



Student Services Council Meeting
 Wednesday, September 16, 2015 • 9:00 AM
 Room 2314

MINUTES

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

I. CALL TO ORDER

- a. The meeting was called to order by Kevin O'Rorke at 9:05 a.m.

II. APPROVAL OF MINUTES

- a. It was moved by Steve and seconded by Becky to approve the minutes of the September 2, 2015 Student Services Council Meeting as presented. The matter passed unanimously.

III. DISCUSSION AND ACTION ITEMS

a. SSSP Credit Plan / SSSP Noncredit Plan – Tim Johnston

Tim shared that the SSSP Plan went to College Council yesterday, and will be an information item on the Board Agenda in October. He reviewed the following documents:

- Student Success and Support Program Plan 2015-16 (Credit Students)
- Student Success and Support Program Plan 2015-16 (Noncredit Students)
- SSSP Budget Summary

The noncredit plan will include the creation of an advisory committee. There will be a change in the noncredit funding model, which will be phased in over a three year period. These plans were also shared with the Student Senate, Instructional Council, and the Counseling Department at their last meetings.

b. **Retreat**

i. **Date**

Monday, September 28

ii. **Agenda**

Kevin would like to build the agenda together. He would like to include Accreditation, Annual Area Plans, Program Learning Outcomes, Budget Updates, Classified and Faculty Contracts and the Strategic Plan as potential topics. Sharon Brisolara also suggested Organizational Culture Change. Additional agenda items should be sent to Sharon Strazzo.

iii. **Pairs**

Kevin explained that the best way to learn something is to teach it; therefore, everyone will prepare a brief presentation about their area, and then meet with your partner and present *your partner's* presentation. The presentation should include an overview of your area, your goals for departments, outcomes, and annual outlook. It should be no more than 10 minutes long, and the format is flexible (power point, handouts, etc.). The pairs are:

- Stevan and Nadia
- Nancy and Will
- Sharon and Peter
- Sylvia and Tim
- Becky and Sheree
- Sandra and Kehinde

c. **Proofs for Spring 2016 Schedule**

Kevin reminded everyone to review the Spring 2016 Schedule Proofs that were sent out recently and return their corrections to Sharon S. no later than **October 23**.

d. **Student Services Fast Facts – 2014-15**

A draft of the Student Services Fast Facts was distributed for review. Please get any changes back to Sharon S. as soon as possible.

e. **Student Services Newsflash**

Sharon reminded everyone to submit news items with updates on their area to her by **Monday, September 21**.

IV. **AREA UPDATES**

a. **Admissions and Records- Sheree Whaley**

Sheree has been busy planning for the Student Success Lab, and is looking forward to utilizing it for students to work on their schedules, etc. Kevin reminded everyone that it is

meant to be a functional lab, allowing students to perform their tasks and move on. Sheree stated that there will be a staff member present at all times to monitor the students. Sheree distributed the *Important Dates* for Admissions and Records. There was discussion over the complicated nature of these dates for students, and whether they need to know all of these dates. Sharon asked if there might be a way to integrate the important Financial Aid and Admissions and Records dates into one document. It was agreed that this would be very helpful, and Sheree and Becky agreed to work on that and get it posted on the website.

b. Enrollment Services - Tim Johnston

Tim shared that they released the Early Alert earlier this week. Due to the comments from our Flex Day speaker, it seemed to be an opportune time to try earlier dates for this process. The second Early Alert date will be moved up as well. The earlier timeframe didn't appear to affect faculty participation, which remains relatively modest. College Council put forward a number of BP and AP modifications, the majority of which were legally mandated. BP/AP 5130 involves the loss of eligibility for the BOG fee waiver. BP/AP 5030 changes the timeline in which a student needs to have a comprehensive education plan. In response to that, they are searching for students who have completed 15 or more units as of last Spring, and are urging them to come in for counseling appointments to create their ed plans. Kevin asked about changes to the appeal process for the BOG fee waiver, and it was explained that the Appeals Committee would be run through Admissions and Records. Sharon offered to research best practices regarding student equity in this process, and Tim welcomed the offer.

c. Library Services and Educational Technology- Will Breitbart

Will shared that Distance Education/Online Technology is beginning to work on a three year plan. They are looking at both the Enrollment Management Plan and the Strategic Plan to make sure it is cohesive with both. Half of the online classes have moved over to Canvas, and they are encouraging everyone to move over for next semester. The Spring, 2016 semester will be the final opportunity to use Moodle, with Canvas being fully on campus by Summer 2016. They have been promoting some fully online programs, and have had some substantive change programs approved. The library remains busy, and everyone agreed that the changes have been remarkably positive.

d. Marketing and Outreach-Peter Griggs

This was Peter's first meeting with the group! He shared that the Marketing office has been very busy, working on the media guide, as well as a lot of athletic related materials. The outside marquis has been well received, and he reminded everyone that if they had anything they would like to have advertised on the marquis or website, to let him know. Due to the workload, they continue to encourage at least a 2 week lead time. Tina

Duenas plans well in advance – providing him with a yearlong list. This level of organization is greatly appreciated. He is looking forward to having a full-time Communications Coordinator in place by October. Due to the workload, some jobs have had to be sent to an outside agency, and although this is not ideal, it is helping with the work flow. He is hoping to revamp the Marketing website, and will include elements that staff can pull from when creating their own materials. Kevin interjected that the Marketing Committee will start meeting soon. They pulled from a wide area on campus to form this committee.

