



Student Services Council  
Wednesday, Sept. 20, 2023  
10:00 AM – 12:00 PM  
Board Room

## 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 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, Vision 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	X	Johnnie Owens
X	Nadia Elwood		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		Crystal Mair	X	Matt Rogers
X	Jessie Knight		Clarisa Guzman (TRIO)		Patricia Esparza (TRIO)
	Kelsey Troncale (TRIO)		Kendra Wells		Nate Costa
X	Mary St. John		Buffy Tanner		Chelsea Kefalas
X	Seth Abrahamson	X	Jacque Wright		

1. Approval of Minutes
  - a. Motion (Renee), second (Jerry) to approve minutes of September 6, 2023  
All in favor minutes approved as presented unanimously.
  
2. Information
  - a. CCCCCO Compendium  
"To meet the diverse needs of our students, we need to transform our service delivery from separate programs to a student-centered support infrastructure that combines equitable structural design and high touch interventions." (CCCCCO Compendium, August 2023)
  - b. Zoom Parent Presentations
    - Thanks to the counselors who are involved.
    - This information has been sent to high school counselors.
    - Michelle Fairchild serves as the point of contact.
  - c. Transfer data attached for review.
  - d. Accreditation
    - i. ACCJC Standard Review / QFE Review
    - ii. Timeframe
      1. Submission to ACCJC – Dec. 2023
      2. Formative Assessment – March / April 2024
      3. Core Inquiry - April 2024
      4. Summative Assessment - Sept. 2024
      5. Commission Action- January 2025
  - e. CCCCCO Student Fee Handbook
    - i. The [Student Fee Handbook can be found here](#). This resource is updated in real time. (cccco.edu/fiscal standards and accountability unit/student fees)
    - ii. For each fee, the following information is included:
      1. Authorizing statute and/or regulation
      2. Background
      3. Amount of fee
      4. Fund designation / revenue control account
      5. exemptions
      6. other information as needed
    - iii. Contact the Fiscal Standards and Accountability Unit with questions or feedback at [fiscalstandards@cccco.edu](mailto:fiscalstandards@cccco.edu).

3. Instructional Deans' Report

- No updates.

4. Action Agenda

f. Board Policies / Administrative Procedures – Second Reading

[Updated 09-06-23 SSC BP-APs](#)

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

Sandra moved and Renee seconded a motion to consider all APs as a group except for AP4232. All in favor, motion passed unanimously.

AP 4225 Course Repetition

- A lot of these updates are proposed due to CBE.

AP 4230 Grading and Academic Record Symbols

- A lot of these changes are also due to CBE.

AP 4250 Probation

- "NC" (noncredit) is no longer a grade symbol.

AP 4255 Dismissal and Readmission

- "NC" (noncredit) is no longer a grade symbol and other minor changes were discussed.

AP 3723 District Issued Email and Electronic Communications

Modify the Motion that all AP's except for 4232 be approved as presented and moved forward to Academic Senate and Student Senate as appropriate. All in favor, motion passed unanimously.

AP 4232 Pass/No Pass Courses

- Students may petition for a pass/no pass up to the last day of instruction.
- Discussion on adding comments regarding the credit only "P" grade option. It was determined that this addition has been copied from AP4230 and is appropriate.

Alexa moved and Renee seconded a motion to approve AP 4232 as edited. All in favor, motion passed unanimously. AP 4232 will move forward to Academic Senate and Student Senate for further review.

g. Board Policies / Administrative Procedures – First Reading

None.

h. Service Area Outcomes – First Reading

- Council asked to review the document and forward changes to Tim for approval during our next meeting.

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

a. Ruffalo Noel Levitz Satisfaction-Priorities Survey (SPS)

i. Challenges / Strengths Discussion Topics

ii. Action Plan

- Tim reviewed the documents on service area outcomes (SAQs) and student services learning outcomes (SSLOs).
- Questions could be amended but would need to reach out to Cassie soon.
- Survey will be sent to all students and will go to their Shasta College email.
- When data results are gathered, we have an opportunity to review and create an action plan. This will inform our annual area planning process.
- This process is tied into planning and accreditation.

- b. Student Equity and Achievement (SEA) Program: Student equity / disproportionate impact data analysis and plan “check-in”.
1. The DI values for the main categorical programs / some demographics is located on the IR reports SharePoint page at <https://shastacollege.sharepoint.com/SitePages/Institutional-Research.aspx>. (You may need to log in.)
  2. Open the Student Services Folder to locate “Disproportionate Impact 2023F” file.
  3. The “Understanding Disproportionate Impact” file is also available here.
  4. If Tableau Reader is not on your district computer, you can get it [HERE](#) or you can ask IT to install it.
  5. Please contact Seth at [sabrahamson@shastacollege.edu](mailto:sabrahamson@shastacollege.edu) with questions.
    - Seth explained how DI is calculated.
    - The Division Goals document is also available to view from the link. It matches up to our goals from the top of our agenda.
    - Sandra wanted to thank Seth for all the hard work. We received feedback that SC is doing well in this area.
    - Please review the data particularly considering upcoming program evaluations.
    - The program evaluation document is also available to view on the site.

c. Institutional Assessment Plan

d. First Amendment Auditors

Lonnie will come to our Oct 4 meeting to explain rights and responsibilities.

e. “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](#).

6. Other

a) Area Updates / Announcements

- The Classified staff retreat will be on October 27, 2023.
- Sandra – Kendra Wells has accepted the position of C2C Director
- Jerry - Chancellors Office released funding for the Umoja grant which will be \$65,000 per year over 3 year.
  - Reminder Darius Price has been hired as Umoja’s new Student Services Specialist.
  - Chloe Lopez is the new temp staff working with Umoja for 10 hours per week and also working with North State Together.
- Nadia: EOPS now taking Spring 2024 applications.
  - They have onboarded 351 new students this semester.
  - They had 785 students enrolled on the first day for Fall.