Shasta College

Student Services Council
Wednesday, October 19, 2022
10:00 AM – 12:00 PM
Board Room OR
Zoom: https://shastacollege-edu.zoom.us/j/98639618135
Phone: 1-669-900-6833 / Meeting ID: 986 3961 8135

Minutes

District / Division Goals

Goal 1: Increase First-Year (F to S) Persistence by 2%
Goal 2: Increase Completion Rate by 2% (degrees/certs)
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
Goal 6: Increase transfer to 4-year institutions by 1%
Goal 7: Decrease average number of accumulated units by 5%.

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 Fall 2022:

- Submit approved Student Equity Plan (Sandra)
- Expand high school outreach and support services. (Shaunna)
- In cooperation with IT, implement the Multiple Measures Placement Service. (Tim)
- Implement CRM/early alert platform and associated student support workflow to include the Hub. (Sandra)
- Evaluate and adjust dual and concurrent enrollment workflows, as necessary. (Natalie)
- Implement and evaluate public facing program map workflow. (Shaunna / Natalie)
- Complete planning of a new Student Services "One Stop" building on the Redding campus. (Tim)
- Institutionalize "New Applicant Outreach", "Degrees When Due" and "Front-end Transcript Evaluation" projects. (Natalie/Alexa/Buffy)
- Implement "Teaching College" status through California Virtual College (CVC-OEI) (Natalie/Alexa)
- Implement new staff on-boarding Canvas shell (Sandra)

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	Amber Perez	x	Nick Webb
x	Sandra Hamilton-Slane	x	Carlos Reyes		
Committee Members (non-voting) & Guests					
x	James Konopitski	x	Sandy Lucero	x	Crystal Mair
x	Chelsea Kefalas	x	Ryan Loughrey	x	Buffy Tanner
x	Alexa Zaharris	x	Kevin O'Rorke		

1. Approval of Minutes from October 5, 2022

    Nadia Elwood motioned and Robert Bowman seconded the approval of the October 5, 2022 minutes. Motion passed unanimously with no abstentions.

2. Presentation
   a. Associate Superintendent – Extended Education and Community Leadership Center with Kevin O'Rorke

   Developing structures to support students across the sectors while removing barriers. The effectiveness of this model has led to increased funding – K-16 to expand to 10 counties in Northstate.

   Second factor was the resignation of Andy Fields in Extended Ed. Kevin will take over that responsibility and move out of Student Services. Currently looking to staff extended ed program and move NST to the community ed building downtown. Kevin shared his pride in the team within Student Services. Logistics for this transition are being worked out.

   b. Enhancements to the Student Registration Process
      i. Students who think they're registered, but they're not – enhanced outreach with email/text. Working on IFS report view courses in MyShasta planner that don't match Colleague. Able to do this by cohort for priority reg. May be ready by spring. Questions about the content of the communication "You have classes in your planner that you haven't registered for". Some problems occur due to emails being blocked or expiring for HS students.
      ii. Waitlist / add procedure – Tip sheets created for faculty and for students. Alerts in MyShasta are more explicit related to student demographic information– here is a sample.

Faculty identified that students skipping waitlist but doing add authorizations. Students will now see more directions for whether to enroll and go on the waitlist, or use the add authorization. Once classes have started, faculty can grant students on the waitlist add authorizations, and the students will receive instructions to
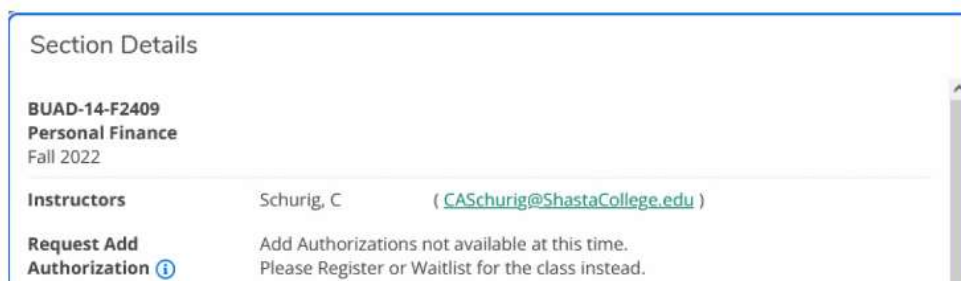
register themselves for the course. If student wasn't already on the waitlist and is interested in joining a course after it begins (while still in the Add Period), then they will need to use the Request add authorization process.

