



Student Services Council
 Wednesday, Sept 1, 2021
 10:30 AM – 12:00 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

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		Sonja Mendes		
x	Sandra Hamilton-Slane	x	Amber Perez		
	Nick Webb	x	Carlos Reyes		
Guests (non-voting)					
x	Billy Miller	x	Theresa Markword	x	Amy Speakman
x	Matt Gallmeister				

1. Approval of Minutes

- a) Minutes Aug 4, 2021: Sandra Hamilton-Slane motioned and Amber Perez seconded to approve the minutes. All in favor, none abstained.

2. Presentations

- a) Theresa Markword – Bond update & swing space

1. Theresa provided a PPT that will be presented at the September 8th Board Meeting.
2. Highlights:
 - a. Project planning, we are currently unsure if another Statewide facility bond will be processed in November – to be determined.
 - b. EWD will move over to the Block 7 building, located downtown, in the Spring of 2023.
 - c. The State accelerated the 800 building project, which delayed the 100 building project by another year.
 - d. The 1400 & 1600 building projects will be planned as together.
 - e. Staff swing spaces include the following buildings: 700, 1300, 2100, and 2200. Furniture storage are rooms will be: 5006 and 2802.
 - f. VSSC Ribbon Cutting Ceremony is on Wednesday, September 22nd at 11:00 am.
 - g. CIS building is estimated to be completed by the end of September 2021.
 - h. Block 7 downtown office building is estimated to be completed in December of 2022.
3. Discussion:
 - a. Buffy gave her appreciation for the support that Theresa provided for the Business Office and Financial Aid swaps, as well as handling all the Bond projects.
 - b. Nadia provided appreciation for the look and design of the rotunda buildout at the Health building located downtown.
4. Please view screenshots at the end of the Minutes for more highlighted portions of the PPT.

3. Information

- a) Review Fall Semester Committee goals
- b) CSSO Virtual Conference – Sept. 14 – 16 & SS Council meeting (9/15)
 1. Tim proposed to cancel the SSC meeting due to the CSSO Virtual Conference attendance.
- c) ACCJC Midterm Report Review and Feedback
 1. The report is an opportunity for the SSC to provide input. The Report covers items that the Council promised to make progress within.
 2. Council members can provide feedback to James Konopitski and Tim Johnston prior to the end of September 1st, 2021.
 3. The review will be submitted to the Board for final approval.
 4. Feedback/comment:
 - a. None.
- d) SAO/SSLO Assessments
 1. A District wide common assessment will take place this semester, and be facilitated by the Research department. Departments can also do separate assessments. Assessment will start mid-September and be due the end of October.
- e) Pre-Registration Checklist - Form Review - Work Group recommendations
 1. Tim thanked the people involved in this process and the summary they provided.

4. Instructional Council Report

- a) Carlos Reyes stated that the ACCJC has been discussed within Instructional Council. Carlos quickly highlighted the email in which Andy Fields provided a Tehama update to all managers. Carlos congratulated Nadia for co-chairing the Student Success Committee with Mike Mari.
- b) Carlos stated that he recommended to be on the Student Services Council so he can bring the information back to Instructional Council.

5. Action Agenda

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

6. Discussion Agenda

- a) “Add Authorizations” – provided by Matt Gallmeister
 - 1. Tim stated that the “Add Authorizations” transition was changed last, 2021, spring semester. We went into the new self-service add authorizations in the summer 2021 semester. The current fall semester was the first opportunity for many of our faculty to experience the new system. Buffy has provided guidance, videos, and one-on-one support to faculty.
 - 2. Academic Senate received faculty feedback regarding the new process. Cathy Anderson asked that this would be referred to the Student Success Committee, but Kate Mahar recommended it goes to the Student Success Council due to how limited the Student Success Committee meet. The Student Success Council also has a conduit to instructional deans, closer interaction with Student Services processes, and has the ability to bring forward to Academic Senate. It is also important to have faculty involved in the conversation.
 - 3. Tim would also like to hear the student perspective from each Council member.
 - 4. Discussion:
 - a. The Council discussed the two issues with the Add Authorization process: 1) Registration when there are open seats, and 2) when students are trying to add after a class has hit its cap. Changing one will have an effect on the other.
 - b. Feedback from the faculty on the Guided Pathway team is to automate communication between instructor and student.
 - i. Matt stated that he has been working with Buffy to automate the process for a response from the instructor to be sent to the student. However, nothing is currently in place to automate an email from the student to the instructor.
 - c. The Council discussed the idea of factoring in a student’s progression, and giving priority to those that are closer to completion.
 - i. The mechanism for providing this service would be the priority registration process, and to encourage students to take advantage of the process.
 - d. The Council also discussed awareness about being too reliant on technology and how it can hinder certain students.

