



Student Services Council  
 Wednesday, May 4, 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	x	Natalie Tucker
x	Nadia Elwood		Sonja Mendes		
x	Sandra Hamilton-Slane	x	Amber Perez		
x	Nick Webb	x	Carlos Reyes		
Guests (non-voting)					
x	Chelsea Kefalas	x	Ryan Loughrey	x	Crystal Mair
x	Alexa Zaharris	x	Rochelle Morris	x	

**1. Approval of Minutes:** Amber Perez motioned and Robert Bowman seconded to approve the April 20, 2022 minutes. All in favor, none abstained.

**2. Presentations**

- a. Front-end transcript evaluation process
  - i. Rochelle Morris shared an overview of the front-end transcript evaluation process steps as currently identified.
    1. Student initiates request through Dynamic Form

2. College transcripts are sent by previous college. Must be official transcripts.
  3. Form is routed to counselor to determine what courses need to be taken to complete the educational goal.
  4. Form is then routed to the evaluators to complete the transcript evaluation and post credits. Counselors may do evaluations themselves if they have previous knowledge of the other college credits.
  5. Credits/courses are populated in the ed planning tool to help inform student planning.
  6. Student would be notified that the evaluation is complete and they can log into the Dynamic Form for any notes.
- ii. Transcript evaluations are part of the Credit for Prior Learning platform and several portions of CPL will be addressed in the evaluator area, including Advanced Placement. As they arrive, AP and CLEP will be added to the student profile. AP and CLEP are not initiated on our end by the student.
  - iii. Once the evaluation is complete, it will help inform student planning.
  - iv. Once ed plans are built in the ed planning tool, we would be able to extract data to inform Instruction in order to plan the appropriate number of courses needed in a particular semester.
  - v. When a course is evaluated, it is added to TES to archive equivalencies. Students and counselors can use TES to view equivalencies that have previously been evaluated.
  - vi. Next Steps:
    1. Receive counselor feedback on form.
    2. Request Dynamic Form creation through IT.

### 3. Information

- a. AP 2410 – BP/AP review
  - i. College Counsel is changing the review cycle from every four years to every six years.
  - ii. League guidance will still be updated in a timely manner.
  - iii. 2024/2025 is when Student Services is back on track for 5000 series deep dive.
  - iv. All Student Services APs/BPs are currently up to date.

### 4. Instructional Deans' Report - Carlos Reyes

- a. Instructional area plans have been submitted.
- b. Tenure processes are concluding and the tenure celebration will be on May 12th to include recognitions for the last three academic years.
- c. Currently in Summer enrollment period. SLAM has fewer sections than previous years. Enrollment may not be as strong, but averages look better. SLAM is looking to add some additional courses that are needed.
- d. Fall schedule went live. A number of courses has curriculum changes and need to be approved at State level. Once those are approved, those courses will be built and then added to the schedule. If there are questions about which classes are in the approval list, please contact the division and they can let you know if the course will be offered or not.
- e. Tim shared that spring enrollments as of May 2nd were slightly up by 3.5% over last year. He reminded everyone that last year's numbers were still down in comparison to pre-pandemic.

### 5. Action Agenda

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. Scheduling

- i. Spring Retreat - May 25<sup>th</sup> at Tehama Campus. Focus will be:
  1. Student Services 100 building renovation. Theresa Markward will join to recap timeline and to help with planning. Andy Fields will join to share perspective, tips and tricks learned from the Tehama Student Services building construction.
  2. Kate and Buffy will provide an overview of Competency Based Education and Credit for Prior Learning.
  3. Lunch will be provided.
  4. Please sign up for continental breakfast – sign-up sheet will be sent out.
- ii. May 18 SSC meeting is canceled due to commencement week.
- iii. Summer Schedule for Student Services Council – Amy will send out invite for one meeting late June/early July and one late July/early August. Regular meetings will begin again in September.

