

Student Services Managers' Meeting
Wednesday, April 15, 2026
10:00 AM – 12:00 PM
Board Room

Minutes

District / Division Goals

Committee Members					
X	Tim Johnston - Chair		Patricia Esparza	x	Cat Morton
x	Sandra Hamilton	x	Michael Fannon II	x	Matt Rogers
x	Jamie Spielmann	x	Renee Garcia		
	Alexa Zaharris		Clarisa Guzman	x	Kellie Weigel
	Nadia Elwood	x	Candice Hann		Kendra Wells
x	Brianne Brichacek		Sue Huizinga		Jeremy Wickenheiser
x	Robert Bowman	x	James Konopitski		Sheri Wiggins
x	Trinity Brooks	x	Sandy Lucero		Zhanjing (John) Yu
x	Crystal Burger		Hilly McCarthy		Jesse Knight
	Alexis Corona	x	Crystal Mair	x	Joy Cusworth
Guests					
	Buffy Tanner		Janet Hubbert		
X	Amanda Richmond		Cassie Leal		

- Student Onboarding / Caring Campus: Decrease Response Times
- Student Support: Expand use of Early Alert Supports and CRM

Focus: Provide a comprehensive Student Education Plan to students within their first year of attendance.

1. Approval of Minutes –

It was moved (Brianne) and seconded by (Candice) to approve the minutes of March 18, 2026 as presented. All in favor, (0) opposed, (0) abstain – minutes approved unanimously.

2. Instructional Deans' Report

3. Action Items

a. First Reading

- i. BP 4240 Academic Renewal
 - ii. AP 4240 Academic Renewal
 - iii. BP 5400 Student Organizations
 - iv. AP 5400 Student Organizations
 - v. AP 7270 Student Employment
- There will be a second reading of Academic Renewal on May 6th. Spring 2027 is when we can expect to see any changes. These BP/AP's will also go before Scholastic Standards.

4. Discussion Agenda

- a. Service Area Outcomes
 - i. Status
 - ii. Timetable

b. Strategic Educational Master Plan (SEMP)

i. Review indicators

ii. Workgroups

1. **Comprehensive education plans**

How do we get 526 additional students each year to complete a comprehensive ed plan before they begin? ($2334 \times .80 = 1867 - 1341 = 526$)

- Identify students who are legally exempt
- Clarify definitions (CCCCO vs. local/archive)
- Focus on high school to college matriculation
- Encourage early and regular meetings with students
- Advise CRM group
- Triage through primary counselor
- Address capacity (PACE) and promote early sign-ups
- Increase student contact

2. **FAFSA/CADAA completion**

How do we get 2142 additional students to complete the FAFSA/CADAA each year? ($11178 \times .80 = 8942 - 6800 = 2142$)

- Metrics may be overstated due to unqualified populations (bachelor's degree holders, non-credit, special admit)
- Approximately 582 students from Fall may be eligible
- Eligibility criteria: high school graduate or associate degree; full-time completion rate at 91.5%
- FAFSA Nights – low engagement/no participation
- Phone outreach – ~40% response rate
- Utilize text outreach
- Address registration blocks
- Target specific populations (e.g., Firefighters contract education)
- Increase education on entitlement deadlines and address concerns about government processes

3. **Completion / Cohort Support**

How do we increase the overall number of students who complete and the number of students who are affiliated with ongoing cohort support by 940 / year? ($1775 \times .80 = 1420 - 480 = 940$)

- Goal: Increase the number of students who complete and those engaged in ongoing cohort support by 940 students annually
- ($1,775 \times 80\% = 1,420$; $1,420 - 480 = 940$)
- Clarify whether the 940 target reflects completion, cohort participation, or both
- Differentiate between cohort and categorical programs and streamline access to reduce overlap
- Simplify program expectations to focus on what supports completion and adjust services based on outcomes
- Increase awareness through more intentional recruitment
- Limit duplicate communications (Canvas and email) to reduce information overload
- Expand outreach through phone calls and text messaging
- Improve access and visibility
- Update and streamline website navigation

- Use Advise to screen for eligibility and connect students to programs
- Leverage Canvas data analytics to improve engagement and support
- Use data to guide decisions and identify why students stop out prior to completion

4. Completion / Units

How do we get 567 new students to complete 30 degree-applicable units in their first year?

$$(2334 \times .30 = 700 - 133 = 567)$$

- Begin with an educational plan
- Address financial aid impact on enrollment
- Incorporate financial aid awareness within Canvas courses
- Expand on-campus work-study opportunities
- Offer self-paced courses and varied scheduling options
- Implement text message check-ins with referrals
- Coordinate with Sandra/Brianne regarding text options
- Promote Basic Needs Buggy

5. Completion / Caring Campus

How do we increase the number of online students who engage with Student Services support programs and the *Caring Campus*?

