



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

Draft MINUTES

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**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		Natalie Tucker
X	Nadia Elwood		Sonja Mendes		
X	Sandra Hamilton-Slane	X	Amber Perez		
X	Nick Webb	X	Carlos Reyes		
Guests (non-voting)					
X	Kari Aranbul	X	Kate Ashbey	X	Crystal Mair
	Sheri Wiggins	X	Billy Miller	X	Ryan Loughrey
X	Daniel Valdivia	X	Debbie Grover	X	Bethany Davis

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

**2. Presentation**

- a. SLO Committee Presentation and SAO Discussion– Kate Ashbey & Kari Aranbul
  - i. SLO Committee is working with Stacey Bartlett and the Program Review Committee on Student Learning Outcomes (SLO), Program Learning Outcomes (PLO) and Service Area Outcomes (SAO) review. The Committee is working on making the review process streamlined and uncomplicated.

- ii. Tim reviewed the Student Services Division SAO and SSLO process.
  - 1. We connect questions from the common survey distributed every other fall term to be indicators for Service Area Outcomes.
  - 2. Some departments are using time of service or point of service assessments.
  - 3. Each department will reach out to individual members to look at data and draw conclusions.
  - 4. Tim shared the Student Services program evaluation cycle timeline.
  - 5. The Student Services program review is separate from the Instruction program review process but meets accreditation requirements.
  - 6. Service Area Outcome Reflection Process
    - a. Review data
      - i. Common Survey Responses
      - ii. Review Student Services Metrics
      - iii. "Time of Service" Assessments
    - b. Identify area strengths and "areas of growth."
    - c. Develop action steps and timeline to address "areas of growth."
      - i. Satisfaction Priorities Survey (SPS) Challenges/Strengths Discussion Worksheet
      - ii. SPS Action Plan Worksheet
      - iii. Due Wednesday, May 4th
    - d. Review Service Area Outcomes and, if necessary, propose updates.
- iii. Kate shared a Microsoft Forms survey for the Council.
  - 1. Are we gathering the data we want?
  - 2. If not, how can we facilitate getting the right data.
  - 3. Kate will share results with SLO Committee as well as Student Services Council.
- iv. If departments are doing informal surveys, they can continue to do those as these are separate but valuable.
- v. Nadia is working with Research to launch point of service surveys with the goal of collecting information throughout the semester. Research has not fully developed the process to do this yet. Currently, this is a manual process which involves emailing each student the survey at the time of service.
  - 1. Kate suggested that the survey could be placed on our website and students could be directed to the link.
- vi. The Council agreed to cancel the SSC meeting on April 6<sup>th</sup> to provide each area time for the reflection process. With no objections, the next SSC meeting will take place on April 20<sup>th</sup>.
- vii. Departments will bring their completed SPS worksheets to the May 4<sup>th</sup> SSC meeting to review with the Council.

### 3. Information

- a. Student Services Council Retreat: Wed., May 25, 8:30 am – 3 pm, Tehama Campus, Room 7206 A/B
  - i. Tim thanked Billy for facilitating the location.
  - ii. Focus will be 100 building remodel and goal setting for Fall.
  - iii. All Student Services Managers are welcome to attend.
  - iv. Please send suggested topics to Tim.

- b. Guided Pathways: Scale of Adoption
  - i. The Scale of Adoption was submitted to Chancellor's Office. This funding is scheduled to sunset.
- c. Civic Engagement Plan
  - i. Plan is available on website.  
<https://www.shastacollege.edu/student-resources/the-hub/student-civic-voter-empowerment-program/>
  - ii. This information was also included in the most recent News2Muse Newsletter.
  - iii. Robert requested to have a link added to the page regarding restoring voting rights. Robert will work with Ryan to get this added to the website.
  - iv. If anyone has suggestions for the Student Civic & Voter Empowerment Program webpage, please reach out to Ryan.
- d. Tenured Faculty
  - i. Tim acknowledged Noehly Padilla as our newest non-instructional faculty member to receive tenure. Tim thanked the tenure review team for their work. The Council shared in the congratulating Noehly.
- e. Retirement Celebration
  - i. The College has decided to not hold a district-wide retirement celebration this year. Each division can choose how to celebrate their retirees. We are currently working on how to recognize retirees within Student Services.
- f. College Corps
  - i. Currently in the process of hiring a Director and Coordinator for the program. Through College Corps at Shasta College, students are able to receive up to \$10,000. \$7,000 of that will be prorated based on the number of hours of service completed. The remaining \$3,000 will be awarded after 450 hours of services are completed. We must have students in place by Fall. Once the Director and Coordinator are hired, they will reach out to managers with more information on student involvement.
- g. TimelyMD TeleHealth
  - i. Please continue to promote this services to students.

#### 4. Instructional Deans' Report

- a. Carlos shared that the summer schedule is now live. Instructional departments are currently submitting schedules for Fall.
- b. As with all departments, budgets are being finalized for next year.
- c. SLAM is looking to have more face-to-face courses in the Fall.
  - i. Information will be sent to counselors with updates on options and supports available.
- d. Trying to roll out more English and math courses with embedded tutors.
- e. Instruction is working on getting the Ethnic Studies courses in place and will be hiring faculty for Fall.
- f. Summer Schedule:
  - i. Tim shares his gratitude to everyone involved in getting the Summer schedule out early this year. He specifically thanked Jan and the Instruction Office staff for their work on this.
  - ii. Carlos thanked Justina in the Instruction Office for her help in this process.
- g. Daniel asked if the information in MyShasta, showing if courses are available in the Spring or Fall, is updated regularly. He noted that counselors and students use this information to plan their schedules.
  - i. Carlos will try to find the source of that information and make sure it is accurate.

