Shasta College

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Student Services Council Meeting
Wednesday, Sept. 2, 2020
10:45 AM – 12:30 PM
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

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 Counselor**s in support of the Guided Pathway model.

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

1. **Approval of Minutes**
    a) Minutes August 19, 2020: Carlos Reyes motioned and Buffy Tanner seconded to approve the minutes. All in favor, Sue Huizinga abstained.

2. **Student Equity: Social justice Action Plan**
    a) No updates.

3. **Guided Pathways - Providing / Coordinating Student Support Services in a virtual environment**
    a) Maintaining engagement / communication
    b) Addressing students' holistic needs

4. **Budget**
    a) No updates.

5. **Presentations / Demonstrations**
    a) Credit for Prior Learning (CPL) Presentation – by Dr. Kate Mahar

(Note: Please Reference attached PPT)

1. Highlighted discussion:
    a. CPL provides students with an opportunity to get class credit for their experiences. There are many routes a student can take to get receive credit.
2. The Board of Governors have started making the CPL process easier. The Board of Governors has also recognized the importance of CPL in Equity and as a Guided Pathways strategy.
3. CPL also looks at learning that has already been validated and accredited by other agencies/organizations.
4. The CPL process will also include looking at recognizing and assigning credit to those that have non-accredited experience.
5. Some faculty have already oriented classes that equate to industry related credentials so as to create a smoother transition for CPL.
6. Only faculty can help with the "crosswalk" of CPL and institutional credit. Counselors will be help spread this knowledge and translate this information to the students.
7. Since the legislation has been reviewed it is now important that we move on creating the "cross-walk" with faculty and counselors.
8. The Illumina Foundation has provided funding to support our CPL process.
9. Drs Mahar stated that development of AB 705 is another good example of utilizing CPL in order to clear the path for students.
10. Council comments:
    a. Tina Duenas asked about international transcripts. Dr. Mahar stated that international transcripts are a part of the CPL process. Shasta College is far beyond initial conversations regarding international credit. The need is in figuring out how to put systematic structure on it in order to move the credit forward.
    b. Nadia Elwood asked about the student's awareness and what happens if a student's asks. Dr. Mahar provided an example of how CPL is made aware to students by utilizing a process done through Health Sciences and some of their offerings.
    c. Sue Huizinga asked when are students AP credit going be placed on the student's transcripts? Buffy Tanner stated that Admissions & Records (A&R) will be placing AP credit on transcripts, but currently they are still

working on the dynamics of placing CPL on transcripts. Buffy stated that CPL credit must be designated as CPL. A&R is receiving AP scores and will be placing the correct credit once the designations on the transcripts have been resolved.

d. Sandra Hamilton-Slane stated that following up with a student about CPL is important. Sandra suggested the students should be asked about CPL, AP tests, etc.
e. Amber Perez stated that she is aware students are currently asking if they can get out of certain classes with consideration to CPL. Amber stated that students are referencing CLEP exams, etc.
f. Tim Johnston asked the Council to look over AP 4235, Credit for Prior Learning, and reflect on the information as it moves its way through the College. Tim asked the Council to familiarize themselves with AP 4235 for further conversations.
    i. Tim stated that we are going look at doing anything we possibly can for students that present us with qualifying experience. The Council will be working on the student work flow for each of the elements that are important to CPL.
g. Kate Mahar stated that putting CPL into practice will take teamwork and appreciate the Council support in designing the student notification and awarding work flow.
h. Tim asked if Kate Mahar is willing to keep the CPL conversation going with the Student Services Council: Kate agreed.
i. Tim asked if Carlos Reyes is willing to keep the Council informed of any important information that comes from the instructional side: Carlos agreed.

b) Chatbot Demonstration – James Konopitski
    1. (Note: Please reference attached PPT)

6. Action Agenda

a) Board Policies / Administrative Procedures – Second Reading
    1. None

b) Board Policies / Administrative Procedures – First Reading
    1. AP 5041 Student Records – Preferred Names and Gender_v6
        a. Tim Johnston stated that other colleges have acted on this concern among students. Some college have created an Administrative Procedures while others have only created internal workflows. Tim highlighted that Paul Burwick has also been of immense help in the creation of the reviewed AP 5041.
        b. Council comments:
            i. Tina Duenas asked if there is any AP guidance for employees? Buffy Tanner stated that we are already putting this together. Tina Duenas provided an example of the importance for one to change their name in order to help guarantee confidentiality.

c) AP 5140 DSPS / PACE (Voting Rights updates)
    1. Sandra Hamilton-Slane highlighted the addition to the Voting Rights Agency verbiage. Sandra stated that the PACE/DSPS offices are now considered voting rights agencies. The PACE office staff will be trained once a year. Students applying to PACE will be given information about registering to vote and asked

they want support in how-to vote. The language within the document is being updated ahead of CCLC guidance.

