

Student Services Council
Wednesday, March 6, 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

- 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/Shayna)
- 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		Johnnie Owens
	Nadia Elwood		Carlos Reyes		Renee Garcia
	Alexa Zaharris	X	Matt Rogers	X	Nate Costa
X	Mary St. John				
	James Konopitski				
Committee Members (non-voting) & Guests					
X	Jerry Brown	X	Robert Bowman		John Yu
X	Sandy Lucero		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		Cassie Leal		

1. Approval of Minutes

Motion (James), second (Sandra) to approve the minutes of February 21, 2024.
 All in favor, motion approved unanimously.

2. Information

- a. March 13, 2 pm: ACCJC Team Meet and Greet
 - Virtual – Open forum - we are writing to the old standards.
 - Will recommends you review what was written in the standard, this was written almost a year ago so there have already been some changes to some of our departments.
 - Standard 2C relates to Student Services.
 - Accreditation status will be confirmed in January 2025.
- b. Strategic Plan – Campus Forums
 - There are two sessions: one in-person and one virtual. Please attend if your schedule permits.
- c. Additional student filters on the Tableau file.

 [Student Satisfaction Inventory 2023 v3.twbx](#)

- d. You are encouraged to submit your recommendations for employee awards.

3. Instructional Deans’ Report

No report.

4. Action Agenda

- a. Board Policies / Administrative Procedures – First Reading
 AP 4235 Credit for Prior Learning
 Buffy:
 - There is a statewide CPL task force who recently put out some recommended language.
 - We looked at this language to see what we could incorporate into our AP.
 - Removed the very specific language on processes to simplify and allow for future adjustments to processes without having to update policy.

Sticking point:

- Bottom of page 1 – financial implications of CPL
 - Last line – 3rd bullet, this language came from the statewide recommendation.
 - Looking through regulations to determine whether we need to say “will” or “may” for Satisfactory Academic Progress calculations?
- Page 2 – fourth bullet -equivalent course credit...
 - Still having discussion on how this should be worded.
- Page 7 – update in military area
 - Currently CPL credit for basic training but with CALGETC this will go away.
- Page 9 – language accreditation moved from regional to institutional.
- Buffy still needs to do some work on this.
- Working on final paragraph with IT.
- This will be coming back for another reading.

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

- a. IPM (Integrated Planning Manual) / PGM (Participatory Governance Manual)
Instructional services council; admin services council
Proposed name change: Student Services management team or ...

- After discussion it was decided to change our name to - Student Services Committee

- 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?*

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
Sandy and Jacquie will work on the logistics of making this happen.
- Departments may publish hours of availability.

Are there any changes to the Scavenger Hunt template for April?

Please send any updates or additions to the template to Jacquie

- c. District / Division Initiative Goals: mid-point
At the mid-point of the semester, managers were reminded to evaluate progress regarding initiatives.

6. Other

- a) Area Updates / Announcements

Jerry Brown – will retire in June of this year and wanted to thank everyone for all the support and help he has received over the years.

C2C – will have their Resource Fair on March 19 from 5:30-7PM

GtC – having their Tri Tip fundraiser. This pays for t-shirts for students and assists in the purchase of caps and gowns for students who are graduating.

HigherUp – new program which pays Foster Youth, CalWORKS and STEP-UP students a stipend if enrolled full-time.