



Shasta College

Student Services Council Meeting
Wednesday, August 5, 2020
10:30 AM – 12:30 PM

Minutes

District / Division Goals

- Goal 1: Increase First-Year Persistence by 2%
- Goal 2: Increase Completion Rate by 2%
- Goal 3: Increase completion efficiency by 1%

- Goal 4: Increase course success by 1%
- Goal 5: Improved math/English through-put particularly for disproportionately impacted groups

Focus Areas: To increase the number of credentials awarded and the number of students transferring to UC/CSU and decrease the number of accumulated units:

- Improve access from application to enrollment through the **expansion of 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.
- Improve persistence and through-put by replacing 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.
- Improve completion and retention by re-examining the provision of **proactive student support** services regardless of physical location.
- Decrease the number of accumulated units by expanding the **front-end transcript evaluation** process and by working with the Academic Senate on updating the **credit for prior learning** administrative procedure.
- Increase completion and course success by examining the **role of General Counselors and Categorical Counselors** in support of the Guided Pathway model.

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

1. Approval of Minutes

- a) Minutes June 17, 2020: Buffy Tanner motioned and John Yu seconded to approve the minutes. All in favor to approve the minutes, Tim Johnston abstained.

2. Student Equity

- a) Our main focus continues to be on Student Access, which is the gap between when the student applies and when they register for courses.
- b) The New Applicant Program is still very active.
- c) Counselors are also supporting the outreach efforts. Natalie Tucker and Michelle Fairchild have access to the student lists by division.
- d) CCCCO will be hosting a special webinar on August 19th from 9am-11am. The Council will modify the time of their next meeting so that Council members can attend.

3. Guided Pathways - Providing / Coordinating Student Support Services in a virtual environment

- a) Maintaining engagement / communication & Addressing students' holistic needs
 - 1) Please review and update the Student Services Canvas page at <https://shastacollege.instructure.com/courses/21691>
 - 2) Additional needs that have emerged:
 1. The Council recommended creating a list of the different services that are being offered and creating a master list of in-person services on one sheet that can be distributed to managers and front-line staff. The Council also wants to know the conditions required for a student to receive the service. Tutoring and Library Services will also be included.
 2. The Council discussed book availability and the bookstore. The Council is interested in what can be done to post book information online as quickly as possible. Further Council suggestions are:
 - a. Direct faculty input into the bookstore system.
 - b. Message from the Academic Deans to the faculty recommending consideration during the first few weeks of the semester due to ordering and shipping delays.
 - c. Student notification regarding status of Bookstore availability, book orders and print packs.
 3. Sue Huizinga stated that she would be interested if the Council, in a future meeting, can discuss the various ways each department is going with recruitment efforts.
 - 3) Enrollment Services Fall 2020 - Response plan
 1. No Discussion – See above discussion.
 - 4) COVID 19 Impact Report – Response Plan
 1. No Discussion – See above discussion.

4. Budget

- a) SEAP – Student Equity and Achievement Program
 1. As a condition of receiving funds, a district shall comply with the following: maintain an equity plan per EC 78220; provide matriculation services per EC 78212; adopt placement policies per EC 78213 (AB 705) and provide all students with an education plan.
 2. Council Comments: The Council suggested reminding STU instructors of this requirement, as many will place the matriculation steps as an assignment.
- b) Food pantry
 1. "Community college districts, in order to receive SEA Program funds, must support or establish on-campus food pantries or regular food distribution programs."
 2. Council Comments: Cafeteria will be open and will provide food boxes to-go. Hunger Free campus money is still being offered. There is approximately \$9,000 in the Food-for-Thought budget, which may be converted to \$20 voucher incentives for students who attend workshops, activities, etc. The voucher can be used to purchase a snack box from the cafeteria.
 - a. Campus Safety will be monitoring the campus and only those that have a face-to-face class will be allowed on campus. An appointment system may be needed for providing food to students.
 - i. Other campuses have setup a day of the week where they distribute food near the front of the campus so as to limit the number of students on campus. Summer TRIO program Operated similarly when

they distributed food; however, they still had the element of requiring a list for Campus Safety.

- b. Food Services is working with Marketing to create outreach materials that describe services offered.
- c. Given the basic eligibility requirements, recommend to the Food and Housing Task Force rolling the Fresh Success grant into food distribution efforts.
- d. Division will compile a list of student food support services to demonstrate compliance with food distribution requirement.