Is there a way to notify students that the class is now filled – faculty will not be adding other students? Not at this time. A large waitlist could trigger Instructional Deans to schedule an additional section. When a new section is created prior to the start of the semester, students may receive an email letting them know there is another section students can choose.

Question – can students be pulled off the waitlist prior to start of class – either automated or manual. It cannot happen automatically, but there still needs to be discussion about how this process can be implemented in the best interest of the students and in consideration of balancing course loads for faculty.
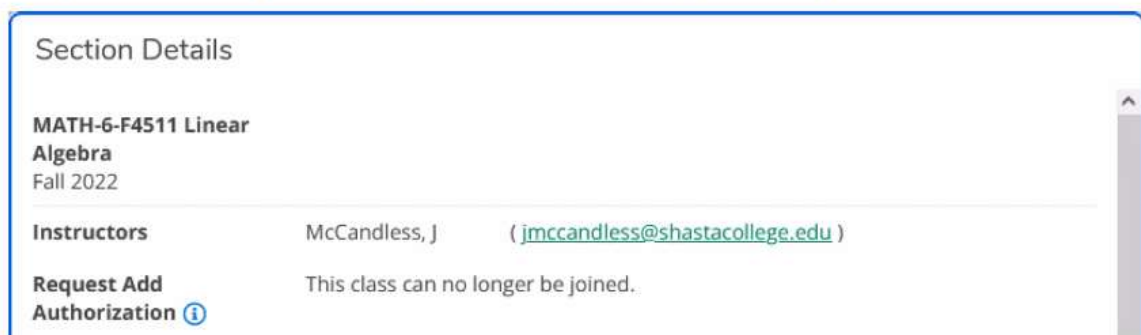
What will you see if a section hasn't started yet? (class is open or waitlisted) – you will be directed to either register or add the waitlist:

Section Details

BUAD-14-F2409
Personal Finance
Fall 2022

Instructors	Schurig, C	(CASchurig@ShastaCollege.edu)
Request Add Authorization ⓘ	Add Authorizations not available at this time. Please Register or Waitlist for the class instead.	

After a course has started, you can no longer add yourself to the waitlist, instead you should request an "Add Authorization" from the instructor directly. You can request an Add Authorization by clicking "Email Instructor" (see picture below) which will pre-populate an email template to the instructor requesting to add the course. You will see this once a course has begun & is still in the Add Period (Section start date up to the census date):
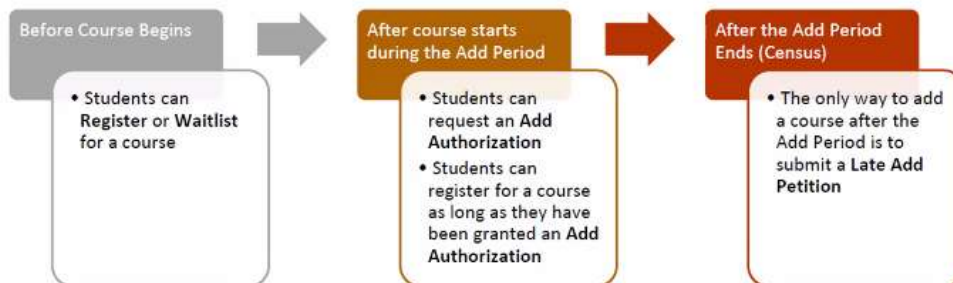
Once a section has started and the Add Period has ended, you will see the following message:

Section Details

MATH-6-F4511 Linear
Algebra
Fall 2022

Instructors	McCandless, J	(jmccandless@shastacollege.edu)
Request Add Authorization ⓘ	This class can no longer be joined.	

At this point, the you can only potentially add the course through submitting a Late Add Petition (link can be found on the "Forms for Students" Admissions page under "Appeals and Waivers.")

At this point, the you can only potentially add the course through submitting a Late Add Petition (link can be found on the "Forms for Students" Admissions page under "Appeals and Waivers.")

Summary:

Before Course Begins	After course starts during the Add Period	After the Add Period Ends (Census)
• Students can **Register or Waitlist** for a course	• Students can request an **Add Authorization** • Students can register for a course as long as they have been granted an **Add Authorization**	• The only way to add a course after the Add Period is to submit a **Late Add Petition**

Questions?

