Student Services Council
Wednesday, Feb. 7, 2024
10:00 AM – 12:00 PM
Board Room
Minutes

District / Division Goals

Goal 1: Increase First-Year Persistence by 2%

Goal 2: Increase Completion Rate by 2% (degrees/certs)

Goal 3: Increase completion efficiency by 1%

Goal 4: Increase course success by 1%

Goal 5: Improved math/English through-put particularly for disproportionately impacted groups

Goal 6: Increase transfer to 4-year institutions by 1%

Goal 7: decrease average number of accumulated units by 5%.

To increase enrollment/retention, the number of credentials awarded, and the number of students transferring to UC/CSU and decrease the number of accumulated units, by the end of Spring 2024:

Enrollment
- Implement CRM to share information for student follow-up. (2.4.1, 2.3.4) (Sandra)
- Create connection between high school Counselors and Career Services. (Shaunna / Angela C.)
- Implement access initiatives listed in the Student Equity Plan. (1.1.1, 2.2.6) (Sandra)
- Contact students who have at least 15 units, but no education plan and connect them with a Counselor. (Alexa/Shaunna)
- Increase number of students receiving educational program plans prior to their first semester of study. (Shaunna)
- In coordination with Dual Enrollment, develop a common special admit application. (1.1.2) (Alexa)
- Onboarding Process: Review each step to simplify and expedite student onboarding. (Johnnie)
- Design schedules that contribute to degree progression and meet the needs of all students including the right mix of short-term courses offered in an online/hybrid/in-person formats. (Tim)
- Evaluate non-credit application process (Alexa / Iva)
- Institutionalize New Applicant Outreach project through sustainable funding. (Tim
- Implement initiatives on the International Student Outreach plan. (John)

Retention
- Hire a PT Counselor to support ACE/BOLD and EWD. (Shaunna)
- Propose five additional Student Services Coordinators to support general counselors in respective "areas of interest". (Alexa)
- Consistent with the "Caring Campus" initiative, develop cross-departmental awareness to support warm handoffs. (2.3.1) (Tim)
- Implement automated student planning with current program maps. (1.1.1) (Shaunna/Tim)
- Expand "cohort-based" Counseling support for students who are not affiliated with a categorical program to ensure that all students with a degree goal have an education plan. (1.4.2, 2.2.5, 2.3.4) (Shaunna)
- Implement updated academic "probation" support process. (5CCR 55031-55034) (Buffy/Alexa)
- Implement the Multiple Measures Placement Service. (1.2.1, 1.2.4) (Tim)
- Expand front-end transcript evaluation to increase the number of credentials awarded. (Johnnie)
- Use the CRM to connect students to categorical programs or general support services during their first semester. (Sandra)
- Implement CRM to share information for student follow-up. (2.4.1, 2.3.4) (Sandra)
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- Update AP 4235 to increase opportunity for alternative credit through alternative course design. (Tim/Buffy)
- Develop plan to address SAP for high school students. (Johnnie / Shaunna)
- Promote "15 to Finish" and the Completion Grant (Johnnie / Renee)
- Implement FAFSA 2024-25 Colleague programming updates. (Johnnie)
- Re-launch Financial Aid appeals Committee. (Johnnie)
- Implement AB 789 (SAP) (Johnnie/Renee)
- Review and update student financial aid messaging to ensure readability. (Johnnie/Renee)
- Document processes and develop a handbook for the delivery of basic needs support. (Mary)

Committee Members (voting)					
X	Tim Johnston	X	Sue Huizinga	X	Shaunna Rossman
X	Sandra Hamilton-Slane	X	Candice Hann	X	Johnnie Owens
X	Nadia Elwood		Carlos Reyes	X	Renee Garcia
X	Alexa Zaharris	X	Matt Rogers	X	Nate Costa
X	Mary St. John				
X	James Konopitski				
Committee Members (non-voting) & Guests					
X	Jerry Brown	X	Robert Bowman		John Yu
X	Sandy Lucero	X	Crystal Mair		Nick Webb
X	Jessie Knight		Clarisa Guzman (TRIO)		Patricia Esparza (TRIO)
	Kelsey Troncale (TRIO)	X	Kendra Wells	X	Buffy Tanner
	Jacquie Wright	X	Cassie Leal	X	Heath Johnson

1. Approval of Minutes
   Motion (Nate), second (Nadia) to approve the minutes of December 6, 2023.
   All in favor, motion approved unanimously.

