refer and tell the student what to expect.
4	Jun 25 2018 11:05 AM	All matriculation services and student services in one place
5	Jun 21 2018 05:07 PM	Transactions.
6	Jun 21 2018 12:43 PM	students come to one place for everything
7	Jun 21 2018 10:29 AM	One can get most needs met in one location
8	Jun 21 2018 08:07 AM	The ability to access services or programs from any window/staff person
9	Jun 20 2018 03:38 PM	My impression is that I will have no need to go anywhere else to get what I need. Having all the services students need to get started at Shasta College in one place. (For example, everything they need to get registered, paid, etc.)
10	Jun 20 2018 02:37 PM	one place to get a variety of needs met
11	Jun 20 2018 02:06 PM	one place to get a variety of needs met
12	Jun 20 2018 01:15 PM	Holistic Services for students including FA, Admissions, Counseling (all programs), Student Success Center, and transfer center.
13	Jun 20 2018 12:58 PM	no more run around
14	Jun 20 2018 12:12 PM	From application to enrollment to connecting with appropriate programs
15	Jun 20 2018 11:50 AM	students being able to access all essential services in the same, or very close proximity
16	Jun 12 2018 02:55 PM	Students are able to apply for admission, get academic advice, register, and apply for financial aid in one location/area.
17	May 31 2018 02:46 PM	Student Services (Matric; Counseling & Support) all under the same roof.
18	May 31 2018 09:50 AM	easy access to all student services programs
19	May 30 2018 03:22 PM	The most crucial of student services. Not every student service.
20	May 29 2018 04:11 PM	Students can handle all primary matriculation steps in one space, dealing with a minimum of different people (ideally, one person).
21	May 29 2018 03:54 PM	All services co-located in one location for ease of students
22	May 29 2018 03:45 PM	Being able to get multiple things done in an efficient manner
23	May 29 2018 01:53 PM	Students can find all services and answers they need in one area.
24	May 29 2018 09:45 AM	Students can come in, get enrolled, FA set up, counseling, and any other program they may qualify for (EOPS, etc.) in one spot. I think it's a great idea! I think it will be most beneficial to our students as they won't have to walk from one building to another to have their needs met.
25	May 29 2018 08:54 AM	needs met.
26	May 29 2018 08:39 AM	A single location for all services
27	May 29 2018 08:06 AM	Where students can get all enrollment services/financial aid questions answered accurately and perform any enrollment services/financial aid activities such as registration, appeals, etc. Knowledgeable frontline staff and computer access in one spot.
28	May 25 2018 03:51 PM	All-inclusive services in one locations
29	May 25 2018 03:41 PM	Central hub for student assistance - whether it be financial, registration assistance, or general
30	May 25 2018 03:20 PM	A location where students can go to get all necessary support services to enroll in courses
31	May 25 2018 01:48 PM	Student Services in one location: Admissions, Assessment, Counseling, Financial Aid, EOPS, PACE
32	May 25 2018 01:14 PM	A "one stop" streamlines the most common student services at one convenient location.
33	May 25 2018 11:21 AM	The ability to talk with all student services offices at once or at least in one building
34	May 25 2018 08:23 AM	Students can complete matric steps, register for classes, buy their books, and receive general information
35	May 25 2018 08:21 AM	Students can go to one location for registration, financial aid, counseling, etc, without being sent to multiple locations when trying to enroll.
36	May 25 2018 08:08 AM	1 office to go to for all your questions
37	May 24 2018 05:36 PM	Admissions, Financial Aid, and Student Services in one building
38	May 24 2018 05:15 PM	Doing all necessary actions in one place, going one place to get all questions answered Students would be able to complete essential services in the same building and that services like FA and enrollment would be integrated whenever possible to streamline processes for students.
39	May 24 2018 04:53 PM	Multiple Services in One Shop
40	May 24 2018 04:36 PM	Multiple Services in One Shop
41	May 24 2018 04:28 PM	All the services in one place.
42	May 24 2018 04:08 PM	That students and other customers can handle majority of enrollment matriculation functions in one location.
43	May 24 2018 03:53 PM	To me it means students go to one place to have all their questions answered without directing them all over campus One stop shop means a place where students can go and get everything they need done for registration, financial aid, counseling, etc. One location that has it all.
44	May 24 2018 03:45 PM	One location that has it all.
45	May 24 2018 03:39 PM	Being able to take care of everything needed in one place with one stop.
46	May 24 2018 03:33 PM	one place to go to complete several pieces of business
47	May 24 2018 03:20 PM	one place where I can receive all information without having to go to a different location/building
48	May 24 2018 03:19 PM	One place where you can get all your services
49	May 24 2018 03:16 PM	One place where every question can be answered and process completed.
50	May 24 2018 03:12 PM	All inclusive

Q1 What is your impression of what "one stop shop" means?

counseling access building Admissions one location everything
 one place programs services etc students able
 one enrollment go registration needs complete financial aid location

Fairchild, Michelle

From: Duenas, Tina
Sent: Monday, July 9, 2018 11:02 AM
To: ORourke, Kevin
Cc: Johnston, Timothy
Subject: Student Services Square Footage

Hey Kevin,

Below are the current square footages for student services departments for further discussion on what will actually fit in the new 100 building:

Admissions & Records – 1,578 ft²
Assessment - ?? ft² (We don't have current floor plans of the 2200 bldg.)
Club Room - 260.58 ft²
Counseling Offices (100 – 13 total) – 1,083 ft²
Enrollment Services - 405 ft²
EOPS / PACE/ CARE / Sci*Fi- 660 ft²
Equity & Inclusion – 581.33 ft²
Financial Aid – 1,621.72 ft²
TRIO – 2,115 ft²
Step Up - ?? ft² (We don't have current floor plans of the 2100 bldg.)
Student Life – 690.61 ft²
Student Senate – 225.15 ft²
Student Services Conference Room – 356.42 ft²
Student Success Center – 786.78 ft²
The Lance - ?? ft² (We don't have current floor plans of the library bldg.)
Transfer Center – 826.67 ft²
Veteran's Center – 180.76 ft²
VPSS – 640.73 ft²
TOTAL Student Services ft² (less unknowns) = 12,011.75 ft²

Current square footage occupying the 100 building by Student Services is approximately 7402.78 ft²

If we eliminate all other non-essential departments from the current 100 building we'd be gaining approximately 10,210 ft²

Tina Duenas

Director of Student Life & Title IX Investigator
Global Education Center – Umoja Program
Shasta – Tehama – Trinity Joint Community College District
(530) 242-7622 Phone



Shasta College
Office of Student Life



Shasta College
Global Education Center

SUMMER HOURS

Monday – Thursday - 7:00 a.m. to 5:00 p.m.

Fridays - CLOSED

Submit your research request here <<https://www.surveymonkey.com/r/SCResearchRequest>> !

Shasta College Research & Institutional Effectiveness Website <<http://www.shastacollege.edu/ResearchPlanning/>> !