



Student Services Council Meeting  
Wednesday August 15, 2018  
9:00 AM • Room 782  
Draft AGENDA

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1. Approval of Minutes
2. Information Items
  - a) Student Services reorg (SEAP & new roles) – Kevin
  - b) AB 705 – Placement Procedure Guidance
  - c) Vision for Success & the Strategic Plan
  - d) Technology priority list
3. Action Agenda
  - a) Resolution in honor of CA Native American Day
4. Discussion Agenda
  - a) Carr Fire Response and next steps
    - 1) Fire Recovery and Support website
    - 2) List of campus and community resources on website
    - 3) Student Survey
    - 4) Carr Fire Relief Grant
    - 5) Student Support Center
    - 6) Community Event?
    - 7) Other?
  - b) Institutional Assessment Plan
    - 1) Report fall 2017 results and “application of results”
    - 2) Verify updates to SAOs / SSLOs
    - 3) Review fall 2018 survey
    - 4) First Review: Institutional Assessment Plan Handbook / Cycle
5. Area Updates
6. Other/Announcements

Parking Lot:

- Student Services Building – Continuing the conversation
  - Review the Master Student Services Building document and verify numbers for all orange highlighted fields if available;
  - Consider impending changes to student services, are we missing anything important; and
  - Discuss arguments for or against specific departments being included in a “one-stop”
- Focus: Pell Grants and Education Plans
- Completion Grants
- Technology Training Needs
- CCCApply
- 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)
- Shasta Summit Workflow
- FYE
- Staff evaluations
- Succession Planning
- Discussion: *Redesigning America’s Community Colleges, Bailey, et al.*, chap 5 “Engaging Faculty and Staff”



Student Services Council Meeting  
 August 15, 2018 • 9:00 AM  
 Room 782

### MINUTES

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

#### CALL TO ORDER

Meeting called to order by Kevin O'Rorke at 9:00 am

#### 1. Information Items

- a) Student Services reorg (SEAP & new roles) – Kevin – Handout

Note that some updates are contingent on Board approval at the September meeting

- 1) End of each year advisory Cabinet review Strategic Plan and Mast Plan. Transformative year. Progressive in moving towards growing Tehama Campus into a Center. Hired four to five additional faculty members. Increase in staff adds to administrative responsibilities.
- 2) Cherish Prado moved from Tehama Campus to Main campus and assisting with Learning Labs
- 3) Rachelle Modena moving from EWD to Tehama Campus.
- 4) Sharon Brisolaro is now the Associate Dean of Student Services for Extended Ed. She is overseeing all of the Student Services functions.
- 5) Nadia, in addition to CalWORKs, will also serve as a Director for EOPS (40%)
- 6) Amber Perez will serve as Director for PACE (40%)
- 7) Gateway to College is back in Student Services
- 8) Myriam will coordinate and be in charge of Tutor Services. Half of her job on that and then half on Working closely with Cherish.
- 9) Announcement of new Universal Learning Assistance program. Will include Student Academic Mentors. Focusing on subjects not covered by math, science and writing centers. Promotional materials coming out. Set hours in Room 267 Mon-Fri. Innovation mini-grant supporting the program. Meeting with Dean Susan Wyche from BAITS Division and Dean Mike Mari from PEAT Division to discuss new program.
- 10) Crystal Mair has been hired as the new Administrative Assistant for EOPS/PACE Department. Sara Holmes hired by EWD as of yesterday (not yet public until all applicants hired)
- 11) Step Up has come over to Student Services. Fluid. Couple of weeks afterwards it was announced they received a Chancellor's award. There are requirements associated with the funding. Statewide presentations, assist with building other programs on other campuses. Day to day operations Student Services, but state wide outreach for now will continue to be supported by Eva.
- 12) Kudos to TRIO's summer programs and achievements.
- 13) Bravo to Nick for leadership and management of dormitory usage during evacuation.
- 14) John Yu – Interim Dean of Student Services. John is not replacing Sharon and her position. 11 month interim assignment. Fluid, but current focus is on the Integrated Plan the pulling together of BSI (Basic Skills), Equity and SSSP (Student Success). Brings faculty/instructional experience. Chairing Student Equity Committee, taking over from Sharon. Committee will need to nominate a new co-chair. Student Success Committee will be responsible for the Integrated Plan. The Integrated Planning Committee may be an oversight committee. May open up additional spots on

the Student Success Committee. Serve as resource for International Student outreach/recruitment. Also has experience with Grant submissions. John is excited to work in Student Services and open to helping out in any way. He is a team player, super smart, very humble and great sense of humor.

