



Student Services Council Meeting
 September 20, 2017 • 9:00 AM
 Room 2314

MINUTES

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

CALL TO ORDER

The meeting was called to order by Tim at 9:05 a.m.

1. Approval of Minutes

It was moved by Becky McCall and seconded by Stacey Bartlett to approve the Student Services Council September 6, 2017 minutes with revisions. All in favor to approve the minutes. Sandra Hamilton Slane abstained

2. General Announcements

a) Faculty Hiring Requests due 10/01/17

If categorically funded then not the same process. Present to Cabinet. Noted that an update from Courtney Vigna indicated they are due on 10/13/17.

b) Annual Area plan initiatives due 12/01/17

1) Past initiatives

1. Update past annual area plan initiatives in TracDat

Please assure updates have been completed.

2. Link to ISLOs

2) Identify the "core"

c) Facilities Workgroup update / Veterans Center & Tehama Campus

Andy Fields is heading the Functional Team at Tehama and Becky McCall is consulting. The team met yesterday. Sandy is working on a list of transactions. They are already set up as a one-stop, but they are evaluating and creating a list of priorities. Process of evaluation includes noting the first student steps regarding intake, followed by where the students go from there and how that flows. A new computer lab set was recently set up in Tehama and is functioning like the Student Success Center on the main campus. Veteran's Center work group also exists. They have talked about hiring an outside design consultant. Project leads and project teams identify the initial wants and needs. Then the architect is brought on board to collaborate.

d) Technology Priority List – Hold Over

3. SSLO/SAO Survey – review final draft (Sara P)

- Need to add CalWORKs and TRiO.

- Discussion regarding the intent of question number 6 and asked if it is listed should there be follow-up satisfaction questions?
- Should questions be more specific, instead of very familiar?
- How long will the student survey take? On average it will take 17 minutes if they answer all of the questions.
- Question 1 – Suggestion to add “Returning student.”
- Suggestion to offer a brief description of the programs, as well as room number/location on campus.
- Plan to Beta test? Yes. Suggestion to send the draft next week and then student workers can take it for a test run.
- Plan to send out October 16th.
- List areas we plan to include in Area Plan Process
- Housing covered retrospectively
- Student Services office not covered
 - Student discipline and data regarding that area is handled separately in Maxient. Question posed regarding how many discipline situations are referred to Tina and Kevin. Estimated they receive about three Academic honesty referrals a week, and the more serious cases are fewer. Tina, Kevin and Lonnie will split various referrals and handle them independently or as a team when appropriate.
 - Title IX returned to HR and Greg Smith is the Coordinator
 - Kevin O’Rorke is the Discipline Officer
 - Nick Webb and Tina Duenas are investigators
- TRiO -SSS, Talent Search and Upward Bound. Only TRiO – SSS
- CalWORKs is both a county entity and a college program, so need to be specific to list it as Shasta College CalWORKs.
- Comment regarding students indicating interests in CCCApply process, but that there is currently not a process to follow up with students who express such interest. For example, 99 students during the CCCApply process indicated their interest in music, but that did not correlate to 99 students declaring music majors.
- Questions from Research in regards to staff and faculty satisfaction and how that is to be taken into consideration.
- Suggestion to delve deeper into Counseling. STOCs are used for individual counselor reviews, but could more be explored?
- CESI is another data source. Climate survey.
- Next steps, backward map to survey. Check with Student Success Center.
- Due to the North State Together program Research is going to have access to high school AERIES data and can compare to clearinghouse.

4. Accreditation

a) Diamonds and threats

Identify a couple of Diamonds as well as any gaps and then email those thoughts to Tim. He will distribute afterwards.

b) Accreditation Visit Overview PPT

1) PowerPoint being sent out with a voiceover highlighting what to expect during Accreditation with a Student Services focus.

