



Student Services Council
 Wednesday, August 4, 2021
 10:30 AM – 12:00 PM
 Board Room and Zoom

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

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		Sue Huizinga	X	Buffy Tanner
X	Jerry Brown	X	Tim Johnston		Natalie Tucker
X	Nadia Elwood	X	Sonja Mendes		
X	Sandra Hamilton-Slane	X	Amber Perez		
X	Nick Webb	X	Carlos Reyes		
Guests (non-voting)					
	Billy Miller	X	Seth Abrahamson		
X	Bethany Davis				

1. Approval of Minutes

- a) Minutes July 21, 2021 Buffy Tanner motioned and Robert Bowman seconded to approve the minutes. All in favor, none abstained. Tim requested the removal of Dr. Yu from the list.

2. Presentations

- a) Student Equity / Disproportionate Impact dataset – Seth Abrahamson
- b) *File location redacted for public posting.*
 - 1. Seth shared the three different assessments for disproportionate impact (DI).
 - 2. Four DI documents are provided to Council members that are based on rates/percentages: fall-to-spring, 1st year student's completion of transfer level English and math, course success rates.
 - 3. The Tableau data presented is a compilation of the years 17-18 through 19-20; updates will happen as soon as possible for 20-21 data.
 - a. A sub-group is not doing well in a given measure when compared to other sub-groups. Sub group examples include consideration of ethnic groups, etc., while being part of a larger group (i.e. Foster Youth, low income, etc.).
 - b. Red text/numbers means that the sub-group is experiencing a DI.
 - c. Research prefers to ensure that two out of the three measures fall in the DI guidelines before declaring a sub-group a DI group.
 - 4. Seth cautioned that the bottom 80% Rule for Success Rates by Ethnicity may have some issues in validity based on the formula being utilized in the DI dataset.
 - 5. Discussion:
 - a. When a specific group is selected it would mean the data would change to focus on that group but still be considered as part of the rates in which the overall document specifies.
 - b. Currently, there is no way to extract only ESL classes.
 - c. Suggestion was made to add thresholds of DI groups when compared to all other groups (including non-DI groups).
 - d. It was highlighted that athletes that are not dropping classes will receive an "F" grade and impacts the data.
 - i. Tim stated that Student Services is looking into messaging student athletes, but more work needs to be done to support the athletes.

3. Information

- a) Health and Wellness – added to 2021-2022 program evaluation cycle
 - 1. Evaluation report will be provided in November/December.
- b) Courier Service: Close the loop. A lot is going on between the Redding and Tehama campus.
 - 1. Sherry Nicholas from Administrative Services plans to release information very soon. [Update: The Council has been updated through internal email about the logistics of the courier service.]
 - 2. Sherry is taking feedback of department needs. The courier service will be offered more frequently at the beginning of the semester.
 - 3. Sherry would also like to know of any other departments that currently operating a courier service system for their program.
 - 4. Sherry Nicholas is the POC for the courier service.
- c) PACE staff and students COVID testing in Tehama.
 - 1. The COLORS testing is going to be available at every campus location. Rapid testing availability is being coordinated. COLORS testing can be done at any location, but other tests require to be done in-person. Health and Wellness will approach

testing needs based on a triage system. COLORS testing results will be directly submitted to the County, not Shasta College.

4. Instructional Council Report

- a) Tehama Campus needs assessment for Center Status has been completed, which means additional funding to the base funding of the College.
 - 1. Tehama Student Services building is built. Staff are moving in and should be open for the fall semester. Everything is on track and going smoothly.
 - 2. Jennifer McCandless is now in the role of Instructional Professional Development. A new faculty orientation took place August 10th.
 - 3. Instruction is continuing to watch enrollments and making required changes. Carlos will provide an informational email to Counselors regarding low enrolled classes that are still going take place even though they would normally be cancelled.
 - 4. Carlos stated that Counselors told him that there was a demand for late start classes in the past semester. Right now classes are not being added, but we may see some late start classes added.
 - 5. Carlos thanks the A&R support in moving students from classes as the class schedules change.
 - 6. Comments:
 - a. Student Services advocates for a list of late start classes as well as information about low enrolled classes. Heather Wylie is stepping in behind Jennifer McCandless as a Guided Pathways coordinator/support.
 - b. Tim stated that Seth completed a study about late registration students. The study broke down registration from a month, two weeks, to even the start date of the semester. Seth looked at course success compared to the time of registration. What are the implications of these late registration students? Etc. Tim suggested providing this report to the Council.