- 15) Budgets for this next year will continue to be in siloes. Sandra will continue to oversee the Equity budget, Tim the SSSP, and the new Dean of Pathways will be asked about overseeing the Basic Skills budget.
- 16) Additional funding opened up for textbook support for students. Continue to bolster student infrastructure and students will be directed to resources. Running more resources through financial aid so that students receive funding through that channel, instead of just-in-time gas cards. Equity budget had a lot of carry forward from previous years, but need to be able to sustain moving forward. May get 80k for Hungry
- 17) There is also a statewide focus on Educational Plans and Financial Aid
  - No longer wait for students to complete FAFSA, rather go to them with active promotion.
  - Retention and persistence studies are showing that Educational Plans impact student completion.
  - Campus Logic is up and running. Currently in best position ever in Financial Aid. Only two weeks out in processing. Also in order to receive the Promise Grant, everyone must complete the FAFSA, and this has resulted in more completion. High School counselors are also pushing for completion.
  - Suggestion for even more messaging to high schools and parent. Cash for College event at high school was not as well attended. High schools use to be packed. Mentioned that there was a change and it is now run through the state and up to the high schools to coordinate.
  - TRIO cannot provide any direct aid.
  - FAFSA has new look and now phone and tablet friendly.
  - One of the only states that doesn't require a student to complete the FAFSA first. Some students get state aid first, and then Federal. Other states look to Federal Aid first and then fill in with state funding.
  - Would like to require FAFSA as part of steps to registration.
  - State app is faster. FAFSA takes at least three days prior to college receiving any information, sometimes longer.
  - Student Success Facilitators in the Student Success Center are phenomenal. Big kudos to the services the center offers to students.
  - Support for students is real and highly appreciated. If students need assistance staff step up.
  - Culture of helping students has been embraced.
- 18) Kudos to seeing everything that goes on the Building 100. Great opportunity to see staff work in close proximity, collaborating and learning from each other during the week
- 19) Move to Nelnet Payment Plan system
- 20) No auto drop in place currently. IT to run a report after first disbursement and plan to message students who have unpaid balances.
- 21) Research may be taxed with discovering if courses sizes impact retention and success rates of students. Do you cut a course with low enrollment or if numbers show that courses with smaller class sizes impacts great student success keep the course. Also take into consideration if a required course has a low number of students majoring in that subject, or is it a course not required and/or with few students enrolled that need it for completion.

- b) AB 705 – Placement Procedure Guidance – Hold Over
- c) Vision for Success & the Strategic Plan – Hold Over
- d) Technology priority list – Hold Over

## 2. Action Agenda

- a) Resolution in honor of CA Native American Day

- Same resolution from previous two years.
- The new addition is listing and recognizing tribes in the area. Sharon Brisolara has been asking for community/tribal feedback.
- Sandra moved to approve. Becky seconded. All in favor.

### 3. Discussion Agenda

#### a) Carr Fire Response and next steps

- Fire Recovery and Support website
- List of campus and community resources on website
- Student Survey
  - Tina reviewing forms submitted by students
  - Forms then sent to Becky for FAID review
  - First disbursement goes out this Friday to 23 students about \$8,000
  - Two pots of money, Equity and Go Fund Me account
  - Up to 647 responses
  - Assistance with books was an expressed need
- Carr Fire Relief Grant
- Student Support Center
  - Room 2314 set up as Student Support Center
  - Has not yet been utilized
  - Reserved for first two weeks of school, possibly up to a month
  - Laptops there in order for students to complete the Carr Relief form
  - Refreshments available
  - Peer supporters available
  - Student Life Newsletter, College website, Survey directs students
  - Outreach to students who indicated they are impacted A Great Deal and A Good Deal
  - Suggestion to send information/links to all the Deans to share with returning faculty, who can then share with students. Tina will send out
- Community Event?
- Other?
  - Pearson Publishing has offered to donate some books.
  - Frank also reaching out to other publishers

#### b) Institutional Assessment Plan

- Report fall 2017 results and “application of results”
- Verify updates to SAOs / SSLOs
- Review fall 2018 survey
- First Review: Institutional Assessment Plan Handbook / Cycle

### 4. Area Updates

- CalWORKS filling a position and Megan McQueen also coming over to CalWORKS part time.
- Program Review Committee reconvened. Looking for a rep. Sandra and Tim will join the First Student Equity Committee meeting. Sharon had also been serving in other capacities such as HR.
- Katie Goltz Elliot’s young son improving from serious burns. She returned to work today.
- Searches – Interviews for Dean of Learning Pathways are scheduled in September.
- Theater lobby has received an interior decorating update.

