

Student Services Managers' Meeting
Wednesday, August 6, 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		Patricia Esparza	X	Cat Morton
X	Sandra Hamilton	X	Michael Fannon II	X	Matt Rogers
X	Jamie Spielmann	X	Renee Garcia	X	Andrew Vines
X	Alexa Zaharris		Clarisa Guzman	X	Kellie Weigel
X	Nadia Elwood	X	Candice Hann		Kendra Wells
X	Brianne Brichacek	X	Sue Huizinga		Jeremy Wickenheiser
	Robert Bowman	X	James Konopitski		Sheri Wiggins
	Trinity Brooks	X	Sandy Lucero		Zhanjing (John) Yu
X	Crystal Burger		Hilly McCarthy		Will Breitbart
	Alexis Corona	X	Crystal Mair		
Guests					
X	Buffy Tanner	X	Janet Hubbert		
X	Amanda Richmond	X	Jacque Wright		

1. Approval of Minutes

It was moved (Jamie) and seconded by (Nadia) to approve the minutes of July 2, 2025 as presented.
All in favor, (0) opposed, (0) abstain – minutes approved unanimously.

2. Instructional Deans' Report

- Chem sections have been added, please see email from Andrew Vines.
- They are working to streamline course offerings at the Tehama Campus and have removed Micro-Biology and Gen Chemistry.
- Gen Chem has been replaced with Intro Chem which is proving to be more popular.

Updates on committee assignments:

- Nadia Elwood will transition to participate in the Instructional Deans meeting.
- Cassie Leal will transition to co-chair Enrollment Management Committee.
- Alexa Zaharris and Jamie Spielmann will transition to co-chair Enrollment Management Committee.
- Jamie Spielmann will transition to co-chair the Scholastic Standards Committee.

Overlap projects:

- The "Transfer Center" will be our "Resource of the Month" in September.

3. Discussion Agenda

a. Technology Strategic Plan: Review and Feedback

Motion (Sandra) seconded by (Jamie) to review the plan and provide feedback.

- Tim reviewed the DRAFT plan with the committee. Feedback was noted and sent to Will for review and possible incorporation.

b. Student Equity Plan: Dataset Review

- Sandra gave a PPT presentation along with a couple of handouts that were shared with the committee.

c. Continuing the Conversation: Round Table Debrief on Space Utilization

Once Measure H Bond projects are completed, what is the best use of space to support student success?

- The committee broke into small groups to rank the results of the Round Table Space Utilization from the retreat.
- Results were collected and tabulated for further review.

4. Information Items

- Accreditation standards review – due Aug 8, 2025
- Save the Date: Student Services Classified Retreat

- i. Friday, Oct. 31, 2025 8:00 am – 12:30 pm
 - ii. “Interdepartmental Awareness” and “Warm Handoffs” will be the focus of the retreat.
 - c. Program Evaluation Cycle 2025-2026
 - Program Evaluations will be due for this semester for the following programs:
 - Testing Center
 - Transfer Center
 - TRIO Student Support Services
 - Veterans Center
 - Umoja (updated 2024)
 - Program evaluations will be scheduled in November or December.
 - d. SU/Fall Goals
 - Tim may reach out to individual departments over the next several weeks to review the status of department goals/SAOs.
 - e. Service Area Outcomes
 - Continue to work with Cassie on your SAOs.
 - i. SAOs = focus on a process to “manage, resolve, dissolve”
 - ii. Measurable – Tim may arrange follow-up meetings with individual departments to discuss how SAOs will be measured.
 - f. Vision Aligned Reporting
 - i. Thanks to those who have filled out the [Gap Analysis Spreadsheet](#). Matt and Cassie will be in touch to see if we can help you close any gaps for the 2025/26 reporting year that you identified.
 - ii. Program-Specific Manuals – Please make sure you are familiar with your [program VAR manual](#).
 - iii. VAR Office Hours – regular office hours below should you need assistance.
Tuesday Zoom Meeting ID: 832 6625 2352 Passcode:
 344534 <https://cccco.zoom.us/j/83266252352?pwd=bIMZPXWmCnqhkU4RDa3RgvxCixyx0g.1>
Thursday Zoom Meeting ID: 881 8400 5194 Passcode:
 722374 <https://cccco.zoom.us/j/88184005194?pwd=FGEHpewfppUS2KTdR2xOwB9kqel0eb.1>
 - iv. David Rothrock is hosting a VAR conversation on Thursday, 8/7, from 1:30pm to 3:00pm, to discuss the changes in Colleague related to the VAR student level data. He will show what changes Ellucian has made and would like to understand how the VAR programs will track their data and how we can enter the data into Colleague for the MIS reporting process.
 - g. Budget Update
 - Please review the attachment to Tim’s email which discusses proposed FY26 budget priorities.
 - VPs have consolidated the Annual Plan list which is now being evaluated by the President. A decision on funding is expected by Fall after the final budget is approved.
 - h. Continuing the Conversation: Round Table Debrief
 - i. The Enhancing Coordinated Student Support and Decrease Response Times draft workplans are attached for managers’ review and feedback.
5. Area Updates / Announcements
- There will be a MIS workshop tomorrow to discuss changes coming in Colleague.
 - The new Student Life Brochure is ready, and hard copies have been printed. A digital online version is coming soon.
 - Student Senate Officers will receive a stipend for participation in participatory committees beginning this academic year.
 - SOS coming soon, please review the volunteer email.
 - Welcome Back Week will be held on September 9 and 10.
 - The Academic Credit Management Team has been working on an update to student transcripts will be launched this Saturday.
 - The Early Childhood Education CBE program will launch this semester.

- Please complete the Hazing Awareness and Prevention training.
- EOPS is still accepting applications. They have processed 782 applications and accepted 420. 221 have been onboarded so far.
- Pell will continue as normal. Changes due to HR 1 (The One Big Beautiful Bill Act) will have limited direct impact on Shasta College students.
- The State Department of Finance will visit the college on August 26 and 27.
- The Board of Governors will be visiting the North State / Shasta College on September 30th.