5. Action Agenda

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

6. Discussion Agenda

- a) Student Equity Plan – 2019-2022
 - 1. Student Equity Plan 2022 – 2025 due June 30, 2022
 - a. Comments:
 - i. Development process is usually done under the Student Success Committee. The last approach to the plan was provide a more narrowed focus. Shasta College is in good shape for collecting the needed data.
 - ii. Sandra will reach out to the Committee and obtain the most recent updates for the new plan. Tim will also provide some data elements.
 - 2. ACCJC Policy on Social Justice
- b) Categorical Programs and CCC-Apply Data Workflow
 - 1. Questions for discussion:

- i. Would all categorical programs like to receive a list of students eligible for their program?
- ii. If a categorical program receives a list, would there be sufficient capacity to reach out to students to connect them with program services?
- iii. What are the next steps to provide retention support to students who are not affiliated with a categorical program?

2. Discussion:

- i. The lists would be based off of interest, due to CCC-Apply limitations of knowing who may be eligible.
- ii. EOPS is piloting the logistical capacity of reaching out to students when an interest list is received.
- iii. It would be helpful if the list was part of a quick IFS report. It would also be useful if the report includes FAFSA completion, etc.
- iv. PACE is doing something similar to EOPS. Sandra stated that PACE is working with Michelle Fairchild to ensure everyone is not reaching out to the same students. Important to ensure there is no duplication of work.
- v. TRIO SSS would like to see a list of who is income eligible and first generation.
- vi. The Council agreed that gathering eligibility is much more helpful than interest.
- vii. Umoja has found it very helpful to receive a list so that they can reach out to potential Umoja students.
- viii. IT Student Services meeting will focus on eligibility for low income and first generation.
 - 1. Tim asked if Amber Perez could collect some of the PACE and EOPS eligibility criteria for the agenda on the next IT/Student Services meeting.
- ix. The New Applicant Outreach program is already reaching out to others not in a categorical program. But how can we continue to combine everything? Guided Pathways would like every Counselor to have a Student Success Facilitator tied directly to their area. Guided Pathways and Faculty would like an embedded (SSF) with Counselors and each Academic Division. Focus of the position will be on retention from when a student starts to the time they complete their degree and move beyond Shasta College.
- x. How do we see Basic Needs coordination fitting into the model?
 - 1. Sandra stated that there are programs that do not have the academic support students need. ACE and BAITS are piloting academic type support from classified, etc.
 - 2. Legislation is very specific and that there has to be an actual coordinator. Nadia suggested having the Basic Needs coordinator as part of the Student Success Center. Nadia stated that some students will drop out when a basic need is not met, they might not drop if we can support those students.

3. Instruction would favor having embedded support; especially if the SSF support is embedded with each Academic Division.
- xi. Where would the staff be located?
 1. Embedding the Facilitators/Coordinators to support the academic division within each division.
- c) Transition Back: Checking-In and EOC FAQs

7. Vision for Success / Student Equity / Guided

- a) 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. Equity is explicitly called out in the updated standard. The plan is to add this to the Student Equity plan. Starting the discussion now will provide ample time to develop a way of proceeding and considerations in how the Council may want to support an updated plan. Sandra is taking the lead on the update.

8. Budget

- a) California State Budget
- b) Basic Needs Center
 1. Requirement are part of the agenda attachments for member's review.
 2. Sandra stated that she appreciated Nadia's perspective and would appreciate feedback.
 3. Maybe the equity report would emphasize these academic support positions; especially, for those with high DI or struggling academic success areas.

