



Student Services Council Meeting
 Wednesday, Sept. 16, 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 Counselors** in support of the Guided Pathway model.

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

1. Approval of Minutes

- a) Minutes September 2, 2020: Carlos Reyes motioned and John Yu seconded to approve the minutes. All in favor, Buffy Tanner abstained.

2. Student Equity: Social Justice Action Plan

- a) Tim Johnston notified the Council that the equity report was provided to the Board of Trustees during the September 9th, 2020, meeting and the Equity matrix will be presented to the Board at the October 14th, 2020, meeting. Tim recommended that the Council members review the Equity report.
- b) Tim suggested that a work group be created to gather a local response to the Chancellor's action plan.

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

- a) Maintaining engagement / communication
 - 1. Amy Speakman has completed a scan of the website with consideration to representation of the communication that is going out to students in regards to how services are offered.
 - 2. Amy Speakman will be reaching out to area managers to discuss potential edits.
- b) Addressing students' holistic needs
 - 1. Council comments:
 - a. Food resources are available.
 - b. Buffy Tanner stated that she is finding out among other colleges that they are training categorical programs on basic financial aid information. The reason is because it limits the students from having to contact multiple staff to receive support. Buffy extended this opportunity to the Council for if they would like to have similar trainings for their staff.
 - i. Sue Huizinga asked if the information will be Shasta College centric? Buffy confirmed that the training will be specific to Shasta College financial aid.
 - ii. Sandra Hamilton-Slane raised a concern that continuing students are affected the most from financial aid. Buffy stated that she is willing to modify the training to the needs of each area.
 - iii. Buffy asked if the managers can please solicit topic from their staff so that she can prepare customized trainings. Buffy also stated that, depending on the topic, some of the trainings may include staff from other areas.
 - c. Tim Johnston pointed out that significant amount of work is being done with high school outreach – integrating efforts between dual enrollment, EWD and Enrollment services to support each other as outreach expands. Tim emphasized the importance of completing the FAFSA. Approximately 91% of high school students have completed the FAFSA.

- d. Carlos Reyes provided an update from Instructional Services Council. Carlos stated that laptops and internet are a big concern for students. Carlos is also hearing that many students need support for online learning.
- e. Sonja Mendes reminded the Council that Health and Wellness is available to student. Health and Wellness can also support the online struggles expressed by Carlos.

4. Budget

- a) District budget will be presented to the Board of Trustees at the October meeting. Tim stated that in January, 2021, we may have a better indication of what the 21-22 State budget will look like.

5. Instructional Council

- a) Carlos shared appreciation of the Council and had no further updates.

6. Action Agenda

- a) Board Policies / Administrative Procedures – Second Reading
 - 1. AP 5041 Student Records – Preferred Names and Gender_v6
 - a. Sandra Hamilton-Slane motioned and Buffy Tanner seconded to consider AP 5041. No further discussion. All approved to move forward, none abstained. Buffy Tanner went on record to add her support for AP 5041.
 - 2. AP 5140 DSPS / PACE (Voting Rights updates)
 - a. John Yu motioned and Carlos Reyes seconded to consider AP 5140. All approved to move forward, none abstained.
- b) Board Policies / Administrative Procedures – First Reading
 - 1. AP 5055 Enrollment Priorities (CCAP / GtC)
 - a. Tim Johnston stated that the Board of Trustees approved College Connection as a CCAP program. The CCAP petition needs approval from the Chancellor's office. Once approved, the unit cap for high school students will increase from the current eleven (11) units up to fifteen (15) units.
 - b. Tim stated that the Council should consider priority registration placement with consideration of CCAP approval and the high success, retention and completion rates for College Connection students. Tim also suggested consideration to include Gateway to College.
 - c. Council comments:
 - i. the Council agreed to organize a work group to convene prior to the next SSC meeting in order to further discuss changes in priority.
 - 1. Sandra Hamilton-Slane, Sue Huizinga, Buffy Tanner and Carlos Reyes requested to participate in the work group.

7. Discussion Agenda

- a) Annual Area Plan (AAP) – timeline

1. The proposal is to move the due date to March 15th from the current fall dates. If the Council agrees to change the due date it will mean that area presentation will happen in early-spring semester.
 2. Council comments:
 - a. Sonja Mendes asked to learn a little more about the AAP process. Tim stated that the AAP process is part of our general campus planning initiative. The idea is to provide surveys to students, faculty, staff, and community members so as to help inform internal growth opportunities. The various Student Services Departments and Council will identify initiatives that are considered off-budget. The Council ranking rubric is a benchmark of how the Council will propose initiatives by priority rank. Instructional Council and Administrative Services undergo a similar process. Each individual Council will combine initiatives and provide a final ranking prior to be given to Dr. Wyse for final review and approval.
 - b. The budget considerations under the initiatives that will be discussed in the spring semester will reflect on the 21-22 budget.
 3. Buffy Tanner asked if some of the managers can have a training about Annual Area Plan initiatives, as well as the funding streams and budget.
 - a. Tim Johnston stated that there will be plans to have trainings starting in November.
 4. Tim Johnston stated that the process will begin in the fall semester but the presentations and voting will not take place until the spring semester.
- b) Website – continuing the conversation
1. Buffy Tanner stated that she has been working with a team of folks about undocumented students. Buffy asked the Council to provide her suggestions on where the page should go as well as what should link to the page.
 2. The Council discussed a student resource page on the website and liked the simplicity of what Palomar College created.
- c) Committee ByLaws Review / Committee Membership
1. The Council discussed the following proposed changes in the membership.

Thirteen (13) Voting Members:

- Chief Student Services Officer or designee (Chair)
- 3 – Dean / Associate Dean of Student Services (3)
- One manager from each of the following areas: EOPS/CARE, PACE, Student Life, TRIO, UMOJA, Health & Wellness
- Instructional Dean representing Instructional Council / Extended Education

A total of 2 additional managers from among the following areas to serve on a rotating annual basis. The remainder to serve as ex officio members:

Group 1:

- Step-Up
- Enrollment Services

Group 2:

- Gateway to College
- TRIO

Group 3:

- TRIO
- Step-Up

- a. The Council agreed that all managers are welcome to attend SSC, but not all managers will be voting as that will be based on the current rotation listed within the changes.
- b. Carlos Reyes motioned to consider approval of Council ByLaw changes in membership. John Yu seconded. All in favor, none abstained.

d) Training Topics

1. AAP process: Tim Johnston and Amy Speakman created a list of training topics to be considered by the Council. Tim stated that the list was greatly borrowed from ACCCA (Assoc. of CCC Administrators) and Dr. Wyse's list for his manager trainings.
 - a. Tim Johnston stated that the Council can provide James Konopitski additional topics by the end of Friday, September 18th. Tim will share the list of topics during the week of September 21st so that the Council can rank the topics by interest.
 - b. Tim stated that the intent is to offer to the Council, but others are welcome to join.
 - c. Buffy Tanner recommended performing the trainings separate from the Council meetings due to the conversations that are needed during SSC meetings.

8. Information Items / Other

- a) Chancellor's Office Call to Action – next steps
 1. No updates.
- b) Technology
 1. No updates.
- c) Area Updates / Announcements
 1. Buffy Tanner stated that general A&R and FA emails are all caught up through yesterday afternoon, September 15th. A&R and FA voicemails are caught up through September 11th, with around 131 left.

9. Meeting adjourned at 12:00pm

NEXT MEETING:

The next meeting is scheduled for Wednesday, September 30th from 10:30am – 12:30pm via Zoom
Minutes recorded by: James Konopitski