



Student Services Council Meeting  
 October 12, 2016 • 9:00 AM  
 Room 2314

## MINUTES

<b>Committee Members Present</b>					
X	Kehinde Adesina	X	Nadia Elwood		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	Jenna Barry Highfield (guest)

**I. CALL TO ORDER**

- a. The meeting was called to order by Tim Johnston at 9:02 a.m.

**II. APPROVAL OF MINUTES**

- a. It was moved by Tina and seconded by Becky to approve the minutes of the September 28, 2016 Student Services Council meeting as presented. Tim and Sharon B. abstained, as they were not present at the meeting. The motion passed unanimously.

**III. DISCUSSION AND ACTION ITEMS**

- a. **Community College Survey of Student Engagement (CCSSE):** Tim welcomed Jenna, and gave a brief overview of the CCSSE, the Community College Survey for Student Engagement, which is a nationally-recognized survey tool. Jenna explained that this was based on a survey for 4-year institutions, and it was adapted for community colleges and developed in 2001 by the University of Texas at Austin. It was specifically designed to assess the extent to which students are engaged in empirically derived good educational practices and what they gain from their college experience. Student engagement is a key indicator of student learning, persistence, and attainment in college. The methodology was based on a 3-year cohort (2014-2016), surveying 701 institutions from 46 states, the District of Columbia, 3 Canadian provinces, plus Micronesia, Guam and the Marshall Islands, making it a very diverse cohort. It is categorized by size (we were considered large) and service area type (we were considered rural). After briefly reviewing the

results, Jenna opened up the discussion to suggestions and next steps. There were questions about how many Shasta College students answered this (approximately 800), how it was administered (point of service via scantron), whether online students were included (no). Full time students were sampled more, but that is controlled for in the analysis. Sandra pointed out that we have a large population of 18-21 year olds, while some of the categorical programs traditionally work with an older population. The next steps include working on a report, which will include a comparison of the specific benchmark items to other rural colleges and other colleges similar to our size, aspects of highest student engagement, lowest student engagement, and sharing out results in focus groups and with various committees, including Academic Senate, the Equity Committee, Student Senate, etc. There was some discussion about whether they could disaggregate the results to reflect specific populations/groups. The timeframe for the final report was discussed, and it was suggested that mid-November, before the Initiatives are due, would be ideal if possible.

- b. **Annual Area Plan Initiative Timeline:** There was discussion regarding the timeline. It was agreed that initial presentations would be made at our November 9 meeting, while joint initiatives (website, Student Services building, etc.) would be discussed at the October 26 meeting.
- c. **Assessment – Compass Transition & MMAP:** Beginning December 1, we will be losing Compass as the assessment tool for English placement. Separately, the state is issuing a common assessment, with a unified assessment system statewide. Tim noted that this will not mean common placement, as those decisions will be made locally, and placement decisions may vary college to college. They are still working on validating, and the release of the common assessment will be delayed. We were selected to be early adapters, so we will need to close the gap. Last spring Tim worked with the English Department on “what ifs,” and the faculty agreed they preferred to do a Multiple Measure Assessment. Jenna will come to our next meeting to discuss this, but Tim shared that on the English side, the results were pretty exciting. They are proposing to use this model for everyone. There are different rules for direct matriculants v. non-direct matriculants. It was noted that this will create a change in the workflow, as it will need to be counselor based. Transcripts will need to be provided, and professional judgment will need to come into play for many of the outlier situations. It was suggested that students be allowed to take the math assessment, rather than the self-placement. Tim brought it before the committee as it will affect the workflow, and he will be sharing this with the general counseling meeting in a few weeks. It will be an interim solution for an unspecified period of time until the common assessment is rolled out. Sandra asked if Tim might write a statement for the front office staff to give regarding these changes. He will send this out

to everyone. There was a suggestion that assessment appointments still be made, but a counselor be available for that appointment to assess multiple measures. Tim shared that the predictive value of these assessments has commonly been very minimal. They are anxiously awaiting the common assessment, as it should be much more effective.

- d. **AP 5010 / BP 5010 / AP 5011 – Review:** Although the group has reviewed these twice already, Tim wanted to bring AP 5010 to their attention, as one modest change on p. 4 was made, striking one line as a requirement, per Sheree’s suggestion. She felt that at a practical level, she was not comfortable with the “must” in that policy. Everyone agreed with that additional change, and the first and second reviews are considered complete.
- e. **Starfish:** Tim explained that this relates to the Early Alert. The Student Success Committee has been looking into this and recently participated in a demo regarding this. It provides more integration, the pooling of information, the ability for faculty to provide individualized comments as well as global comments, and allows for integration with Canvas as well (it passively collects data from Canvas). The Student Success Committee is very interested in it, and voted to move it forward. Tim wanted to bring it here, as well as to Instructional Council and Academic Senate. Tim suggested that there could be significant changes in workflow, which might be an important consideration, especially in Student Services. The cost would be covered by SSSP, with the Chancellor’s Office covering the implementation/first year. It will go to Instructional Council next week and then to Cabinet, and on to the Board in December or January, with a Fall 2017 implementation. This is the early alert piece. Another piece is the degree planning tool. We have looked at this in Colleague, which has not been successful; therefore, we are looking at this tool as a possibility. There is an additional cost for uploading the degrees/programs. Messages can be delivered to students via email/text/single sign on, and could integrate with the app. Tim suggested everyone review the 3 minute demo (which was sent out via email), and he can also send out a link to the longer demo. There were no objections to moving it forward. Peter will initiate a conversation with DubLabs regarding integration.
- f. **Area Updates:**
  - **Financial Aid:** Becky shared that they are current on processing for 16-17, and will stay closed a few days to get updated for 17-18. They anticipate beginning processing for 17-18 in December. They have recently hired 2 full time Student Success Facilitators, Brittany Baker and Melian Manas, so the only other position that needs to be filled is the bookkeeper/scholarship processor position, as Angela was promoted to the Administrative Secretary I position for FAID/Grants.
  - **Marketing:** Peter shared that the Spring Enrollment push is starting, with postcards coming out at the end of the month, as well as emails and Pandora

ads. He will be talking to Sharon B. regarding RABA, and has spoken to Dan Scollon regarding GIS mapping for the DubLabs app (where classrooms are, etc.).

- **CalWORKs:** Nadia shared that she will be 40 on Saturday!
- **DSPS/EOPS/CARE:** Sandra shared that the High Tech Center Training Unit of the California Community Colleges will be providing training for community college faculty and staff wishing to acquire or improve teaching skills, methodologies, and pedagogy in Assistive Computer Technology, Alternate Media and Web Accessibility on October 18 and 19.
- **Student Life:** Tina shared that their new Administrative Secretary I, Taylor Mobley, started today, and she will be bringing her around for introductions later. She also shared that they are hoping to begin implementation of Maxient November 1.
- **Access and Equity:** Sharon noted that counselors had a Habit to Mind training today. Next Thursday, the Human Library ([humanlibrary.org](http://humanlibrary.org)) will be held in the library from 1- 4:30, with real people on loan to readers for a 15-30 minute period.
- **Enrollment:** Tim shared that Ronda Lundberg has started as the new Assistant Project Director for Enrollment Services, and is located in 2215A, near the assessment center.

#### IV. **NEXT MEETING**

The next meeting is scheduled for Wednesday, October 26, 2016 at 9:00 a.m. in room 2314.

Recorded by:

Sharon Strazzo  
Executive Assistant,  
Vice President of Student Services