



Student Services Council Meeting
 April 6, 2016 • 9:00 AM
 Room 2314

MINUTES

Committee Members Present					
	Kehinde Adesina		Nadia Elwood	X	Kevin O'Rorke
X	Nancy Berkey	X	Peter Griggs		Sylvia Ruano
X	Will Breitbach	X	Sandra Hamilton Slane	X	Sheree Whaley
X	Sharon Brisolaro	X	Tim Johnston		
X	Tina Duenas		Becky McCall		

I. CALL TO ORDER

- a. The meeting was called to order by Kevin O'Rorke at 9:06 a.m.

II. APPROVAL OF MINUTES

- a. It was moved by Sheree Whaley and seconded by Nancy Berkey to approve the minutes of the March 2, 2016 Student Services Council meeting as presented. The matter passed unanimously.

III. DISCUSSION AND ACTION ITEMS

a. Negotiation Updates

Faculty negotiations are progressing, while the Classified negotiations may be heading towards impasse. There continues to be an issue with the 60 day limit for substitutes, which has been difficult to adhere to due to the increase in recruitments that we have been experiencing. Kevin pointed out that during this time it is more important than ever to express our appreciation for our staff members and the work that they do. Regrettably, it does appear that 4/10s may not happen this summer.

b. Maxient Software Update

Kevin spoke to the challenges of student discipline issues, and the complexity for notification of staff, faculty, etc. We have purchased new software, Maxient, which should assist in this effort. Kevin and Sharon S. have been identified to lead the implementation of this program. Various issues will need to be worked out regarding

privacy, notification, and levels of access; however, in the long run it should streamline and clarify the processes. It will also assist in gathering data and generating reports, which may provide us with opportunities to examine various potential problem areas. Tina asked if there were different levels of severity built into the system, and Kevin replied yes, that it will also be connected to the BIRT team, allowing us to be more proactive in our approach to discipline and the need for possible intervention, which is becoming more and more of an issue for academic institutions.

c. Accreditation Folders Update

Sharon S. shared that the new Docuware software is in place, and Kevin asked that accreditation evidence documents be submitted to Sharon S. by the end of April. Please note the Accreditation Standard Number (I, II, III, IV), Sub-Standard (A, B, C, D) and Sub-standard Number (1-16) that the document is addressing when sending the document. Sharon will then upload the evidence into the program for the Student Services area. Kevin shared the Student Services Accreditation handout, which gives an overview of the documentation we are looking for. Kevin noted that everyone will have evidence for II-C-2. Kevin added that if you're having a difficult time with the accreditation documentation, please schedule a one hour appointment with him and he will walk you through the process.

d. Initiative Ranking

Everyone reviewed the final results of the initiative rankings which Kevin received yesterday in College Council. The next step is sending this ranking to the Budget Committee, which will analyze it and provide a more thorough cost analysis. Kevin noted that during the economic downturn, we may have tried to save in funds by cutting in the IT area, and the final initiative ranking reflects this, as there are several IT upgrades at the top of the list. Sharon B. asked about the Veterans Resource Center as well as the Global Education Center – will these be reviewed separately or together? Kevin noted that the President will keep in mind that the Global Education Center was ranked on last year's list while making decisions. Will remarked that it was interesting that the Residence Halls fall under Student Services, while the Farm Dorms fall under the prevue of the Instruction area.

e. Common Assessment Initiative – Update

Tim distributed a handout on the Common Assessment Initiative. To review, beginning in November 2016, *Compass* placement tests will no longer be available, but the Chancellor's Office *Common Assessment* remains in development; therefore, it's very likely that we will experience a gap between the time that *Compass* sunsets and the time when the *Common Assessment* becomes available. We have applied to be an early adapter of the *Common Assessment*, but in the interim, it has been proposed that we

implement a multiple measure placement system that would mirror the current process used to place high school seniors. On a side note, Tim shared that we are finding that more High School seniors are placing into English1A. Research will be tracking those students to follow up on their progress. Kevin asked him to keep forwarding this information on the remediation rates, as this is helpful.

f. **Honors Program and ACE Program**

Tim showed the group how to access the ACE Program on the website, which is under Academics>Office of Instruction Home>ACE (on the sidebar). There is an information meeting set for Thursday, 4/7/16 at 6:00 p.m. in Room 802. Rebecca Renfer is the Counselor working with this program. There have been 10 students signed up already, with the first cohort set to start on June 7. The Financial Aid office will be presenting at the information session.