### b. Department Review of SAOs

- i. Evaluate division effectiveness and outcomes is one of the Spring goals for the Council. Please send Tim and/or Amy the copies of the Challenges and Strengths worksheets and Action Plan worksheets for the program evaluation work.
- ii. Nadia shared that their survey revealed that 14% of EOPS students felt that channels for expressing student complains were not readily available. Some communication options to change this perception are:
  1. Explain avenues in orientation and town hall meetings.
  2. Talk to students and let them know their feedback is important.
  3. Post Student Services Feedback Form in EOPS Canvas course.
  4. Create Canvas page that explains grievance policy and provides instructional area forms and links.
  5. Please link to feedback form in signature block
  6. Counselors to provide feedback option in emailed meeting summaries.One EOPS strength to celebrate was that students felt like the EOPS counselors cared about them.  
Ryan passed along praise to Nadia and the EOPS team for the EOPS Canvas page being designed so thoughtfully and visually engaging.
- iii. Sandra shared that survey results showed that foster youth services may need to be expanded to include more than just SCI-FI students. Under the Equity Plan, we are to serve all foster groups, not just age related groups.
- iv. Sandra also shared some equity data with the Council to show the gaps between the different groups. This data lets us know what the students experience and how we can support them.
- v. Nick shared that one of the Gateway to College challenges was students new to Shasta may not have a clear picture of remaining credits required for graduation. G2C students do not typically have transcripts available right away and are often received months after students enroll. G2C will look to formalize a practice to meet with each incoming student during their first month of initial semester enrollment to finalize their education plan.  
Nick also shared that one strength to celebrate was that 88% of all Shasta College Gateway to College students passed all first term courses in the most recent year versus only 50% across the Gateway to College national data.
- vi. Tim thanked everyone who shared their Challenges/Strengths with the group. This process of reflection helps us recognize how we can improve our processes to remove barriers for

students. It also helps identify what additional resources may be needed. The challenges could help inform the annual area planning process for programs.

- vii. Tim invited the team to share their worksheets with him for inclusion in the accreditation process and within their departments for further discussion on process improvement.

## **7. Presentations – Spring 2022 Council Goals**

- a. Expand high school outreach and support services.
  - i. Shaunna shared that high school outreach team will debrief soon to see how things went. A survey will also be sent to the high school groups.
  - ii. Fall presentations will include a specialist embedded in each high school up to a week after presentations to help students navigate core matriculation steps.
- b. Launch/expand Basic Needs Center (The Hub)
  - i. SARS location to be launched soon for appointments with specialists with drop-in times also available. Will have 4-6 hours of Specialist time available for both in-person and remote appointments in order to support extended campuses.
  - ii. Crystal Mair ordered gift cards.
  - iii. Sandy Lucero has been able to provide an Extended Ed perspective. Extended Ed is also being provided with a fridge, shelves and a safe to store gift cards.
  - iv. Tim thanked Ryan for the huge effort as The Hub juggles prior Student Life work and transition to more retention work. There will be continued conversations to explore how to best meet the needs of students.
- c. Student Success Teams
  - i. Nadia shared that the Student Success Teams are integrated collaborative teams based on interest areas to provide student services support directly through interest areas. The teams will include an administrator, instructional faculty, go-to student services support with touch points in A&R/FA. The teams will manage their group of students similar to how categoricals manage their students. There will be five teams within areas.
    1. Earth & Environment/STEM
    2. Industrial Tech/Business & Hospitality
    3. Language & Literature/Education
    4. Visual & Performing Arts/People, Society & Culture
    5. Public Safety/Health & Wellness
  - ii. The Guided Pathways team recommends that the work of the success teams is to form cohort groups to monitor student progress with a focus on retention.
- d. Explore options to coordinate database and texting platforms.
  - i. Tim shared that Colleague demonstrated their platform and the price point was higher than expected. A Salesforce demo has been scheduled and they are asking that the CFO be included. Civitas is another platform option. There is a focused energy around identifying a platform.
- e. In coordination with IT, implement the Multiple Measures Placement Service.
  - i. MMPS software will auto place students and complete prerequisite clearances. Software is currently in the test platform. Phil is supporting this work along with Natalie and Amber.
  - ii. Separately, Amber has contributed language on pop-ups in student ed planning regarding placement levels. We have extracted reference to courses that must be taken prior to taking transfer level courses

## **8. Other**

- a. Area Updates / Announcements
  - i. Robert invited everyone to the STEP-UP graduation ceremony on May 12<sup>th</sup> at 3 pm in the Shasta College Theatre. Tim Johnston will be giving the commencement speech.

- ii. Ryan mentioned that they will be sending out an email for volunteers for graduation and thanked everyone for helping with this event.
- iii. Chelsea shared that the College Corps recruitment email went out to targeted student populations. 21 applications have been received with a goal of 100 students by August. Service site possibilities:
  1. Shasta College community garden with the Horticulture Department and The Hub to provide fresh produce to the Food Pantry.
  2. ECE department
  3. Headstart
  4. Gateway to College tutors and mentors
  5. Please forward any additional recommendations to Chelsea.

**Meeting adjourned at 12:21 pm**

**NEXT MEETING:**

The next meeting is scheduled for Wednesday, May 25<sup>th</sup> from 8:30 am - 3:00 pm at the Tehama Campus. Minutes recorded by Amy Speakman.

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