Shasta College

Student Services Council Meeting
Wednesday, October 28, 2020
10:30 AM – 12:30 PM
Via 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 (voting)					
	Robert Bowman		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		
Guests (non-voting)					
x	Nick Webb	x	Will Breitbach		

1. **Approval of Minutes**
   a) Minutes Oct. 14, 2020: Sonja Mendes motioned, and John Yu seconded to approve the minutes. All in favor, Nadia Elwood and Sandra Hamilton-Slane abstained.

2. **Action Agenda**
   a) Board Policies / Administrative Procedures – Second Reading

1. AP 5012 International Students
    a. Re-review of BP 5012 due to the updates in AP 5012.
    b. Change the minimum unit cap was discussed and accepted.
    c. Carlos Reyes motioned, and Nadia seconded to approve AP 5012 with the new change. All in favor, none abstained.
2. BP 5012 International Students
    a. Updates are consistent with revised AP 5012.
    b. Sandra Hamilton-Slane motioned and Sonja Mendes seconded the motion to approve BP 5012. All in favor, none abstained.

b) Board Policies / Administrative Procedures – First Reading
    1. None.

3. **Student Equity: Social justice Action Plan / Fostering Social Connection**
    a) No discussion.

4. **Guided Pathways / Vision for Success - Providing / Coordinating Student Support Services virtually**
    a) No discussion.

5. **Budget**
    a) No discussion.

6. **Instructional Council Report**
    a) Carlos Reyes stated that James Konopitski presented the Council with MyPath information. The Council also received the information on the new Student Services building in Tehama. The Tehama building is on schedule to open as planned.
        1. Tim highlighted that the 100 building still may have an option for a remodel, and the Student Services Council may want to re-approach this topic in the spring 2021 semester. The scope that will be allowed is unknown, but there may be a better idea in spring 2021.

7. **Presentations**
    a) *(11:00 am) Strategic Plan Progress Review with Will Breitbach*
        1. The purpose of the Strategic Plan Progress Report is to assess the attainment of initiatives within the plan. Will asked for Council feedback on the documentation. The writing of the next 3-year Strategic Plan will begin next spring.
        2. Will shared some highlights of the Strategic Plan.
            a. Goal 5: Improved through-put. First time students completing Math and English. Since we started work in faculty curriculum revisions and MMAP, the College has seen a significant positive impact.
            b. Goal 4: Course Success. We see a dip in our success rates. Internally we count "EW"s, but externally we do not count "EW"s. Internal reports will show "EW"s as not passing. Will stated that Goal 1: Persistence is changed by how we consider "EW"s.
                i. Overall, returning students are taking more transfer level courses. We see this success/improvement to students overall.
            c. Goals will not change in the new Strategic Plan because they come from the Educational Master plan. Activities that highlight the Goals can change.
            d. Comments:
                i. Carlos Reyes asked if the variances in persistence is because population dropped significantly due to considerations with the "EW" grade. Will stated that populations do change based on if you consider "EW" grades or not.
                    1. Persistence is by student, so if a student received 100% "EW"'s, we will not include these students.

   ii. Tim asked if we will see these major goals carryover into the next plan? Will stated that it is possible, with potential for slight changes. The Research team will revisit the system and match them to the State metrics. Will stated that persistence metrics changed to fall-to-spring instead of spring-to-fall. We often measured long-term metrics, but now are focusing on short-term metrics.

   iii. Tim discussed 1.1c from the Plan: Impact of the Multiple Measure Assessment having a positive impact. Tim stated that it seems positive across a number of different groups. There is some relation to how Multiple Measures impacts students' lives.

   iv. Tim discussed 1.3a from the Plan: Tim asked if he can contribute some updated information? Will stated that the current data is around a month and it can be updated. Buffy Tanner stated that A&R is done awarding for spring and summer 2020, so any data that can be gathered is final. Will stated that they will re-verify the number.

 b) *Annual Area Plan – Planning Process*

  1. Tim Johnston stated that idea is to present ideas or initiatives that are "off-budget", which could be an innovation line or something that is not currently funded.

   a. Example: TRIO has expenses that cannot be funded and some expenses that can be funded through TRIO funds. Some of TRIO initiatives are to include the initiatives that cannot be funded through TRIO funds.

  2. Tim stated that the Student Satisfaction Survey results can be a basis for the area initiatives, as well as the SSLO/SAOs. Further, some managers have areas of innovation and wish to grow those areas.

   a. Finally, building/remodeling projects can also be included. The AAP process will help to certify that items have historically been a part of our planning process.

