

Student Services Managers' Meeting
Wednesday, July 2, 2025
10:00 AM – 12:00 PM
Board Room

Minutes

District / Division Goals

By December 31, 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

- Student Onboarding
 - Onboarding General - Prioritize three challenges of the student onboarding process and implement steps to streamline.
 - Onboarding Transition K-12 - Prioritize three challenges of the student onboarding process and implement steps to streamline.
 - Caring Campus
 - Decrease Response Times
 - Increase Interdepartmental Awareness – Warm Handoffs
- Student Support
 - Early Alert CRM
 - Develop Processes to Coordinate Resources between categorical programs
- Compliance / Tracking
 - Vision Aligned Reporting (VAR): Early adopters will successfully implement VAR requirements.
 - SAO Update and Measurement
 - Accreditation Tracking
 - BP/AP update cycle
 - Website review - ROI
- 100 Building Transition: Student Services departments will successfully transition out of the 100 building.

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

1. Library Tour

2. Approval of Minutes

It was moved (Robert) and seconded by (Nadia) to approve the minutes of June 4, 2025 as presented. All in favor, (0) opposed, (0) abstain – minutes approved unanimously.

3. Instructional Deans' Report

- Push towards strategic management, efficiency and timely completion. They will be launching new tools in fall. The new system should be able to provide individualized data.
- The new Mission Statement is going to the Board at the next meeting. There are plans to integrate an updated six-year Educational Master Plan with three year Strategic Plans.

4. Action Agenda

a. First Reading

None at this meeting.

b. Second Reading

i. AP 5203 Lactation Accommodation (see also AP 7348)

- This AP is more student facing as opposed to AP 7348 which is employee focused Motion (Sandra) seconded by (Kellie) to consider AP 5203 as presented and move forward to the next level of review.

After discussion the motion was unanimously passed. All in favor (0) against (0) abstain.

ii. AP 3436 Hazing

- Tim reviewed minor changes.

Motion (Brianne) seconded by (Robert) to approve AP3436 as presented and move forward to the next level of review.

After discussion the motion was unanimously passed. All in favor 0) against (0) abstain.

5. Information Items

a. Organizational Updates

i. Introduction of Michael Fannon, Director of Student Services (Financial Aid).

b. Remote Work Agreement / Telework Agreement for campus closures

- There is a presumption for face-to-face student interactions. Managers are to decide for their individual areas how telework would affect students. In some circumstances, a medical accommodation through HR is more appropriate than a telework agreement.

- Please have all staff complete a telework agreement in case of campus closures or for an emergency situation.
 - c. Update: 100 Building move
 - All services have now been moved out of the 100 building and are operational in 2100 and 2300.
 - They are getting set up and working through a few tech issues, but the feedback is positive about the new space.
 - d. Student Services Guidebook
 - Tim reviewed the guidebook and noted that this will also be a faculty resource
 - The guidebook will be regularly updated
 - e. Summer Emergency Response Plan
 - Make sure that students in all programs visiting campus over the summer (such as TRIO-UB, SCH, Becoming, etc.) are aware of our emergency procedures.
 - Review emergency procedures with staff – particularly those located in new work locations in 2100 and 2300.
 - f. State Budget Update
 - Tim shared and discussed a document where he extracted pertinent information from the 2025-2026 budget.
 - g. Fraudulent Students
 - Michael: The federal government is requiring ID verification for FAFSAs as a way to minimize fraudulent activity.
6. Area Updates / Announcements

Tim: Mark your calendars for September 30th for a visit from the Board of Governors from 1:00-3:30pm. We want to showcase student programs.

Will: Accreditation standards are changing, where a document says “equity” it will be replaced with “success for all students”.