



Student Services Council Meeting  
 Wednesday, Oct. 14, 2020  
 10:30 AM – 12:30 PM  
 Zoom

Minutes

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**District / Division Goals**

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|---|---|
| Goal 1: Increase First-Year Persistence by 2% | Goal 5: Improved math/English through-put particularly for disproportionately impacted groups |
| Goal 2: Increase Completion Rate by 2%        |   |
| Goal 3: Increase completion efficiency by 1%  |   |
| Goal 4: Increase course success by 1%         |   |

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.

<b>Committee Members (voting)</b>					
x	Robert Bowman	x	Sue Huizinga	x	Buffy Tanner
x	Jerry Brown	x	Tim Johnston	x	Natalie Tucker
	Nadia Elwood	x	Sonja Mendes	x	John Yu
	Sandra Hamilton-Slane	x	Amber Perez		
x	Allie Hancock	x	Carlos Reyes		
<b>Guests (non-voting)</b>					
x	Nick Webb				

1. Approval of Minutes

- a) Minutes September 30, 2020: John Yu motioned and Jerry Brown seconded to approve the minutes. All in favor, none abstained.

2. Presentations

- a) NextGen – Concurrent Enrollment Form/Process by Natalie Tucker

1. Below are the current screenshots of the drafted online Concurrent Enrollment Permission and Registration Process form. Subject to changes.

← Page 1

← Page 2

- a. Form will go-live around early-November.
- b. Once a student goes to sign this form, the student will be launched into the SC Portal. The SC Portal will authenticate the student.
  - i. First-time parent and the principal users will need to create an account with NextGen.
- c. The form will go to the parent prior to the principal.
  - i. A site principal may require the form to go to a high school counselor.
- d. The form was presented to the local area high school counselors and principals.
  - i. It was also suggested that the high schools create a generic email “in box”.
- e. The student will receive a notification email every time someone signs the form, as well as once it is fully completed and submitted to Shasta College.
- f. Once Shasta College staff receive the form they will process, as needed, and contact the student.

- g. Benefits to this new format include, but not limited to: ease of access, the student no longer needs to download/print/scan the form, faster routing, less back and forth between staff and students, and the cloud archive ability with NextGen.
    - i. NextGen archives the forms and allows filtering by student for ease of access.
  - h. Natalie also highlighted that there is a warning at the top of page one advising students that the form is not for Dual Enrollment.
  - i. Natalie asked that people reach out to her if they find any issues with the form once they start working with students in this new online environment.
2. Council Comments:
- a. Sue asked if we should encourage students to talk with their counselors? Natalie stated that this is still a vital part of the process and listed on the form.
    - i. Sue also asked about SSN requirement for Dual Enrollment students.
      - 1. Natalie stated that we are informing our high school partners about the concerns around SSN needs, issues and requirements. However, we cannot force a student to provide a SSN.
  - b. Sonja asked about the portal authentication and HIPAA concerns. Sonja can see issues if the parents are utilizing the same computer as the student.
  - c. Tim highlighted that a statement is provided below the parent's signature so that they have an understanding to the type and degree of consent they are agreeing too.
  - d. Natalie asked that people reach out to her if they find any issues when working with students.
- b) Program Evaluation, Annual Area Plans, SSLOs, SAOs and surveys
- 1. Tim reminded the Council that this topic is part of our accreditation standards. Student Services has mirrored closely with Instruction.
  - 2. Accreditation standards suggest that it is important for programs within the college to determine if they are effective.
    - a. Instructional
      - i. ISLO: Institutional Student Learning Outcome
      - ii. PLO: Program Learning Outcomes
      - iii. SLO: Student Learning Outcomes (Course level)
    - b. Student Services
      - i. ISLO: Institutional Student Learning Outcomes
      - ii. SSLO: Student Services Learning Outcomes
        - 1. The idea is that students develop something, not normally achieved, without our support. Example: Transfer Center would provide a pre-test and post-test for field trips. The survey is to identify something they learned during their visit. Due to the event the student learned something. Not all departments will have it, so it may not be universal to each area.
      - iii. SAO: Student Area Outcomes
        - 1. Designed to express our own effectiveness within each department. Each area will come up with their own SAOs.
  - 3. Certain outcomes will be considered institutional wide: completion, transfer math & English first year, etc.
  - 4. Every two years there normally is a common survey, but Research has felt the need to postpone the survey to next fall given the current circumstances with COVID.
    - a. In the past we utilized three different surveys, which included: an internal Student Services survey, CSSE and a staff survey. Going forward these three surveys' will be merged into one and provided through our Research team. The new common survey will be presented in fall 2021.

- b. The Council is encouraged to keep doing internal and department specific assessments/evaluations.
- 5. The evaluations and assessments will go through the Student Services Council. Each department may determine what is most important to their area.
- 6. Tim reminded the Council to utilize Seth's student success data as it relates closely to the Annual Area Plan.
  - a. Any particular gaps, if identified, can inform an Annual Area Plan initiative. AAP initiatives will be due March 15<sup>th</sup>. These initiatives will be highly informed by our evaluations.
- 7. Program evaluation:
  - a. Added benefit to perform a five-year review, deeper dive, into our particular program with staff and students. Helps create a multi-year action plan.
- 8. Tim stated he will be happy to work with individuals on the process, as needed.