### 5. Other Announcements

- Construction costs were escalating prior to the fire. Bond money was not going as far as previously expected and having to revisit all of the projects. Example a project expected to cost \$30k were coming in at \$60k. Student Services Building is still on timeline. Worst case scenario is that after departments like HR, VP and President offices are vacated the 100 building would not be refurbished and Student Services would have to make do with existing areas. Entire staffing structure, negotiations, bargaining units, have based on future vision of having a combined Student Services area. A lot of effort and time already committed to it.
- Professional videotaping of Flex Presentation by Shasta Nelson will take place on Friday. Professional Development Committee is hoping to offer viewing and follow up workshop experiences at a later time for staff who are unable to attend.
- Fast Facts Update for Board Meeting was postponed. Plan to revisit in the spring to highlight Student Services achievements and successes.
- Welcome Day will incorporate a recovery/rebuilding theme and will be arranged in one area for students to visit. Will also include a Gratitude Board.
- SOS Stations – suggestion to pass out masks to all students. Printed version of Student Facts.
- Bookstore – Request to be patient with the staff. Store Manager was impacted by the Carr Fire, and the store is also currently understaffed.
- Counselor from EAP is still available and offering services in the Board Room this week and next.
- Confirmed everyone received email sent out by Greg Smith regarding administrative leave.

#### Parking Lot:

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#### **NEXT MEETING**

The next meeting is scheduled for Wed., September 5<sup>th</sup>, 2018 from 9:00 am – 11:00 am in Library Fireside Room.  
Recorded by: Michelle Fairchild, Administrative Secretary, Enrollment Services.

**RESOLUTION NO. \_\_\_\_\_**  
**IN HONOR OF**  
**CALIFORNIA NATIVE AMERICAN DAY**

**September 28, 2018**

**WHEREAS**, the indigenous people of California each have a diverse and peaceful existence that has lasted for many thousands of years. Today there are more than 100 recognized tribes in California; more than any other state in the nation.

**WHEREAS**, American Indian Day had its origins in 1968 when Governor Ronald Reagan signed a resolution calling for the fourth Friday of each September to be American Indian Day in California.

**WHEREAS**, in 1998 the California Legislature passed Assembly Bill No. 1953 (Baca), revising the name to Native American Day and establishing the day as an official day of education. Today, people of all ages celebrate Native American Day in California by learning more about the culture, heritage and traditions of the California Indian.

**WHEREAS**, throughout history and into current day, Native Americans have made significant contributions in areas such as education, government, science, medicine, entertainment, literature, sports, military, thereby adding to the vibrancy of the United States.

**WHEREAS**, Shasta College honors the original caretakers of the land on which the districts' campuses reside including but not limited to the Winemum Wintu, Yana, Shasta, Nomlaki, Pit River, Dawnpom, Nomtipom, Nomsu's, Aaymaq, 'abalpom, ?elpom, Atsugewi, Achomawi, Norelmaq, Achumawi nations and people.

**WHEREAS**, Shasta College is an innovative institution committed to student access, equity, inclusion, success, and eliminating equity gaps where they exist.

**NOW, THEREFORE, BE IT RESOLVED** that the Shasta-Tehama-Trinity Joint Community College District believes that Native American Day provides a valuable opportunity for all students and staff to learn and recognize the contributions, histories, and culture of American citizens who are Native American/American Indian and encourages instructors to recognize this day by offering opportunities to reflect on its meaning and/or engage in community activities honoring this day.

**PASSED AND ADOPTED** by the Governing Board of the Shasta-Tehama-Trinity Joint Community College District at their regular meeting held on the 21st day of September, 2018 by the following vote:

AYES:

NOES:

ABSENT:

ABSTENTIONS:

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Kendall Pierson, President  
Board of Trustees of the Shasta-Tehama-  
Trinity Joint Community College District

ATTEST:

