



Student Services Council  
 Wednesday, April 5, 2023  
 10:00 AM – 12:00 PM  
 Board Room OR

Zoom: <https://shastacollege-edu.zoom.us/j/94790660373?from=addon>

Phone: 1-669-900-6833 / Meeting ID: 947 9066 0373

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 2023:

- Track *Vision for Success* outcomes by Student Services program. (Tim)
- Examine and implement relevant recommendations from the CCC-UC Transfer MOU Final Report. (Tim)
- Finalize DOE application submission for CBE. (Tim)
- In cooperation with IT, implement the Multiple Measures Placement Service. (SP 1.2.1) (Tim)
- Update website to help students connect with support services consistent with their individual journey. (Tim)
- Track the implementation of Student Equity Plan Initiatives including the CRM/early alert platform and associated case management student support workflow. (SP 2.3.4; 2.3.6; 2.4.1; SEP Persistence) (Sandra)
- Contact all new applicants by phone to inform students about the availability of support services and tutoring for TLME courses. (Alexa)
- To increase the number of students with education plans, complete the implementation of Colleague student planning and sunset the use of Excel spreadsheets. (SP 1.1.1) (Shaunna, Tim)
- Expand cohort based counseling. (Shaunna)
- Evaluate dual and concurrent enrollment workflows and identify a point of contact. (Natalie)
- Enhance a new employee orientation and ongoing professional development activities that focus on student needs and the student journey. (Sandra)
- Build community on campus through additional activities that welcome all campus employees such as book clubs, mentoring programs, walking/exercise groups, brown bag series and/or meet and greets. (SP 3.2.5)

Committee Members (voting)					
	Robert Bowman		Sue Huizinga	X	Shaunna Rossman
X	Jerry Brown	X	Tim Johnston	X	Natalie Tucker
X	Nadia Elwood		Amber Perez	X	Nick Webb
	Sandra Hamilton-Slane		Carlos Reyes		

Committee Members (non-voting) & Guests					
X	James Konopitski	X	Sandy Lucero	X	Crystal Mair
X	Chelsea Kefalas	X	Alexa Zaharris		Buffy Tanner
X	Will Breitbach		Patricia Esparza (TRIO)		Clarisa Guzman (TRIO)
	Daniel Lewis (TRIO)	X	Matt Rogers		Kelsey Troncale (TRIO)
X	Jacquie Wright		John Yu	X	Kate Mahar
X	Becky McCall	X	John Westlund		

## Approval of Minutes

### 1. Approval of Minutes

Nadia moved and Jerry seconded a motion to approve the minutes of the March 1, 2023 meeting. Minutes approves unanimously.

Tim discussed the Doomsday Clock - <https://thebulletin.org/doomsday-clock/>

### 2. Presentations

#### a. 10:00 – 10:30

#### Technology Catastrophic Backup Plan (Becky McCall and John Westlund)

Becky shared a PowerPoint presentation (Tim will distribute)

- Discussed Shasta's emergency response plan
- Gave sample of overall data breach
- Education is high target for ransomware
- Clicking links from emails or sites are the most disruptive
- Back up and recovery starts with contacting the Insurance
- Contacting insurance depends on the level of risk
- All servers are backed up twice per day- Colleague backed up every 5 minutes
- SharePoint and your personal drive is also backed up and kept for 1 year
- Recovery could take approximately one day if its natural disaster but if ransomware we must first figure out how to make the data safe before bringing it back online and this may take longer

Best practice:

- Good idea to have a printed copy of staff phone numbers, keep on your person or in the car
- Stay current with updates and patches
- Get rid of all end of life software and hardware
- Maintain secure passwords
- Enable multifactor authentication (MFA)
- Cybersecurity awareness training
- Annual risk assessments

#### b. 10:30 – 11:00

#### SCAILE: Shasta College Attainment and Innovation Lab for Equity (Kate Mahar)

Kate shared a PowerPoint presentation

ACE:

The ACE program, Accelerated College Education, is designed for people who want to continue working, attend college full-time, want predictable schedules, and are ready to take college-level coursework by the time the program begins. The program features compressed classes that are primarily online (with the occasional class featuring synchronous Zoom meetings on Tuesday or Thursday evenings).

- Is it working and how can we make it better?

