



Student Services Council
Wednesday, Sept. 6, 2023
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 Fall 2023:

Enrollment

- Create an Enrollment Services Intranet Page, Integrate the pre-enrollment form into MyShasta investigate Ocelot/Colleague integration, Support access to technology through initiatives such as a “Technology Boot Camp” and evaluate MyPath Steps to Enrollment. (Institutional Goal 2) (Johnnie/Alexa)
- Implement CRM to share information for student follow-up. (2.4.1, 2.3.4) (Sandra/Nadia)
- Implement access initiatives listed in the Student Equity Plan and populate the “New Applicant Outreach Project” flowchart with students who have at least 15 units, but no education plan and students subject to drop for non-payment. (1.1.1, 2.2.6) (Sandra/Alexa)
- Evaluate ESL steps to enrollment to identify potential barriers. (1.3.3) (Sandy)
- Investigate the possibility of a common special admit application. (1.1.2) (Alexa)
- Investigate additional capacity to provide front-end cohort support. (1.4.2) (Shaunna)
- Implement initiatives outlined in the International Student Recruitment Plan. (2.4.5) (John)

Retention

- Launch “Caring Campus” initiative. (2.3.1) (Tim)
- Investigate incentives of attending college including direct cash aid to adult learners to provide financial support that reflects the “true cost of education”. (1.1.3) (Tim)
- Implement “Outreach” collaborative between Student Services, EWD and Marketing. (2.2.6) (Nate)
- Develop outreach plan for “returning adult” learners. (1.3.1, Vison Goal 1) (Shaunna)
- Expand support staff for “The Hub” to provide district-wide student support and establish Basic Needs “decision rules” to guide resource allocation. (3.2.4) (Mary)
- 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 particularly for students on “probation” or “dismissal”. (1.4.2, 2.2.5, 2.3.4) (Shaunna)
- Expand regional partnerships to support instructional programs (eg Fire, Logging) to support direct student aid, family unit housing and/or expanded student housing. (3.4.2) (Tim)
- Implement the Multiple Measures Placement Service. (1.2.1, 1.2.4) (Tim)
- Implement processes in support of CPL, CBE and condensed course options. (2.2.1) (Tim)

Committee Members (voting)					
X	Robert Bowman	X	Sue Huizinga	X	Nick Webb
X	Jerry Brown	X	Tim Johnston		Johnnie Owens
X	Nadia Elwood	X	Carlos Reyes	X	Renee Garcia
X	Sandra Hamilton-Slane	X	Shaunna Rossman		
Committee Members (non-voting) & Guests					
X	James Konopitski	X	Alexa Zaharris		John Yu
X	Sandy Lucero	X	Crystal Mair	X	Matt Rogers
X	Jessie Knight		Clarisa Guzman (TRIO)		Patricia Esparza (TRIO)
	Kelsey Troncale (TRIO)	X	Kendra Wells	X	Nate Costa
X	Mary St. John	X	Buffy Tanner		Chelsea Kefalas
X	Bex (Rebecka) Davis	X	Jacque Wright	X	Cassie Leal
X	Will Breitbach				

1. Approval of Minutes
Motion (Shaunna), second (Robert) to approve minutes of August 2, 2023
Correction: Theo should be spelt Teo instead.
All approved, Sandra abstained.
2. Information
 - a. Student Success Metrics by student groups / demographics for Program Review

The following are the steps to access the document:

1. Go to the Institutional Research reports SharePoint page at <https://shastacollege.sharepoint.com/SitePages/Institutional-Research.aspx>. (You may need to log in.)
2. Open the Student Services Folder
3. Click on the Student Services Program Evaluation 2023 Fall file. You will likely have to click Open and then Download and then open the downloaded file. If you have not done so before, you may also have to fill out a short registration for Tableau Reader. Don't worry, it is safe to do so. If Tableau Reader is not on your district computer, you can get it [HERE](#) or you can ask IT to install it.

Please contact Seth if there are any questions. Seth is working on the DI and Student Equity updates next.

- b. LGBTQ+ Coordinator is Mary St. John
 - c. This no-frills college helps students get a degree quickly, simply and affordably, NPR, July 20, 2023 <https://www.npr.org/2023/07/20/1187100041/college-cheap-affordable-degree-coventry>
 - d. CCC are in for major changes, LA Times, Aug 19, 2023 <https://www.latimes.com/california/story/2023-08-19/california-community-colleges-in-for-major-changes-as-enrollment-dips>
 - e. First Amendment Audit
Joe may be spending a bit of time at management retreat next week. Keep this on your radar.
3. Instructional Deans' Report
 - Looking at program evaluation.
 - Moving students to a more dedicated path/focus to degree as opposed to having large bucket programs.
 - Buffy/Sh Shaunna – counselors should also be part of this review.
 - A lot of clean up coming this year to the Curriculum Committee.

