

Student Services Managers' Meeting
Wednesday, April 15, 2026
10:00 AM – 12:00 PM
Board Room

AGENDA

District / Division Goals

- Student Onboarding / Caring Campus: Decrease Response Times
- Student Support: Expand use of Early Alert Supports and CRM

Focus: Provide a comprehensive Student Education Plan to students within their first year of attendance.

1. Approval of Minutes
2. Instructional Deans' Report
3. Action Items
 - a. First Reading
 - i. BP 4240 Academic Renewal
 - ii. AP 4240 Academic Renewal
 - iii. BP 5400 Student Organizations
 - iv. AP 5400 Student Organizations
 - v. AP 7270 Student Employment
4. Discussion Agenda
 - a. Service Area Outcomes
 - i. Status
 - ii. Timetable
 - b. Strategic Educational Master Plan (SEMP)
 - i. Review indicators
 - ii. Workgroups
 1. **Comprehensive education plans**
How do we get 526 additional students each year to complete a comprehensive ed plan before they begin? ($2334 \times .80 = 1867 - 1341 = 526$)
 2. **FAFSA/CADAA completion**
How do we get 2142 additional students to complete the FAFSA/CADAA each year? ($11178 \times .80 = 8942 - 6800 = 2142$)
 3. **Completion / Cohort Support**
How do we increase the overall number of students who complete and the number of students who are affiliated with ongoing cohort support by 940 / year? ($1775 \times .80 = 1420 - 480 = 940$)
 4. **Completion / Units**
How do we get 567 new students to complete 30 degree-applicable units in their first year? ($2334 \times .30 = 700 - 133 = 567$)
 5. **Completion / Caring Campus**
How do we increase the number of online students who engage with Student Services support programs and the *Caring Campus*?

- c. SSM Bylaws
5. Information Items
- a. Cancel SSM Meeting on May 20; Retreat May 26
 - b. 700 Building UPS swap out
IT to start notifying staff and students (email and ReGroup) starting the week of April 13th; repeating that messaging a few times and once we get closer to the outage place a notice on the website and have the Shasta College Portal pop up a message with information about the outage before people are able to login.
 - c. Accessibility Standards and Revised ADA Title II regulations
 - i. Accessible PDF Creation Guide
<https://helpdesk.shastacollege.edu/a/solutions/articles/19000170252>
 - ii. Shasta College Website Request
“Due to a Federal mandate April 24, 2026, all higher education websites must be in compliance with WCAG 2.1 accessibility standards, this includes linked PDF files. If this request includes attaching a PDF file to any page on the website, please review our guidelines and make sure that the PDF you are requesting to be linked is in compliance and passes an accessibility checker.”
 - iii. PopeTech video tutorial: how to use the Adobe accessibility checker: <https://www.youtube.com/watch?v=7ms9iAE1Q9I&t=40s>
 - d. LCW/SWACC: Minors on Campus Guide
 - e. State Budget Update
6. Area Updates / Announcements

Parking Lot:

- a. Onboarding process
- b. Student Equity Plan review S26

I created this guide <https://helpdesk.shastacollege.edu/a/solutions/articles/19000170252> in the article database that is a guide to creating PDF's for the end user and linked it to the ticket here <https://helpdesk.shastacollege.edu/support/catalog/items/79>. I also linked the PopeTech YouTube guide on the ticket that explains exactly how they need to check these items using the Adobe Accessibility checker. As far as I have found, this is the best method for them to be checking things and fixing them as Adobe allows you to right click on the error and choose fix that pops open a dialogue box that helps them fix the issue. There are some items where the fix button is not available, but those are for major items like heading and table structures