



Student Services Council
 Wednesday, April 20, 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		Sonja Mendes		
x	Sandra Hamilton-Slane	x	Amber Perez		
x	Nick Webb		Carlos Reyes		
Guests (non-voting)					
x	Chelsea Kefalas		Kate Ashbey	x	Crystal Mair
x	Daniel Valdivia		Billy Miller	x	Ryan Loughrey

1. **Approval of Minutes:** Robert Bowman motioned and Amber Perez seconded to approve the March 16, 2022 minutes. All in favor, none abstained.

2. **Presentation**
 - a. Transfer Center Strategic Plan presentation – Daniel Valdivia
 - i. Daniel thanked Tim for his support in building the Transfer Center and staff. Moving the support staff position to a Student Services Coordinator allows them to supervise student workers going forward.

- ii. Daniel shared the Transfer Center Strategic Plan with the Committee and covered the three main areas. A copy of the Plan is attached.
 - 1. Transfer Center 2022-23 annual area plan initiative was focused on updating materials and increasing promotions to include Extended Education sites as well as local high schools.
 - 2. Increase number of students applying to University of California (UC) campuses.
 - 3. Request budget to remodel the Transfer Center to allow for a comprehensive center, providing students with access to multiple transfer-related services in one location. BOLD/ACE, TRIO, Umoja and University Center are currently all located in different areas.
 - iii. Embedded in these three areas, the Transfer Center is working to offer our students more information and services through the Transfer Center Canvas page. Alexa, the Transfer Center Student Services Coordinator, is currently working on making the Canvas page more interactive.
 - iv. Transfer Center is also working on automatically enrolling high school student with an opt-out option.
 - v. Transfer Center student success class is available online
 - vi. Transfer Center will continue with zoom meetings for application support with some meetings in person.
 - vii. Sue mentioned that TRIO had their first field trip over spring break to UC Merced. They had one of the best admissions and financial aid sessions.
 - viii. Daniel shared that the Transfer Center received an Innovation grant to create transfer success posters. Posters are being placed around campus in sets of two highlighting a student and faculty member in similar fields. The posters promote ADT/TAG. The hope is to have these also placed at local high schools, promoting students that went to their specific high school and went on to transfer.
 - ix. Tim shared the Shasta College and SOU Transfer Program Agreement. Daniel explained that the agreement promotes the transfer process with SOU. If a Shasta College student completes an associate degree, they receive a free application to SOU, Shasta will send transcripts to SOU at no cost and students will receive invites to various SOU events. The agreement also includes language for reverse transfer to have SOU transcripts from former Shasta College students sent to us to apply towards associate degree completions. The reciprocity agreement still applies.
 - x. Transfer Advisory Committee meets twice a year. Various individuals from campus, high schools and local universities meet to share transfer updates. Committee members will let Daniel know if they are interested in attending.
- b. College Corps at Shasta College. Tim welcomed Chelsea Kefalas to the meeting. Pending Board approval, Chelsea will serve as Director of College Corps at Shasta College.
- i. College Corps will be partnering 100 full-time students with different non-profit community partners. Once community partners are identified, College Corps will begin student recruitment. The goal is to have students active in their service by Aug 31st. Chelsea encouraged the Council to promote the opportunity to students.
 - ii. College corps will be located downtown in the HSUP building.
 - iii. The application is online for students to apply.
 - iv. Students can earn up to \$10,000 to offset cost of their education. Students will serve 450 hours, most of which will be direct services. A small number of those hours will be orientation and training.
 - v. The Council will let Chelsea know if they have any recommended community partners.

3. Information

- a. LGBTQ+ Strategic Plan. Sandra shared that we have received funds to support our LGBTQ+ students. This will assist in developing initiatives on campus to support students. We received \$77,000 and have about four years to spend the funds. Our plan is due in NOVA by April 29th. Ideas for how we will support this student population are:
 - i. Half-day summit in fall to bring community support together and find additional support opportunities.
 - ii. We will begin collecting self-identified information on the admissions application as this is an equity population.
 - iii. SAFE Zone training is now online and free.
 - iv. Sandra is working on putting together an advisory committee with a focus of ensuring this student population feels safe and supported.
 - v. Professional development and training on serving LGBTQ+ students
 - vi. Mental health services
 - vii. Housing insecurity services
 - viii. LGBTQ+ learning communities
 - ix. Support for gay and straight alliance clubs
 - x. LGBTQ+ curriculum development
 - xi. Lavender graduation

Please send feedback or ideas directly to Sandra. Student feedback would be particularly helpful.