e. TRiO SSS & Upward Bound- Sylvia Ruano

Sylvia reported that they have been moving fast and furious. There are currently two vacancies, for the Counselor and Senior Staff Secretary positions. She is thankful that Tim let her “borrow” counselors until her counseling position is filled. They have 80 new students. Twenty of the Upward Bound students are applying to UCs and CSUs, which is fully half of the program participants. They are only accepting a few more TRiO students – 10 more spots are available at this time.

f. Student Housing- Steve Cross

Steve shared that a nutritionist will be presenting a seminar to the dorm students on “How to Eat as a College Student.” He has been working to coordinate a suicide prevention/mental health first aid course. There is one available, which actually allows attendees to get certified, but it is a full 8 hour course, offered next on October 9. He is researching the possibility of bringing a shortened version of this on campus. If he can set something up, he will notify the group for potential participation. Kevin remarked that all of our areas could benefit from this.

g. Access and Equity-Sharon Brisolara

Sharon distributed information about several events she has lined up. One is the Identity Series, a student panel about creating communities of belonging. There will be a film presentation for Hispanic Heritage Month. She is making connections with the Shasta Historical Society. “Teaching Men of Color” has eight people signed up. The faculty working group is examining trainings that would be helpful. Her office has three student ambassadors, one of whom is working on establishing a comprehensive community database for housing, food and campus resources. Sharon is helping to support the Veterans Resources Day by inviting veterans to share the spoken word, art, etc. at the event. She has been invited to speak about access and equity at the People of Progress’s October Fest on October 28. At the September 9 Board Meeting, the Board of Trustees adopted a Resolution in honor of California Native American Day, which was proposed by her office.

h. Financial Aid- Becky McCall

Within the past month they have hired a part time Student Success Facilitator (Darlene Templeton) and are currently in the process of interviewing for the full time Technician Position. Within the next few months they will be recruiting for a full time Student Success Facilitator, which is replacing a vacant Financial Aid Assistant position and is two ranges higher. By December the office should be fully staffed. They are roughly five weeks out in processing and making headway. They continue to work closely with IT to move towards auto packaging, and are projecting to be up and running by Spring 2016. This will substantially decrease students' wait time for processing. A paperless and online document submission process is in the works as well, which will streamline the financial aid application process. By Spring of 2016 they hope to have the Student Success Lab up and running in order to implement Financial Aid workshops, which will allow them to assist students hands on in the application process. They have also streamlined the appeals process, which can be viewed on their website. Professional judgments for unusual financial circumstances have not been offered for students in the past five years. This semester they are phasing them back in and will re-evaluate student's files if they have already been processed. The forms/website should be available within the next two weeks. There is a new State Grant, entitled *The Full Time Student Success Grant (FTSSG)* which will be disbursed to all Cal B, Full Time students beginning this semester and it appears it will be ongoing. The award is a total of \$600 annually and will disburse following the first Cal Grant disbursement. The office will be closed every Wednesday from 1-5 beginning 9/23/15-11/18/15 for professional development, collaboration on implementing a paperless process and staff meetings. Students can submit paperwork through the office drop slot and any emails/phone calls will be returned the next day. Two of her staff members will be attending the upcoming CSU *Dreaming without Boundaries* Conference. Sharon invited Sheree to send someone from Admissions and Records to the conference as well.

i. Gateway to College- Nancy Berkey

They have a full house, and a great mix of students from both comprehensive sites as well as continuation sites. The broader mix seems to be helping with discipline problems. The students have been enjoying activities on campus, including Welcome Day (especially the dunk tank!). Admissions and Records is presenting *My Shasta* workshops today, and there will be Equity Presentations next week for both groups of new students. They are beginning to think about their classes for the spring. The faculty situation has worked out and they now have three strong teachers for their high school and college classes.

V. OTHER/ANNOUNCEMENTS

- a. Kevin reminded everyone about upcoming events, which include **8th Grade Days** (9/18 and 9/25), **Preview Day** (10/8) and the new **Student Socials** – on the last Wednesday of each month on the quad.
- b. Sharon S. will be sending out emails regarding managers who are due for evaluation. HR will also be sending out reminders.
- c. Sharon S. reminded everyone to submit their article information for the upcoming Student Services Newsflash to her by **Monday, September 21**.
- d. Tim distributed handouts regarding the *Institutional Effectiveness Partnership Initiative*. The **Partnership Resource Team** visited our campus this week, and is working with us on two self-identified areas of need, one of which is to facilitate an enrollment increase by Fall 2016. The other area targeted is SLOs. Kevin sees this as an area where Student Services can take a leadership role.
- e. Kevin asked Tim if the Early Alert program might be better served under the Student Success Committee. Tim agreed, and Kevin will bring it to their next meeting. Will offered to give workshops on ways to identify students other than solely through grades – i.e., participation rates, learning styles, etc. He suggested that students can better self-monitor if they have better access to their grades.

VI. NEXT MEETING

- a. October 7, 2015 (9:00- 11:00 A.M / Room 2314)

Meeting adjourned at 10:20 a.m.

Recorded by:
Sharon Strazzo
Substitute Executive Assistant
Vice President of Student Services Office