

# Student Services Council

Wednesday, Feb. 21, 2024

10:00 AM – 12:00 PM

Board Room

Minutes

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## 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

- 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/Shanua)
- 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)
- 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	X	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	X	Nick Webb
X	Jessie Knight		Clarisa Guzman (TRIO)		Patricia Esparza (TRIO)
	Kelsey Troncale (TRIO)	X	Kendra Wells	X	Buffy Tanner
X	Jacquie Wright	X	Cassie Leal	X	Heath Johnson

1. Approval of Minutes  
Motion (Alexa), second (Carlos) to approve the minutes of February 7, 2024.  
All in favor, motion approved unanimously.
2. Information
  - a. March 13, 2 pm: ACCJC Team Meet and Greet
  - b. ACCJC Rubric for Institutional Alignment and Transformation – review process
  - c. ["Return to Earn: Insights for Supporting Comebackers to Completion and Careers."](#)
    - i. [Recording](#)
    - ii. [Slides](#)
    - iii. Shared Resources:
      1. [Accompanying Report & One Pager](#)
      2. [About CaliforniaAttain!](#)
      3. [Shasta College Accelerated College Education Program](#)
      4. [California Competes's Brief on the Program](#)
      5. [Primer on Credit for Prior Learning and Competency-Based Education](#)
  - d. Annual Planning / Funding Request Timeline
3. Instructional Deans' Report  
Carlos – no updates at this time
4. Action Agenda
  - a. Board Policies / Administrative Procedures – Second Reading  
Motion (Nadia), second (Sandra) to consider all APBPs, (AP4050, AP4231, BP 4100, AP 4235, AP 4222, A 4240) as a group.  
After review and discussion, the motion was unanimously approved and the group will move on to Academic Senate with the revisions noted below for AP 4235 and AP 4240
    - i. AP 4050      Articulation
    - ii. AP 4231     Grade Changes
    - iii. BP 4100     Graduation requirements for Degrees and Certificates

iv. AP 4235 Credit for Prior Learning

A lot of these changes will simplify our processes.

Discussion regarding Financial Implications of CPL (page 1).

- Amend third bullet point to read:  
“Credits awarded through CPL that count toward a student’s educational goal may be counted toward maximum unit count under the Financial Aid Satisfactory Academic Process Policy.”

Discussion regarding Determination of Eligibility for Credit for Prior Learning (page 2).

- Amend fourth bullet point to read:  
“Equivalent course credit may only be granted for a course applicable to a student’s current program.”

v. AP 4222 Remedial Coursework

vi. AP 4240 Academic Renewal

At the end of AP 4240, before the last sentence, please add:

“Academic Renewal only affects the Shasta College GPA calculation. Per federal regulations, the Satisfactory Academic Progress (SAP) GPA calculation for federal financial aid would continue to include grades from all courses taken at Shasta College.”

The last sentence should be changed to read: "This academic renewal procedure is solely the policy of Shasta College. Local GPA calculations may not necessarily be used by other institutions or other outside bodies."

 [Review Group 2 Student Services](#)

- b. Board Policies / Administrative Procedures – First Reading  
None.

5. Discussion Agenda: Vision for Success / Student Equity / Guided Pathways

- a. Annual Planning – Funding Request Presentations (handouts will be added to the Teams folder)

Sandra:

PACE – Asking for one-time funding of \$75,000 for equipment to serve students with specific needs and an ongoing funding need of \$15,000 for software licensing to serve students with accommodation needs.

ATHLETICS – Asking for ongoing funding to hire a Student Services Specialist to support approximately 300 athletes per year.

THE HUB – Nadia (presented for Mary)

Asking for one-time funding of \$9,270 to renovate their current space to give their new specialist a more private enclosed space to support students with needs.

A&R – Alexa – Student Services Team

Asking for funding for 5 student services coordinators; each assigned to academic areas of interest.

Overall cost - \$76,312 each X 5 = \$381,563 year one with step increases after that.

GtC – Nick

Asking for funding to converting a part-time Student Services Specialist to full-time..

Overall cost - \$40,842 year one with step increases after that.

- b. IPM (Integrated Planning Manual) / PGM (Participatory Governance Manual)  
Instructional services council; admin services council  
Proposed name change: Student Services Management Team or ...?  
Think about a name change that would omit the word "council".  
Send ideas to Tim for review.
  
- c. "[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?*

Draft process: Staff "passport" – who do I connect with and what's going to happen?

- Incentive based – voluntary, but eligible for give-aways
- First 2-3 weeks of April –
- Encourage a cross-departmental buddy
- Zoom link with Tehama / Ext Ed
- Departments may publish hours of availability

## 6. Other

### a) Area Updates / Announcements

James: Come over and see Black History month display in the lobby of the Center.

Nick: GtC received their 8<sup>th</sup> consecutive program excellence award

Nate: Blood Drive, Grad Fair

Sue: Saturday is National TRIO day; 60<sup>th</sup> anniversary

Parking Lot:

BP/AP 4250 Probation, Dismissal, and Readmission/Probation