- b. Student Satisfaction Inventory (SSI) - The below reports summarize information collected in the Fall survey.
<https://shastacollege.sharepoint.com/:f:/r/Institutional%20Research%20Reports/Student%20Satisfaction%20Inventory?csf=1&web=1&e=m3TQJU>
 - i. National Student Satisfaction Report
 - ii. SSI: Enrollment and Marketing
 - iii. SSI: Instruction and Learning Services
 - iv. SSI: College Level Summary
- c. Staff Photos – As a follow-up from the last meeting, the best way to keep the Shasta College community informed of changes in your department is to keep the “contact us” page on the website for each department updated with current employees and pictures. Employees can already add their pictures through their SharePoint profile and IT might be able to add another field for job responsibilities/main point of contact for specific duties. Staff and/or managers could maintain records at the department’s behest.
- d. Department Review of SAO – Tim advised the group to use the data and worksheets to create SAO/SSLO updates.
 - SPS Action Plan Worksheet
 - SPS Challenges / Strengths Worksheet
 - SAO/SSLO updatesThe Council will go over department reviews at the next meeting.
Tim thanked Sandra, Nadia and Amber for work on Accreditation.
- e. Student discipline process
 - i. BIRT – Lonnie and Campus Safety will continue to oversee this process which is behavior focused.
 - ii. Academic Honesty Issues - Shaunna will be the first point of contact for academic honesty issues.
 - iii. Appeals for both BIRT and Academic Honesty will go to Kevin O’Rorke.

- iv. Separate student feedback forms are being collected and tracked through the Instruction Office.
- f. STaR Award nominations to honor classified staff are due Friday, April 22nd.
- g. Student Contact Information – Beginning April 13th, student started receiving prompts in MyShasta to update their contact information. Students will not be able to drop classes or make any type of change to their account until the update is complete.

4. Instructional Deans' Report

- a. Carlos was unable to attend the meeting.
- b. Tim thanked Justina and Jan in Instruction for their work on the fall schedule.

5. Action Agenda

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

Board Policies and Administrative Procedures are updated on a review cycle. The Student Services AP/BPs are currently update to date and our review cycle will be extended from four years to six years. The next review will be during the 2024-25 academic year. League updates will continue to be made as we receive them.

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

- a. Participatory Governance Manual and website. - For accreditation purposes, we are reviewing all of our planning documents to make sure they are in good order. Tim asked the Council to review materials for any committee they oversee to make sure they reflect what is actually taking place.
 - i. Manual and website updates are due April 22nd.
 - ii. Student Equity Committee – Sandra shared that the Student Equity Plan is being updated and is due November 30th. We are identifying what populations we consider equity groups.
 - 1. Sandra shared that she recently attended a seminar and one of the big takeaways was that we needed to shift our focus to how we can better support students to be successful. Any failure is on us as a system and not on the student.
 - 2. Student Equity rests under Student Services Council and will continue there with dotted line to the Student Success Committee so they are weighing in.
 - 3. Sandra is looking to re-establish the Student Equity Committee to include community members to ensure we are meeting the needs of our community.
 - 4. Student equity is not one office or department. We are all responsible for creating student equity.
 - 5. Toward the end of May, Sandra will share four to five focus areas.
 - iii. Student Senate – Ryan shared that he added information about Student Senate's oversight of clubs and provided the website link to the current agendas and information.
 - 1. Ryan also mentioned that Senate officer positions are now open. If students are interested, please have them contact The Hub.
 - iv. Tim reminded everyone that Student Services Council reports directly to College Council along with Instructional and Administrative Services Councils. Committees reporting to Student Services Council are Student Equity Committee, Student Senate and Student Success Committee.

