

Student Services Managers' Meeting
Wednesday, August 6, 2025
10:00 AM – 12:00 PM
Board Room

Draft AGENDA

District / Division Goals

By December 31, 2025:

Equity in Success (Completion, Baccalaureate Attainment, Transfer, persistence, TLME throughput, course success)

- The overall number of students who **complete a degree or certificate** will be at least 1,043.
- The overall number of students who **earn an Associates Degree for Transfer** will be at least 266.
- The overall number of students who **earn a Shasta College Bachelor's Degree** will be at least 12.
- The overall number of students who **transfer to a CSU or UC** will be at least 318.

Equity in Access (Enrollment)

- The annual **full time equivalent students (FTES)** for 2024-2025 will be at least 7041 (2019-2020 level) with an emphasis on Perkins economically disadvantaged.

Equity in Support (Maximize CCPG/PELL and Reduce Units to Completion)

- The overall number of students who **receive a California College Promise Grant** will be at least 6775.
- The overall number of students who **receive a Pell Grant** will be at least 5131.
- The overall average number of **units in excess of 60** toward the first ADT will be no greater than 68.

Credit for Prior Learning

- The overall number of students who have **received at least one (1) credit for prior learning** will be at least 822.

Division Focus Areas

- Student Onboarding
 - Onboarding General - Prioritize three challenges of the student onboarding process and implement steps to streamline.
 - Onboarding Transition K-12 - Prioritize three challenges of the student onboarding process and implement steps to streamline.
 - Caring Campus
 - Decrease Response Times
 - Increase Interdepartmental Awareness – Warm Handoffs
- Student Support
 - Early Alert CRM
 - Develop Processes to Coordinate Resources between categorical programs
- Compliance / Tracking
 - Vision Aligned Reporting (VAR): Early adopters will successfully implement VAR requirements.
 - SAO Update and Measurement
 - Accreditation Tracking
 - BP/AP update cycle
 - Website review - ROI
- 100 Building Transition: Student Services departments will successfully transition out of the 100 building.

1. Approval of Minutes
2. Instructional Deans' / Research / Planning Report
3. Discussion Agenda
 - a. Technology Strategic Plan: Review and Feedback
 - b. Student Equity Plan: Dataset Review
 - c. Continuing the Conversation: Round Table Debrief on Space Utilization
(small group/rank order)
Once Measure H Bond projects are completed, what is the best use of space to support student success?
 - d. Beginning of Semester Updates
 - i. Decreasing Response Times
 - ii. Caring Campus - Increase Interdepartmental Awareness – Warm Handoffs; SOS
 - iii. Coordinated Support Services
4. Information Items
 - a. Accreditation standards review – due Aug 8, 2025
 - b. Save the Date: Student Services Classified Retreat
 - i. Friday, Oct. 31, 2025 8:00 am – 12:30 pm
 - ii. Interdepartmental Awareness / Warm Handoffs
 - c. Program Evaluation Cycle 2025-2026
 - Testing Center
 - Transfer Center
 - TRIO Student Support Services
 - Veterans Center
 - Umoja (updated 2024)
 - d. SU/Fall Goals
 - e. Service Area Outcomes
 - i. SAOs = focus on a process to “manage, resolve, dissolve”
 - ii. Measurable – follow-up meetings
 - f. Vision Aligned Reporting
 - i. Thanks to those who have filled out the [Gap Analysis Spreadsheet](#). Matt and Cassie will be in touch to see if we can help you close any gaps for the 2025/26 reporting year that you identified.
 - ii. Program-Specific Manuals – Please make sure you are familiar with your [program VAR manual](#).
 - iii. VAR Office Hours – regular office hours below should you need assistance.
Tuesday Zoom Meeting ID: 832 6625 2352 Passcode:
 344534 <https://cccco.zoom.us/j/83266252352?pwd=blMZPXWmCnqhkJU4RDa3RqvxCixyx0g.1>
Thursday Zoom Meeting ID: 881 8400 5194 Passcode:
 722374 <https://cccco.zoom.us/j/88184005194?pwd=FGEHpewfppUS2KTdR2xOwB9kqel0eb.1>
 - g. Budget Update
 - h. Continuing the Conversation: Round Table Debrief
 - i. Enhancing Coordinated Student Support – Draft workplan attached
Using – or in addition to – the CRM, what steps can we take to increase the coordination between student support programs to maximize student support and investment?
 - ii. Decrease Response Times – Draft workplan attached

Responding to student inquiries is everyone's role. What can we do to decrease response times?

5. Area Updates / Announcements

Parking Lot:

- a. Onboarding process
- b. Fourth Reading (Fall 2025)
 - i. BP 5130 Financial Aid
 - ii. AP 5130 Financial Aid