Shasta College

Student Services Council
Wednesday, June 7, 2023
10:00 AM – 12:00 PM

Board Room for Redding Campus managers
OR for Tehama County managers:
Zoom: https://shastacollege-edu.zoom.us/j/87813428928
Phone: 1-669-900-6833 / Meeting ID: 878 1342 8928

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)						
	Robert Bowman	X	Sue Huizinga		Nick Webb	
	Jerry Brown		Tim Johnston			
X	Nadia Elwood	X	Carlos Reyes			
X	Sandra Hamilton-Slane	X	Shaunna Rossman			

Committee Members (non-voting) & Guests					
X	James Konopitski	X	Sandy Lucero	X	Crystal Mair
X	Chelsea Kefalas		Alexa Zaharris		Buffy Tanner
	Matt Rogers		Patricia Esparza (TRIO)		Clarisa Guzman (TRIO)
	Jacquie Wright		John Yu		Kelsey Troncale (TRIO)
X	Jessie Knight	X	Kendra Wells		

1. Approval of Minutes
   Nadia moved for a motion to approve minutes of May 3, 2023 and this was seconded by Sandra. Minutes approved unanimously.
   Jacquie will post minutes and agendas on teams along with accompanying documents.

2. Information

   CCCSE. (2022). *Listen to me: Community college students tell us what helps them persist.* https://www.cccse.org/SR22.

   CCCCO Launchboard Website
   https://www.calpassplus.org/LaunchBoard/Home.aspx

   CCCCO Launchboard PPT
   https://launchboard-resources.wested.org/resources/168

   Launchboard Pipeline
   https://www.calpassplus.org/LaunchBoard/Community-College-Pipeline.aspx

   Previous CCC Pipeline Dashboard Release Webinars
   https://launchboard-resources.wested.org/resources/108
   https://launchboard-resources.wested.org/resources/107

   Understanding Equity Gap Charts
   https://www.calpassplus.org/CalPassPlus2.0/Media/Launchboard/ccp/Understanding%20Equity%20Gap%20Charts%20on%20the%20Community%20College%20Pipeline_Nov%202022.pdf

   Understanding Labor Market Information (LMI) and Online Job Postings Metrics on the Community College Pipeline
   https://www.calpassplus.org/CalPassPlus2.0/Media/Launchboard/ccp/Understanding%20LMI%20and%20Online%20Job%20Postings%20Metrics%20on%20the%20Community%20College%20Pipeline_Nov%202022.pdf

3. Instructional Deans' Report
   - Deans are focusing on student persistence.
   - Deans are looking at a "soft cohort"; that is a sequence of classes that meet GE pattern on Mon/Wed or Tue/Thur.
   - Deans want to hear from student services regarding student requests.
   - Finding fall is particularly strong in face-to-face offerings. Conversation ensued regarding online vs in-person.

   General interest:
   - Alexa wanted to thank faculty for the timely submission of grades
   - AB1705: Added Math 101 and 102 for "special admits" with in-person tutoring offered in support.

4. Discussion Agenda: Vision for Success / Student Equity / Guided Pathways
    a. "Caring Campus"
    Working hard to bring campus together
    Caring Campus workgroup plans to provide process for name tags for all staff
    Putting on training and events over Summer
    b. Organization Structure Review
        i. College Corps
        Effective July 1 College Corp will move under EWD; to the 3rd Floor of the new CLC building
        ii. Health and Wellness
        Interviews within the next two weeks for a faculty position.
        iii. Basic Needs Center
        Program Coordinator interviews on Friday; this position will be a direct report to Sandra; Melian remains as the Specialist
        iv. Director of Student Life
        Nate Costa is the new Director; direct report to Tim; Erin O'Loughlin will serve as the support Specialist; will oversee Student Life, Student Senate, clubs/organizations, International student support and major events such as graduation, Welcome Back Day, etc.
        v. Office Moves
            1. Tim to vacate Room 125 for Room 2312.
            2. Shaunna to move into Room 125; Amanda to move into Room 124.
            3. Sandra to move into Shaunna's old office.
            4. Nate will move into the Student Senate suite
            5. Program coordinator Basic Needs will move into the Hub and office currently occupied by Crystal and Crystal will move to TRIO spaces in the 2000 building
            6. MESA will do an open house July or August in the 1600 building (old science learning center)
        vi. Outreach – a lot of collaboration with EWD and outreach – develop synergy
        vii. Justice Involved Youth grant – notification is delayed.
        viii. Housing Program – going to the Board of Trustees tonight.

    c. SSC Bylaws review and update
    Discussion on membership and voting and rotating members. This topic will be on the July agenda for a vote.

    d. Review Spring 2023 Student Services Goals
    A separate attachment outlines progress to date on each of the Spring 2023 goals.
    Council members were encouraged to review the attachment and to forward edits to Tim.

    e. Fall 2023 Student Services Goals – Enrollment, Retention & Unavoidable Support Services
    (Draft prepared based on our Retreat discussion.)
    Council members were encouraged to review the attachment and to forward edits to Tim for further discussion and a vote in July.

    f. Service Area Outcome (SAO) process review
    The attached crosswalk describes the SAO process and how individual programs are assessed.

The Ruffalo-Noel-Levitz college wide survey will take place again in Fall.

Council members were encouraged to review the attachment to review their understanding of assessment prior to the accreditation review. Members were also encouraged to review and forward updates to Tim.

g. Mentorship

The Council engaged in a conversation regarding Mentorship for managers. The consensus was interest in organizing mentor pairs. Sandra shared that new managers in her area have assigned mentors. Others should notify their supervisor if they were interested.

5. Other

a) Area Updates / Announcements

Sue: TRIO had a great training on Friday; students and parents arrive at 5pm on Sunday; Workshops scheduled Monday – Thursday and fieldtrips on Fridays

Sandy – The Outreach Coordinator is working hard; plan to calls new students to walk them through the new student email process. Teo is doing an amazing job. His focus is on ESL and to streamline the registration process.

The meeting was adjourned at 11:45am.