Contact Admissions & Records:

      iii.   Concurrent enrollment point of contact
          Still in progress

      iv.   Auto-award financial aid
          Still in progress – can we consider how to manage auto-awarding of future grants so that students can still receive current aid.

   c.   Student Services Program Evaluation Tableau dataset – these relate to the metrics at the top of our agenda and can be disaggregated by populations and programs.
      i.   Location: IR portal site
          1.   Go to the IR web page at https://www.shastacollege.edu/faculty-staff/institutional-effectiveness/research-reports/
          2.   Click on the blue arrow for Dashboards and Reports for Employees. (A log-in may be required.)
          3.   Open the Student Services folder.

   3.   Instructional Deans' Report

Hiring priorities for faculty in progress. Spring schedules are mostly finalized. If you have questions about courses, reach out to area Deans for accurate information.

CalGETC gen ed project. Currently have posted 2 full-time, non-tenured, temporary counselor positions in addition to classified position to help with public-facing program maps, self-service ed planning, and articulation including CalGETC and common course numbering. The current workload for classified staff and counselors have become unmanageable.

4. Action Agenda
    a. Board Policies / Administrative Procedures – Second Reading
        i. None
    b. Board Policies / Administrative Procedures – First Reading
        i. None

5. Discussion Agenda: Vision for Success / Student Equity / Guided Pathways
    a. Student Equity Plan review.   Nadia motioned and Shaunna seconded the approval of the Student Equity Plan. After discussion, the motion passed unanimously with no abstentions.
    b. 2300 building: Highest/Best Use   Space will be available when NorthState Together starting Spring 2023
    c. Evaluation / Supervision – reminder to keep on track with evaluation – classified staff need to be evaluated twice within first 6 months. Feb deadline for all new managers. Reminder that May 15th is the deadline for ALL evaluations.
    d. Nov. 16 Student Services Council meeting – CANCELLED so that some programs have time for program review.

6. Information
    a. Participatory Committee site – Student Services Council agendas and minutes are located on the Participatory Committee website. This information and backup documentation is available on the Teams site.
    b. Community College –Legal update. Bills that were signed at the end of the legislative cycle. Of particular note are:
        1. AB1187 expands apportionment for tutoring. CCAP allowing dual enrollment courses to extend indefinitely.
        2. AB1705 will be discussed with counselors this afternoon (Tim will share document with SSC as well). Essentially requires that students be placed in TLME in the first year of enrollment if their academic program requires them. Data on throughput must be published.
        3. AB1655 requires Juneteenth to be a district holiday effective Jan 1, 2023.
        4. AB2810 requires use of FAFSA information to identify and notify students that they are eligible for Cal Fresh.
        5. AB 2315 (Affirmed Name and Gender Identification) is in progress already.
        6. AB2881 priority registration for students with dependents.
        7. AB1958f (Student Access, Retention and Debt Cancellation Program) Look at impact and funding
    c. Emergency Conditions Allowance – CCCCO accepted our application. Affects student centered funding formula to use pre-pandemic enrollment levels.
    d. Shasta Promise update
        Shasta College – first time, full-time. Students who do not qualify for Pell or CCPG will apply to ALL students, not just the first time they enroll. Effective spring 2023 semester.
            Must be fulltime or have accommodation for fewer from PACE
            Two year, lifetime maximum award
            Will still require FAFSA so that students are receiving other aid – this is only last funding source
            Must have an educational plan- completion or transfer agenda
        Does the condition that they not have prior certificate/degree still occur? Yes, for SC certificates/degrees and 4-year degrees.

e. Counselor Connection Newsletter for HS counselors was distributed
f. Temp, Sub, PT-Counselors, Student Workers – if they are no longer working, please review and let I.T. know so they are removed from computer access
g. MOU with Southern Oregon University – attached with agenda
h. Draft MOU with Chico State University – attached with agenda
i. CVC-OEI Teaching College confirmation
j. Transcript template demo – attached with agenda

7. Other
   a) Technology
   b) Budget
   c) Area Updates / Announcements

Parking Lot:
CRM / early alert
New Staff Training / Tools
Student feedback – fall review of program level data
Department Review of SAOs
- SPS Action Plan Worksheet
- SPS Challenges / Strengths Worksheet
- SAO/SSLO updates

Respectfully Submitted,

Sandra Hamilton Slane