



Student Services Council  
 Wednesday, July 21, 2021  
 10:30 AM – 12:00 PM

Minutes

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**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

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 Fall 2021:

- “Come Back Better” by evaluating and re-engaging students and staff through timely, efficient, relevant and convenient methods of interaction.
- Expand implementation of the New Applicant Outreach project to increase enrollment.
- Evaluate workflow for proactive student support that aligns “area of interest” Counselors, support staff and community resources to help students remain on their path.
- Support the full implementation of automated Student Education Planning software.
- Support the expansion of electronic signature workflows.
- Implement the Credit for Prior Learning workflow.
- In collaboration with EWD, re-activate the Career Center.
- Continue to expand the front-end transcript evaluation process.

Committee Members (voting)					
x	Robert Bowman	x	Sue Huizinga	x	Buffy Tanner
x	Jerry Brown	x	Tim Johnston		Natalie Tucker
x	Nadia Elwood	x	Sonja Mendes		John Yu
x	Sandra Hamilton-Slane	x	Amber Perez		
	Nick Webb	x	Carlos Reyes		
Guests (non-voting)					
x	Billy Miller	x	Seth Abrahamson		Chad Buell

**1. Approval of Minutes**

- a) Minutes June 16, 2021: Robert Bowman motioned and Jerry Brown seconded for approval. All in favor to approve the minutes, no abstained.

**2. Presentations**

- a) Implementing Service Area Outcome Evaluation cycle:
  1. Assessments are needed for accreditation as well as program improvement.

2. Assessments were developed along with Instruction and Library Services to review programs in the Fall and review data in the Spring. Presentations will be made in November or December of 2021.
3. Programs to be evaluated in 2021-2022:
  - a. CalWORKs
  - b. EOPS/CARE/SCI\*FI
  - c. Foster and Kinship Care Education
4. Programs to be postponed:
  - a. Student Life
5. Programs moved out of Student Services area:
  - a. Student Housing
6. Seth Abrahamson – Student Services dataset update highlights
  - a. Data does not include 2020-2021 information as not all graduates have been confirmed. That information should be included in the next couple months.
  - b. Tableau report is available to Student Services Council members on the I Drive.
  - c. High School student filter includes registered concurrent and Dual Enrolled students.
  - d. First Year Math and English completion rates does not include students who completed transfer-level math or English prior to their first year at Shasta College.
  - e. Nadia thanked Seth for his work on the CalWORKs data which was very in-depth due to the nature of the program.
  - f. Seth also compiled data regarding Disproportionate Impact and would be available to present that data at a future meeting.
7. Chad Buell – Point of Service (POS) surveys highlights
  - a. Point of services surveys are created through Canvas.
  - b. It is recommended that POS surveys are taken at different times throughout the semester.
  - c. STOCs are taken during the 8<sup>th</sup> through 10<sup>th</sup> weeks of the semester.
  - d. Research Office will need time to write up each survey, create Canvas shell prior to survey being distributed.
  - e. Fall 2021 surveys will need to be coordinated the first part of August in order to be completed during Fall.
  - f. Sandra mentioned that she has used this process of surveying both staff and students with great response from both groups.
  - g. POS surveys can be communicated to students through both emails or texts.
  - h. Chad asked that if departments wished to create surveys internally through other survey platforms, that they contact the Research Office before sending surveys to confirm the data will be measured correctly and students/staff are not being over surveyed at any point in the semester.
  - i. Chad would like to work with each area to schedule the best timing for surveys. Student Services Managers will reach out to Chad individually to schedule their surveys.

