Shasta College

Student Services Council Meeting
Wednesday, Sept. 30, 2020
10:30 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:
- o 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.
- o 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.
- o Improve completion and retention by re-examining the provision of **proactive student support** services regardless of physical location.
- o 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.
- o 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 (voting)					
x	Robert Bowman	x	Sue Huizinga	x	Buffy Tanner
x	Jerry Brown	x	Tim Johnston	x	Natalie Tucker
x	Nadia Elwood	x	Sonja Mendes	x	John Yu
x	Sandra Hamilton-Slane	x	Amber Perez		
x	Allie Hancock	x	Carlos Reyes		
Guest (non-voting)					
x	Seth Abrahamson				

1. **Approval of Minutes**
   a) Minutes September 16, 2020: Sandra Hamilton-Slane motioned and John Yu seconded to approve the minutes. All in favor, Nadia Elwood abstained.

2. **Presentations**
   a) Student Services Tableau Document Presentation – Seth Abrahamson
      1. Tim Johnston stated that there is a difference between Equity and Equality:
         a. Equality is the same for everyone, while equity will change based upon each person's circumstances. Some students may need additional support.
      2. Seth Abrahamson provided introduction to the Student Services Tableau data:
         a. The presented data is to help inform Student Services processes as well as internal planning (e.g. AAP, Program Evaluation, etc.).
         b. The data provided has no masking, therefore discretion needs to be utilized to ensure proper confidentiality.
         c. Last year's data excluded high school students. Going forward the data will include high school, with an additional option to filter as needed.
         d. Due to last spring courses moving to the online environment the online course is listed under the "Campus" filter in which they started.
         e. Filters that specify "All" will include all selections under that category.
         f. Completion shown within the data are student counts, not counted by awards given. If a student get's an associate degree in three areas – they will be counted as one, with credit for the highest award achieved.
         g. Tableau should be installed as base software on all District computers. Seth recommends placing the data files onto the desktop prior to working with the data.
      3. Seth stated that the Point Percentage Gap (PPG) is the only formula that takes the sample size into consideration. Some group may not be considered DI, depending on the formula utilized. Other DI formulas include the 80% Rule and Proportionality Index.
      4. Seth stated that we can only tell if someone is first-generation by how they filled out their FAFSA. The only way we know is if they answer "yes" to the question located in the FAFSA application and not all students will fill out the FAFSA. Seth also highlighted that in Colleague we only have two genders that can be listed and some people do not identify which results in an Unknown percentage.
      5. Seth stated that he can add other categories and filters. He asked the Council members to reach out to him if they wish to see additional categories and filters.
      6. Everything provided is considered local data and could include SSGD and MIS data, as well as various department reports.
      7. Council comments:
         a. The Council asked for more programs to be added to the data so as to get an advance on program evaluations. Seth agreed to work on creating the additional categories as needed.
         b. Sonja stated her appreciation and finds it very helpful to collect the data for each student. Appreciate to look at the detail to learn more about the at-risk students and provide a better impact to students.
         c. Sue asked if all awards still get sent to the Clearing House? Seth believes that the multiple awards per student still gets sent to the Clearing House.
         d. John Yu stated that PPG is the official recommendation for reporting to the Chancellor's office. College's must use the PPG method and include another formula. However, it is up to Student Services in how they want to utilize and interpret the Tableau data because of the internal need.
   b) MyPath Demonstration (PPT Attached)
      1. Tim stated that with MyPath will help support improvement in the "Access" category of our Equity plan.

3. **Student Equity: Social justice Action Plan**
   a) Fostering Social Connection
      1. The Council discussed ways to foster more social connections for students. Allie and the Student Life team are working on providing some solutions.
         a. Allie asked Council members to send over any thoughts or comments for consideration.

4. **Guided Pathways / Vision for Success - Providing / Coordinating Student Support Services virtually**
   1. Maintaining engagement / communication
   2. Addressing students' holistic needs
   3. Website – continuing the conversation
      a) Community Resources
      b) Current Students – e.g. Palomar College – student resources on one page
      c) Campus Resources
         a. The Council discussed the work Nadia has been doing in coordination with Susan Saephanh and the updates to the website. Nadia provided a walkthrough of what may be changing to better provide resources to current students. Nadia will work with Susan to create a page for future Council review.