2. Discussion Agenda: Vision 2030 / Student Equity / Guided Pathways

   a. Ruffalo Noel Levitz survey analysis
      Review challenges / opportunities and action plans due Feb. 14, 2024.

      Shasta Portal / Shasta College Intranet / Institutional Research / Student Satisfaction Inventory / 2023.
      Shasta Portal / Shasta College Intranet / Institutional Research / Student Satisfaction Inventory / 2021.

      Cassie shared a PowerPoint presentation which will be added to the Teams folder for your reference.
      - As noted on slide 4, part-time faculty were included this time.
      - Cassie highlighted the top 5 strengths and challenges noted on slide 9.

      Sue: Could these results show only the students who are doing great?
      Cassie: Usually, students who take the survey would be the ones doing the very best and the ones doing the very worst.

      Shaunna: Is there a way to determine which areas the students are coming from to be able to focus on those areas?
      Cassie: Yes, we can determine demographics.

      Johnnie: are there some local surveys (home grown) we can utilize for specific areas?
      Cassie: They would like to avoid doing point of contact surveys. There are lots of tools available so perhaps we could put together a workshop to determine which ones would work best for our college.
      Sandra: We did have a home-grown survey in the past and it worked very well. Cassie is going to speak with Will and look into what was done.

      Cassie: What are the most important aspects of this survey to you?
      - Nadia: To be able to see all the different programs will be most important.
      - Alexa: I use this data a lot for my area as it asks specific questions about admissions and FA.

Cassie: Please take a look and send them any suggestions or feedback on what may work better.

Heath gave an overview of the dashboard and offered to help anyone who wants to reach out with questions or needs guidance.

b. Annual Area Plan rubric and ranking sheets
Tim went over the ranking excel sheet to determine if we want to make any changes to the criteria.
- Sandra: Items 11 and 3 seem similar, do we need to keep both?
- After discussion the committee decided to retain item both item 3 and 11.

Motion (Nate), second (Johnnie) to accept rubric as presented.
All in favor, motion approved unanimously.

The following programs will complete an annual area plan:
- One-Stop (A&R / Financial Aid)
- Student Success Center
- Testing Center
- CalWORKs
- Counseling Center
- EOPS/CARE/SCI*FI
- FKCE
- PACE/C2C
- Student Life
- Transfer Center
- TRIO (SSS, TS, UB)
- STEP-UP/Youth Justice
- Gateway to College
- Veterans Center
- The Hub (Basic Needs Center)
- Health and Wellness Center
- MESA

The template is attached and can also be found here: https://shastacollege.instructure.com/courses/6440/files/5476806/download?download_frd=1

If your planning process led to a funding request, please complete the attached funding request form. (This form may be modified depending upon our conversation in Student Services Council on Feb. 7.)

Annual planning resources including datasets, research reports and planning documents can be found at: https://shastacollege.sharepoint.com/sites/AreaPlanningandProgramReview

Additional Student Services datasets can be found at https://shastacollege.sharepoint.com/SitePages/Institutional-Research.aspx
Once here, click on one of the following folders for additional information: "Student Equity Plan Data"; "Student Satisfaction Inventory"; "Student Services" or "Transfer Data".

Once you complete your annual area plan, go to https://shastacollege.sharepoint.com/sites/AreaPlanningandProgramReview
Click on "Student Services". Click on your department folder. Click on "Annual Plans". Place your report in the "2024" folder.

Annual Area Plans are due Friday, March 1, 2024.

If you have a funding request, please place the completed funding request Excel spreadsheet in the same "2024" folder and also forward a copy to Jacquie by Wednesday, Feb 21, 2024.

The timeline is attached for your reference.

You may also visit the Planning Resource Guide or please contact me with questions regarding Annual Planning.

The President's Response to last year's funding requests:

Shasta College 2022-23 Funding Request Rankings

Rank	Area	Division	Initiative	One-Time Expense	Ongoing Expense	Yes/No/ Maybe	Notes
1	SSV		2023-24_SSC_Expand food pantry_Hub Basic Needs	$ -	$ -	Yes	Will be included in the 100 building remodel
2	SSV		2023-24_SSC Additional office space_PACE/EOPS/CARE/CalWORKs	$ 250,000	$ -	Yes	Was completed in the 2000 remodel
3	SSV		2023-24_SSC_Student Success Center in Health Sciences Building_Enrollment Services	$ 7,500	$ -	Maybe	If SWP can fund
4	SSV		2023-24_SSC_GtC Permanent (functional) office space_Gateway to College	$ -	$ -	Maybe	TBD depending on the availability of existing campus space(s).
5	SSV		2023-24_SSC_Automate Degree Audit-Programming_Enrollment Services	$ -	$ -	Yes	Ask was $10k, but can be done with existing resources
6	SSV		2023-24_SSC_Additional office space_Hub Basic Needs	$ -	$ -	Yes	Will be included in the 100 building remodel

3. Instructional Deans' Report
   No updates.

4. Information

   a. PACE Department – Program Evaluation
      • PACE – Sandra reviewed the document she shared with the group.
        They decided to do a separate program evaluation for C2C even though the program is housed in PACE.
      • C2C – Kendra reviewed the document shared with the group.

