Shasta College

Student Services Council
Wednesday, March 2, 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
	Jerry Brown	x	Tim Johnston	x	Natalie Tucker
x	Nadia Elwood		Sonja Mendes		
x	Sandra Hamilton-Slane	x	Amber Perez		
	Nick Webb	x	Carlos Reyes		
Guests (non-voting)					
x	Billy Miller	x	Bethany Davis	x	Crystal Mair
	Sheri Wiggins	x	Ryan Loughrey		
x	Daniel Valdivia				

1. **Approval of Minutes:** Nadia Elwood motioned and Robert Bowman seconded to approve the minutes. All in favor, none abstained.

2. **Presentations**

    a. SLO Committee Presentation and SAO Discussion (tentative) – Kate Ashbey & Kari Aranbul
        i. Detailed discussion postponed until the March 16th SSC meeting.
        ii. Tim shared SAO resources including the SAO reflection Satisfaction Priorities Survey Action Plan worksheet, and the Satisfaction Action Plan Strengths Discussion

Worksheet. The idea will be to present the resource and proposed process to Kate and Kari for their input and feedback.

    iii. Area managers are welcome to continue to share and update their Learning Outcomes.

    iv. Questions/Discussions:

        1. With Nuventive going away, where are the SLO's going be housed? Priority was to transfer AAP initiatives over to the SharePoint site. The plan is to now move the SLO data to SharePoint, but the process has not been completed.

b. College Corps – Californias4All

    i. We are one (1) of forty-five (45) colleges offering the two-year pilot program that will start in Fall 2022. Funding will be available for up-to 100 students to participate. The focus is to support the K-12 education space, Food Insecurity/Relief, and climate action. Dreamers are encouraged to participate.

    ii. The college is in the process of hiring a program Director and Coordinator.

    iii. Tim is attending system-wide webinars until the Director and Coordinator are hired.

    iv. Students have to be full-time college students, but no restriction (currently) to have California residency. Students are asked to commit for one-year, and the goal is to have students in-placement by September 2022. Students will commit to 450 service hours and a pro-rated stipend of $7000. Once the student completes the 450 service hours there is a $3000 lump sum award.

3. **Information**

a. Summer Health Fee for 2022-23 adjustment

    i. Tim highlighted the Summer Health Service fee change based upon updated Chancellor's Office calculations.

Fiscal Year 2022-23 Maximum Fees

Fee	Semester	Summer	Intersession[1]	Quarter Term
Health Services	$23.00	$20.00	$20.00	$20.00
Parking Services	$63.00	$31.00	$31.00	$31.00
Transportation Services	$86.00	$43.00	$43.00	$43.00

[1] Intersession of at least four weeks.

b. Accreditation Workgroup

Our goal for this semester is to complete a draft response to all of the standards. Over the summer, Will Breitbach will work with stakeholders to develop an action plan should any gaps be identified.

    i. Standard 1C1 (ER 20); IC6

    ii. Standard IIC

    iii. Tim Johnston and Amber Perez are the designated lead for the above standards. Sandra Hamilton-Slane and Mike Mari are readers and will also focus on Standard II.C.4. The opportunity is open for others to help support the review of the standards.

    iv. Will Breitbach needs a draft response by the beginning of May 2022.

    v. Jennifer Fox has responded to our request for additional information for the SSI, as discussed during the February 16th Council meeting. Jennifer updated the Student Services data set to include the ability to differentiate the data based on location and method of delivery. It will help us differentiate extended sites, and online vs face-to-

face. The change will support our accreditation because it considers location and method of delivery.

   c. Transfer Level Dashboard - gives a snapshot of Math and English transfer level placement. Actual enrollment is defined as placement per Chancellor's office definition. All colleges are required to submit an improvement plan within the next couple weeks. The improvement plan will include how we are complying with AB705 and the steps we are taking to improve the process.
https://www.cccco.edu/About-Us/Chancellors-Office/Divisions/Educational-Services-and-Support/transfer-level-dashboard

   d. Database and texting platform: CRM Advise demonstration Friday, March 4.
      i. People are welcome to join the 3-hour CRM demonstration. The presentation will be hosted online. Amy Speakman will be the POC if anyone wants to join.

