



Student Services Council
 Wednesday, Nov. 17, 2021
 10:30 AM – 12:30 PM

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

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

1. Approval of Minutes

- a) Minutes Nov. 3, 2021: Carlos Reyes motioned and Nadia Elwood seconded to approve the minutes. All in favor, Natalie Tucker abstained.

2. Presentations

- a) Program Evaluation Presentation: EOPS/CARE/SCI*FI
 - 1. Highlights:

- a. Population listed in the Program Evaluation generally lags behind the general population in a few of the first evaluated categories. The population tends to achieve more units per year and a higher percentage of graduates.
 - b. Far fewer males are getting associate degrees, but have a higher rate in certificates.
 - c. Retention/persistence table will be added in the final document.
2. Discussion/Comments:
 - a. How can they have a smaller course success rate, but complete more units? Due to students enrolling in a higher number of units.
 - b. The pass rate for transfer-level English, is it considering at overall transfer rate, or just the first year? The listed pass rate focuses on the overall transfer rate, not just completions in the first year.

3. Instructional Council Report

- a) Instructional Council has various workgroups operating based on the results of the last faculty negotiation. The workgroups consist of: looking at stipends for coaches, updating the evaluation process for faculty, faculty coordinator duties/roles, Assembly Bill reviews (AB 928 –ADT track). Enrollment is open and Instructional Council is looking over the initial numbers. SLAM is seeing early indications that our face-to-face classes are seeing slightly better enrollment.
 1. Timeline for faculty hire ranking? Results should be provided soon.
 2. Instructional Deans are looking into high flex classes, but has no formal decision at this time. High flex is defined as students having the flexibility to come to the in-person class or watch it online.

4. Action Agenda

- a) Board Policies / Administrative Procedures – Second Reading
None
- b) Board Policies / Administrative Procedures – First Reading
 - AP 5013 Students in the Military
 - BP 5015 Residence Determination
 - AP 5015 Residence Determination
 - AP 5040 Student Records
 - AP 5530 Student Rights and Grievances
 - BP 5700 Athletics
 - AP 5700 Athletics

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

- a) Student Services Council Spring Priorities (Top of Agenda)
 1. Discussion/Comments:
 - a. Add: Launch/Expand Basic Needs Center
 - b. Add: Explore options for coordinate database and texting platform
 - c. Add: Evaluate effectiveness and outcomes
 - d. Keep: Front end transcript evaluation process. Billy and Natalie suggests to carry it over.
 - e. Add: Resurrect a robust high school outreach in the spring semester

- f. Change: “Evaluate workflow for proactive student support that aligns ‘area of interest’ Counselors, support staff and community resources to help students remain on their path.” To something reflective of the Student Success Teams movement.
- b) FERPA Training Protocol (Accreditation Standard II.C.7)
- A short training for faculty: Pursuing Keenan training
 - A cheat-sheet that might be distributed
 - Potential tie-in with faculty handbook for new employees
 - Discussion/Comments:
 - Highlight the training on what-to-do, and what-not-to-do per program.
 - A lot of the current discussion revolves around what information can be shared outwards, but there is need for discussion on what information can be shared in the organization.
 - Training has been on the books, but the actual training may not actually be happening.
 - Training focus on the implementation within the various areas of the College rather than just a general overview.
 - The Council agreed that everyone should go through it once. The Council also liked the idea of refresher courses, every 2-3 years.
- c) Student Success Teams
1. The Team was developed to work with the Guided Pathways model and the models that have been working with other colleges.
 2. Positions that resided with Student Life will be replaced by those for the Basic Needs Center.
 3. The Teams will have close alignment with what the SSFs do in Student Success Center, but will be open for more outreach.
 4. The hope is to also have the Specialists embed themselves in the high schools, and to support the counseling work going on. The Specialists will also be the Student Services liaisons for faculty.
 5. Comments/Discussion:
 - a. The Council highlighted how there is a lot of description packed into the positions. The Council highlighted a concern for overloading the positions.
 - b. A comprehensive management tool for the cohorts could be missing. A tool to support the need may not be currently available. Is the plan for someone to provide a list of students to the Specialists?
 - i. The pursuit of a CRM is to help provide a tool for the Specialists.
 - ii. The Student Success Facilitators (SSF) will support streamlining referrals to the Specialists. The SSFs will also work with stop-out/drop-outs and convey it to the Specialists.
 1. Currently, the New Applicant Project will help pull out students that need initial support.
 2. The Teams will help support students in specific academic programs, and not just stop-out/drop-outs.
 - iii. The Council stated that some students are not already in a cohort/categorical program. Students do not start immediately into a categorical program. Retention and outreach are different jobs. The Basic Needs funding is very precise in what we need to do.

- c. Amber shared concerns about PACE students being pushed away from the Basic Needs Center because they are a part of PACE. Amber shared concern to ensure PACE students are not pushed away.
- d. Nadia stated there are new students, and returning students. The Teams may need to find a way for some delineation. Value of the Student Services Specialists by interest area could be a contact for other cohort specialists.
- e. Counselors were working on in-reach through some readily available IFS reports. It wasn't the best process, but it allowed counselors to get in touch with students in their interest area. It is not perfect, but work is being done to improve the process. The reports need to be honed in to figure out what intervention the student needs.
- f. Private schools tend to have a one-person contact for students on their entire path. What role do these Specialists have for high schools?
 - i. Shaunna stated that enrollment tends to be a huge barrier, and many stall as they go through the process. High school counselors do not know where to go to next if they get stuck with any of the enrollment steps.
- g. What Outreach efforts, responsibilities, do we have that are not high school students? We may not have an answer at this time and will require future reflection.
- h. The Council discussed the possibilities for open lab spaces in other areas - satellite labs. Lake Tahoe has satellite labs located on high schools. We may wish to have actual staff at a satellite lab to get the services close to where the student lives.
- i. Do we have data on fresh out of high school enrollment, and what high schools? Where are we getting these students? Michelle Fairchild can pull basic information through the New Applicant Project. Colleague data may not be the most reliable.
- j. Getting through the matriculation process is hard. Just in time support will be helpful. Maybe the point people in the office is the Coordinator(s), and get assigned to Specialists to process the paperwork.

6. Other

- a) Technology
- b) Budget
- c) Area Updates / Announcements
 - 1. Student Success Center (SSC) is open, with limited capacity to six students at a time. Monday-Friday. The SSC is still offering virtual appointments.
 - 2. Health & Wellness: TimelyMD is approved and the department is working on launching Telehealth.
 - 3. Interim Grant and Contracts Fiscal Analyst was created due to Student Services having over 25 funding streams. Budget overlap may happen, so having an analyst will help. Crystal Mair will take the position, but still waiting on final Board approval. Crystal will support the Business Office and Administrative Assistants/Secretaries. Position is interim in order to see if the funding remains beyond the initial funding period.
 - 4. Holiday break next week. There will be two more SSC meetings upon return.

5. Cabinet should have a decision about the Student Services re-organization by the next SSC meeting. Reorganization chart will, hopefully, go to the Board in December.

7. Meeting adjourned at 12:14pm

NEXT MEETING:

The next meeting is scheduled for Wednesday, December 1st from 10:30 am to 12:30 pm via Zoom.
Minutes recorded by James Konopitski.