## 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. Financial Aid/Students on Contract for SAP – Students “on contract” with Financial Aid have four terms to bring up their progress or GPA to meet SAP (Satisfactory Academic Progress).
  - i. Nadia asked if counselors should advise students on four term financial aid contracts to not register for Summer courses.
  - ii. After some discussion, Nadia will follow up with Natalie and Shaunna during the meeting scheduled for April 8th to discuss further.
- b. Budget
  - i. Tim thanked everyone for their work in making the 2022-23 budget come together. Budget information is due to Administrative Services by Friday. Tim thanked Crystal for coordinating this information. The budget numbers are in Colleague and ready to move to the next step in budget creation process.
  - ii. Tim referenced the purchasing cutoff memo that was sent out by Administrative Services. All IT purchases must be submitted by April 8<sup>th</sup> and all general purchases must be submitted by May 2<sup>nd</sup>. All items must be received by June 30<sup>th</sup> to qualify as a 2021-22 expense.
  - iii. Tim assured everyone that budget amounts would not be reduced based on this year’s spending and reminded everyone that it serves the greater good to not fully spend out budgets.
- c. Meeting Format – Governor indicated that there is no timeframe for rescinding the current State of Emergency and continuing to meet through Zoom was still an option. Tim asked the Council how they wanted to proceed. Zoom, in-person or a hybrid option.
  - i. After discussion, the Council decided to try a hybrid format at either the April 20<sup>th</sup> or May 4<sup>th</sup> meeting in order to continue to make meetings as inclusive and accessible as possible.
  - ii. Billy will check if a hybrid model would be available in room we scheduled for the retreat.
- d. CRM (Customer Relationship Management) Presentation debrief
  - i. A number of Student Services Managers were scheduled to meet with IT to provide feedback from the CRM demonstration. IT will provide feedback to Ellucian and request a quote for the CRM.
    - 1. Tim shared that the Guided Pathways group has concerns regarding integration with Colleague and SARS.
    - 2. Amber shared she was strongly in favor of implementing the CRM. Even if the CRM is only implemented within Student Services, it will give us a pathway to work on student retention.
    - 3. Council members will contact Amy if they would like to attend the debrief meeting.
- e. Student Complaint Review and Process discussion
  - i. Themes – Council members were able to review complaints submitted so far this year. Due to the limited number of formal complaints submitted, the Council was not able to determine any themes.
  - ii. Formal student feedback forms are routed to Courtney in Instruction and then routed to the appropriate manager.

- iii. Nadia mentioned that it appeared a link was missing from the grievance process webpage. Amy will follow up with IT to have that corrected.
- iv. Next Steps:
  - 1. How do we encourage student feedback in order to determine themes and areas of improvement?
  - 2. Sandra mentioned that they collect student feedback forms at the program level and address those directly. She suggested submitting those forms at the end of each semester for the Council to review. Tim indicated that would be helpful.
  - 3. Complaints, both program and district-wide, will be tracked by area managers and the Council will review themes each semester.
- f. Participatory Governance Manual and website updates due April 22, 2022
  - i. Instruction is updating the Participatory Governance Manual and website for the purpose of accreditation.
  - ii. Tim invited everyone to reflect on the changes in the Council's membership and call attention to the Student Equity Committee and Student Success Committee and their relationship to Student Services Council. Feedback or updates to the manual or website will be discussed at the April 20 Student Services Council meeting.

## **7. Other**

- a. Area Updates / Announcements
  - i. TRIO - Sue shared that TRIO was holding a college and career carnival on April 1<sup>st</sup> for middle school students from a number of area schools. She invited the Council members to come out and engage or let them know if areas were interested in setting up a booth.
  - ii. Sue also mentioned that there was a change in postage costs and suggested that departments should check with HR for postage costs prior to sending out any large mailings.
  - iii. A few Council members inquired about the possibility of adding information regarding new staff members to the News2Muse or creating an internal organizational chart with photos to the website. Tim suggested working with Peter to add photos along with info about new hires.
  - iv. Billy announced that the courier service to extended campuses would resume April 1<sup>st</sup>. There are bins located in The Hub for items being sent to extended campuses. Items will be sent through the courier to Tehama and Intermountain. Items going to the Trinity campus will be mailed.
  - v. EOPS is currently planning their academic recognition event. The event will be held at Turtle Bay and will be set up as a drop in event with food, music and drawings. Student of the Year awardees will be recognized through posters displayed at the event. Awardees that RSVP will be able to pick up their certificates at the event. Access to the park will be available to students receiving awards.

- vi. Ryan thanked Sandra for the Specialist training provided to The Hub staff members. Ryan let everyone know that there was a resource guide booklet available for services provided through The Hub and mentioned that the webpage would always have the most up-to-date information. At some point, The Hub resource documents will be moved to Sharepoint and will hopefully be accessible by everyone on campus. The Hub has been doing campus tours with two student workers providing the tours. UMOJA is sharing their student workers to assist with the tours.

**8. Meeting adjourned at 12:22pm**

**NEXT MEETING:**

The next meeting is scheduled for Wednesday, April 20<sup>th</sup> from 10:30 am to 12:30 pm via Zoom. Minutes recorded by Amy Speakman.

DRAFT