- Online students often prefer limited engagement
 - Include extended education sites when considering online students
 - Work to reduce any feelings of “otherness,” especially with main campus-only events
 - Ensure students feel connected and supported
 - Increase engagement strategies:
 - Expand use of Canvas, specifically Knights in the Know (all students are enrolled)
 - Encourage more consistent use of Advise by faculty for alerts
 - Trigger alerts for students missing 2+ assignments at any point in the term
 - Identify and outreach to students with:
 - No login within a set number of days
 - Two or more missing assignments
 - Implement cohort-based outreach strategies
- c. SSM Bylaws – do we want to have this meeting as a smaller group of representatives, the deans representing their departments and taking info back to their departments? And then the larger group meet occasionally – what are the thoughts of the group?
- The group discussed possibly moving to a smaller meeting structure with representatives, where deans would represent their areas and share information back with their teams. There was also interest in having the larger group meet occasionally. Other ideas included inviting program evaluation managers to present and using the Teams site to store all handouts and information for everyone to access. The group agreed to move forward with the smaller meeting format after the May meeting.

5. Information Items

- Cancel SSM Meeting on May 20; Retreat May 27
- 700 Building UPS swap out – IT to start notifying staff and students (email and ReGroup) starting the week of April 13th; repeating that messaging a few times and once we get closer to the outage place a notice on the website and have the Shasta College Portal pop up a message with information about the outage before people are able to login.

- c. Accessibility Standards and Revised ADA Title II regulations
 - i. Accessible PDF Creation Guide
<https://helpdesk.shastacollege.edu/a/solutions/articles/19000170252>
 - ii. Shasta College Website Request
 “Due to a Federal mandate April 24, 2026, all higher education websites must be in compliance with WCAG 2.1 accessibility standards, this includes linked PDF files. If this request includes attaching a PDF file to any page on the website, please review our guidelines and make sure that the PDF you are requesting to be linked is in compliance and passes an accessibility checker.”
 - iii. PopeTech video tutorial: how to use the Adobe accessibility checker:
<https://www.youtube.com/watch?v=7ms9iAE1Q9I&t=40s>
- d. LCW/SWACC: Minors on Campus Guide
- e. State Budget Update (one more meeting – they are reviewing the budget today , may 14th is the revise day for the state, the gov. will propose an updated budget to balance things out. Stay tuned for updates over the next couple of weeks

6. Area Updates / Announcements

- Sandra asked for any noteworthy updates from the past year to be sent to her within the next two weeks to share at the upcoming retreat.
- Theresa and Bond are working on the demo and build for the 100 building. IT will begin moving to the 700 building starting now. The May 6th meeting will be the last one held in the 100 conference room.
- Brianne shared that she and Student Life are working on updates for student organizations and BP/AP. Graduation is coming up and volunteers are needed. Student elections will take place the last week of April, with an event scheduled for April 30th.
- James shared that priority registration for fall is underway. He will send updates once complete and is available for questions.
- Ready to Register event will be held May 8th at the Tehama campus, including PACE students.
- North State Promise and Ascend Ready to Register events are scheduled for May 7th.

I created this guide <https://helpdesk.shastacollege.edu/a/solutions/articles/19000170252> in the article database that is a guide to creating PDF's for the end user and linked it to the ticket here <https://helpdesk.shastacollege.edu/support/catalog/items/79>. I also linked the PopeTech YouTube guide on the ticket that explains exactly how they need to check these items using the Adobe Accessibility checker. As far as I have found, this is the best method for them to be checking things and fixing them as Adobe allows you to right click on the error and choose fix that pops open a dialogue box that helps them fix the issue. There are some items where the fix button is not available, but those are for major items like heading and table structures