5. Discussion Agenda

- a) MyPath Demonstration - presented by James Konopitski
- b) Committee ByLaws Review / Committee Membership
 1. Tim Johnston asked the Council members to look into the bylaws and membership process for future discussion.
- c) Evaluation and Cycle of Review – continuing the conversation
 1. Program Evaluation and Fall Survey
 - a. Beginning Fall 2020 the Council agreed that departments are going to utilize the *Student Satisfaction Inventory survey* as recommended by the Research Department. The survey will replace: the Student Services Satisfaction survey, Faculty Climate survey, and the Community College Survey of Student Engagement (CCSSE). The following will serve as “core service area outcomes” (SAOs) which are operationally defined in the Shasta College Strategic Plan. Each will be disaggregated by disproportionately impacted student group and by department. The intention of the Division is to support the Student Equity Plan and to quickly and intentionally address disproportionate impact.
 - First-year persistence (Goal: increase by 2%)
 - Completion rate (Goal: increase by 2%)
 - Completion efficiency (Goal: increase by 1%)
 - Course success (Goal: increase by 1%)
 - Math/English through-put (Goal: demonstrate an improvement in each of the disproportionately impacted student groups)
 - b. Individual departments will still be able to do their own surveys as needed.
 - c. The fall semesters will be the collection time and the spring semesters will be the time to reflect on the data and implement changes.
 - d. The program evaluation will continue to inform our Annual Area Plan Initiatives.
 2. Department review cycle:
 - a. Complete every five years.
 - i. Testing, Transfer, TRIO and Veterans are due this semester.
 - ii. The template will be available on the Teams website with a presentation to the Council planned for November 2020.

6. Action Agenda

- a) Board Policies / Administrative Procedures – Second Reading
None.
- b) Board Policies / Administrative Procedures – First Reading
 - 1) AP 5530 Student Rights and Grievances
 1. This AP is presented as an information item. This reflects recent changes to Title IX.
 - 2) AP 4235 Credit by Examination
 1. This AP is presented as an information item. The Academic Senate has prioritized this topic this year.

7. Information Items / Other

- a) Instructional Council
 - 1) No updates.
- b) Technology
 - 1) Website
 - 1. Changes are still being updated with Susan. Please follow IT process by submitting a support ticket.
 - 2) NextGen Forms
 - 1. Student Services managers asked to develop a priority list and to identify one or more “super users”.
- c) Area Updates / Announcements
 - 1) Jerry Brown stated that UMOJA has forty-five (45) enrolled students. UMOJA will be hosting a Welcome Zoom meeting for the students. Students will also be periodically invited to campus for a tour.
 - 2) Sue Huizinga is still waiting to find out more about the TRIO SSS grant renewal.
 - 3) The Gateway to College program will begin the semester at the Mary Street location. Recruiting for Gateway-to-College has been a challenge.
 - 4) Nadia Elwood stated that EOPS have been hosting townhall Zoom meetings for current EOPS students. The townhall meetings are to inform students on how to access services as well as to provide a way for the students to connect with staff and counselors. The townhalls are having very active participation right now – especially when scheduled for the noon hour.
 - 5) Allie Hancock stated that Student Life is providing a staff focused blood drive in September and encourages staff to sign-up. Tabitha Peterson is supporting student ID cards via email. The Knight Life newsletter will be coming out shortly. Staff are still taking input for future releases. Student Life is continuing to work on graduation for Spring 2021.
 - 6) Buffy Tanner stated that A&R/FA are about 3-4 business days behind in responding to emails and voicemails. Specialists have stepped up to support responding to emails and voicemails, when workload permits. Buffy asked the Council to reassure their students that their questions will get a response and to please have the students indicate their name and student ID in all messages. In person transactions will be limited. Appointments are available for students who need to, for example, make cash payments.
 - 7) Amber Perez stated that the Testing Center is offering the Canvas-based Computer Literacy Exam. The Testing Center is also offering TEAS testing. Amber Perez is looking into opening a GED testing location at Shasta College. There is a need for additional student laptops.
 - 8) John Yu stated that he is going provide a number of presentations through EducationUSA for the International Student program.
- d) August webinars – focusing more on Vision for Success
 - 1) August 19 – Nurturing an Anti-racist campus culture
- e) Tim Johnston asked the Council to focus on the goals listed on the top of the minutes and agendas. Tim also proposed that the Council focus on three other items not specifically stated in the goals: Student Equity, Guided Pathways (making support services more visible), and the Budget/Enrollment.

8. Meeting adjourned at 12:22pm

NEXT MEETING:

The next meeting is scheduled for Wednesday, August 19th from 11:15am – 12:15pm via Zoom
Minutes recorded by: James Konopitski, Enrollment Services.