4. **Instructional Deans' Report**
   a. Tim shared his appreciation to Jan from Instruction and the Instructional Deans for having the summer schedule wrapped up and available as early as possible. The early availability has really helped our Counselors.
   b. Online vs. In-Person:
      i. Fall 2022 semester has a similar mix as Spring 2022, but that is only a starting point as numbers change. Carlos noted that some students enroll in the order that course appear on the website, but there are options further down that students miss. Carlos offered a method of addressing this challenge.
   c. Instruction is still promoting the transfer level classes with support rather than pre-transfer level courses.
   d. Meeting in-person or Zoom? So far, the formal meetings are via Zoom, but occasionally some members will meet out back behind the theater as an informal meeting.
      i. Tim would like the Council to start thinking about the direction of the Council meetings to consider hybrid or the option to meet in-person.
   e. Is there a way to change what Colleague does depending on what the student has completed and if auto-enrollment can happen? Some students are being dropped due to the pre-transfer level class prerequisite requirement.
      i. Instruction is reviewing courses that have a pre-transfer math pre-requisite (i.e. CHEM 10 with a MATH 101 pre-req) Work is being done with IT to clean up the data and rules. Managers are welcome to share student situations with Shaunna to make recommendations to IT regarding processes.
   f. Pre-transfer Math and English classes are in the process of being completely taken off the schedule. We need to be careful with the wording of a course if we remove the pre-requisite and embed it into the course due to articulation with UC and CSU.
      i. We cannot offer non-credit classes to support the skill development to replace the removal of the pre-transfer level course learning outcomes.
   g. What about students that don't want to transfer, will they have still need to take transfer level Math and English? Yes. Program specific requirements will also help determination.

5. **Action Agenda**

   a. Board Policies / Administrative Procedures – Second Reading
     None

b. Board Policies / Administrative Procedures – First Reading
None

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

   a. Budget Process presented by Crystal
      i. Crystal asked that managers reach out to her if they have any questions about the process.
      ii. Crystal stated that she has created a spreadsheet that keeps track of the various budgets and budget managers. The spreadsheet will be shared with the managers.
      iii. Budget spending deadline: The deadline has not been sent out, but historically it is mid-April to the end of April. It is important to consider shipping when purchasing larger supply items, to ensure it arrives prior to the end of the fiscal year.
      iv. What happens when the limit approaches? The deadline is about non-consumable items. Stop purchasing office supplies, etc. Important that we have received the item within the appropriate fiscal year. Deadline dates will be different for different types of items.
      v. Historically we would look to relieve the General Fund. We are now looking at if the General Fund can relieve categorical funding to support carry-forward.

   b. Student Complaint Review and Process discussion
      i. The Council reviewed the current complaints from the past year to recognize any themes that will need to be addressed. The Accreditation Team will review Student Complaints as part of their evaluation.
      ii. The Council discussed the review of the entire process. Once a student submits the online form, it will be either routed to Amy Speakman for Student Services or Courtney Vigna for Instruction. The submissions may not encompass all the comments and complaints that each department comes across. The ones on the tracker are only those that students have taken the time to go through the formal Complaint process.
      iii. Tim suggested that the Council consider the process and submissions to have further discussion at another meeting. Current meeting is intended as the first read, and the second discussion will be the discussion of themes, etc.
         1. Individual department forms would not rise to the level of a formal complaint.
      iv. The Council discussed what they want to show to accreditation. What should qualify for Accreditation purpose? The council can elevate the Program Feedback form to the same level of the complaint form. Discussion will continue at the next SSC meeting.

   c. High School outreach and support services
      i. Shaunna provided a high-level overview of what the Counselors and outreach team are doing.
      ii. Having staff on-site with the outreach team has been very helpful.
      iii. Summer Bridge Project:
         1. A couple of counselors will devote some time each week to provide 1x1 appointments to support high school students through the matriculation process.

   d. Staffing and Evaluation Process
      i. Reminder that evaluations are done twice during the first six months of a new hire.

7. **Other**
    a) Technology
    b) Budget
    c) Area Updates / Announcements
        1) Ryan announced that a Blood Drive is scheduled for March 16th and is open to students and staff. RSVP is recommended. The Hub is fully staffed and managers are welcome to visit. Graduation questions can be forwarded to Ryan's office.
        2) Sue stated that the Anderson Middle School visit went well. Talent Search students will be visiting on April 1st for a "Carnival". TRIO students will also be in the Dorms during the summer. The theme for the summer is the "environment".
        3) Natalie shared that Financial Aid still has emergency aid for the Spring. She encouraged managers to encourage students to apply for the support.

8. **Meeting adjourned at 12:06pm**

NEXT MEETING:
The next meeting is scheduled for Wednesday, March 16th from 10:30 am to 12:30 pm via Zoom. Minutes recorded by James Konopitski.