



Student Services Council
Wednesday, Oct. 18, 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, 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	Tim Johnston	X	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					
	Jerry Brown	X	Robert Bowman		John Yu
X	Sandy Lucero	X	Crystal Mair	X	Nick Webb
X	Jessie Knight		Clarisa Guzman (TRIO)		Patricia Esparza (TRIO)
	Kelsey Troncale (TRIO)	X	Kendra Wells	X	Buffy Tanner
X	Lonnie Seay	X	Jacque Wright		

1. Approval of Minutes

Motion (Nadia), second (Robert) to approve minutes of October 4, 2023
All in favor, no abstentions, Motion approved unanimously.

2. Information

a. Student Discipline Process (Lonnie/ Craig) -- 10:05 – 10:35

- Lonnie gave an overview of the student discipline process.
- Campus Safety’s goal is to find a way to retain students and keep them in class.
- Maxient – if you send a report through Maxient it goes immediately to Campus Safety. Use this link to report an incident online: <https://www.shastacollege.edu/campus-safety/reporting-compliance/report-an-incident-online/>
- All Campus Safety officers receive this alert.
- To access Maxient, sign into your Shasta Portal and go to the Intranet/Campus Safety/Report an Incident.
- Phone calls are best when situations are urgent.
- Do not send emails for conduct related issues.
- Students have 5 days to report after they receive a letter.
- Lonnie also discussed Dorm process and procedures.
- Refer to updated flow charts Tim sent by email.
- Nathan Costa will handle academic dishonesty.

b. Student Services Division Goals – data update

The latest SS Division goals and the corresponding definitions sheet are available on the IR web site in the Student Services folder. The page is here: <https://shastacollege.sharepoint.com/SitePages/Institutional-Research.aspx>

c. Vision 2030 – Board of Governors (BOG) approved

- Please review the attachment Tim sent out by email.

d. EWD/Instruction/Student Services – draft agenda

- Tim sent the draft agenda by email for review to give you a snap shot of what items are being discussed between Student Services, Instruction and EWD.

3. Instructional Deans' Report
 - No update today
4. Discussion Agenda: Vision for Success / Student Equity / Guided Pathways

- a. Local Student Equity Plan data – discuss SEP initiatives

The Shasta College SEP Local Data Thru 2022-23 Tableau file is now updated in the Student Equity Plan Data folder on the IR reports portal page. You can get there directly using this link: <https://shastacollege.sharepoint.com/SitePages/Institutional-Research.aspx> A pdf is attached that can help you navigate through the document. Also attached is an Excel document that shows the subgroups that changed in DI in a given metric from 2021-22 to 2022-23.

- Sandra reviewed the spreadsheet she sent out by email and the data.
- This spreadsheet addresses two of the five metrics.
- Areas highlighted in “red” represent disproportionate impact.
- Areas highlighted in “green” represent no disproportionate impact.
- Sandra also discussed and explained the summary sheet she sent by email.
- We have not done an analysis as to why students are achieving at a lower level than in the past. This requires further discussion. Feel free to reach out to Sandra if you have questions or suggestions.

- b. Team Activity on Student-Centered Supports (Nadia Elwood)

“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)

- Nadia gave a PowerPoint presentation which described an activity called “Six Thinking Hats”.
- Blue Hat is the facilitator.
- White Hat represents factual/analytical.
- Red Hat represents emotional response.
- Black Hat represents critical thinking.
- Yellow Hat represents positive thinking.
- Green Hat represents creative thinking.

Nadia led the group through an activity in which we analyzed retention strategies through the lens of each “hat”.

- a. “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

- a. Board Policies / Administrative Procedures – Second Reading

None.

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

6. Other

- a) Area Updates / Announcements

Sue: Sock-Tober is in full swing, and TRIO has collected 258 pairs of socks as of last Friday.