5. **Budget**
   a) The Board of Trustees will be presented this year's budget at the October 14ᵗʰ meeting. It will be a good time to get an understanding of the General Fund.

6. **Instructional Council Report**
   a) Carlos Reyes provided an update that Instruction is looking at restructuring the website through the same lens as the Council. Instruction is having discussion regarding Counselors specified by division; Program Reviews being pushed back to support the Annual Area Plan process changes. Instructional faculty and staff are continuing to work hard to get Distant Addendums approved so as to offer our programs via online in the spring. Instruction is also looking at scheduling for future semesters.

7. **Action Agenda**
   a) Board Policies / Administrative Procedures – Second Reading
      None
   b) Board Policies / Administrative Procedures – First Reading
      1. AP 5055 Enrollment Priorities
         a. Education Code 76004 (g) (2) Units completed by a pupil pursuant to a CCAP agreement may count towards determining a pupil's registration priority for enrollment and course registration at a community college.
         b. Buffy, Sue and Carlos had a meeting to discuss priority movements. The team utilized three lenses when considering recommend placements/changes. The lenses were: students who have tight schedules, students who are limited in what classes are needed to graduate, and vulnerable student populations.
            i. The team recommends to merge Block 4 and 5, to include College Connection and Gateway to College.
         c. Sue stated that it is important we continue to message the importance of priority registration.
         d. Nadia asked how Returning Students are provided registration dates. Natalie stated that the system does not catch all returning students and does require some students to reach out.
         e. Robert Bowman asked if STEP-UP can be included into Block 2, even though majority of students fall under EOPS for Block 1B. The Council anonymously agreed, no vote needed for first reading.

      2. AP 5030 Fees
         a. International Concurrent students will be charged the enrollment fee and the out of state and international student fees. It is possible to charge both fees

based on what education code allows. Tim asked the Council to look at the San Mateo Community College District policy to match as a reference to the changes in AP 5030.

 b. Council Comments:
  i. None.

 3. AP 5012 International Students
  a. John Yu provided that the updates are to give international students to take classes online.
   i. John also stated that Duolingo requirements have also been added as well as exemptions form the English proficiency test if they complete the specified UC Davis program.
  b. Tim stated that student screenings will still take place due to various federal, state and international policies.
  c. Council Comments:
   i. None.

 4. AP 5035 Withholding Student Records
 5. BP 5035 Withholding Student Records
  a. Updates in Title 5 regulations about not holding a student transcript if they have a debt. The Board of Governor's didn't want College's to stay in the way of student's progress in this way.
  b. Council Comments:
   i. None.

8. Discussion Agenda
 a) Student Facing "News to Muse"
  1. Tim asked the Council to start considering communications to students in more "real-time". Tim asked if we should continue as-is or consider adjustments. Tim also suggested that there may be a way to change who handles ReGroup messaging and if Student Life should still handle ReGroup or if we should consider centralizing it to Marketing.
   a. Marketing is aware of the proposal and will go with the Council suggestions. Marketing does highlight that they want to ensure messaging is common and universal. Another concept would be to create a student facing "News to Muse".
  2. Council Comments:
   a. Allie stated that the Student Life team will still be the best choice for communication to students because of their high involvement with student life and is in a better position to have a better perspective on current students. Allie stated they do send out a newsletter on a monthly basis and not sure if a more frequent newsletter will be effective.
    i. Carlos Reyes stated that if Allie and her team need anything to add to the newsletter to reach out as he will encourage to get students involved. Carlos also asked to be placed on the listserv for receiving the newsletter as he likes to highlight it with faculty.
   b. Sonja suggested involving a student group to support the communication and help initiate the process.
    i. The Council agreed that a student group can help support the communication initiative.
    ii. Sandra Hamilton-Slane also agreed that it adds student pride when we include the students in designing these kinds of communications.
 b) Training Topics
  1. No discussion.

9. Information Items / Other
 a) Education Code / Title 5
  1. No discussion.

b) Technology
1. No discussion.
c) Area Updates / Announcements
1. No updates.

10. **Meeting adjourned at 12:31pm**

NEXT MEETING:
The next meeting is scheduled for Wednesday, October 14th from 10:30am – 12:30pm via Zoom
Minutes recorded by: James Konopitski