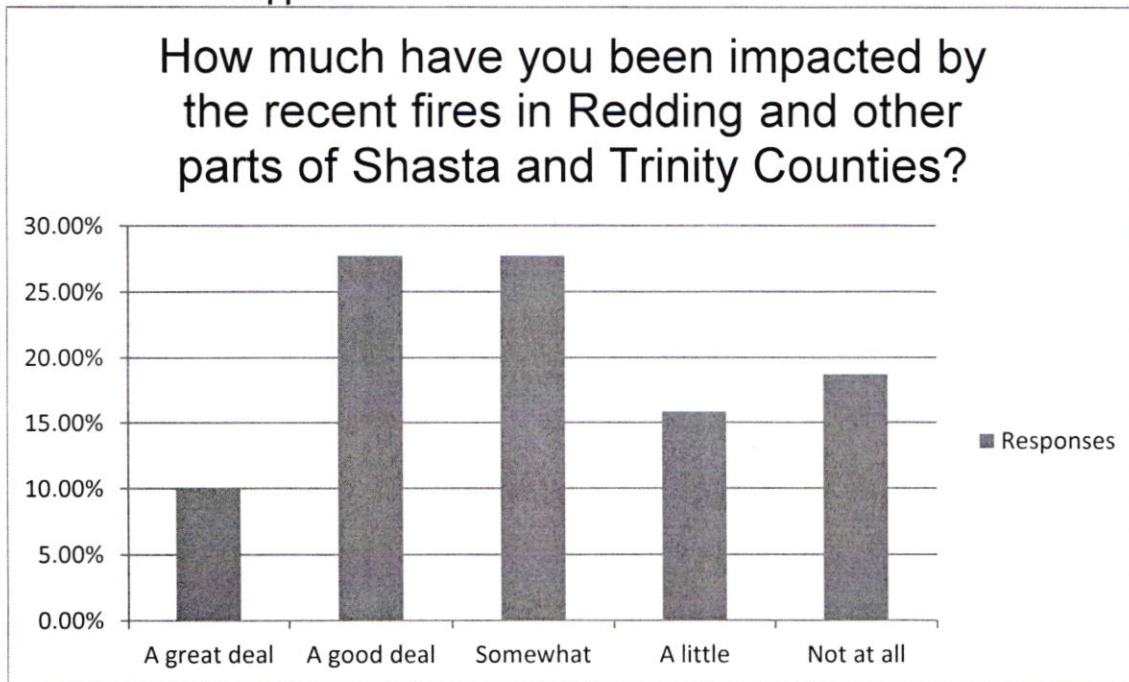
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Dr. Joe Wyse, Secretary  
Board of Trustees of the Shasta-Tehama-  
Trinity Joint Community College District

# Emergency Survey of Students

## How much have you been impacted by the recent fires in Redding and other parts

Answer Choices	Responses	
A great deal	10.07%	28
A good deal	27.70%	77
Somewhat	27.70%	77
A little	15.83%	44
Not at all	18.71%	52
<b>Answered</b>		<b>278</b>
<b>Skipped</b>		<b>1</b>





**of Shasta and Trinity Counties?**

# STUDENT SERVICES ASSIGNMENTS

Updated: 08/13/2018

Students Served By: **Governing Board**  
 ↓  
**Superintendent/President**  
**Joe Wyse [AE]**

↓  
**Assistant Superintendent/VP of Student Services**  
**Kevin O'Rorke [AE, GF]**

