

Student Services Managers' Meeting
Wednesday, Oct. 1, 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
	Sandra Hamilton	x	Michael Fannon II	x	Matt Rogers
x	Jamie Spielmann	x	Renee Garcia		Andrew Vines
x	Alexa Zaharris		Clarisa Guzman		Kellie Weigel
	Nadia Elwood	x	Candice Hann		Kendra Wells
x	Brianne Brichacek	x	Sue Huizinga		Jeremy Wickenheiser
	Robert Bowman	x	James Konopitski		Sheri Wiggins
x	Trinity Brooks		Sandy Lucero		Zhanjing (John) Yu
x	Crystal Burger		Hilly McCarthy		
	Alexis Corona		Crystal Mair		
Guests					
	Buffy Tanner		Janet Hubbert	x	Jesse Knight
X	Amanda Richmond		Craig Ritchie		

1. Approval of Minutes from 09.17.25

It was moved (Jamie) and seconded by (Candice) to approve the minutes of September 17, 2025 as presented. All in favor, (0) opposed, (0) abstain – minutes approved unanimously.

2. Instructional Deans' Report

The new faculty requests are due today. And MESA is extending hours and will now be available from 10:00 am to 2:00 pm on Saturdays.

3. Information Items

- a. Online Spring Schedule updates due 10/8/2025 – Reminder to keep this due date on your radar.
- b. Evaluation cycle – There are a handful of days available. Reach out to Tim to reserve a seat.
- c. Website Review – ROI (Return on Investment): It's important to establish a consistent cycle or system for reviewing and updating program websites, ensuring there is a regular review schedule in place. Evaluate what new content is being added and review existing materials to confirm that all essential information about programs and offerings is being clearly communicated. Focus on the value proposition—highlighting the benefits to students (for example, a sign in front of a health clinic saying “The doctor is in”). James also emphasized the importance of being mindful of facts and figures shared online, ensuring accuracy, and keeping documentation on the source of all information. District / Division Goals – reaching out (service area outcomes) SAO's (how are they being tracked) heads up this process will be coming up in the next 2 months.
- d. Vision Aligned Reporting – Due dates coming up...
 - i. [Book time with Leal, Cassie: VAR Support Meeting • This link will expire on: October 26, 2025](#)
 - 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://ccccc.zoom.us/j/88184005194?pwd=FGEHpewfppUS2KTdR2xOwB9kqel0eb.1>

4. Action Agenda - AP/BP over 30 going for review – Questions or comments on any of these?
No. this is going to Board of governors for approval.
 - a. First Reading
 - i. BP 4250 – Academic Notice, Pause and Restart
 - ii. AP 4250 – Academic Notice
 - iii. AP 4255 – Dismissal and Readmission
 - iv. AP 4100 – Graduation Requirements
 - b. Second Reading motion to BP/AP 5040 (Alexa) second (Jamie) – disclose or not disclose, directory information is in code, approved to move forward to the next level.
 - i. BP 5040 - Student Records, Directory Information, and Privacy
 - ii. AP 5040 - Student Records, Directory Information, and Privacy
 - iii. BP 5130 – Financial Aid – Michael moves, Brianne seconds – left the commentary in tact, approved to move forward. None opposed.
 - iv. AP 5130 – Financial Aid – grouped with above BP
5. Discussion Agenda
 - a. Workshop: How do you spend your day? Balancing achieving goals and putting out fires. – What is going to work in your department – process improvement/structure changes. Attend to root causes to avoid bigger problems down the road.
 - b. Speech – Time, Place, Manner – (11:05 – 11:20 am) with Craig Richie – he did not make it, will reschedule.

6. Area Updates / Announcements

Trinity shared that Health & Wellness is bringing back “Art with Impact,” open to both students and staff, offering 65 different courses. Anyone interested in group participation can reach out. This is a trial program running from now through December, with the possibility of renewal in spring if it goes well. Alexa announced that the Student Services staff retreat is coming up and a survey was sent out today—please complete it. Crystal noted that the Step Up interest form should go live today (10/1–12/1), with eligibility requirements of 12 units or 9 for PACE students. Tim brought up the Mentor Program, asking whether it should continue or be modified. Theresa shared that fencing for the fire lane near the 1600 building will go up next week, and she will send an email with details. Brianne announced the blood drive on 10/9 (Redding in the morning, Tehama in the afternoon), Spooky Spirit Day on 10/30, and the staff retreat on Friday, 10/31. Trinity also mentioned Think Pink Day with carnations, cookies, and screenings planned for 10/16. Candice shared that Shelly Bennett has transitioned into a PACE counselor role.

Parking Lot:

- a. Onboarding process
- b. Staff Evaluation / Mentorship / Succession Planning
- c. Save the Date: Student Services Classified Retreat
 - i. Friday, Oct. 31, 2025 8:00 am – 12:30 pm
 - ii. Interdepartmental Awareness / Warm Handoffs
- d. Program Evaluation Cycle 2025-2026
 - Testing Center
 - Transfer Center
 - TRIO Student Support Services
 - Veterans Center
 - Umoja (updated 2024)