- i. We are leaning more towards technological solutions, but depending on the situation we will continue to make accommodations for those that have high-touch needs.
- e. The Council discussed the availability for instructors to have a waitlist sheet that shows who is on the waitlist.
 - i. Matt specified that this is available and provided to instructors.
- f. The Council discussed the possibility to compare section seat capacity with the instructors that have a common habit of over-enrolling classes. Depending on the comparison, it may benefit to increase the capacity to reduce the waitlist and the need for instructor consent. Important to have discussions with faculty.
 - i. Changing class maximums can be an interesting conversation to have with the academic Deans prior to changing a class capacity number. Carlos provided an example of why this is an important discussion.
 - ii. Reviewing the data of what classes, and instructors, over enroll could be beneficial.
 - iii. Questions
 1. Is it possible to differentiate the waitlist from the add-authorization?
 - a. Answer: Right now the waitlist is more of a reference list.
 2. What is the difference between waitlist codes and add authorizations?
 - a. Answer: The new MyShasta does not provide waitlist codes, so add authorizations are working in lieu of the waitlist codes. The add authorization was mostly used for after a class has started, but now we are connecting it with the waitlist. Add authorizations cannot be used until a class starts.
 3. Nadia asked if A&R staff can see when a student receives an add authorization?
 - a. Answer: Buffy stated that A&R staff can view this in Colleague. Everyone on the Council should have access to the XAAV Colleague screen, which will show what courses a student has authorization.
 4. What is the recommendation for students in order to provide proof they can enroll into a course?
 - a. Answer: An Add Form is proof. It is proof that the student wants the authorization and the faculty wants to add the student.
 5. Nadia asked if we move add authorization requirements to after the first week, for full term, for classes that have open seats?
 - a. Answer: Buffy stated that if the class is full when the class starts, an add authorization will be needed to over enroll a class.

- g. Robert suggested that the Council should focus on making the processes as seamless as possible. He also suggested to build in the ability to fine-tune the process and allow follow-up analysis to see if any update process is working as intended.
- h. Matt asked for the Council to continue and review MyShasta and the processes. Matt emphasized that there is no perfect answer to every problem, but there is always the attempt to try and make it better.
 - i. Buffy stated that she is in constant communication with Matt in order to adjust MyShasta messages and to improve the user experience.
 - i. Tim asked if Carlos can reach out to faculty and gather their perspective.
- j. Tim asked the Council if there are any opposition to move forward with the IT recommendations provided in the document given to the Council? The document will also be provided to Counselors.
 - i. Council agreed to proceed with the IT recommendations and forward it over to Cathy Anderson for Academic Senate review.

b) Organizational Structure

1. “Come Back Better” by evaluating and re-engaging students and staff through timely, efficient, relevant and convenient methods of interaction.
2. Expand implementation of the New Applicant Outreach project to increase enrollment.
3. Evaluate workflow for proactive student support that aligns “area of interest” Counselors, support staff and community resources to help students remain on their path.

c) Enrollment Management Committee - Co-Chair

1. Mike Mari is the current co-chair, and John Yu has vacated the second co-chair position due to retirement. The Committee is in need of a co-chair. Nadia has shared interest to chair the Enrollment Management Committee.
2. The Committee is different at Shasta College when compared to other campuses. The Committee is much more focused on the student success metrics when compared to traditional enrollment management committees.
3. The Council agreed for Nadia to fill in as John Yu’s replacement as co-chair for the Enrollment Management Committee.

