



Student Services Council  
 Wednesday, Nov. 3, 2021  
 10:30 AM – 12:30 PM

MINUTES

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**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

To increase the number of credentials awarded and the number of students transferring to UC/CSU and decrease the number of accumulated units, by the end of Fall 2021:

- “Come Back Better” by evaluating and re-engaging students and staff through timely, efficient, relevant and convenient methods of interaction.
- Expand implementation of the New Applicant Outreach project to increase enrollment.
- Evaluate workflow for proactive student support that aligns “area of interest” Counselors, support staff and community resources to help students remain on their path.
- Support the full implementation of automated Student Education Planning software.
- Support the expansion of electronic signature workflows.
- Implement the Credit for Prior Learning workflow.
- In collaboration with EWD, re-activate the Career Center.
- Continue to expand the front-end transcript evaluation process.

Committee Members (voting)					
x	Robert Bowman	x	Sue Huizinga	x	Buffy Tanner
x	Jerry Brown	x	Tim Johnston		Natalie Tucker
x	Nadia Elwood	x	Sonja Mendes	x	Shaunna Rossman
x	Sandra Hamilton-Slane	x	Amber Perez		
x	Nick Webb	x	Carlos Reyes		
Guests (non-voting)					
x	Billy Miller				
x	Kate Mahar				

**1. Approval of Minutes**

- a) Minutes Oct. 20, 2021: Amber Perez motions, and Jerry Brown seconds to approve the minutes. All in favor, Nadia Elwood and Shaunna Rossman abstained.

**2. Presentations**

- a) Competency Based Education (CBE) presented by Kate Mahar

1. Direct Assessment CBE: An Equity Driven Approach to Innovate Teaching and Learning.
2. The Council discussed the change in thought with CBE. Competency Based Education constitutes pulling back the layers to find out what the student knows and needs to know.
3. Sonja Mendes and Nick Webb provided their experiences when they went through a CBE program.
  - a. Sonja highlighted the personal touch and how it was provided in a step-process built into sections.
  - b. Nick shared a similar story and noticed that it was a “get-out-what-you-get-in”.
4. Kate discussed the comparison of CPL and CBE; how students come in with skills but CBE changes the learning structure.
5. The Chancellor’s office/State has set aside \$10 million to pursue what CBE may look like in California.
  - a. Early Childhood Education was chosen as a pilot program for Shasta College’s CBE pilot because California has already put a lot of investment into CBE for ECE programs. Not all pilot colleges are aligning to the State, some are creating from the ground-up.
6. Student Services
  - a. Questions for Student Services: How can we recognize when a student needs assistance? What do we see as momentum points for our students?
  - b. A Student Journey map needs to be submitted to the Chancellor’s office in January 2022.
7. Discussion/Comments/Questions:
  - a. Nadia asked how the class will appear on a transcript if someone shows competency with certain knowledge prior to starting CBE?
    - i. Kate stated there are a lot of crosswalks going on. Faculty and support folks will look at the competencies in the course and figure out how they know if the student has the competency. It would no longer look like they are meeting the time requirements, but that they are achieving the competency. The ECE faculty are going align everything to State licensure, and not to specific courses. ECE Licensure is already going towards a competency based system. The plan is to get out of thinking of a specific course, but we have to think about when considering Financial Aid, faculty load, etc.
  - b. The students are going be Shasta College students? Yes.
  - c. Council expressed appreciation for the College within a College approach. Buffy stated that CBE and Financial Aid will be tricky to tackle. One idea is to keep CBE and traditional coursework separate processes.
  - d. Are there plans to include more programs in CBE? Yes.
  - e. How will students be informed about CBE and how would high school students receive the knowledge and skills to understand the self-management need for CBE?
    - i. Competency is really for those that have experiences to build on. Can ROP skills be evaluated? Kate stated that CPL is more aligned to support the student through a traditional program.

- f. Is there currently a student funding calculation for CBE? California is looking into a funding model for a CBE program.
  - i. Sonja stated that the CBE program she went through had its funding calculated based on each section within the program.
  - ii. Kate stated that she will most likely work closely with Tim and Buffy on the funding.
- g. Tim asked what is needed for Student Services to comply with the Chancellor's office request for a draft plan due in January. November peer-learning community will discuss this topic.

