



Student Services Council
 Wednesday, April 19, 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

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) | | | | | |
|----------------------------|-----------------------|---|--------------|---|-----------------|
| X | Robert Bowman | X | Sue Huizinga | X | Shaunna Rossman |
| | Jerry Brown | X | Tim Johnston | X | Natalie Tucker |
| | Nadia Elwood | | Amber Perez | | Nick Webb |
| X | Sandra Hamilton-Slane | X | Carlos Reyes | | |
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| Committee Members (non-voting) & Guests | | | | | |
|---|---------------------|---|-------------------------|---|------------------------|
| X | James Konopitski | | Sandy Lucero | X | Crystal Mair |
| | Chelsea Kefalas | X | Alexa Zaharris | | Buffy Tanner |
| | Will Breitbach | | Patricia Esparza (TRIO) | | Clarisa Guzman (TRIO) |
| | Daniel Lewis (TRIO) | X | Matt Rogers | | Kelsey Troncale (TRIO) |
| X | Jacquie Wright | | John Yu | | |
| X | Debbie Goodman | X | Shelley Lowry | X | Nicole Smith |

1. Approval of Minutes

Robert moved and Jerry seconded a motion to approve the minutes of the April 5, 2023 meeting. All in favor to approve the minutes. Carlos Reyes and Sandra Hamilton Slane abstained.

2. Presentations

a. Program Evaluation: Health and Wellness

Debbie Goodman, Shelley Lowry and Nicole Smith attended to discuss the program review

Overview:

- Online presence has been greatly improved and expanded the services they can provide.
- Staffing structure – they recommend a model that would go back to the idea of a faculty nurse as a way to move forward.
- They realized a person in that role is a direct service role – responsibility is to address student needs and look at how the program is meeting those needs and what changes are needed to meet the goals.
- They are in recruitment for a college nurse. Thanks to Debbie Goodman coming out of retirement to help out.

How do we navigate student mental health concerns?

- Intake of people accessing service has increased
- They are finding students have less resiliency due to covid
- Telehealth is a great resource
- Students are doing better due to accessing services earlier

What can we give to faculty to communicate to their students?

- Encourage all deans and faculty to check webpage or come by and see
- Get info out at the beginning of semester to help catch possible issues sooner
- They also provide general wellness and nutrition counseling
- Health and Wellness enforces both HIPPA and FERPA so their platforms are HIPPA protected and they are working at a higher level in their office
- Robert appreciates the service you all provide; it has helped his students a lot.
- Training is available to help to assist you to be aware of issues student may be having and be able to refer them to the next level of care.

3. Instructional Deans' Report

- Carlos gave an update on transfer-level English and Math; pre-transfer courses won't be offered beginning SU 23
- There will be a Math Camp in January 2024
- Schedules are live but in flux
- English 1A – they are trying a new theme for CTE – courses offered Tuesday and Thursday afternoon
- Late start – trying to offer courses starting at week 12; there may be limited sections offered

4. Action Agenda

a. Board Policies / Administrative Procedures – Second Reading

i. AP 4235 Prior Learning

Second reading

James:

- Military changes – firming up processes we have been historically doing
- Remove physical ed requirement as this hurt rather than supported
- Tidy up language

Tim: as for the high school course piece – dual enrollment team looked at this

Motion to approve: Robert motion to approve and James seconded

All in favor of recommending AP 4235: After discussion, the motion was passed with no dissent.

ii. AP 3723 Electronic Mail

- The most recent IT edits have been shared with the group.
- Propose to roll out college offered student email which will be the primary means of contact
- This AP is not legally required; thanks to Citrus College for the original language
- Cabinet and IT have reviewed.

Motion to consider AP 3723 – Sandra motioned to consider and Carlos seconded.

- The email would be StudentName@student.shastacollege.edu
- Student would retain their other email up until census then would revert to their Shasta email and this would be the primary means of contact

Carlos: for younger students – dual enrollment?

- Carlos said we would want to make sure faculty know we are going through a gray area and to make sure students receive all notifications

Question: Will students have the ability to forward their Shasta email directly to their personal email?

- We are looking into it, but we plan to rely exclusively on the Shasta email.
- Can we send two separate instructions one to students and one to faculty smooth navigation?

Carlos: most faculty are using canvas email

Sue: How will we roll it out? Do you want to test it on her summer students?

Tim: The roll out is based on a number of factors but we are pushing for summer.

- Further discussion on how email will work prior to census and the possible fraud issues.

Robert: Youth Justice Rising Scholars are coming online, their partners will want restrictions on who can communicate with who?

Tim: We will bring this back next time for further discussion.

b. Board Policies / Administrative Procedures – First Reading

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

a. Guided Pathways Report

- Will had shared this with us last meeting and we are bringing it back today – any comments to Will by end of this week, April 21, 2023.
- Tim showed the four pillars, but these are not in the Guided Pathways report
- Look at each point at top of the agenda and the goals you will see a lot of similarities, we call out a lot of them
- Tim will email Will and let him know we took another pass and there was no comment, and any further input would be sent to Will directly by email no later than Friday.

b. Summer Schedule

- Discussion on best practices for summer to be able to service students. We want to strike a balance and make sure offices and areas with limited staff still have coverage while considering employee needs.
- Put together a list of names for work authorizations and send to Jacquie. Crystal, Jacquie, and Amanda will work on processing them.

c. Review Spring 2023 Student Services Goals

- Look at our goals to see where we are at this date and time.
- Tim asked the group for input/next steps regarding – building community

d. Updates

- Sandra – thanked the “thanks a latte” program and recognized her staff
- Onboarding – We have new facilitators and campus safety service – new canvas page for facilitators hoping to finish training by the end of spring
- Campus safety officers – working on training for enrollment and being able to walk students through the application process.

Tracking vision: as a division we had committed to be able to track and have readily accessible data – is there a benefit of tracking by program or division (granular basis or level) for each manager – an intentional data point we would regularly review

- Robert: noted that success sometimes cannot be measured by GPA
- Encourage each to continue what they are doing - if you have external requirements then continue and for those who don't we could review what we could track

Sandra – CRM update and request

- Start launch meetings tomorrow – working with consultants – the goal will be to have data accessible to all
- They really want to hear from managers on what they would like to see

6. Other

a) Area Updates / Announcements

- Sue: TRIO can now serve undocumented students
- Education talent search will be on campus April 28
- Upward bound - 60 students – June 11 - July 14 – theme communication
- Robert: invited all to Step-Up grad - May 11 at the theater 3pm
- Chancellor's office released application window for the Rising Scholars Grant
- Jerry – May 11 – UMOJA graduation ceremony at 1pm student stage or quad

- James: Have coordinated local free dog training for Veterans – not just for students. May 1 in the afternoon
- The first Veterans grad recognition ceremony will be May 9, 2023, in room 2165. Feel free to reach out if you want further details
- Thanks to crystal for all her work on budgets
- If any program wishes to share updates for Tim to share in the Board Report, please send him an email.

Adjourn: 11:50pm