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

- Will - Thanks to all for your timely completion
- Will went over the form and explained what he is looking for.
- Everyone please take another look at review criteria and consider it a rubric.
- Take a close read and make sure it is up to date and send Will your feedback, copy Tim. Will would like feedback before noon September 22nd.
- Look at embedded evidence as well.
- Submission date for Will would be early December.
- Review team will get together March/April to review.
- Quality focus essay started some time ago but needs to be completed/updated. You are invited to take a look and send feedback to Will and Tim.

a. Institutional Self-Evaluation Report (ISER) Review

i. Standard IIC

Please review the document ahead of the meeting and come with questions/comments.

ii. Quality Focus Essay (QFE): Persistence Stopout

Since the QFE was written some time ago, please review the document ahead of the meeting and come with questions/comments. Please focus on the table at the bottom of the document to make sure items are still relevant.



b. RNL SSI survey

The RNL SSI survey will be administered in October. As the largest consumer and user of the data from this survey, IR wanted to confirm that we're good with rolling over the questions from the last cycle in 2021. Please let Tim and Cassie know if there is an interest to make any changes so that we can meet area's needs.



Do this survey every two years.

Cassie is interested what feedback you many have.

Carlos will reach out to instructional deans.

Window – Survey October 23 - Nov 17

Send feedback by September 22 to provide enough time to complete the build.

Cassie – leverage incentives – better information announcements and flag as not spam.

Discussion on the best way to get responses to the survey and other options we could do to get student feedback rather that doing surveys.

c. Division-wide professional development on October 27, 8 am – Noon.

(Accreditation, Caring Campus, introduction to new/existing programs, team building)

- Shaunna – counselors will do a separate retreat September 27 on campus – Center Stage. It will be a ½ day for all from 8-1 and then divide into individual groups from 1-3.

“Caring Campus”

(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)

UKNIGHTED! Additional information can be found on our [intranet page](#).

5. Action Agenda

[08-30-23 Student Services Council BP-APs](#)

a. Board Policies / Administrative Procedures – Second Reading

BP 5040 Student Records, Directory Information, and Privacy

- Bex went over the amendments to BP 5040 and AP 5040

AP 5040 Student Records, Directory Information, and Privacy

AP 5041 Student Records, Affirmed Names and Gender

- Bex went over changes of AP 5041
- Discussion on adding Veterans Services and TRIO to offices where student's legal name change is required by law.
- Renee mentioned to add legal last name as well as legal first name.

(Carlos) motioned and (Nate) seconded to move these three forward as amended. None opposed and no abstentions.

b. Board Policies / Administrative Procedures – First Reading

- All of the following in the "4000" series will go to both Academic Senate and Student Senate:

AP 4225 Course Repetition

- Bex went over AP4225.
- Buffy explained her suggested changes.

AP 4230 Grading and Academic Record Symbols

- Buffy said there have not been any changes since last meeting.

AP 4232 Pass/No Pass Courses

- Discussion on how this would affect students if their grade is already posted?

AP 4250 Probation

- Bex explained the minor addition to this AP.

AP 4255 Dismissal and Readmission

- Bex explained that we had already done what was mandated but the only new change was to remove and change a couple of words.

AP 3723 District Issued Email and Electronic Communications

- This AP has been submitted for legal review and we are compliant.
- Please review and make comments in the shared folder instead of track changes.
- Carlos will also alert faculty of these changes.

6. Other

a) Area Updates / Announcements

- Robert: Congratulations to Nate and Student Life for Welcome Day. Thanks to A&R for selling parking passes.
- James: 9/11 tribute going on now –September 5-11 - under the US flag in the Quad.
- Jerry: Darius Price has been hired to Umoja.
- Nate: Student Senate tailgate this Saturday – proceeds to go the Hub.
- Constitution Day is Sept. 18th.
- There will also be a Blood Drive in the Quad the week of Sept. 18.

- Sandra: Health and Safety Fair is September 7. come and meet Trinity Brooks our new nurse.
- Sue: Kelsey and baby are doing great.