9. Other

- a) Fall Division Goal Highlights/Updates:
 1. Expanding implementation of New Applicant: Michaella Hamill was hired to support the New Applicant Outreach program in conjunction with Michelle Fairchild. Michaella will also inform and refer students to our various student support programs. Michaella started on Monday, August 2nd.
 - a. Carlos asked if at various points, a list of Students Success programs and resources will be available to faculty. Example: Student concern "X" please send to resource "Y". Is there a list that is utilized by the New Applicant Outreach staff?
 - i. Student Services built a Canvas page, and the upcoming Enrollment Services resource of the month will highlight the current resources.
 - b. Nadia stated that it is tricky to have the student concern "X" would send them to "Y", but Nadia pointed out a resource on the website. Carlos stated that having a resource that is continually updated is helpful.
 2. Implement the Credit for Prior Learning workflow
 - a. The webpage is now live to the public; however, it will continue to be a work in progress.
 3. In collaboration with EWD, re-activate the Career Center
 - a. Career Center is also open.
 - i. How can someone book an appointment with Lisa Riggs?

1. Currently Angela Cordell is working with Shaunna Rossman and Cindy Sandhagen for updating SARS to support appointment scheduling.
 4. Continue to expand the front-end transcript evaluation process
 - a. Currently, in the last phase of a recruitment for Student Services Specialists to support Rochelle Morris and Lorelei Hartzler with degree evaluation, etc.
 - b. Spring degree evaluations are finishing up and Summer evaluations will begin soon. Having two more staff will help speed up evaluations for students.
 - c. The two new staff members will start in September 2021.
 5. Discussion:
 - a. Nadia asked about Diplomas on Demand workflow. Diplomas on Demand will send an email, so students need to wait until they receive an email from Diplomas on Demand. Buffy stated that Diplomas on Demand will also provide a secured electronic diploma. Health Science programs are first reviewed, AD-T, Local Associates, and the process will end with certificates. Buffy asked to be notified if a student reaches out about not receiving their diploma.
- b) President's message dated 8/4/2021
1. Lonnie Seay has sent an email to all students regarding the updated policies.
 2. Instruction is discussing the mandates and setting a behavioral standard for students. Carlos is going recommend faculty in his area to wear masks as much as possible. Faculty may have different requirements when lecturing based on distance, etc.
 3. The Council discussed the question: what if a staff member goes home sick, and the next day they do not feel ill but are waiting for test results; what is the recommendation in this situation? Tim stated that HR will be treating the work from home as an individual accommodation to provide an approved pass for staff to work from home. Staff need to contact HR when it happens. HR wants to ensure there is a centralized district wide process.
 - a. Will a message come out from HR in this regard?
 - i. HR is prepared to make the accommodation and Amy Westlund is the POC for the requests.
 - ii. Tim will reach out to HR for if a message can be sent to managers.
 4. Sonja stated that the COLORS test is a 24-48 hour testing which is taken at Shasta College. The COLOR program will be a key program.
 - a. So it sounds like regular status testing is COLORS; testing for those who are symptomatic should be the rapid response. Does this work as a model? The rapid test is at the determination of those who are testing. Health and Wellness is looking at symptom screening. It will continue to follow a triage process.
 5. Robert asked if students are automatically referred to categorical counselors when they schedule an appointment? Some students were forced to see other counselors instead of their categorical counselor.
 - a. It is preferred to have a counselor perform a counselor-to-counselor hand-off.
- c) Technology
- d) Area Updates / Announcements

1. Smoke Free Campus: A task force has been developed to implement the Smoke Free/Tobacco Free campus. Sonja is leading the task force and is acting as the point-of-contact. The task force meets every two weeks. Marking/publicity should be coming out during the first week of school. The task force will provide everyone with smoke free kits.
2. Sandra stated that we have been refunded for TRIO ETS with the success of the grant. We have an additional five more years of funding support.
3. Nick welcomed Bethany Davis and appreciation to have the support of Bethany.

10. Meeting adjourned at 12:19pm

NEXT MEETING:

The next meeting is scheduled for Wednesday, September 1st from 10:30 am to 12:30 pm via Zoom and in-person located in the Board Room, building 100. Minutes recorded by James Konopitski