Shasta College

Student Services Council
Wednesday, Oct. 4, 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	Tim Johnston		Sue Huizinga	X	Shaunna Rossman
X	Sandra Hamilton-Slane		PACE Director (tbd)	X	Johnnie Owens
X	Nadia Elwood		Carlos Reyes	X	Renee Garcia
X	Alexa Zaharris	X	Matt Rogers	X	Nate Costa
X	Mary St. John				
X	James Konopitski				
	Committee Members (non-voting) & Guests				
X	Jerry Brown	X	Robert Bowman	X	John Yu
X	Sandy Lucero		Crystal Mair	X	Nick Webb
X	Jessie Knight		Clarisa Guzman (TRIO)		Patricia Esparza (TRIO)
	Kelsey Troncale (TRIO)		Kendra Wells	X	Peter Griggs
X	Craig Ritchie		Buffy Tanner		Jacquie Wright

1. Approval of Minutes
   a. Motion (Robert), second (Jerry) to approve minutes of September 20, 2023
   All in favor with no abstentions.

2. Information

   a. **RABA** – updated agreement attached.

   b. **September Update** to the 2023-24 [Compendium of Allocations and Resources](#)

   To support districts and college leaders in student-centered implementation and in the effective use of fiscal resources, the attached and linked resource, known as *the Compendium*, provides fiscal and program guidance in one central location – facilitating access to information. The funding allocation tables contained in this resource provide comprehensive information about ongoing and new 2023-24 resources.

   The September Updates includes the following guidance and allocation information:
   - Asian American, Native Hawaiian, and Pacific Islander Student Achievement Program
   - Community College Pathway to Law School Initiative (Cal LAW)
   - Coronavirus State Fiscal Recovery Fund (SFRF) Emergency Financial Aid Assistance Grants
   - Culturally Responsive Pedagogy – Innovative Best Practices Grants
   - Disabled Student Programs and Services (DSPS) – Revised Allocation Table
   - Economic & Workforce Development Program
   - Equal Employment Opportunity – Innovative Best Practices Grants
   - Homeless and Housing Insecurity Program (Rapid Rehousing)
   - LGBTQ+
   - Nursing Enrollment Growth and Retention Program Grant (Nursing Education)
   - Regional Equity and Recovery Partnership Grants
   - Strong Workforce Program
   - Student Equity and Achievement Program

   Updates to the Compendium will be released through the First Principal Apportionment in February and demarcate any new or updated content. You can find the Compendium and additional budget information on the [Budget News page](#).

   c. Real College California: Basic Needs Among California Community Colleges report
   https://ccleague.org/about-us/press-releases-statements/basic-needs-among-california-community-college-students-2023

3. Instructional Deans' Report
   No report.

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

   a. 10:10 – 10:30   First Amendment Audit (Lonnie Seay and team)

   Presentation by Craig Ritchie, Campus Safety

- *Will be workshops presented for further information. The goal of a First Amendment Auditor is to ask a vague question and evoke a response. Much of this is for the purpose of social media attention. Focus is on civic organizations (police stations, libraries, schools).*
- *Original intent was for transparency and accountability; it has now been monetized. Requests may be for "awkward" items that may be hard to identify. Intent is to get a response, especially from law enforcement.*
- *In California, audio recording requires two-person consent; video recording does not.*
- *In school settings, the Dept of Ed provides guidelines. Video recording is permitted in public spaces; not in offices or classrooms.*
- *Be helpful – provide what is being requested if you can. You may be pushed to a point where you can't provide what they are requesting. In that case, ask for name, phone #, and ask them to step aside. If needed – put in a public information request. There is no form. They can submit an email. Send request to campus safety if necessary.*
- *Refusal to provide their identity on a school or college campus can result in trespassing charges.*
- *Craig will send videos that demonstrate these encounters. Tim referred managers to the attachments related to this topic.*

   b. 10:30 – 10:45   Update on Marketing / CRF process (Peter Griggs)
- *Powerpoint presentation will be emailed to managers.*

   c. 10:45 – 11:00   Canvas Course – First Week Assignments (Paul Burwick)
- *Instructors provide initial assignment/quiz/discussion to prompt engagement prior to census.*
- *Heightened awareness of fraudulent enrollments has resulted in a higher level of conscientiousness by instructors.*
- *Communications may now be going to "students@Shastacollege.edu" email address, and students may not know that.*
- *Students may "accidentally drop" course - especially if scrolling on phone. May be reinstated depending on how much time has lapsed.*
- *Canvas will not always pick up students when they are added back into classes. Paul asked if there could be an email sent to him when students are added and back dated in Colleague; he can add students back into their courses on Canvas.*
- *The Canvas app does not always pick up their attendance/participation including uploading assignments. Redirect students to use a browser-based service instead of the app.*

   d. 11:10 – 11:40   Team Activity on Student-Centered Supports (Nadia Elwood)
   Tabled until the Oct 18 meeting.

   "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." (CCCCO Compendium, August 2023)

   e. 11:40 – 12:00   Beecoming Campus Visit (John Yu)

   f. Progress on District / Division goals – Enrollment and Retention initiatives

- *October is a good month to conduct in-reach to students who are at risk for non-persistence.*
- *Will cover this in next meeting – especially persistence (enrollment in subsequent semester)*

- *2023-24 will be averaged with the prior two years to calculate a three-year average which will be used to establish a new funding floor in 2024-25.*

     g. "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)
       U**KNIGHT**ED! Additional information can be found on our [intranet page](#).

- *Nadia: The initiative feels like it's gone dormant, especially the role of classified staff as leading this initiative. Tim encouraged managers to keep up the momentum on this project.*
- *Sandra prompted managers to be sure they understand the full extent of services provided by the Basic Needs Center (The Hub) to support persistence.*
- *October Resource of the Month –focus on Financial Aid*

5. Action Agenda

    a. Board Policies / Administrative Procedures – Second Reading
       None.

    b. Board Policies / Administrative Procedures – First Reading
       None.

    c. Service Area Outcomes – Second Reading
       Motion by Nadia, seconded by Robert – accepted unanimously.

6. Other
    a) Area Updates / Announcements

Parking Lot:
    System Access – Temps / Student Workers
    CRM / early alert
    New manager SSC
    Notice categorical staff re. timelines
    8-week courses / ACE
    Discipline process
    EW workflow
    New manager onboarding
    Teaching college