### 3. Information

1. Student Services Council – Fall Focus Areas: Fall semester’s focus areas are located at the top of this document and bullet pointed.
2. Student Equity and Achievement Program
  - a. 2019-20 SEA Term-End Expenditure Report is due October 1, 2021.
  - b. SEA Annual Report is due January 1, 2022.
3. The Pathways to Equity Conference is scheduled for May 2-3, 2022.
4. Student Centered Funding Formula: The links below show how we are funded and how PELL awards and enrollment factor into the funding formula. Please review as time permits.
  - a. SCFF Webpage: <https://www.cccco.edu/About-Us/Chancellors-Office/Divisions/College-Finance-and-Facilities-Planning/Student-Centered-Funding-Formula>
  - b. SCFF Phase 2 Dashboard Link: <https://www.cccco.edu/About-Us/Chancellors-Office/Divisions/College-Finance-and-Facilities-Planning/scff-dashboard/phase-2>
  - c. **SCFF Dashboard Brief:** The attached briefing document includes preliminary findings and an overview of the methodology.
5. Career Center: Student Services is partnering with EWD to resuscitate the Career Center.
  - a. Lisa Petty (classified) will work with Lisa Riggs and Joua Lee (certified) will staff the center this coming year.
  - b. Located upstairs in the 2000 building in front of TRIO.
  - c. Tim and Shaunna Rossman will work on how Career Center counselors will appear on SARS. The hope is that students who are undecided will be directed to Career Center counselors to connect them with an area of interest.
  - d. Nadia will include this in the Pathways flex day information.

### 4. Instructional Council Report – Carlos Reyes

- a) More in-person courses are being offered this fall.
- b) SLAM in-person courses are currently around 10-15%. Other areas are probably around same.

### 5. Action Agenda

- a) Committee By-laws Review / Membership Review:
  1. The Council reviewed the membership information in the By-laws. Membership is reviewed annually.
  2. Discussion:
    - a. John Yu’s retirement would reduce the voting membership for Associate Deans.
    - b. 2021-2022 voting member representation would include a representative from Gateway to College and an additional representative from TRIO.
      - i. Sue will reach out to Patricia and Kelsey to assess their interest and will report back. If they are not available, either another department will be represented on the Council or the voting membership will be reduced.
    - c. Currently no manager over Student Life. Options are to reduce voting membership by one or substitute a manager from another department.

3. Sandra motioned and Buffy seconded for approval to modify voting membership to include Billy Miller as a representative from Enrollment Services, Step-up and to reduce the Associate Dean representation to two members. All in favor to approve the motion, no abstained.
- b) Board Policies / Administrative Procedures – Second Reading  
None
  - c) Board Policies / Administrative Procedures – First Reading  
None

## 6. Discussion Agenda

- a) Student Equity Plan – 2019-2022
  1. Student Equity Plan 2022 – 2025 is due June 30, 2022.
  2. ACCJC Policy on Social Justice will be part of the updated accreditation standard.
  3. Categorical Programs and CCC-Apply Data Workflow. These questions will be held over to a future meeting.
    - a. Would all categorical programs like to receive a list of students eligible for their program?
    - b. If a categorical program receives a list, would there be sufficient capacity to reach out to students to connect them with program services?
    - c. Sandra stated that they are currently piloting this right now. It would be helpful to know what question is being asked by CCCApply and if acronyms are being defined in order to get more accurate information.
  4. What are the next steps to provide retention support to students who are not affiliated with a categorical program?
    - a. We are currently in the process of bringing on additional Student Success Facilitators to support Early Alert, probation process and affiliated categorical programs.
- b) Transition Back: Checking-In and EOC FAQs
  1. Student Success Center: Unfortunately the Student Success Center will not be open during registration period due to the inability to regulate physical distancing. Student Success Center staff will support students through virtual appointments and will help the front lines with email and phone support. We will reevaluate reopening the center for Spring registration in October/November.
  2. A&R/FA: Two windows with Plexiglas are open for in-person services. A third will be opened if the in-person volume becomes unmanageable. Staff are focusing their efforts on email and phone calls to reduce the response time as much as possible. We thank Sandra and her staff for providing three days of triage support outside A&R prior to the first day of the semester. With the Veteran's Support and Success Center opening, the front line staff will be reduced as two Student Success Facilitators will move to the new building. A&R will continue to be supported by the VSSC SSFs with phones being a priority.
  3. Transfer Center: Will continue to provide virtual services in the Fall semester.
  4. Counseling: Appointments will be scheduled for virtual sessions unless requested by the student to meet in person. We are in the process of locating a few classrooms for counselors to meet with students to accommodate social

distancing if requested. Moving desks and office setup may create more space for in-person appointments.