The Honors Program is also accessible from the Office of Instruction homepage, and includes general information, application documents, schedules of Honors courses, and the Transfer Partners. This program is set to begin this fall. Tim and Sheree are currently working with IT on a transcript remodel, which will allow for an Honors notation on the transcript. Kevin noted how far the transcript process has come under Sheree's leadership.

g. **Other/Announcements**

- **Enrollment:** Tim shared that the Enrollment area has recently welcomed four new FT Student Success Facilitators. Michelle Williamson will be working in the Financial Aid Office (she officially starts tomorrow); Patt Funderburg will continue to work in Admissions & Records and will also help to train the two new employees in the Student Success Lab; James Konopitski came to us from American River College, and is currently being trained in the Financial Aid Office, but will be working in the Student Success Lab; and Sharon Felder started today and will be training in Admissions & Records, but will also be working in the Lab. They are anticipating a soft opening for the Student Success Lab on April 18. Janet Bittner was hired as a PT Student Success Facilitator, and will be supporting make up exams in the Assessment Center. Maureen Chenowith will be serving as a substitute behind Janet. Kevin noted that the creation of the Student Success Facilitator position has been a huge win-win – an upgraded job description that increases job duties, but is still general enough to cover a variety of areas.
- **Student Life:** Tina reported that the Student Life office is in full swing with graduation planning. They had to go out to another company for the Video Board, as our graduation date this year is the same as Chico's, and our previous

company had previous commitments to work at Chico's graduation. They are also working with Marketing to revamp all of the dorm packets. Allie Hancock was just hired as the Student Services Coordinator for Student Life, and Ramona Quenelle will be subbing in the vacant position in Access and Equity.

- **Marketing:** Peter reported that the initial email presentation has gone out, and we have received reply rates that are over industry standards. This Friday they will drop postcards, and the second email campaign will start on 4/12. Another social campaign is coming as well. They are casting a large net and will review the data, customize and refine as needed. The overall message is similar (More Campaign), but within each mailing and email, the images change – targeting various genders, ethnicities, ages, etc. Kevin noted that we received final approval this morning to move forward with DubLabs, which will be creating a new app to provide push notifications, etc. for students. Peter noted that the staged rollout of the app will be beneficial – as we continue to fine tune the needs, more capabilities will be added.
- **Library:** Will shared that the internationally renowned retablo artist Claudio Jimenez Quispe has a display in the library (sponsored by Access and Equity), and encouraged everyone to visit and view it. It is a very powerful exhibition.
- **Admissions and Records:** Sheree noted that Fall 2016 registration starts next week. They are still accepting applications for graduation (although the names may not be listed in the program). Summer registration is rolling along, and the numbers have been encouraging. Sheree is very happy with the new facilitators and extremely excited about the Student Success Lab.
- **Gateway to College:** Nancy shared that they will be conducting interviews for a Categorical Coordinator, and she's excited about filling the position. Graduation will be June 1st at 4:00 p.m., and she invited everyone to attend. The staff is busy at the moment tracking how the students are doing in their college classes. Many students planning to graduate are relying on the grades from those classes, so if there are any problems, they need to be prepared with a "Plan B" to make up any credits. The students have been enjoying various workshops, including motivational speaker EJ Carrion. They are currently selling tickets for their "Tri-Tip for T-Shirts" Fundraiser. They will be attending a Financial Aid workshop, where graduating students will have the opportunity to complete their FAFSA and BOG Fee Waivers. The Gateway students will have minimum days from the end of the Shasta College schedule until their last day of June 1, and they will have various activities during that time, including a field trip to Sacramento State University and the CHP Academy, as well as a Swim Party.

The staff is working on recruitment at area High Schools right now – giving students an option other than continuation school.

- **Access and Equity:** Sharon echoed praise for the exhibit in the library, and shared that her office is sponsoring a Community Organizing Training on Friday, April 15, from 10:00 a.m. to 1:45 p.m., which will cover the principals of community organizing. Lunch will be provided, and it is free and open to everyone. Following that, at 2:00, the first meeting of the Housing and Food Insecurity Task Force will be held. There have been some interesting proposals as well as wide representation.
- **DSPS/EOPS/SCI*FI:** Sandra shared that the EOPS Annual Awards Ceremony will be held on Friday, April 22 at 3:00 p.m., with a reception afterwards. Please let her know if you can attend. She reported that there has been some staff turnover, with Chao Saelee resigning to accept a position as a Counselor with the Department of Rehabilitation. Leticia Castillo-Ramos has started as the new Categorical Coordinator for SCI*FI. There will be a new DSPS Paraprofessional starting in 2 weeks, as well as a new PT Staff Secretary in TRiO – ETS. They have finalized the Summer Launch program, which her team has been working on this spring. This is a one unit class designed to get students comfortable with being on campus. It is sponsored by Access and Equity, and aimed at the underrepresented population, but any students can enroll.

IV. NEXT MEETING

The next meeting is scheduled for Wednesday, April 20, 2016 at 9:00 a.m.

Recorded by:

Sharon Strazzo
Executive Assistant,
Vice President of Student Services