**EXECUTIVE ASSISTANT TO THE ASSISTANT SUPERINTENDENT/VP OF STUDENT SERVICES:**  
 Sharon Strazzo [CO, GF]

<b>ASSOCIATE VP OF STUDENT SERVICES / DEAN OF ENROLLMENT SERVICES:</b> Timothy Johnston ± [AE, GF]			<b>DIRECTOR – STUDENT LIFE &amp; TITLE IX INVESTIGATOR:</b> Tina Duenas [AC]	
<b>DEAN – STUDENT SERVICES:</b> John Yu ± [AC]	> <b>ADMINISTRATIVE SECRETARY I:</b> Michelle Fairchild [CL]	> <b>COUNSELOR:</b> Nelson Espinola [FN] Jason Kelly [FN] Susan Loring [FN] Melinda Marlatt [FN, GF] Rob McCandless [FN] Donna Pratt [FN] Sonia Randhawa [FN, GF] Brian Spillane [FN] Daniel Valdivia [FN]	<b>ASSOCIATE DEAN – STUDENT SERVICES:</b> Becky McCall [AE]	> <b>ADMINISTRATIVE SECRETARY I:</b> Chelsea Kefalas [CL]
> Interim/11 month Position > Integrated Planning > Select Equity Initiatives > Resource for International Students > Grant Submissions	> <b>CATEGORICAL PROGRAM COORDINATOR:</b> Ryan Loughrey [CL]		> <b>ADMINISTRATIVE SECRETARY I:</b> Natalie Tucker [CL]	> <b>DIRECTOR – RESIDENCE LIFE:</b> Nick Webb [AC, RF]
	> <b>EMPLOYMENT DEVELOPMENT SERVICES TECHNICIAN:</b> VACANT [CL]		> <b>ADMISSIONS &amp; RECORDS TECHNICIAN III:</b> Rochelle Morris [CL] Joy Sixiengmay [CL]	> <b>HEAD RESIDENT (DORMS):</b> Oscar Cisneros [CL, PT] Richard Robinson [CL] Danelle Wyand [CL, PT] VACANT [CL, PT]
	> <b>PARAPROFESSIONAL – FOR COUNSELING SERVICES:</b> Kathy Lanzing-Miller [CL]		> <b>FINANCIAL AID BOOKKEEPER / SCHOLARSHIP PROCESSOR:</b> Wendy Akins [CL]	> <b>STUDENT SERVICES COORDINATOR:</b> Allie Hancock [CL] Taylor Mobley – Global Ed [CL] Michaela Carrera – Umoja [CL, PT]
	> <b>STUDENT SERVICES ASSISTANT:</b> Carol deMoll-Broome [CL, PT] Wern Lee [CL, PT]		> <b>FINANCIAL AID TECHNICIAN:</b> Renee Garcia [CL] Joanne Hughes [CL]	
	> <b>STUDENT SUCCESS FACILITATOR:</b> Janet Bittner [CL] Bethany Davis [CL] Carly Gordon [CL] James Konopitski [CL]		> <b>STUDENT SERVICES ANALYST:</b> Alan Ulrey [CL]	
			> <b>STUDENT SERVICES SPECIALIST:</b> Julie Fisher [CL] Lorelei Hartzler [CL] Cindy Silva [CL]	
			> <b>STUDENT SUCCESS FACILITATOR:</b> Brittany Baker [CL] Timothy Baumgarten [CL] Elsa Gomez [CL] Patt Funderburg [CL] Melian Manas [CL] Rosa Mena [CL]	
			> <b>STUDENT SERVICES ASSISTANT:</b> Renae Tolbert [CL, PT]	

**LEGEND**  
 AC = Administrator, Classified  
 AE = Administrator, Educational  
 CL = Classified  
 CO = Confidential  
 FI = Faculty, Instructional  
 FN = Faculty, Non-instructional  
 GF = Grant Funded Position >50%  
 IN = Intermountain Campus  
 OC = Working Out of Class  
 PT = Part-time  
 RF = Revenue Funded  
 TE = Tehama Campus  
 TR = Trinity Campus  
 \* = Working in 2/more Departments  
 [ ] = Auxiliary Organization  
 ± = Interim Position

# STUDENT SERVICES ASSIGNMENTS

Updated: 08/13/2018

Students Served By: **Governing Board**

↓  
**Superintendent/President  
Joe Wyse [AE]**

↓  
**Assistant Superintendent/VP of Student Services  
Kevin O'Rorke [AE, GF]**

↓  
**Associate VP of Student Services/Dean of Enrollment Services  
Timothy Johnston ± [AE, GF]**