      • Sandra would like to thank the business office and HR for all their assistance in helping students get the pay/work experience.

      • As these two programs did an annual review, they do not need to complete the area annual planning documents.

   b. Civic Engagement Plan 2021-2025 (updated)
      https://www.shastacollege.edu/student-resources/student-life/student-civic-voter-empowerment-program/

      • Tim: This is in the works and will be going to Cabinet.
      • Nate: This is to engage and help our students vote. Student Life webpage has links.

   c. Financial Aid – FAFSA / CADAA 2024-25 updates
      https://www.shastacollege.edu/cost-financial-aid/2024-25-fafsa-changes/

      • Renee gave a brief explanation of dates referred to in the link above and said the financial aid office is ready to assist.

   d. Enrollment/Retention Focus Areas
      https://completecollege.org/strategies/

      • Look at the areas of focus – top of the agenda.
      • We cross walked this to some of the work that Kate and Buffy are doing.
      • Please refer to the attachment shared by Tim.

   e. Draft please hold Wed., May 22, 2024 Spring Retreat

5. Action Agenda

   a. Board Policies / Administrative Procedures – Second Reading

Motion (Robert) seconded (James) to consider APBP's 4070-4226 together as a group.
After review and discussion, the motion was unanimously approved as presented. These will move on to the next step of review. Some will go to Academic Senate, and some will go to Student Senate.

AP 4070	Course Auditing and Auditing Fees
AP 4226	Multiple and Overlapping Enrollments
AP 4229	Course Repetition – Variable Units
BP 4050	Articulation
BP 4060	Delineation of Function Agreements
BP 4070	Course Auditing and Auditing Fees
BP 4110	Honorary Degrees
BP 4230	Grading and Academic Record Symbols
BP 4231	Grade Changes
BP 4225	Course Repetition
BP 4226	Multiple and Overlapping Enrollments

Review Group 2 Student Services

b.   Board Policies / Administrative Procedures – Second Reading (bringing back for a third reading)

AP 4050	Articulation
AP 4231	Grade Changes
BP 4100	Graduation requirements for Degrees and Certificates

- AP 4050, 4231 and BP 4100 have more substantive changes. Review these and we will bring them back for a vote at our next meeting. Feel free to reach out to Shaunna, Johnnie, or Alexa with any questions.

c.   Board Policies / Administrative Procedures – First Reading

AP 4235 Credit for Prior Learning
- This AP had some mandated changes. We pulled out some of the items and cleaned it up to make it easier to read.

AP 4222 Remedial Coursework
AP 4240 Academic Renewal
- This has come from scholastic standards and will go to Academic Senate next week.
- Has been rewritten to be more student friendly.
- Please review and reach out if you have any questions.

6.   Discussion Agenda: Part 2 -- Vision 2030 / Student Equity / Guided Pathways

a.   IPM (Integrated Planning Manual) / PGM (Participatory Governance Manual)

- Consider a proposed name change: Student Services Management Team
  Please think about this and we will discuss it at our next meeting.

b.   "Caring Campus" – Spring 2024
(10 ft rule/reach out; Name tags/Identify oneself; Cross-dept awareness; Warm referrals-in person or call; First week greetings/reach out to students)

- *How can we better enhance cross-departmental awareness?*
- *How can we enhance warm handoffs?*

7. Other
    a) Area Updates / Announcements

Updates:

Sue: Talent Search is holding their annual Carnival April 19 - looking for presenters for booths.

Robert: Juvinal Justice in week 4 and going well.

Nate: Valentine's Day door decorating contest Feb 14.
        Student Senate Blood Drive - Feb 28, email Nate or Erin for more information.
        Grad Fair - March 5, would like to add more tables email Nate or Erin if you are interested.

Jerry: Umoja - Black History Month Celebration – February 22 – 5:30pm – Cafeteria

Kendra: College to Career Resource Fair – March 19

Parking Lot:
BP/AP 4250 Probation, Dismissal, and Readmission/Probation