

Student Services Managers' Meeting  
Wednesday, June 4, 2025  
10:00 AM – 12:00 PM  
Board Room

Minutes

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**District / Division Goals**

By September 30, 2025:

**Equity in Success (Completion, Baccalaureate Attainment, Transfer, persistence, TLME throughput, course success)**

- The overall number of students who **complete a degree or certificate** will be at least 1,043.
- The overall number of students who **earn an Associates Degree for Transfer** will be at least 266.
- The overall number of students who **earn a Shasta College Bachelor's Degree** will be at least 12.
- The overall number of students who **transfer to a CSU or UC** will be at least 318.

**Equity in Access (Enrollment)**

- The annual **full time equivalent students (FTES)** for 2024-2025 will be at least 7041 (2019-2020 level) with an emphasis on Perkins economically disadvantaged.

**Equity in Support (Maximize CCPG/PELL and Reduce Units to Completion)**

- The overall number of students who **receive a California College Promise Grant** will be at least 6775.
- The overall number of students who **receive a Pell Grant** will be at least 5131.
- The overall average number of **units in excess of 60** toward the first ADT will be no greater than 68.

**Credit for Prior Learning**

- The overall number of students who have **received at least one (1) credit for prior learning** will be at least 822.

**Division Focus Areas**

- Vision Aligned Reporting (VAR): Early adopters will successfully implement VAR requirements.
- 100 Building Transition: Student Services departments will successfully transition out of the 100 building.
- Implement and evaluate Fall 2024 Work Group Recommendations
  - Onboarding General - Prioritize three challenges of the student onboarding process and implement steps to streamline.
  - Onboarding Transition K-12:
  - Onboarding Staff
  - Caring Campus
    - Decrease Response Times
    - Increase Interdepartmental Awareness – Warm Handoffs
  - Early Alert CRM
- SAO Update and Measurement
- Coordinated Resources
- Accreditation Tracking
- BP/AP update cycle
- Website review - ROI

Committee Members					
X	Tim Johnston - Chair	X	Robert Bowman		Crystal Mair
X	Sandra Hamilton		Trinity Brooks		Cat Morton
X	Jamie Spielmann		Crystal Burger	X	Matt Rogers
X	Alexa Zaharris		Alexis Corona	X	Kellie Weigel
	Renee Garcia		Patricia Esparza	X	Kendra Wells
X	Nadia Elwood		Clarisa Guzman		Sheri Wiggins
X	Candice Hann	X	Jessie Knight		Jeremy Wichenheiser
X	Brianne Brichacek	X	James Konopitski		Zhanjing (John) Yu
X	Sue Huizinga	X	Sandy Lucero		
	Will Breitbach	X	Hillel McCarthy		
Guests					
X	Buffy Tanner	X	Janet Hubbert	X	Jacque Wright

1. Approval of Minutes

It was moved (Sandra) and seconded by (Robert) to approve the minutes of May 7, 2025 as presented.  
All in favor, (0) opposed, (0) abstain – minutes approved unanimously.

2. Instructional Deans' Report

- No report.

3. Action Agenda

a. First Reading

i. AP 5203

Lactation Accommodation (see also AP 7348)

Discussion on how the two APs will reference with each other and how AP5203 will be referenced in relation to Title IX.

This AP will be brought back for a second reading on July 2<sup>nd</sup>.

ii. AP 3436

Hazing

First reading: the committee discussed the AP and one minor change was suggested.

Second paragraph: to amend "other harmful substances" to read "any substance used in a potentially harmful manner"

This AP will be brought back for a second reading on July 2<sup>nd</sup>.

b. Second Reading

i. BP 5500

Student Conduct

ii. AP 5500

Student Conduct

It was moved (Brianne) and seconded by (Alexa) to move BP and AP 5500 on to the next level of review as revised. All in favor, (0) opposed, (0) abstain – motion approved unanimously.

c. Third Reading

i. BP 5130

Financial Aid

ii. AP 5130

Financial Aid

BP and AP 5130 will be brought back for a fourth reading Fall, 2025.

4. Information Items

a. Summer Enrollment

- Enrollment is up 5.2%.
- This is important as we are pulling summer 2024 and 2025 to establish our funding floor.

- We are still below the FTE prior to the pandemic.
  - The plan is to continue to push summer enrollment growth, thanks to front line teams for all their work.
- b. Summer Emergency Response Plan
- This is the time of year we update your contact information on our emergency phone tree. Please reply to the request from Jacquie.
- c. Remote Work Plan
- The remote work plan and telework agreements are pending CSEA vote.
  - Face-to-face contact is important between staff and students.
5. Discussion Agenda
- a. Round Table Debrief:
- i. Space Utilization  
*Once Measure H Bond projects are completed, what is the best use of space to support student success?*
- ii. Coordination  
*Using – or in addition to – the CRM, what steps can we take to increase the coordination between student support programs to maximize student support and investment?*
- iii. Decrease Response Times  
*Responding to student inquiries is everyone’s role. What can we do to decrease response times?*
- For each of the above, managers ranked suggestions made during the Student Services retreat. Rankings will be consolidated and reported out at the next meeting.
- b. Goal Setting Workshop – Summer / Fall Goals
- Prepare your Summer and fall goals, email them to Tim and Jacquie so we can compile
  - Goals will be “SMART” – specific, measurable, achievable, relevant and time-bound.
  - Continue to focus on vision 2030 and our success rate in providing our goals
  - Regarding SAOs: Cassie suggested a discussion with your staff regarding departmental processes.
6. Other
- a) Area Updates / Announcements
- Brianne: SCH Korean exchange students arrive June 30 – July 20 – 3 weeks of events around local area and then to Cal Poly Humboldt
- Robert: 47 Step-Up students on the Dean’s list for spring and first ever juvenile student on the Dean’s list
- Sandy: Tehama had a “ready to reg” event and 94 students attended. As of May 9<sup>th</sup> they have 196 students registered
- Buffy: CBE is now real. Info session for students will be held June 18, 23, 24. CBE 101 for student services managers and staff will occur June 18<sup>th</sup>
- Tim: Participated in a Chancellor’s Office workgroup on Title V revisions related to academic pause, notice and restart. Please make sure you and your staff take the Campus safety ALICE training.
- James: Confirmed move date for A&R will be June 16<sup>th</sup> to Building 2300.
- Sue: 50 Upward Bound students will be moving into the dorms next week, and will be here until July 10.