- v. Student Services Council – The only modifications to the PGM under Student Services Council are the changes the Council made to the bylaws regarding membership. The Council will review the bylaws again in the fall to update membership to include College Corps in the rotation.
 - vi. Student Success Committee will submit their own updates.
 - vii. Tim will forward the PGM updates to Frank to be included in an updated manual.
- b. @shastacollege.edu Student Emails – Tim asked the Council for their input on providing students with @shastacollege.edu emails. He shared that IT was trying to determine interest levels from various groups across campus. Tim mentioned that if students are given @shastacollege.edu emails, they would not be able to auto forward emails to other accounts. The @shastacollege.edu would be a standalone account and students would need to actively check for messages. The mailbox would be displayed in the portal. Initial thoughts are that email accounts would be active for one (1) year after last date of enrollment. At that time, the account would be discontinued. Dual and concurrent enrolled students would potentially receive an @shastacollege.edu email.
- i. Comments from the Council regarding student emails:
 - Promotes more professional email addresses.
 - Easier to disseminate information to students.
 - Students can receive discounts or access free services with a .edu.
 - If students leave and their email is discontinued, how do we contact students to re-engage. Will there be an alternate email addresses on file?
 - Creates additional email for students to check.
 - Application fraud using .edu addresses.
- c. After discussion, Tim will report back to Becky and David on the Council’s perspective to continue the conversation.
- i. Telework Assignments – The District is currently in the process of implementing telework agreements for some classified positions.
 1. For those positions eligible for remote work, classified staff would be able to request up to 40% of their work week be done at a remote location.
 2. Marianne is working on process steps to request telework assignments.
 3. Individual circumstances will be considered in decision making.
 4. Tim ask the Council to start reviewing their classified positions to determine if there are staff that can work remotely and which ones need to be in person. Area managers would be empowered to make decisions about which positions could potentially work remotely but would be supported in the decision making.
 5. The District is actively trying to promote remote work to be more competitive in the current job market.
 6. Marianne will also discuss manager telework opportunities. Managers with more direct supervision responsibilities will be less tenable in a remote work situation. But we will work through individual situations as equitably as possible.

7. Other

- a. Area Updates / Announcements
 - i. Robert personally invite all managers to the STEP-UP graduation on May 12th at 3:00 pm in the Shasta College Theatre.
 - ii. Nick web shared the new College Network dashboard and how Gateway to College is doing compared to other programs nationally. All data is looking at the 2020-21 academic year which was the first full year of the pandemic.

1. Our average Gateway to College student enters Shasta College with a 1.74 GPA (below the national average) and increases to a 3.02 during their first term (above national average).
 2. G2C is also above average in persistence levels and three-year graduation rates.
 3. We are below average in the number of college credits at graduation. This is due to being restricted to California Code and our students must be enrolled in at least three high school courses which may not be dual enrollment and earning college credit.
- iii. Jerry shared that due to construction on campus this summer, graduation will be at the Sequoia Middle School Auditorium on July 5th at 6:00 pm.
 - iv. Nick Webb shared that the Gateway to College graduation will be June 3rd at 4:00 pm in the Shasta College Theatre.
 - v. Ryan - The Hub
 1. Student Senate positions were currently open, if any students are interested.
 2. Community Fair went well and they appreciated everyone that attended. There will be more advertisement for next year's fair.
 3. Jill Marie is available Monday and Tuesday this week for informal presentations. If you are interested in having her come to a specific division meeting, please reach out.
 4. Shasta College graduation – Ryan thanked everyone for their help and special thanks to Natalie for the graduation list. Ryan is working on a list to provide with departments and will be reaching out for volunteers for the event.
 - vi. Sue shared in the chat that “TRIO Upward Bound Summer will be totally in person on campus June 12 to July 22!! Excited.”
 - vii. Crystal asked if there was a construction update for the 2000 building. Sandra said the cafeteria was scheduled to be completed this summer and the rest of the 2000 is scheduled sometime during the 2022-23 academic year.

8. Meeting adjourned at 12:11 pm

NEXT MEETING:

The next meeting is scheduled for Wednesday, May 4th from 10:30 am to 12:30 pm via Zoom. Minutes recorded by Amy Speakman.