### **3. Student Equity: Social Justice Action Plan**

#### a) Fostering Social Connection

- 1. The Council is encouraged to continue communication with staff regarding future restrictions and continue good social distancing practices.
- 2. Tim highlighted that the week of October 19<sup>th</sup> is Undocumented Student week and the available Dreamer Central webpage on the Shasta College website.
- 3. National Census due date is tomorrow, October 15<sup>th</sup>.
  - a. Allie stated that Civic Empowerment is embedded in the Knightlife newsletter. Allie's team is almost ready to share the civic engagement plan with the Council.
- 4. Sue stated that November 8<sup>th</sup> is National First-Generation day. Sue is asking if anyone has any event ideas to reach out to her and Peter Griggs.

### **4. Guided Pathways / Vision for Success - Providing / Coordinating Student Support Services virtually** (maintaining engagement / communication; addressing students' holistic needs)

- 1. Website – continuing the conversation
  - 1. <https://www.shastacollege.edu/current-students/campus-resources/>
  - 2. Provide feedback to Natalie Tucker who will represent Student Services.
- 2. Meta Majors: Academic Senate
  - 1. Academic Senate, Guided Pathways, and Working from the Middle team are actively engaging instructors and counselors to discuss meta majors.
  - 2. Feedback is welcome.
- 3. Discussed the implementation of open Student Forums to discuss academic and student support services.
  - 1. Discussed the possibility of offering 3 sessions the week prior to "start of term"; 3 sessions the first week of term and periodically throughout the semester. Sue H. stated that her team would help to coordinate.
  - 2. Sonja stated her passion and interest to get Health and Wellness connected with each department and how her area can support each student cohort.

### **5. Budget**

- 1) The Board of Trustees was presented with the 2021-22 Budget on Wednesday, October 14<sup>th</sup>.

### **6. Instructional Council Report**

- 1) Carlos stated that the IC has focused on the Distance Ed. Addendum. Most of the process is done. In order for a course to be offered as online, it must be approved by the Curriculum Committee as being capable of being offered fully online. The addendum will go to the Chancellor's after the Curriculum Committee meeting on Oct. 19. If a program does not get approved by Monday, we will most likely have to pull the course from the spring 2021 schedule.

### **7. Action Agenda**

- a) Board Policies / Administrative Procedures – Second Reading

1. AP 5055 Enrollment Priorities
  - a. Carlos Reyes motioned and Amber Perez seconded to consider AP 5055.
  - b. Nick Webb stated that he saw no issues with the changes from the Gateway to College perspective.
  - c. All in favor to move forward, none abstained.
2. AP 5030 Fees
  - a. John Yu motioned and Sonja Mendes seconded to consider AP 5030.
  - b. All in favor to move forward, none abstained.
3. AP 5012 International Students
  - a. Allie Hancock motioned and Amber Perez seconded to consider AP 5012.
  - b. John Yu highlighted the changes listed in the AP 5012 revisions. Nothing changed since the first reading.
  - c. All in favor to move forward, none abstained.
4. AP 5035 Withholding Student Records
5. BP 5035 Withholding Student Records
  - a. John Yu motioned and Carlos Reyes seconded to consider both BP and AP 5035.
  - b. All in favor to move both BP and AP 5035 forward, none abstained.

#### **8. Discussion Agenda**

- a) Student Facing “News to Muse”
  1. Discussion postponed.
- b) Training Topics
  1. Marianne will be sending an email regarding trainings on “Supervision and Evaluation”. First training will take place on Thursday, October 22<sup>nd</sup> from 11am-noon. The training will cover the new CSEA evaluation template. Separately, HR is working on a supervision workshop and/or series to be presented at a later date.
  2. The Council will be provided more in-depth training on program evaluations. Tim highlighted that he uploaded a PDF on the internal Teams website which helps guide one in creating a Title 5 quick resource guide of their own.

#### **9. Information Items / Other**

- a) Area Updates / Announcements
  1. Allie Hancock stated that they received approval to perform the Giving Tree event this year. More information will be provided soon.
  2. Jerry stated that UMOJA received approval for their \$16,000 grant.
  3. Sonja stated that Mental Health First Aid is coming to Shasta College. Kody Turner and Nicole Smith will be our campus-wide instructors for the class. Sonja intends to host two or three mental health first aid classes for faculty and staff.
  4. Veterans Day/week event information will be released soon.
  5. The Council discussed the possible COVID restrictions should the county move to “purple” next week. Currently, Shasta College Student Services is currently in compliance with heightened restrictions. Carlos Reyes did state that there may be an impact to only a handful of classes.
  6. Tim reminded the Council that we are less than a month away from Spring registration.
  7. Tim reminded the Council that the November 18<sup>th</sup> meeting will be our only November meeting of 2020.

#### **10. Meeting adjourned at 12:20 pm**

#### **NEXT MEETING:**

The next meeting is scheduled for Wednesday, October 28<sup>th</sup> from 10:30am – 12:30pm via Zoom  
Minutes recorded by: James Konopitski