

Student Services Managers' Meeting
Wednesday, Sept. 17, 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		Sue Huizinga		Jeremy Wickenheiser
	Robert Bowman	x	James Konopitski		Sheri Wiggins
x	Trinity Brooks		Sandy Lucero		Zhanjing (John) Yu
x	Crystal Burger	x	Hilly McCarthy		Will Breitbart
	Alexis Corona	x	Crystal Mair		
Guests					
x	Buffy Tanner	x	Janet Hubbert		
X	Amanda Richmond		Jacque Wright		

PART 1: General Meeting -- 10:00 am – 10:45 am

1. Approval of Minutes

It was moved (Sandra) and seconded by (Nadia) to approve the minutes of August 6, 2025 as presented.
All in favor, (0) opposed, (0) abstain – minutes approved unanimously.

2. Instructional Deans' Report

- Getting the evaluation process started for Faculty.
- Priority Faculty hiring will begin soon.

3. Action Agenda

- a. First Reading (Today – this is time sensitive for modifications/edits)
 - i. BP 5040 - Student Records, Directory Information, and Privacy
 - ii. AP 5040 - Student Records, Directory Information, and Privacy
 - Updated reflecting wording on SAP Appeal.
 - Working on scholarships and updates on AP next semester.
- b. Second Reading (Next meeting)
 - i. None.

4. Discussion Agenda

5. Information Items

- a. Enrollment Management Plan – Education Master Plan will be revised earlier than the scheduled date in 2030.
- b. Space Utilization report – closing the loop – Discussing moving into the 100 building after the remodel. Concerns with the 2100 building for PACE and Theresa will put this on the radar to discuss modifications when the 100 is finished.
- c. Student Senate Stipend Project / Student IDs – Starting in the spring, Student Senate will no longer handle this process. It will be transitioned to A&R and will be provided free of charge, though replacement cards will still cost \$2.00. The process itself will remain the same. This change will impact Student Senate income, as the expense will be moved from their budget to A&R. The wording on the website will be updated for spring registration, and the item has already been removed from the pre-registration form. It is now its own separate form, which students can complete either online or in person.

- d. CCCC Shared Advocacy Requests – Tim shared this out from the meeting yesterday.
- e. Budget Update – Continue to watch TRIO and federal funding, nothing for UPWORD Bound yet, as we lose funding for categorical positions we are absorbing them and maybe not filling some vacant positions to make up. CALGETC is ending and so is HS Outreach.
- f. Program Evaluation Cycle 2025-2026 – End of November and early December. Reach out to reserve your time.
 - i. Testing Center
 - ii. Transfer Center
 - iii. TRIO Student Support Services
 - iv. Veterans Center
 - v. Umoja (updated 2024)
- g. Vision Aligned Reporting
 - i. Program-Specific Manuals – Please make sure you are familiar with your [program VAR manual](#). –
 - ii. 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=bIMZPXWmCnqhkJ4RD3RqvxCiYx0g.1>
Thursday Zoom Meeting ID: 881 8400 5194 Passcode:
 722374 <https://cccco.zoom.us/j/88184005194?pwd=FGEHpewfppUS2KTdR2xOwB9kgel0eb.1>

6. Area Updates / Announcements –

Health & Wellness

- Health & Wellness: Restrooms have free menstrual products available; TLC is the only building without them in the bathrooms. Signage is posted. If supplies are empty, submit a ticket with Physical Plant. Products are also still available in the office. A meditation room is opening in the office, scheduling through SARS. Everyone is welcome to stop by.
- Sandra discussed the Open forum scheduled for 9/29 in NEWs to Muse.
- Buffy discussed Competency-Based Education moving forward with the first 8 students. It is fully approved by the Department of Education to be funded with financial aid. We are the second community college in California to implement this. Ag Tech Certificate Program is being approved to launch at our school, starting in Tehama next year. SCALE Innovation Office has two open positions available related to Credit for Prior Learning.
- Brianne let us know about Constitution Day: students can register to vote at Center Stage.
- James announced the Veterans Mental Health event to educate the college community on October 17, 2025. Faculty can earn Flex Credit by registering on the Veterans website (section 400).

PART 2: SAO/ F25 Goals Review -- 11:00 am – 12:00 pm

The individual programs below will meet in the Board Room at the scheduled times to continue our conversation on Fall Goals and Service Area Outcomes.

EOPS/CARE/CalWORKs	11:00 – 11:20
Gateway to College:	11:20 – 11:40
Transfer Center:	11:40 – 12:00

Parking Lot:

- a. Onboarding process
- b. Review
 - i. AP 4100 – Graduation Requirements for Degrees and Certificates
 - ii. BP 4250 – Academic Notice, Pause, and Restart
 - iii. AP 4250 – Academic Notice
 - iv. AP 4255 – Academic Pause and Restart
- c. Fourth Reading (Fall 2025)
 - i. BP 5130 Financial Aid
 - ii. AP 5130 Financial Aid
- d. Save the Date: Student Services Classified Retreat
 - i. Friday, Oct. 31, 2025 8:00 am – 12:30 pm
 - ii. Interdepartmental Awareness / Warm Handoffs
- e. Program Evaluation Cycle 2025-2026
 - Testing Center
 - Transfer Center
 - TRIO Student Support Services
 - Veterans Center
 - Umoja (updated 2024)