**ADMINISTRATIVE ASSISTANT I:  
Crystal Mair ± [CL, PT]**

**DEAN – STUDENT SERVICES:  
Sandra Hamilton-Slane ± [AE]**

CalWORKS	COLLEGE TO CAREER	EOPS/CARE	GATEWAY TO COLLEGE	FOSTER & KINSHIP CARE	PARTNERS IN ACCESS TO COLLEGE EDUCATION (PACE)	SCI*FI	TRIO
<ul style="list-style-type: none"> <li>➤ <b>PROGRAM COORDINATOR CalWORKS:</b> Nadia Elwood [AC,GF]</li> <li>▪ <b>SENIOR STAFF SECRETARY:</b> VACANT [CL]</li> <li>▪ <b>COUNSELOR:</b> Megan McQueen [FN]</li> <li>▪ <b>EMPLOYMENT DEVELOPMENT SERVICES TECHNICIAN:</b> Hilly Wallis [CL]</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>PROJECT COORDINATOR -- SENIOR (COLLEGE TO CAREER/PACE):</b> Amber Perez [AE, GF]</li> <li>▪ <b>COUNSELOR:</b> VACANT [FN]</li> <li>▪ <b>EMPLOYMENT DEVELOPMENT SERVICES TECHNICIAN:</b> Jamie Cole [CL]</li> <li>▪ <b>INSTRUCTIONAL PARA-PROFESSIONAL:</b> Kendra Hornbeck [CL] Robert Thomas [CL]</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>DIRECTOR (40%):</b> Nadia Elwood [AC,GF]</li> <li>▪ <b>CATEGORICAL PROGRAM COORDINATOR:</b> VACANT [CL]</li> <li>▪ <b>COUNSELOR:</b> Shauna Rossman [FN] Noehly Padilla [FN]</li> <li>▪ <b>ELIGIBILITY TECHNICIAN:</b> VACANT [CL]</li> <li>▪ <b>STUDENT SERVICES TECHNICIAN:</b> Jennine Meier [CL] VACANT [CL]</li> <li>▪ <b>STUDENT SERVICES COORDINATOR:</b> VACANT</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>PROGRAM DIRECTOR – GATEWAY TO COLLEGE:</b> Nancy Berkey [AE, GF]</li> <li>▪ <b>ASSISTANT DIRECTOR STUDENT SERVICES (GATEWAY TO COLLEGE):</b> Allegra Davis [AC,GF]</li> <li>▪ <b>CATEGORICAL PROGRAM COORDINATOR:</b> Kellie Weigel [CL]</li> <li>▪ <b>SENIOR STAFF SECRETARY:</b> Arlene Miranda [CL, PT]</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>PROGRAM DIRECTOR – FOSTER &amp; KINSHIP CARE:</b> Sherri Wiggins Kimple [AC,GF]</li> <li>▪ <b>PACE PARA-PROFESSIONAL:</b> VACANT [CL]</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>DIRECTOR (40%):</b> Amber Perez</li> <li>➤ <b>COUNSELOR:</b> Diana Hamar [FN]</li> <li>➤ <b>PACE PARA-PROFESSIONAL:</b> Julie Crummett [CL,GF] Thomas Simpson [CL] Ronald VanOrden [CL]</li> <li>➤ <b>INTERPRETER TRANSLATOR III:</b> VACANT[CL] VACANT [CL]</li> <li>➤ <b>INTERPRETER TRANSLATOR II:</b> Karen Wells [CL]</li> <li>➤ <b>INTERPRETER TRANSLATOR I:</b> Toni Cancilla [CL] Devin Gall [CL] Randall McBroom [CL] VACANT [CL, PT]</li> <li>➤ <b>INSTRUCTIONAL PARAPROFESSIONAL:</b> Mary Bailey [CL] Patricia Calbreath [CL]</li> <li>➤ <b>SENIOR STAFF SECRETARY:</b> Michele Johnson [CL]</li> <li>➤ <b>STAFF SECRETARY:</b> Kimberly Bottum [CL, PT]</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>SCI*FI EDUCATIONAL COUNSELOR:</b> Bob DePaul [FN]</li> <li>▪ <b>CATEGORICAL PROGRAM COORDINATOR.:</b> Maria Castillo-Ramos [CL]</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>DIRECTOR – TRiO:</b> Sue Huizinga [AE, GF]</li> <li>▪ <b>ASSISTANT DIRECTOR – STUDENT SERVICES (TRIO UPWARD BOUND):</b> Kelsey Moynahan ± [AC, GF]</li> <li>▪ <b>ASSISTANT PROGRAM DIRECTOR – TRIO ETS:</b> Patricia Esparza [AC, GF]</li> <li>▪ <b>SENIOR STAFF SECRETARY:</b> Eula Chaplin [CL, PT] Kathleen Goltz-Elliott [CL, PT] VACANT [CL]</li> <li>▪ <b>COUNSELOR:</b> Amanda Henderson [FN, GF]</li> <li>▪ <b>STUDENT SERVICES COORDINATOR:</b> Ramona Quenelle [CL]</li> </ul>
					<ul style="list-style-type: none"> <li>➤ <b>PARAPROFESSIONAL FOR STUDENT SERVICES (TUTORING CENTER):</b> Myriam Kalmogho [CL]</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>STEP UP:</b> Robert Bowman [AC, GF]</li> <li>▪ <b>STUDENT SUCCESS FACILITATOR:</b> Misty Hardy [CL, GF]</li> </ul>	

**DEAN OF EXTENDED EDUCATION:**  
Andrew Fields [AE, TE]

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**ASSOCIATE DEAN OF STUDENT SERVICES – TEHAMA CAMPUS:**  
Sharon Brisolara [AE, TE]

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