



Student Services Council Meeting
 Wednesday, November 18, 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 group

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.

Committee Members (voting)					
x	Robert Bowman	x	Sue Huizinga		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	Billy Miller	x	Kate Mahar
x	Chad Buell				

1. Approval of Minutes

- a) Minutes Oct. 28, 2020: Jerry Brown motioned and John Yu seconded to approve the minutes. All in favor, Sue Huizinga abstained.

2. Presentations

- a) 10:30 – 11:00 SCAILE presentation – Kate Mahar

1. Since 2015, Shasta College was given an Innovation Award to perform work and research surrounding the Guided Pathways framework. Many programs benefitted from this award (e.g. ACE, BOLD, STEP-UP, UMOJA).
 - a. How do we articulate what we are doing around attainment? How do we put it under one place to make a case for attainment? SCAILE is a place to come together and review.
 - b. What does education and reality look like in the North State? Intent is to pull all the pieces together and tackle the issues we handle in our geographic area.
2. SCAILE is focused around sharing information with each other. As people gain interest and develop programs, it can be beneficial to share it.
3. Credit for Prior Learning (CPL) has grown within the last couple years.
 - a. CPL has seen major advancement in Title 5 changes.
 - b. Legislation required that we develop a procedure and ensure that the message is appropriately being shared about that capability that students can receive CPL.
 - i. California never had a robust way to approach CPL within the Community College system until this legislation. Most previously it was influenced through military credit awarding; but the Chancellor's Office decided to expand CPL beyond military credit.
 - ii. The legislations also require that we give students the option to opt-in or out of the CPL process.
 - c. A challenge we now face is how do we translate our programs into all the various CPL routes so that students can be given college credit for college level work that they've already completed.
 - d. Studies have shown that students tend to take more courses on the campuses with a dynamic CPL process, because their education feels more valued and they feel more attached to the outcomes.
 - e. Academic Senate has worked on advancing CPL at Shasta College prior to this new change (e.g. AP courses).
 - f. Important that we have a way to make students aware of CPL and a clear way to validate prior student experience.
4. Council Comments:
 - a. Sue Huizinga appreciated that consideration is taking place to look into all areas we cover, not just Redding.
 - b. Tim Johnston stated that MyPath is one program that will provide student awareness. Another focus will be the website. The hope is students will be driven to a specific location.
 - c. Robert Bowman was interested in the work and directives for those with prior work experience. Kate stated that there is a plan to provide portfolio reviews and development. It may not be needed in every case,

- but allowing the student to make a case for their experience to the area faculty.
 - d. Sonja Mendes asked if there is any specific test to confirm prior knowledge. Kate stated that it is up to faculty to make the call on how prior experience is processed, based on the area and need. The faculty will help translate the students experience into something that can be credited. Most students will have a level of complexity that makes faculty review important.
 - 5. Kate Mahar asked that the Council keep her informed of any specifics that pop-up in regards to CPL. She asked if the Council can keep the CPL conversation going.
- b) 11:00 – 11:30 Nuventive Improve Training – Chad Buell
 - 1. Chad Buell provided a live demonstration of Nuventive.
 - a. Contact info: cbuell@shastacollege.edu
 - 2. Highlights:
 - a. Resources and Guides are slightly outdated, but can provide some support.
 - b. Contact information is listed on the page prior to logging in. However, Chad can be reached at cbuell@shastacollege.edu
 - i. If anyone needs to add departments or managers to the access, they can reach out by utilizing the “Contact Us” button, or at the email listed above.
 - c. The template provided to the Council mirrors the Nuventive input fields.
 - d. Chad recommended that users only have one Nuventive page open at one time as opening multiple pages can cause “saving” issues.
 - e. SAO/SSLO: Are under Service Planning > Service Assessment Plans.
 - 3. Council comments:
 - a. In regards to SAO/SSLO - If different areas want to assess their department outcomes, how is it reported? Nuventive will track the cycles. The Service Assessment Plan, will let a manager create a record of what they plan to do. The Results area allows the manager to reflect on the outcome and input needs, and notes.
 - i. Managers can also upload related documents (i.e. final results, written, etc.).
 - ii. Nomenclature is left up to each manager, but Chad recommends including the year as well as a name that defines the document. Sub-folders can also be created, if needed.

3. Instructional Council Report

- a) Instruction is currently focused at looking towards the end of the semester. Spring schedules are completed, and review of summer has started. Carlos Reyes stated that he will keep SLAM online for summer. Carlos stated it is much easier for a class to move from online to in-person than in-person to online.

4. Discussion Agenda

- a) SEAP 2019-2020 Annual Report
 - 1. The report has been shared with Student Success Committee and will be shared with Instructional Council in December. The report does not need to go to College Council or the Board.