  3. AAP is another place to request additional staff or re-organization of staff.

  4. The Council discussed the Ranking Matrix. Tim asked that prior to voting, the Council will re-review the Ranking Matrix.

  5. Staff rankings will be ranked separately from other initiatives. Faculty, Counselors, will be considered in a separate process. Counselor's will not be included in the Student Services Annual Area Plan. Anything 100% funded may or may not be included in the initiative. However, one can include it for the purpose of planning, but the AAP process is mostly focused on General Fund support.

   a. Tim will bring the Ranking Matrix back to the Council in a future meeting.

  6. Nuventive is a software program to "house" the AAP initiatives. Everyone will get access to the software and training will be provided to the Council.

   a. Tim shared the template that mirrors Nuventive.

  7. Comments:

   a. Nadia Elwood asked that if we point out that funding exists, is there a way that it will not be included in the ranking if someone specifies that funding exists? Tim stated that it is possible and we can consider it that way.

   b. The Council discussed timeframes/timeline.

    i. The AAP initiatives are sent in spring 2021 and will be effective starting in 21-22.

8. Discussion Agenda

 a) Civic and Voter Empowerment Action Plan 2021-2025

  1. Allie Hancock provided a background of the Plan.

  2. Student Senate is going make an effort to expand voting highlights in their events and expand the access for students to register for voting. Allie is having conversation with the County to have a voting poll location placed on campus as well as a permanent ballot drop-box on campus.

  3. A page has been created on the website to encourage voting.

4. Allie stated that she will be appreciated of any feedback.
5. The CVEA Plan will be shared with Academic Senate and College Council.
6. Comments:
   a. Tim shared policy regarding the Student Civic and Voter Empowerment Act that was baked into Education Code. The Plan has to be sent to the California Secretary of State in December, so they can report back to the State Legislature in January 2021.
   b. Buffy Tanner was curious if CCCApply can allow some form of Automatic Voter Registration. Allie stated she will look into it.
7. Buffy Tanner motioned and John seconded to approve the CVEA Plan as presented, with potential for modifications as Allie deems appropriate prior to submission to the Secretary of State. All in favor, none abstained.

b) Enrollment Management (EM) Plan 2021-2024
   1. The Plan will be sent to the Board of Trustees as an informational item. Tim stated that we want to ensure that this new plan is in place by spring 2021 semester.
   2. The Enrollment Management Plan will help inform the new Strategic Plan.
   3. John Yu provided an overview of the updated Enrollment Management Plan.
   4. The Council reviewed the Activities listed in the Enrollment Management Plan.
      a. John Yu requested that any feedback be sent to him.
   5. Comments:
      a. Tim Johnston highlighted strategies for student success:
         i. Tim highlighted the article titled," College Enrollments are Plunging" in regards to National context and a snapshot on where the College stands today.
      b. Nadia Elwood asked about continuing Shasta Summit in regards to retain implementation of an early alert process. Tim stated the intent is to retain an implementation even though we moved away from Shasta Summit.
      c. Buffy Tanner noticed that the Enrollment Management Plan is not only Student Services? Tim stated that the Plan is informed by many perspectives, which include faculty and instruction. Practice is to also provide the Plan to Instructional Council.
   6. Carlos Reyes motioned and Nadia Elwood seconded to acknowledge of the Emergency Management (EM) Plan and approve the EM Plan as presented, with potential for John Yu to change it based on feedback as it continues to be presented to other Councils/Committees. All in favor, none abstained.

9. **Information Items / Other**
   a) Area Updates / Announcements
      1. Buffy Tanner stated that we received disaster relief funds for Dreamers/undocumented students. Eva Jimenez, Wendy Akins, Isabella Greenleaf and Buffy Tanner will meet the week of November 2nd to discuss the managing of funds that will come from the historical $100 million dollar donation. The first round of funds will be emergency grant funds and the rest will be based around scholarships.
      2. Nadia Elwood stated that CalWORKs is attempting to order 50-75 laptops (not *chromebooks*) and looking at a lending option. It will be laptops that can sustain for at least five-years instead of aging out in a year or two. Nadia stated that many CalWORKs students do not have much technology. CalWORKs students will be provided additional County grant money, amounts dependent on their enrollment status.
      3. Student Life will be having the Giving Tree this year. Giving Tree application is now live for students to sign up. They already have 92 kids signed up, and 46 different families. https://www.shastacollege.edu/student-life/student-senate/events-services/shasta-college-giving-tree/

10. **Meeting adjourned at 12:26 pm**

NEXT MEETING:

The next meeting is scheduled for Wednesday, November 18th from 10:30am – 12:30pm via Zoom

Minutes recorded by: James Konopitski, Student Services Coordinator