



Student Services Council
 Wednesday, Feb. 16, 2022
 10:30 AM – 12:30 PM

Draft Minutes

District / Division Goals

Goal 1: Increase First-Year Persistence by 2%
 Goal 2: Increase Completion Rate by 2%
 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

To increase 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 Spring 2022:

- Launch/Expand Basic Needs Center including the implementation of workflows around Student Success Teams.
- Explore options to coordinate database and texting platform.
- Expand implementation of front-end transcript evaluation process.
- Expand high school outreach and support services.
- In cooperation with IT, implement the Multiple Measures Placement Service.
- Evaluate division effectiveness and outcomes.

Committee Members (voting)					
X	Robert Bowman	X	Sue Huizinga	X	Shaunna Rossman
X	Jerry Brown	X	Tim Johnston	X	Natalie Tucker
X	Nadia Elwood	X	Sonja Mendes		
X	Sandra Hamilton-Slane	X	Amber Perez		
X	Nick Webb	X	Carlos Reyes		
Guests (non-voting)					
X	Billy Miller		Bethany Davis	X	Crystal Mair
	Sheri Wiggins	X	Ryan Loughrey		
X	Daniel Valdivia				

1. **Approval of Minutes:** Nadia Elwood motioned, and Robert Bowman seconded the approval of the minutes. All in favor, none abstained.
2. **Presentations:**
 - a. Tim acknowledged the work done by the Research team.
 - b. Evaluate division effectiveness and outcomes: Ruffalo Noel Levitz Student Interest Inventory

Campus Survey Presentation - Jennifer Fox

- Survey was provided to both students and staff to gather perception comparison data. Most of the survey questions measure variables by importance and satisfaction.
- The assessment is nationally benchmarked with other colleges, and Shasta College has performed favorably when compared to the national benchmark.
- “Strength” is something that is determined to be important to the student. Strengths reflect a small gap between “importance” and “satisfaction”. Any area with a large gap would be considered a “challenge”.
- Jennifer shared the “Student Services Gap Percent” document. Fourteen percent (14%) is chosen as the baseline. Participants were asked to rate importance and satisfaction on a 1 through 7 scale. Fourteen percent reflects the range between each response. The lower the Gap% percentage, the better.
 - Institution’s commitment questions are satisfaction questions only.
 - The document is split into student and staff tabs.
- Jennifer Fox would be happy to look further into an area if the Council determines further detail is needed.
- Students are represented on the Tableau dashboard. The staff are listed in the Excel document.
- Question/Comments:
 - Where do the students come from, and when do you get them? Jennifer utilized the same query that Seth used for Program Review and completed the query the week of February 7th.
 - One question states “on this campus”, do the students know the difference between campuses? The demographics are similar to the Student Services Program Review in setup, and more than one filter can be chosen. Right now there is not an option to filter by location.
 - Tim stated that method of delivery and location is a consideration for accreditation. Jennifer stated that students will be counted in both if they are in more than one location.
 - The Council concurred that separate reports by location would be helpful, and students can appear in multiple locations.

Survey Results: [SSI Results](#)

3. Information

- a. AB 705
 - i. <https://www.shastacollege.edu/counseling/english-esl-and-math-placement-ab-705/>
 1. Tim presented the above website.
 2. The website highlights student placement options.
 - ii. Multiple Measure Placement Service (MMPS) and Math “pop-up”
 1. Students will receive a pop-up if they attempt to enroll in pre-transfer level English and math. IT is investigating Counselor approval prior to student placement into pre-transfer level courses.
 2. Currently, English and math clearances are being done manually, but IT is working on the ability to utilize CCCApply data to automatically clear students at the highest level through the Multiple Measure Placement Service (MMPS).
 3. Questions:
 - a. Should this be a message or a choice selection? The discussion is happening right now.

- b. The State decided that Math 2A/2B is not considered transfer?
 - i. The Chancellor's office considers multi-part courses as pre-transfer.
 - iii. Jennifer is working on a Chancellor's Office report. Currently, Shasta College presumptively place students into transfer level English and math. Colleges need to comply with AB 705 by fall 2022.
- b. Budget process
 - i. BCMP
 - 1. 2022 – adj budget
 - 2. 2021 – actuals
 - 3. 2020 – actuals
 - 4. 2019 – actuals
 - 5. 2018 – actuals
 - ii. Staffing
 - 1. "1400" = hourly non-instructional
 - 2. "2300" and "2400" = overtime, extra time, temps /subs, student workers
 - iii. Justification notes
- c. Non-Resident Fee for 2022-23 is \$295 per semester unit based on the "contiguous district" standard. This fee was approved in February by the Board of Trustees.
- d. Building 2000 relocation late May/June due to HVAC upgrade.
 - i. Managers with program in the 2000 building are advised to connect with Theresa Markword regarding project logistics.
- e. HEERF II and HEERF III disbursement plan
 - i. Natalie Tucker and staff have been working on getting disbursements to students.
 - ii. Cabinet supported the plan to disburse funds as soon as possible to meet deadlines without an extension.
- f. Board of Trustee Updates
 - i. Tim invited managers to provide information regarding programs or services that should be highlighted to the Board of Trustees.
- g. CCC Economic Impact Report
https://www.youtube.com/watch?v=h_4qmA4FFrM

2. Instructional Deans' Report

- a. Instruction is working on fall scheduling, and potential shifts in some of the courses due to AB 705. Students are encouraged to enroll in transfer-level courses with support as pre-transfer classes are removed. The Office of Instruction is working on communication regarding pre-transfer changes.
- b. Instruction is conducting program reviews and hiring.
- c. The summer schedule has been completed.