5. TRIO - Upward Bound – Sue thanked the group for a very successful Upward Bound summer program. Some days the program was in person and other days were held virtually. Students had a great time and it was a very deep thinking group. Sue expressed her appreciation for all the support. We have not received notification about Talent Search funding yet. We will hopefully receive that in the next couple of weeks.
6. Gateway to College: Bethany Davis will be starting August 2<sup>nd</sup> as the new Assistant Director. She will be available to help cross train in the Transfer Center if needed. We are currently looking to recruit 40 students with course deficiencies to join the program.

## **7. Vision for Success / Student Equity / Guided**

- a) New Accreditation Standard: How can we better provide appropriate, comprehensive, and reliable services to students regardless of service location or delivery method to assure equitable access (Standard IIC, Eligibility Requirement 15)
  1. One Council member received information that no courier services will be provided between the main campus and Tehama in the Fall. This means students will need to pay for shipping when ordering from the bookstore. Library items will also need to be picked up instead of couriered between campuses. Nadia will follow up regarding the adverse impact to students if this service is discontinued. While daily service may not be necessary, service a couple times a week may be.

## **8. Budget**

- a) California State Budget
- b) Basic Needs Center: Sandra is currently reviewing the information regarding a Basic Needs Center. Amy Speakman will reach out to the Council members to make sure everyone has access to the Chancellor's Office listservs to receiving ongoing information.

## **9. Other**

- a) Technology
- b) Area Updates / Announcements

## **10. Presentation (Continued from above)**

- c) Accessing ongoing COVID testing – Sonja Mendes
  1. Current messaging is to get vaccinated or wear a mask to protect ourselves. Regular testing can also be done through both Campus Safety and Health and Wellness.
  2. If someone is symptomatic, send them to Health and Wellness. It must be voluntary.
  3. Positive tests are reported to County Health but remain confidential.
  4. Students can schedule a distance consultation or drop in to the center although distance consultations are recommended.
  5. Test results take approximately 15-20 minutes for a rapid/antigen test for symptomatic patients. For asymptomatic patients, a PCR test is completed and those result times are approximately 24-48 hours. People can be tested weekly.
  6. Campus Safety will primarily be responsible for testing staff with Health and Wellness primarily testing students.

7. Any testing concerns can be brought to Sonja.
8. All students and staff in the Upward Bound program were tested three times over the summer and the testing went well.
9. Staff are responsible for notifying their supervisor if they are symptomatic but not required to test, although it is recommended. Staff may not return to work while they are sick.
10. There is no word on extending the COVID leave that ends September 30<sup>th</sup>.
11. Guidance is currently being developed regarding the frequency of testing student athletes. Currently they are doing a PCR test once a week.
12. The county is responsible for contact tracing.
13. If a student or staff member test positive, Campus Safety must approve their return to campus.
14. Discussion:
  - a. Cabinet is continuing to discuss the concerns around the delta variant and the increasing number of cases. We must balance out student access with safety. A phased in approach has been used for staff and students returning to campus. The situation will continue to be monitored but there is no particular contingency at this time.
  - b. Carlos is asking faculty to create seating charts for in-person classes for contact tracing purposes.

11. Tim thanked everyone for all their work as we transition back to in-person services for Fall.

**12. Meeting adjourned at 12:27 pm**

**NEXT MEETING:**

The next meeting is scheduled for Wednesday, August 4<sup>th</sup> from 10:30 am to 12:30 pm via Zoom. The Board Room in the 100 building has also been reserved for anyone wanting to attend in person.

Minutes recorded by Amy Speakman