- Met with Will briefly and will meet with Courtney later.
- Please respond to the Accreditation Visiting Team’s request for evidence. Please send by the end of the week. Send it in preparation form (Word doc format) to Tim and Natalie. Everything will be assembled and formatted.
- Part of the goal of the open forum is to discover if the shared self-study presentation is representative.

5. Integrated Plan – Second Reading

- a) Disproportionate Impact goals
- b) Guided Pathway integration
- c) Guide Questions

- 1) How do we strategically decide what is institutionalized, especially if future funds will be decided based on the outcomes of what remains funded by a given source (Equity, BSI, etc.)?
- 2) How should we be thinking about who is funded through each initiative based on how we think future allocations, based on outcomes, might be decided? How do we make the largest impact with the funds we have?
- 3) How can we best communicate collaboratively, in an integrated manner on decisions about our integrated goals and programs that meet those goals, and plan for what efforts are most supported by the district moving forward?

- Like idea of adjusting achievement gaps
- Updated BOG Fee Waiver with new name College Promise
- Include in the executive summary intention to measure
- Nitty gritty – rely on determining the actual numbers. – Want to base it on disproportionate impact information after it is cleaned up.
- Technology Priority List used as an example.
- Question 3 – SSSP Side – took a look at it Tried to map the initiatives, those indirect removed from SSSP side and left those items connected to core matriculation.
- Tried to connect to the Guided Pathway structure.
- Cosmetics – Ryan and Natalie are going to give it a facelift and take it out of the boxes for improved legibility.
- Motion to approve by Stacey Bartlett and seconded by Sharon Brisolaro for the plan to move forward as a living document to the extent that there are changes based on second reading feedback.

6. Area Updates

- Asked if it was time to review other student employment issues? Suggestion to include on a future agenda a review of the ed code.

7. Next Time

- a) Outreach Plan
- b) Program Review

Parking Lot:

First-Year Experience

SAO / SSLO Data Collection

TracDat - screen update

CCSSE/Adult Learning Focused Institution (ALFI)

Guided Pathways

Concurrent Enrollment Fees

Hobsons Starfish update / branding

Early Alert workflow

Marketing plan / marketing

Website

Program Review

Regroup

Dub labs app

FAQ

Guided Pathways

Learning goals / progress checks

Increase access/support

Student success – no wrong door

Application follow-up workflow

NEXT MEETING

The next meeting is scheduled for Wednesday, October 18, 2017 in Room 2314.

Recorded by: Michelle Fairchild, Administrative Secretary, Enrollment Services

**Student
information**

1. Are you a new or continuing student?

- New student Continuing student

2. How long have you attended Shasta College?

- Less than 1 semester 3-4 semesters
 1-2 semesters More than 4 semesters

3. Where do you take most of your classes?

- Redding main campus Trinity campus
 Redding Downtown campus Intermountain campus
 Tehama campus Online

4. Which of the following best describes your current enrollment status?

- Full-time (12+ credits) 1/2 time (6-8 credits)
 3/4 time (9-11 credits) Less than 1/2 time (fewer than 6 credits)

5. What is your primary reason for attending Shasta College?

- Transfer to 4-year Improve basic skills
 Earn AA degree Pursue personal/career interests
 Earn Certificate Update current job skills
 Learn job skills Complete high school
 Maintain certificate or license Undecided

Student Services Survey 9/19/17

SERVICES OFFERED

6. Please indicate how familiar you are with each of the following services/departments offered at Shasta College: what's missing from this list? Is this a question we want to include? Is it redundant?

