



Student Services Council Meeting
 Wednesday, December 9, 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	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	Billy Miller		

1. Approval of Minutes

- a) Minutes Nov. 18, 2020: Robert Bowman motioned and Jerry Brown seconded to approve the minutes. All in favor, Buffy Tanner abstained.

2. Action Agenda

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

3. Student Equity: Social Justice Action Plan / Fostering Social Connection

- a) Tim Johnston recognized Sandra Hamilton-Slane and her team for completing the Student Equity and Achievement Plan. Tim stated highlighted our focus Access (point of a student's application to class registration) and enrollment in transfer level math and English in the first year. The next step is to work with Research to ensure progress.
- b) Council discussion:
 1. Sandra Hamilton-Slane stated that the SEA Plan was presented to Instructional Council and the next intended goal for the spring 2021 semester is to perform a "point-in-time" review with the Research team.
 - a. Sandra is also looking into how to get this data into Colleague for better reporting.
 - b. Clear and organized data can help programs monitor the impact of various student support systems. Sandra provided examples of how student data helped her make decisions based.
 2. Buffy Tanner appreciated Sandra's approach towards data and the focus on finding gaps.

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

- a) The Council discussed various systems working around the Guided Pathways approach.
 1. Academic Senate approved a list of Meta-Majors and Student Services has aligned Counselor support to the approved Meta-Majors. IT is working to make the CCCApply application match the Meta-Majors as well as support Financial Aid that is associated with student interests.
 2. Programs continue to be updated in the Student Planning software with faculty support. Program maps frontload math and English in the first year, which can potentially increase degree completion and transfer.
 3. Students will soon be able to register from within self-service beginning summer 2021 registration. Student will get their programs mapped through the Student Planning software and be able to register from that map.
 - a. Self-service registration is currently undergoing testing.
 - b. The Admissions and Records office is working on frontloading transcript evaluation so that program maps are informed by any external credit.
 4. Cabinet approved to push summer and fall 2021 registration by a month. The 11th and 12th grade registration dates were collapsed so that their registration can be completed prior to high school principals and counselors leaving for summer break. Summer registration will be pushed into the middle of April, and fall will be pushed into the middle of May.
 - a. The extra time will allow the Instruction office to have better clarity on the mode of instruction for fall 2021. Clarity will potentially decrease the possibility of changes and class revisions.
 - b. Tim provided an internal research review, thanks to Seth, that showed registration date "chunks" that correlated to student success. The research One group (early registrants), second group (on-time 3-4 weeks), third group (late reg. 2 weeks through census). If a student enrolls in the first and second group, the student will have sufficient time to be enrolled, have textbooks and be

financial aid ready. A huge difference showed up between groups two and three.

- c. Concurrent enrollment rolled out today through use of the electronic workflow. Students will be able to utilize this process a month ahead of actual class registration.
5. Council comments:
 - a. Buffy Tanner stated she has a Meta-Major model from Sierra College she can share.
 - b. Nadia Elwood asked if there is any data showing the number of students who register in March for summer compared to the number who register in May for summer; because spring to fall retention is hard to push because of the time gap between semesters. Summer 2021 schedule will be released on March 9th, fall 2021 will be out on April 26th.
 - c. Sandra Hamilton Slane considered that now is a good time to review counselor schedules due to the registration date changes.
 - d. Carlos Reyes provided information to the Council on considerations that need to take place when withdrawing from a course. Fulltime faculty are guaranteed a specific load through contract and part-time have a maximum load. If a full-time faculty member class is cancelled, the faculty member may need a replacement in order to meet contract requirements. Sometimes the full-time faculty member will replace a part-time faculty member based on the requirement. Upon switching the faculty, the class textbook and material requirements may need changing.
 - i. Carlos Reyes stated that the College is exploring a scheduling software system called Ad Astra. The software will provide numbers on when a student enrolls. The data will help guide the decision to cancel classes. Carlos already performs various data for his considerations, but the tool may be beneficial to all.
 - e. Sonja Mendes suggested in looking at considering if what we are seeing now within the student population is reflective due to COVID or common across the board.

5. Budget

- a) The California Governor is scheduled release an early budget in January, and another budget in May. Final approval of the budget usually happens in September.
- b) Current student debt is around \$1.3million aggregate, so we are taking active steps to remediate the debt. A communication effort, led by Buffy Tanner and Natalie Tucker, is being conducted so to inform students of debt and balances.
 1. Two prominent discussion are taking place: One discussion is on what should be the trigger to drop a student due to non-payment. During COVID the trigger was increased to \$100, now it is at \$75 dollars. Anything over these amounts will prompt a class drop. Tim Johnston asked the Council members to think the trigger and relay any comments to Buffy or Natalie.
 2. Second discussion is about the amount of time to pay their registration charges. Currently it is twenty-four hours and the College is investigating increasing the timeframe.
- c) Council discussion:
 1. Buffy Tanner provided the email communication:
 - a. Email notifications to students with outstanding debt go out each term at these three points: 1) the week before late day to drop, 2) the week before registration start for upcoming term, and 3) the week before last day of term.
 2. Nadia asked if Nelnet allows students to setup payment plans for past debt? James Konopitski stated that is possible, but a setup fee is required for each semester in which a student has debt.