7. Discussion Agenda

a) Committee ByLaws Review / Committee Membership
   1. The bylaws review allows modification of voting members and not. Practice has been managers and not to include students on this particular Council. Unlike College Council, which has diverse constituents.
   2. Tim will like to bring the bylaws back again for approval, for the remainder of the year.
   3. Council Comments:
      a. Buffy asked if we wanted to utilize a more generic term? Allowing to fluctuation of title changes, etc. More generic term allows longevity. Tim stated, yes, but was bogged down in that and asking the Council for wordsmithing and help with the wording on the Teams site
      b. Tina: Stated administrators from the following areas and list the areas.
      c. Rep from Instruction and Extended Education: Make sure representation is inclusive and want to sunshine that Carlos will be wearing both hands. Carlos agreed.

b) Annual Area Plan (AAP) – timeline
   1. Discussion postponed. Tim provided a short synopsis of the proposals to move AAP's to the spring semester. Student Services has always done their AAP's in the fall semester and Tim asked the Council to consider the pro's and con's for moving to the spring semester.

c) Categorical Program promotion/recruitment
   1. Sue Huizinga stated that she is interested in having discussions and brainstorming ideas to get messages about marketing programs to students.
   2. Council comments: Allie Hancock stated that Tabitha Peterson can add TRIO as a department highlight within the Knight Life newsletter and asked Sue to get in touch with Tabitha.
      a. The Council also suggested getting New Applicant information and working with the New Applicant program.

d) Website – continuing the conversation
   1. How should we represent our equity initiative on the website?
   2. How should we represent student support services on the website?
      a. Nadia Elwood proposed International category be moved under Student Life and moving Current Students link to be more visible. Nadia stated that she is still working with Susan and wanted to gather Council input.
      b. John Yu stated that the International placement was a broad discussion among other Committees. The idea of its placement is to promote more enrollment of international students because of the low enrollment with international students.
      c. Nadia provided another example page from Palomar College that breaks out the resources into a single page. Nadia presented this as an example page that can be put together for Current Students.
      d. Tim stated that this may also be a good discussion for other councils.
      e. Nadia stated that she will share a student resource spreadsheet with the Council in a future meeting.

8. Information Items / Other

a) Electronic Forms Priority
    1. No updates.
b) A2MEND / Chancellor's Office Campus Culture – next steps
    1. No updates.
c) Instructional Council
    1. Carlos Reyes stated there are no major updates, but the Council will be meeting on September 3rd, 2020.
    2. Carlos did confirm that Instruction discussed moving the AAP to March, within the spring semesters.
    3. Instruction continues to hear that students are having a high level of anxiety this semester. Faculty are also feeling very worn out as week three starts. Faculty are realizing the high time cost of offering live Zoom sessions.
    4. Buffy Tanner has been in communication with Stacey Bartlet regarding Zoom sessions. Buffy stated that she has noticed issues for the student when they sign-up for an asynchronous class but upon start of the class the instructor may end up posting Zoom dates/times – which does create course overlaps for students.
        a. Carlos Reyes stated that instruction and instructors are learning from the start of the semester and looking forward to resolving course overlap issues for the start of the next semester.
        b. Sandra Hamilton-Slane asked if Carlos can please advise the Student Services Council on what students should look for when they go to register in the upcoming semesters so that staff can better guide students through the registration process.
    5. Carlos Reyes stated he appreciates the connection with Student Services, which has been very important for when he brings these items to Instructional Council.
d) Technology
    1. No updates.
e) Area Updates / Announcements
    1. John stated that the Student Success Committee and Enrollment Management met last week. John stated faculty have much discussion about what is going on within their classes. One highlight from the discussions have been about creating a singular resource that faculty can utilize to support students.
        a. John stated that Jennifer Fox provided an enrollment update to the Enrollment Management Committee: Jennifer stated that about fifty-one (51) colleges are down within enrollment and eighteen (18) are down by double digits.
        b. John stated that the Enrollment Management Committee has started working on the 2021-2024 Enrollment Management Plan.
    2. Jerry Brown stated that the first Umoja Zoom meeting turned out very impressive and appreciative of those that supported and presented.
    3. Sue Huizinga stated that Upward Bound and Talent staff have been challenged navigating the policy changes of the schools they work with, due to Covid changes. Sue stated both programs are still accepting applicants.
    4. Buffy Tanner gave a positive shout-out to Allie Hancock and her team in regards to the successful Blood Drive.

9. Meeting adjourned at 12:30pm

NEXT MEETING:

The next meeting is scheduled for Wednesday, September 16th from 10:30am – 12:30pm via Zoom

Minutes recorded by: James Konopitski