	Very familiar	Familiar	Somewhat familiar	Not familiar	Never heard of it
Admissions & Records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessment Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career and Employment Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CalWORKS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EOPS/CARE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Associated Student Organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfer Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Clubs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campus Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterans' Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Equity and Inclusion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Partners in Access to College Education (PACE)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UMOJA Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Are there other services or programs that you would like to see offered at Shasta College in the future? Please list below:

**STUDENT SUCCESS
CENTER**

8. Please indicate how many times you may have accessed the services of the Student Success Center this semester:

- | | |
|-------------------------|--------------------------|
| <input type="radio"/> 0 | <input type="radio"/> 3 |
| <input type="radio"/> 1 | <input type="radio"/> 4 |
| <input type="radio"/> 2 | <input type="radio"/> 5+ |

9. How did you hear about the Student Success Center?

- | | |
|---|--|
| <input type="checkbox"/> Financial Aid Office | <input type="checkbox"/> Shasta College Instructor |
| <input type="checkbox"/> Admissions and Records | <input type="checkbox"/> Shasta College Website |
| <input type="checkbox"/> Shasta College Counselor | <input type="checkbox"/> Friend/Family member |
| <input type="checkbox"/> Orientation | |

Other (please specify):

10. How did you access the services of the Student Success Center?

- | | |
|------------------------------------|------------------------------------|
| <input type="checkbox"/> In person | <input type="checkbox"/> Via email |
| <input type="checkbox"/> By phone | <input type="checkbox"/> Website |

11. Which of the following Student Success Center services did you use/access?

- | | |
|-----------------------------------|----------------------------|
| <input type="checkbox"/> Option 1 | <input type="checkbox"/> 4 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 5 |
| <input type="checkbox"/> 3 | |

Other (please specify):

12. For each statement below, please indicate your level of agreement or disagreement about the service(s) you received from the Student Success Center:

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
I am satisfied with the time it took to receive service(s)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff explained any next steps I needed to take	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff members are helpful and friendly	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The hours of operation meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe the service(s) I received from the Student Success Center will help me be successful at Shasta College	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the service(s) I received from the Student Success Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Are there any comments you'd like to share about your experience with the Student Success Center?

18. Are there any comments you'd like to share about your experience with the Admissions and Records office?

FINANCIAL AID

19. Please indicate how many times you may have accessed the services of the Financial Aid office this semester:

- | | |
|-------------------------|--------------------------|
| <input type="radio"/> 0 | <input type="radio"/> 3 |
| <input type="radio"/> 1 | <input type="radio"/> 4 |
| <input type="radio"/> 2 | <input type="radio"/> 5+ |

20. How did you access the services of the Financial Aid office?

- | | |
|------------------------------------|------------------------------------|
| <input type="checkbox"/> In person | <input type="checkbox"/> Via email |
| <input type="checkbox"/> By phone | <input type="checkbox"/> Website |

21. For each statement below, please indicate your level of agreement or disagreement about the service(s) you received from the Financial Aid office:

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
I am satisfied with the time it took to receive service(s)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the accuracy of information provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff explained any next steps I needed to take	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff members are helpful and friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The hours of operation meet my needs	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe the service(s) I received from Financial Aid will help be be successful at Shasta College	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the service(s) I received from the Financial Aid office	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. What can the Financial Aid office do to improve our level of customer service?

23. Did you complete and submit the FAFSA this semester?

- Yes
 No

24. Was this semester the first time you submitted the FAFSA?

- Yes
 No

25. Talk with Becky about processing questions.

26. When communicating with the Financial Aid office, do you prefer email or text message?

- Email Text

27. Would you be interested in attending any of the following Financial Aid workshops (check all that apply)?

- Budgeting Basics Building/Recovering Credit
 Federal Student Loan Basics Financial Aid Tips
 Loan Repayment Options

Other (please specify):

28. What day/time would be the most convenient for you to attend a Financial Aid workshop?

**ASSESSMENT
CENTER**

29. Please indicate how many times you may have accessed the services of the Assessment Center this semester:

- 0
- 1
- 2
- 3
- 4
- 5+

30. How did you access the services of the Assessment Center?

- In person
- Via email
- By phone
- Website

31. For each statement below, please indicate your level of agreement or disagreement about the service(s) you received from the Assessment Center:

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
I am satisfied with the time it took to receive service(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff explained any next steps I needed to take	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff members are helpful and friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The hours of operation meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe the service(s) I received from the Assessment Center will help me be successful at Shasta College	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the service(s) I received from the Assessment Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

32. Are there any comments you'd like to share about your experience with the Assessment Center?

COUNSELING CENTER

33. Please indicate how many times you may have accessed the services of the Counseling Center this semester:

- 0
 3
 1
 4
 2
 5+

34. How did you access the services of the Counseling Center?

- In person
 Via email
 By phone
 Website

35. For each statement below, please indicate your level of agreement or disagreement about the service(s) you received from the Counseling Center:

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
I am satisfied with the time it took to receive service(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff explained any next steps I needed to take	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff members are helpful and friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The hours of operation meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe the service(s) I received from the Counseling Center will help me be successful at Shasta College	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the service(s) I received from the Counseling Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

36. Are there any comments you'd like to share about your experience with the Counseling Center?

TRANSFER CENTER

37. Please indicate how many times you may have accessed the services of the Transfer Center this semester:

- 0
- 1
- 2
- 3
- 4
- 5+

38. How did you access the services of the Transfer Center?

- In person
- Via email
- By phone
- Website

39. For each statement below, please indicate your level of agreement or disagreement about the service(s) you received from the Transfer Center:

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
I am satisfied with the time it took to receive service(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff explained any next steps I needed to take	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff members are helpful and friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The hours of operation meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a result of participating in transfer services and activities, I have an increased awareness of transfer requirements and processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe the service(s) I received from the Transfer Center will help me be successful at Shasta College	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the service(s) I received from the Transfer Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

40. Are there any comments you'd like to share about your experience with the Transfer Center?

**EOPS/CAR
E**

41. Please indicate how many times you may have accessed the services of the EOPS/CARE office this semester:

- | | |
|-------------------------|--------------------------|
| <input type="radio"/> 0 | <input type="radio"/> 3 |
| <input type="radio"/> 1 | <input type="radio"/> 4 |
| <input type="radio"/> 2 | <input type="radio"/> 5+ |

42. How did you hear about EOPS/CARE?

- | | |
|---|--|
| <input type="checkbox"/> Financial Aid Office | <input type="checkbox"/> Shasta College Instructor |
| <input type="checkbox"/> Admissions and Records | <input type="checkbox"/> Shasta College Website |
| <input type="checkbox"/> Shasta College Counselor | <input type="checkbox"/> High school teacher/counselor |
| <input type="checkbox"/> Orientation | <input type="checkbox"/> Friend/Family member |

Other (please specify):

43. How frequently do you visit the EOPS/CARE website?

- | | |
|---------------------------------------|---|
| <input type="radio"/> Never | <input type="radio"/> Once a week |
| <input type="radio"/> Once a semester | <input type="radio"/> More than once a week |
| <input type="radio"/> Once a month | |

44. For each statement below, please indicate your level of agreement or disagreement about the service(s) you received from the EOPS/CARE office:

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
I am satisfied with the time it took to receive service(s)	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Staff explained any next steps I needed to take	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff members are helpful and friendly	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
The hours of operation meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe the service(s) I received from the EOPS/CARE office will help me be successful at Shasta College	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Overall, I am satisfied with the service(s) I received from the EOPS/CARE office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

45. Are there any comments you'd like to share about your experience with the EOPS/CARE office?

Partners in Access to College Education

46. Please indicate how many times you may have accessed the services of the PACE office this semester:

- 0
- 1
- 2
- 3
- 4
- 5+

47. How did you hear about Partners in Access to College Education?

- Financial Aid Office
- Admissions and Records
- Shasta College Counselor
- Orientation
- Shasta College Instructor
- Shasta College Website
- High school teacher/counselor
- Friend/Family member

Other (please specify):

48. How frequently do you visit the Partners in Access to College Education website?

- Never
- Once a semester
- Once a month
- Once a week
- More than once a week

49. For each statement below, please indicate your level of agreement or disagreement about the service(s) you received from the PACE office:

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
I am satisfied with the time it took to receive service(s)	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Staff explained any next steps I needed to take	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff members are helpful and friendly	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
The hours of operation meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe the service(s) I received from the Partners in Access to College Education office will help me be successful at Shasta College	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Overall, I am satisfied with the service(s) I received from the Partners in Access to College Education office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

50. Are there any comments you'd like to share about your experience with the PACE office?

Student Equity and Inclusion

51. Please indicate how many times you may have accessed the services of the Student Equity and Inclusion office this semester:

- 0
- 3
- 1
- 4
- 2
- 5+

52. How did you access the services of the Student Equity and Inclusion office?

- In person
- Via email
- By phone
- Website

53. Which of the following services did you access from the Student Equity and Inclusion office?

- Option 1
- 3
- 2
- 4

54. For each statement below, please indicate your level of agreement or disagreement about the service(s) you received from the Student Equity and Inclusion office:

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
I am satisfied with the time it took to receive service(s)	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Staff members are helpful and friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff made me feel connected to the college	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
I was connected to resources I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The hours of operation meet my needs	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
I believe the service(s) I received from the Student Equity and Inclusion office will help me be successful at Shasta College	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the service(s) I received from the Student Equity and Inclusion office	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

55. Are there any comments you'd like to share about your experience with the Student Equity and Inclusion office?

Veterans' Center

56. Please indicate how many times you may have accessed the services of the Veterans' Center this semester:

- 0 3
 1 4
 2 5+

57. How did you access the services of the Veterans' Center office?

- In person Via email
 By phone Website

58. For each statement below, please indicate your level of agreement or disagreement about the service(s) you received from the Veterans' Center:

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
I am satisfied with the time it took to receive service(s)	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Staff explained any next steps I needed to take	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff members are helpful and friendly	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
I was connected to resources I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The hours of operation meet my needs	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
I believe the service(s) I received from the Veterans' Center will help me be successful at Shasta College	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the service(s) I received from the Veterans' Center	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

59. Are there any comments you'd like to share about your experience with the Veterans' Center?

Career and Employment Services

60. Please indicate how many times you may have accessed or plan to access the services of the Career and Employment Services office this semester:

- 0
- 1
- 2
- 3
- 4
- 5+

61. Please indicate your level of interest in each of the following Career and Employment services:

	Strong interest	Some interest	No interest
Resumes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job search/placement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mock interviews	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job board	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job fair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career assessments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify):

62. For each statement below, please indicate your level of agreement or disagreement about the service(s) you received from the Career and Employment Services office:

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
I am satisfied with the time it took to receive service(s)	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
I am satisfied with the accuracy of information provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff explained any next steps I needed to take	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Staff members are helpful and friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The hours of operation meet my needs	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Overall, I am satisfied with the service(s) I received from the Career and Employment Services office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

63. Are there any comments you'd like to share about your experience with the Career and Employment Services office?

Student demographics

64. What is your age?

- | | |
|---------------------------------------|-----------------------------|
| <input type="radio"/> Younger than 18 | <input type="radio"/> 30-34 |
| <input type="radio"/> 18 or 19 | <input type="radio"/> 35-39 |
| <input type="radio"/> 20 to 24 | <input type="radio"/> 40-49 |
| <input type="radio"/> 25-29 | <input type="radio"/> 50+ |

65. What is your gender?

- Female
- Male
- Other

66. What is your ethnicity?

- | | |
|---|---|
| <input type="checkbox"/> African American | <input type="checkbox"/> Multi-ethnicity |
| <input type="checkbox"/> American Indian/Alaskan Native | <input type="checkbox"/> Pacific Islander |
| <input type="checkbox"/> Asian | <input type="checkbox"/> White Non-Hispanic |
| <input type="checkbox"/> Hispanic | <input type="checkbox"/> Other |

67. What's your Student ID number (optional):