2. The report is only a point-in-time snapshot of what activities we are doing. It is not comprehensive. Sandra plans to do a deeper analysis to look into what we have done since the last report.
 3. We will continue to be frugal with the funding as SEAP funds are being deferred.
 4. The report focuses on only five equity groups. The Chancellor's office does require one of the groups to be Black/African American and another to be Hispanic/Latino. Due to Shasta College not having a disproportionate impact in the Hispanic/Latino group, it was replaced by another group.
 5. Shasta College does not have a disproportionate impact in Math and English because all students are having difficulty in the area. The number listed is low, because the report requires that Math and English must be completed in the same year.
 6. Sandra asked the Council if COVID should be listed as a challenge? The Council agreed that there may be some benefit to add some language due to the rural communities we serve and the availability of technology/internet.
 7. Council Comments:
 - a. Carlos Reyes highlighted that despite the pandemic challenges, we are still hitting our targets. We saw a higher portion of students with disabilities taking EW's due to the situation.
 - b. Amber Perez stated that students with disabilities taking modified classes, prior to COVID, did not need to use a high degree of technology in their classes. Since COVID, these students had to adapt to changes in technology.
 - c. Sandra Hamilton-Slane suggested that in the future we may want to draw out online versus not online and see how our equity populations are represented in the classes.
 - i. Carlos suggested making a comparison to the classes that had an option to go online versus those that had no option. He also stated that the Chancellor's office projected lower enrollment in fall 2021.
 8. Carlos Reyes moved to acknowledge receipt of the SEA Plan. Nadia Elwood seconded. All in favor, none abstained.
- b) Training Agenda: Annual Area Plan Rubric Review
1. The Rubric template is an optional, but helpful tool. The Nuventive template is also optional.
 2. Important Highlights:
 - a. Upon inputting AAP into the system, it is important to list the AAP date first (in this case: 2021-22) and a descriptive title.
 - b. The descriptive title is so that someone unfamiliar with the program can understand the request without going into the details.
 - c. Considerations for the AAP include looking into future funding. Initiatives do not need to be input if there is no intent to request General Funds; however, managers are welcome to put in initiatives if they want it for tracking purposes. For example, in some cases, categorical funds will not allow a certain purchase; therefore, the manager may need to request general fund dollars.
 - d. The initiative timeline is located on the Teams site. AAP Initiatives should be input by the end of January to give ample time for the review process. Student Services Council will have a meeting designated to AAP

initiative presentations prior to rankings. The presentations will include explaining each initiative and its significance.

- i. Upon completion of the presentations, the Council will rank them “high-to-low”.
- ii. The rankings will be presented alongside Administrative Services and Instructional Council. Once all three have ranked their initiatives, the Vice Presidents will rank the combined list and then forward the list to College Council. After College Council it will be presented to Dr. Wyse for final consideration.

3. Council Comments:

- a. Carlos Reyes highlighted that templates can be beneficial. Templates help with direct Nuventive input, but also with any back-and-forth among the team. Templates can also help with tracking and archiving among a team (ie OneDrive).
- b. Sue Huizinga asked about a max number to propose? Tim stated there is no limit to the number of initiatives one can list. The listed dollar amount was \$1,000 or above; however, it is important to be conscious of the current financial situation.

4. Tim Johnston shared the optional Rubric tool utilized by Student Services for the AAP process.

- a. Important to remember that there will be two ranking priorities: one based on Items only and another on Staff requests. Faculty are not to be included, as they have a separate process.
- b. Council Comments/Discussion:
 - i. The Council agreed to changing the 2nd category to state “Aligns with SEA Plan” and the last category to state “Addresses DI Population(s)”.
- c. Tim will bring the Rubric back for review in December, so the Council has time to review the tool. The future meetings will also be utilized for bringing clarity to how to rank initiatives.

c) Spring 2021 Goals

1. No discussion.

d) Student Facing “News to Muse”

1. No discussion.

5. Action Agenda

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

6. Student Equity: Social justice Action Plan / Fostering Social Connection

- a) No discussion.

7. Guided Pathways / Vision for Success - Providing / Coordinating Student Support Services virtually

- a) No discussion.

8. Budget

- a) No discussion.

9. Information Items / Other

- a) Technology
- b) Area Updates / Announcements
 - 1) Sonja Mendes stated that Health and Wellness had great collaboration with Campus Safety in the resolution of a student situation.
 - 2) Sonja Mendes also shared the great collaboration with Allie who went above and beyond to help get food to a student who was hungry/sick.
 - 3) Nadia Elwood shared a link, pasted below, which provides food resources to students who are having food/hunger issues. The student needs to be enrolled and needs to have completed the FAFSA. The funds are from the Hunger Free Campus money because we do not have an accessible way for students to get food directly from the campus. The resource is a card to a grocery store in the student's community. The amount is \$75 per card and 89 cards are currently available.
 1. https://forms.office.com/Pages/ResponsePage.aspx?id=9Woyp9uO80yWkGcSAxY_vJKIXPEN6VhBrZfQz-yNuPBURFdSS1AzMUywnKJTUjITS1RPWDdGU0NLNS4u
 - 4) Nadia also stated that CalWORKs ordered 40 Dell laptops for CalWORKs students, so that these students do not need to loan laptops from the library.
 - 5) Similar to the fall 2020 focus areas listed on the top of each agenda, Tim Johnston asked the Council to consider areas of focus for spring 2021. These will be discussed further at the next meeting.

10. Meeting adjourned at 12:30 pm

NEXT MEETING:

The next meeting is scheduled for Wednesday, December 9th from 10:30am – 12:30pm via Zoom
Minutes recorded by: James Konopitski, Student Services Coordinator