



Student Services Council Meeting
 September 14, 2016 • 9:00 AM
 Room 2314

MINUTES

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

I. CALL TO ORDER

- a. The meeting was called to order by Kevin O'Rorke at 9:00 a.m.

II. APPROVAL OF MINUTES

- a. It was moved by Becky and seconded by Tina to approve the minutes of the August 31, 2016 Student Services Council meeting as presented. The motion passed unanimously with one abstention (Kevin, who was not present at the meeting).

III. DISCUSSION AND ACTION ITEMS

- a. **SAO/SSLO Evaluation Cycle** – Kate Mahar was introduced to discuss the SAO/SSLO evaluation cycle. She explained that the current approach seems to be “all SLOs, all the time,” with the evaluation cycle running every semester. Unfortunately, this has allowed very little time for closing the loop, which is really crucial. Kate and Tim met, and are proposing a 2 year evaluation cycle, which would allow that crucial time for reflection. Kevin agreed that a 2 year cycle makes sense, and feels that Student Services can adjust to whatever Instruction feels will work. Kate agreed that there is a natural cycle that happens on the Student Services side (due to grant timelines, etc.). Kevin asked if there was a danger in changing the timeline this close to accreditation. Sharon B. felt that this would actually appear as a positive for accreditors, as it shows a willingness to change and adjust and not just keep the status quo. Will pointed out that we need to consider the burden on our requests to students as well. Kate agreed, and said that

looking at results in a broader way is important. There is plenty of data in the system without needing to survey students for all of these outcomes. We also need benchmarks. There are sometimes unintended benefits. Kate agreed that it is important to dissect what you're doing. She would like everyone to take the time to consider this option. Will also shared that success rates are showing a clear trend up for online and face-to-face courses. Retention didn't show as much growth as success, especially online, so that will be a focus for the future.

- b. **AP 5011 / BP 5010 / AP 5010 (Second Reading)** – Tim reviewed that AP 5011 was brand new, but there was a lot of overlap with the existing AP 5010, so some changes were made to both AP and BP 5010. These are mandated changes. Sandra asked where we address the fact that we do not modify content for minors on campus. There is verbiage in the concurrent enrollment form, and also a brief statement in AP 5011, as well as in the catalog, under special admits.
- c. **FAQs – Next Steps** – Tim asked if should we move forward with an FAQ, and if so, should it be searchable by division/office, or in one location? Tina suggested it be in one location for simplicity. Will agreed that having it in one location would be more helpful, as many times students aren't even aware of where their questions might fall. Tim asked if we might be able to do both – in a central location as well as on the separate webpages. Will is not sure if this can be imbedded in the website, but he will explore the ability to break it out as well. He noted that this is a system that they currently had in the library, but were not using. The vendor was able to customize it for them, and it works really well. Tim noted that it allows you to track the number of hits on specific questions, etc. Will also noted that it can be linked from individual pages, and asked for a catchy name for the system!
- d. **Colleague/MyShasta Outage** – Just a reminder – the system will be down this Thursday night through Monday morning, due to the conversion project. Becky noted that Friday is a disbursement day for Financial Aid, but they have taken measures to minimize difficulties.
- e. **Evolution of a Regional Collaborative** – Kevin shared a power point on the evolution of a regional collaborative. He reflected that a few years ago, he and Kate were challenged about the Shasta College transfer rates. Conversations that resulted from that led to the creation of Reach Higher Shasta, which focuses on providing options for Shasta County students. This led to working together to align curriculum, core indicators, and creating a community roadmap with academic points among the cradle to career education continuum that are proven to be key levers for enhancing educational attainment and goals. The future goal was the development of a North State Collaborative, which would allow us to make these changes on a broader, regional level. The regional hub and

spoke model was designed to allow these groups to learn and grow from each other. They got together with the McConnell Foundation and created a proposal, asking them to provide an operating budget for the regional hub. The McConnell Foundation was interested in a three year regional hub model, with Kevin, Sharon S. and Kate as the hub employees for that period of time. If approved, this will probably require some short term changes in the interim, although they will remain Shasta College employees, and Kevin will still remain involved in “high consequence of error” areas. The McConnell Foundation will be voting on this today, but Kevin wanted to share this information with the group today. After the presentation, Kevin asked if there were any questions. Becky agreed that it aligns with their mission. Sharon B. agreed that it works well with our vision and asked how the workload might be handled. Kevin shared that they would probably expand the responsibilities and scope of existing staff. Some of the day-to-day duties might be reassigned, and there may be a change in the daily reporting structure more than anything else. Physically they will still be here, although not necessarily on a daily basis, as there will be travel. Sandra asked if he anticipated any resistance from the other counties. He shared that the fiscal impact would provide an incentive. Sharon B. shared that it will be important to work with the stakeholders in order to get the right people involved. Tina asked about the timeline, if approved today. Kevin replied that while it will be quick, they will allow for transition, with the fall semester being a transition period. Kevin noted that he will be sharing this with the Counseling Meeting this afternoon, and then with Instructional Council tomorrow, but asked for confidentiality in the meantime.

f. **Area Updates:**

- **Access and Equity:** Sharon B. shared that they are having a Native American Cultural Day on Thursday, 9/22 from 1:00 - 4:30. There will be an Open House for Veterans this Thursday from 11:00 – 2:00 in the Veterans Center, room 2070. On October 11, the Camp Darfur event will be held in the quad, which includes refugee tents, as well as several speakers. There will be an African themed dinner that night.
- **Financial Aid:** Becky shared that she has been having discussions with the Director of Financial at Butte College concerning the need to share IT/ Programming consulting, policies and procedures, etc. There are many opportunities for collaboration in this area. Sandra echoed that we need to break down the barriers with colleagues, etc. Becky also mentioned that her office is currently backed up 4 weeks in processing, and she and Tim are exploring the possibility of closing one day a week, or shortening hours (i.e., closing at 4:00 daily) in order to catch up on processing. Fridays and Wednesday are currently

their slowest days, as well as early mornings, but she noted that larger periods of time is more useful than shorter (i.e., an hour) in getting the work done. It was agreed that Tim, Sheree and Becky could make that decision together. Becky also mentioned the possibility of having Student Success Facilitator work out of Admissions & Records to serve Financial Aid students while the office is closed.

IV. NEXT MEETING

The next meeting is scheduled for Wednesday, September 28, 2016 at 9:00 a.m. in room 2314.

Recorded by:

Sharon Strazzo
Executive Assistant,
Vice President of Student Services