d) Student Messaging – Collaboration and Consolidation & Shasta College Logos

1. The Council discussed collaboration with Marketing. Marketing has provided a tracking sheet of common marketing materials from Student Services.
2. Marketing is asking to have a closer partnership with Student Services so as to ensure consistent branding.
3. Marketing also brought up a concern in regards to the volume of information going out to students. Some of the communication is specific to the students in a program, but some communication overlaps.
4. Marketing has requested that departments work with them in regards to logos, so that there is consistency in theme and color.
5. Marketing is focusing on collaboration, consolidation, and consistent branding.
6. Discussion:

- a. The Council discussed past concern with getting logos for each individual department and if it is possible that this could be resolved with the collaboration.
 - i. The Council did discuss the issues that could arise with having multiple logos.
- b. The Council discussed issues with timing of the information and the amount of time it could take to be released.
 - i. Sue provided the Council an example of the above situation that almost caused the pull out of some information prior to the public release.
 - ii. The Council discussed the possibility of a template in which staff can input the material; however, Marketing has been reluctant to allow this in the past.
- c. The Council discussed how this discussion came up in past meetings.
 - i. Sandra stated that the Council previously agreed that the capacity is too large for a small marketing team. Sandra also stated that marketing had interest in taking over the student newsletter, but student life staff was OK with keeping it. Sandra is interested in what the Council feels about moving the newsletter? Sandra also stressed that the message to students is different than the message that is sent out to the community as a public relations article.
 - ii. Sue asked if the Council can get the level of participation and collaboration marketing wants?
- d. Nadia stated that sometimes it is better to talk directly with marketing in order to relay the reasoning behind the request and the exact message that needs to be sent.
 - i. Sue suggested that it may be worth pursuing student interest in marketing. Robert agreed that having a student worker could help with sending more student oriented messages. Contemporary messages could be very beneficial.
- e. Robert highlighted that the individual programs themselves cannot get lost or superseded by the College when trying to brand on behalf of the College. Sometimes individual programs are over casted by the macro view and the program gets lost in the messages.

e) Timely MD

- 1. Held over to another meeting.

7. Vision for Success / Student Equity / Guided Pathways

- 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)

8. Budget

9. Other

- a) Technology
- b) Area Updates / Announcements

1. HEERF Student Emergency grant funds: The next disbursement is Friday, September 10th. Looking at students with the following: 3 units after census, and, either; Pell grant eligibility (not considering SAP eligibility), Cal Grant B, Cal Grant with dependents, or the following types of CCPG: A, B, & D.
2. An application will be available in Financial Aid for students that did not automatically get selected to submit the initial request. Example: Students that never submitted a FAFSA, CCPG, or had/has a change in financial circumstances – to include, those that are waiting for a process to complete. Decisions will be based upon self-reporting from the students.
3. STEP-UP is working on the MOU for partnering with BAITS and the heavy equipment & logging programs to provide funding to cover five (5) Native American Justice Impacted students. Native American Justice Impacted students are an under-served population. Amy and Becky Roe are working on the contractual agreements.
4. After six (6) years, STEP-UP will be doing student re-entry at the local jail. Visits will start next week.
5. STEP-UP will be working with Tehama to go over instructional support.
6. STEP-UP is moving into the 2800 building, where the old fire academy used to be located. The move will create more space for students. It will also be closer to many of the BAITS area in which the majority of students attend classes. The moving date is planned for October 1st. STEP-UP hopes to have an Open House once they are moved into the new space.
7. Nadia provided a re-wording for EOPS to point out that words truly matter:
 - a. Past: Extended Opportunity Programs and Services (EOPS) provides consistent and reliable educational guidance and supplemental financial support to eligible students challenged by economic, educational, and/or language disadvantages.
 - b. New/current: Extended Opportunity Programs and Services (EOPS) is a student services program that provides consistent and reliable educational guidance and supplemental financial support to eligible students who did not grow up with the privileges of economic, educational, and/or language advantages.

10. Meeting adjourned at 12:30pm

NEXT MEETING:

The next meeting is scheduled for Wednesday, October 6th 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