3. Action Agenda

- a. Annual Area Plan Initiatives – Review rankings and approve the process

- i. Sandra Hamilton-Slane motioned, and Amber Perez seconded to consider the Student Services Council annual area plan initiative ranking results.
 - ii. Instruction and Administrative Services plans to follow-up on their initiatives in early April. Student Services will merge with Instruction and Administrative Services.
 - iii. Heath is working on moving annual area plan (AAP) initiatives to SharePoint, and everyone should have received an invitation to the site.
 - 1. The Research Office will make training videos and will move existing content.
 - 2. Please refer to the [Integrated Planning Manual](#) for a discussion of the process.
 - iv. Discussion:
 - 1. The Council discussed the validation of the current AAP process. The council shared no concerns.
 - 2. The consensus of the Student Services Council members agreed to move the initiative rankings forward to the next level in the process.
- b. Board Policies / Administrative Procedures – Second Reading
None
 - c. Board Policies / Administrative Procedures – First Reading
None

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

- a. SAO/SSLO process and timeframe
 - i. Jennifer Fox stated that she uploaded template documents onto the SharePoint site to support outcome reviews. Jennifer recommends looking at the areas and populations that had higher gaps. Managers can reach out to Jennifer if they wish to take a deeper dive.
 - ii. Tim proposed that:
 - 1. Managers look at the interest inventory and see if it is mapped to their service area outcomes. If not, managers may look at general satisfaction and consider gaps, if any. The Student Success data set provides data on *Vision for Success* defined success metrics.
 - 2. Each individual department are able to administer a “point of service” assessment to determine student satisfaction.
 - 3. Managers are asked to bring this information to their areas. The manager and department need to consider the next steps for the department and/or division. On May 4th, area managers should be ready to report out their findings on a departmental basis. This process will address accreditation standards and support program review and improvement. The interest inventory would be administered every two years.
 - 4. Tim asked managers to let him know if there are any updates to the learning outcomes for their area.

- b. Accreditation
 - i. Our goal for this semester is to complete a draft response to all of the standards. Over the summer, Will B. will work with stakeholders to develop an action plan should any gaps be identified.
 - 1. Standard 1C1 (ER 20); IC6
 - 2. Standard IIC
 - ii. Tim stated that the goal for this semester is to complete a draft of all the standards. A couple folks are designated leads and some are writers/editors. The two listed above are Student Services areas of responsibility.
 - iii. Amber Perez stated that they may approach specific people when needed.

5. Other

- a) Technology
- b) Budget
 - 1) Crystal will be sending out a template to the budget/area managers so that the managers can review and prepare for FY 2023. Crystal will be reaching out to each manager once the template is ready.
 - 2) Tim stated that managers may adopt an “inflation factor” to accommodate changes in the cost of services.
- c) Area Updates / Announcements
 - 1) Jerry shared that Umoja will host a Black History Month celebration on February 24th at 6pm.
 - 2) TRIO had students visiting during the week of February 17th. The students went to the Gym, Fire Training Center, Biology Lab, new CIS building, Career Center, and the Farm.
 - 3) Gateway to College is looking at steps for getting back to normal. Gateway to College is planning to bring back the Steak Dinner fundraiser around March 25th.
 - 4) Sonja highlighted *Timely Care* – approximately 200 students have enrolled with seven using the service. The Amazon card lottery is finishing on Friday, Feb. 18. Sonja encouraged managers to point students to the website.
 - 5) Shaunna shared the outreach work being done with high schools. A Specialist and Michelle Fairchild are going out with the Counselors. Tehama also has a team that is going out. Outreach will continue until April 15th. PACE counselors have also supported the outreach efforts.
 - 6) Billy Miller Jr. stated that he will be fully transitioning to Tehama in March, but has no further updates.
 - 7) Daniel Valdivia stated that some University representatives are coming to campus for 1x1 appointments with students. No tabling or campus tours are currently being conducted. The Transfer Center is also considering reverse transfer agreements and release of information to support data sharing.
 - 8) Ryan Loughrey stated that *The Hub* is fully staffed. Melian is sharing time with Financial Aid during the transition.
 - 9) Robert Bowman discussed the *Rising Scholar* program. Robert stated that contracts are being reviewed and MOUs submitted. STEP-UP is teaming up with PBS to host an event for their students.
 - 10) Nadia asked about the CCCApply application issues and if it has been resolved? The application downloads were not including SSN.
 - 1. The CCCCO Technology Center has recently stated that it has been fixed, and the downloads have resumed. The CCPG applications were also impacted by the same issue. Everything is working as normal.

6. Meeting adjourned at 12:11pm

NEXT MEETING:

The next meeting is scheduled for Wednesday, March 2nd from 10:30 am to 12:30 pm via Zoom. Minutes recorded by James Konopitski.

DRAFT