



Student Services Council
Wednesday, Dec. 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, 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	X	Carlos Reyes		Renee Garcia
	Alexa Zaharris	X	Matt Rogers	X	Nate Costa
	Mary St. John				
	James Konopitski				
Committee Members (non-voting) & Guests					
X	Jerry Brown	X	Robert Bowman	X	John Yu
X	Sandy Lucero	X	Crystal Mair	X	Nick Webb
X	Jessie Knight		Clarisa Guzman (TRIO)		Patricia Esparza (TRIO)
	Kelsey Troncale (TRIO)		Kendra Wells	X	Buffy Tanner
X	Jacquie Wright		Cassie Leal	X	Tina Duenas
X	Sonia Randhawa	X	Jim Dyer		

1. Approval of Minutes

Motion (Robert), second (Jerry) to approve the minutes of November 15, 2023.

Sue and Nick abstain. All in favor, motion approved unanimously.

2. Information

a. Leading from the Middle (LFM) Presentation – First Year math/English Cohort

- The Leading from the Middle Team (Carlos, Sonia, Jim D., Tina) gave a PowerPoint presentation explaining their vision for the program. The program is in response to AB705 and AP1705, to provide cohort support for 1st year math and English students. Consistent with the Guided Pathways framework, students will be provided wraparound services with academic support and a caring community atmosphere.
- The committee will be reaching out to departments to see how they can work together to provide these services to the students.

b. Review Annual Area Plan Process (2024-25) and timeline

- Tim reviewed the documents sent out via email and the process of completing and submitting according to the timeline; the dates in the timeline correspond with our regular meeting times.
- The President is currently reviewing last year’s initiatives.

3. Instructional Deans’ Report

No separate report.

4. Action Agenda

a. Board Policies / Administrative Procedures – First Reading

AP 4222 Remedial Coursework

[Review Group 2 Student Services](#)

Tim referenced the attached link and the chart below to note that primary reviewers are assigned to each BP/AP. Council members are asked to review and provide feedback to the “primary reviewers” prior to Dec. 15.

Type	Number	Full	CHAPTER 4 - INSTRUCTION	Primary Reviewers	Recommendation confirmed/ update/substantive change
AP	4050	AP 4050	Articulation	Rebecka/Shayna	

AP	4231	AP 4231	Grade Changes	Johnnie / Alexa	
AP	4070	AP 4070	Course Auditing and Auditing Fees	Johnnie / Alexa	
AP	4226	AP 4226	Multiple and Overlapping Enrollments	Johnnie / Alexa	
AP	4229	AP 4229	Course Repetition - Variable Units	Johnnie / Alexa	
BP	4050	BP 4050	Articulation	Rebecka/Shounna	
BP	4060	BP 4060	Delineation of Functions Agreements	Johnnie / Alexa	
BP	4070	BP 4070	Course Auditing and Auditing Fees	Johnnie / Alexa	
BP	4100	BP 4100	Graduation Requirements for Degrees and Certificates	Shaunna/Rebecka	
BP	4110	BP 4110	Honorary Degrees	Johnnie/Alexa	
BP	4230	BP 4230	Grading and Academic Record Symbols	Johnnie/Alexa/Buffy	
BP	4231	BP 4231	Grade Changes	Johnnie/Alexa	
BP	4225	BP 4225	Course Repetition	Johnnie/Alexa	
BP	4226	BP 4226	Multiple and Overlapping Enrollments	Johnnie/Alexa	
BP	4250	BP 4250	Probation, Dismissal and Readmission	Johnnie/Alexa/Buffy/Shounna	

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

a. Spring 2024 – Student Services focus areas -- “Enrollment / Retention”

- The committee reviewed and discussed the document sent by email called Student Services Council Goals Spring 2024.

Motion (Carlos), second (Robert) to consider the draft Spring 2024 focus areas and incorporate them into our spring agenda and report progress throughout the semester.

Motion passed unanimously.

b. Fall 2023 initiative progress review

Motion (Nadia) second (Carlos) to receive the Fall 2023 initiative recap as an informative document.

Motion passed unanimously.

c. Program Review Presentation – STEP-UP

- Robert presented and reviewed the document that was shared via email. He highlighted the great partnerships StepUp has with community organizations and shared some success stories of past

and present students. He also emphasized the struggles a lot of his students have and the barriers they need to overcome.

- d. Program Review Presentation – Counseling
 - Shaunna presented and reviewed the document that was shared via email. Shaunna highlighted departmental changes since the last report and plans for program improvement.
- e. “Caring Campus”

Council members were asked to complete the *Caring Campus* survey which was recently received from Rebeckah Davis.

6. Other

- a) Area Updates / Announcements
 - Nate provided an update on the *Giving Tree*. 50 families and over 100 children will be receiving gifts. Thanks to all for your support.
 - Shaunna reported that a collaboration between Shasta College, North State Together and SCOE received a *Golden Bell Award* for Equity and Access.
 - Sandra noted that two student services manager positions were posted this week and encouraged applications.
 - John provided an update on his latest trip to Uzbekistan through Education USA. The forum featured over 50 advisors who supported students from over 10 countries. He emphasized the relationship between the CCCs and CSU / UC.