- a. Students who owe from Spring 2019 to present can do the past due payment plan through MyShasta, but anything older than Spring 2019 will need to go through Amy Speakman so she can set up their plan on Nelnet through a customized link.
3. Amber Perez highlighted that some students have material fees that go about \$75. stated that some students do have material fees that will get the amounts over \$75. Buffy stated that it is an issue and it definitely causes discussion on what is needed now for all versus what is needed later.
4. Buffy Tanner explained Title IV funding and the PELL Grant. Shasta College splits the disbursements of the funds into four payments. The first disbursement happens a week prior to the semester. If a student drops all of their classes in the first week, financial aid has to do a calculation to see what funds have to be paid back. Return to Title IV happens when a student drops all their classes, but it can also be activated if a student drops a class before the class starts or the census date.
 - a. Financial Aid also has a census freeze date each semester. So, if a student stays enrolled into at least one class after the freeze date, the student will not owe their financial aid back.
 - b. Buffy highlighted that “F” grades can be both earned and unearned. It is considered earned if a student stays in the course for the duration of the class and at the end of the term they receive an entire slate of “F” grades. It is unearned if an instructor stated that they should have dropped the student earlier, which is different than if a student stuck with the class to the end and still received a “F” grade.
5. Sandra Hamilton-Slane highlighted that faculty dropping a student after census, with intent on helping the students, could cause financial aid issues.
6. Amber Perez stated that extending the delay for registration payments can encourage students to stick with their registration as many need financial support.

6. Instructional Council Report

- a) The primary discussion from the last meeting was focused on the SEA Plan. Instruction is also looking at summer 2021 scheduling, which is mostly completed. Deans are about to create Fall 2021 and spring 2022 schedules.

7. Discussion Agenda

- a) Annual Area Plan Rubric Review and process
 1. The AAP process is an opportunity for a department to request General Fund support in which no other funding is available. There is no pressure for every department to have AAP initiatives.
 2. No necessary cap to limit the number of requests, but the Division will be competing with other Divisions for scarce resources.
 3. Template for Nuventive is located within the Student Services Council Team site. The initiative title should start with the date and a descriptive name so that someone unfamiliar with the program will have a general idea of the initiative.
 - a. AAP initiatives should be in Nuventive by January 22nd.
 4. Council discussion:
 - a. AAP process has also been utilized as a planning tool, but we are moving towards including initiatives that need General Fund support. Managers can still place initiatives on it for planning purposes, but will not be included in rankings.
 - b. Sandra Hamilton-Slane will share Disproportionate Impact population data with the Council. The Council should also consider equity issues that have not met the DI population thresholds.
 - c. The Council members are encouraged to provide feedback on the ranking matrix.
 5. As revised, with minor changes, the Council agreed to the current ranking matrix.

- b) SAO/SSLO verification process
 - 1. The Council is encouraged to look at SAO/SSLO information through the student success lens. The Council will review all Division SAO/SSLO's. The Research Department is adopting an integrated survey.
- c) Spring 2021 focus areas
 - 1. Focus areas are to help unify the Division so as to move student success indicators. It is to combine the Division efforts, but it is not to define that each department will touch on all the focus areas. The Council is encouraged to review the Spring 2021 focus areas as provided in the Student Services Council Team site.
 - 2. TRIO, Veterans, Testing and Transfer Center will have program evaluations due by December 18th, 2020. Program evaluation presentations will take place in the spring 2021 semester. Annual Area Planning Initiatives will be due January 22nd. AAP Presentations will be on February 3rd.
- d) Student Facing "News to Muse"
 - 1. No discussion.

8. Information Items / Other

- a) Education Code / Title 5
- b) Technology
- c) Area Updates / Announcements
 - 1. Dr. Wyse will provide an audit report at the next Board of Trustees meeting. The audit report is from an independent auditor that looks at District accounts and looks into various College programs (e.g., A&R, etc.). The audit had zero findings for the entire District.

9. Meeting adjourned at 12:30 pm

NEXT MEETING:

The next meeting is scheduled for Wednesday, January 13th from 10:30am – 12:30pm via Zoom
Minutes recorded by: James Konopitski, Student Services Coordinator