EWD:

The Economic and Workforce Development (EWD) Division at Shasta College is an integral part of the California Community Colleges system, investing funding and resources in industry sectors that are key to California's economic growth. EWD's industry-specific workforce services are coordinated through a system of sector specialists that align community college and other workforce development resources with the needs of industry sectors and occupational clusters through a regional focus.

- One out of every three adults that started did not finish
- Try to figure out what happened and been plugging away at what we learned.
- Inviting folks to come back and complete

BOLD:

The Shasta College BOLD student support program offers four 1-unit Student Development (STU) classes you enroll in while you are a university student. These classes allow students to develop a BOLD cohort and access Shasta College campus resources (tutoring centers, the library, computer labs/internet, health center and more).

Through BOLD, you will be able to still have all of the perks of being a Shasta College student while completing your bachelor's degree from the north state.

Questions:

- Are there things in your tool kit we are not doing?
- Are there some growth areas we are not considering?

CBE Pilot:

- looks at programs we already have and offers them in a different way
- Balancing work and life experiences
- Must walk through competencies one by one and master each to move forward
- Looked at a lot of PD's and tried to build competencies
- At the end will have a set of skills to meet the final goal
- Learning is fixed – timing is variable

CPL and CBE

- Recognize students come to us with prior learning
- Innovation within traditional structure
- Enroll in the program not courses

Areas of consideration:

- Faculty workload

- Only need DOE approval once
- ECE all have masters in curriculum which is great
- IT would be a help
- Heavy equipment and training
- What support you need for the DOE application?

c. 11:00 – 11:30

Guided Pathways Progress Report  
(Will Breitbach)

- Updated doc shared with college council
- There used to be 4 pillars and were great helping plan
- But in this plan pillars are not mentioned
- Shifting away and instead remind everyone the important metrics (first 5)
- Please send feedback about an area or growth that is not mentioned in plan
- Anything to include that the chancellor’s office should know?
- All about structural change to support first 5 metrics
- Now focus on the why?
- 2022-26 zoom out to what we hope to accomplish
- Report deadline is June 1
- Please get comments to Will by April 24, 2023
- This will go to Academic Senate

d. Caring Campus: Caring Campus Impact on Racial Equity and Achievement Gaps  
Thanks for those of you who were able to participate.

Shasta College has been selected to join the spring 2023 cohort of colleges participating in *Caring Campus California* with funding through the generous support of the California Community Colleges Chancellor’s Office (CCCCO).

*Caring Campus* uses an evidence-based, facilitated coaching model wherein IEBC coaches instruct classified professionals on the fundamentals of what can be done to increase student connectedness to the college. The program also guides student services and operational departments in developing implementation, communication and monitoring strategies used for campus-wide implementation.

3. Instructional Deans’ Report  
None today

4. Action Agenda

a. Board Policies / Administrative Procedures – Second Reading

i. None

b. Board Policies / Administrative Procedures – First Reading

i. AP 4235 Credit for Prior Learning

- Tim shared the updated CPL AP
- Thanks to James for all the work
- High school articulation? May be a nice home here

- Has gone through cabinet present updates for your review
  - ii. AP 3723 Electronic Mail and Bulk Electronic Distribution
    - First reading NEW AP – there is no CCLC guidance on this one.
    - Propose working with IT to have student email .edu provided by college to students
    - Hoping to have initial roll out Summer/Fall 2023
    - This outlines general guidelines as a good procedure – touches on other areas of bullet distribution that others do not
    - Becky and team have already done a first pass
    - Has also been shared with cabinet but that feedback has not yet been incorporated here yet. Existing staff – what if they leave the district? Entities having access to bulk distribution.
- Any questions or concerns?
- All blue font is brand new
  - We leaned heavily on Citrus College model with local modifications

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

6. Other / Area Updates / Announcements

Chelsea: College Corp year 2 apps are open

- Still holding zoom info sessions
- College Corp can earn up to \$10,000 for work
- Higher up program – work study program which has been approved by cabinet – release next fiscal year

Tim:

- Downtown building opening – tentative June 1 for block 7 – summer launch
- 100 building transition team meeting with recommendations for bond office
- 2000 building still on track to finish by middle of May
- All but upward bound will start moving back this summer

Nadia: this is not on the agenda but can we talk a bit about being open Friday's?

Discussion on the logistics of the announcement we will now be open Fridays in summer and how that will affect all areas.

Tim will add this to our next agenda.

Adjourned: 12 noon