### **3. Instructional Council Report**

- a) Instructional Council is gearing up towards the release date for registration via MyShasta and are reviewing schedules to ensure accuracy. The Council is also continuing their talks about CBE and Guided Pathways.
  - 1. Tim verified that enrollment is remaining flat from last year. The National Clearinghouse provided information that National trends show that students seem to be opting out of college due to economic reasons. Tim is having continued conversations with Marketing to reach out to students that have stopped-out.
  - 2. Tim highlighted the food resources in the Resource of the Month, and Instructional Council is welcome to provide any feedback for future ROMs.

### **4. Action Agenda**

- a) Board Policies / Administrative Procedures – Second Reading  
None
- b) Board Policies / Administrative Procedures – First Reading  
None

### **5. Discussion Agenda: Vision for Success / Student Equity / Guided Pathways**

- a) Annual Area Planning (AAP) Process 2022-2023
  - 1. AAP's usually consist of pilot programs with categorical funds that want to move towards institutional funding.
  - 2. Timeline:
    - a. Department AAPs need to be in Nuventive by January 26<sup>th</sup>
      - i. It will allow the gathering of the rankings and time for AAP presentations within Student Services Council. Student Services management will be able to rank the initiatives.
  - 3. College Council just considered last year's AAP and the list has moved to Dr. Wyse for his approvals. The list of approvals should be available prior to the 2022-2023 rankings.
  - 4. Include any initiatives over \$1,000. Anything less will be wrapped into budget allocations.
  - 5. Items could be something we want to augment, not necessarily institutionalize. Staffing is included, but only classified and management. Faculty are handled through a separate process.
  - 6. A template is available as a guide for placing initiatives into Nuventive. Jennifer Fox is available to help support inputting initiatives into Nuventive, but Research is hiring for a position that will take over the support.

7. Confirm ranking matrix:
  - a. Tim invited the Council to consider revisions to the categories listed in the ranking matrix. Some areas are double counted in order to add weight to specific categories.
  - b. The ranking matrix will be sent out to Student Services managers and will include links to corresponding plans. The matrix will be reviewed to ensure the order of categories match the order of questions in Nuventive.
8. Discussion/Comments/Questions:
  - a. The Council discussed modifying some category descriptions to match closer to Guided Pathways and the high touch outreach efforts taking place.
    - i. Alignment to SEAP is important and should be kept.
    - ii. Council recommended keeping retention with the success and completion category.
  - b) Student Services Council Spring Priorities
    1. Tim shared focus areas for Spring 2022. Tim encouraged Council members to go over the document for further discussion at the next Council meeting.
  - c) What user defined fields are missing from the faculty roster?
    1. Below is a list of example items that can be added to the faculty roster, and there is a need for Student Services input. Tim requested that any input be provided to him by the end of the current week, Friday, November 5<sup>th</sup>.
    2. Discussion/Comments/Questions:
      - a. Program of study will pull which program? Tim stated that we could recommend that it would pull multiple or a single active program. Buffy stated that pulling multiple active programs could be helpful.
      - b. Educational level status goes by units? Yes.
      - c. More conversations with students about program of studies will be helpful if faculty start seeing student's programs of study.
        - i. Hopefully, further development of Guided Pathways the accuracy of information will improve.
        - ii. If faculty recognizes someone in a Business major, for example, is taking Anatomy, it could prompt a conversation/referral to counseling prior to census drops.
      - Student registration date in section
      - Student educational level/status (first year, second year)
      - Student program of study
      - Student enrollment status at census (full time, three quarter time, half time, less than half time)
      - Less than 18 years old
      - Categorical Program membership
        - Categorical program membership could have some drawbacks for certain categorical programs. MIS improvements are focusing on accessibility to certain information. A potential for opt-out could be beneficial.
      - Other?
  - d) FERPA Training Protocol (Accreditation Standard II.C.7)
    1. Idea is to look into the potential for regular trainings and make it a normal process. The Council is welcome to consider other members of the Campus community that would be interested to participate in the trainings.

- a. The Council liked the idea for FERPA training; especially, for those the employees who regularly work with students and student records (i.e. instructors, and Student Services staff).
- e) Student Success Teams – No discussion.

**6. Information**

- a) CCSSE Covid-19 Study – No discussion.

**7. Other**

- a) Technology – No discussion.
- b) Budget – No discussion.
- c) Area Updates / Announcements – No discussion.

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

**NEXT MEETING:**

The next meeting is scheduled for Wednesday, November 17<sup>th</sup> from 10:30 am to 12:30 pm via Zoom.  
Minutes recorded by James Konopitski.