

Student Services Managers' Meeting
Wednesday, Oct. 15, 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. (1,610 jan 1 25-oct 1 25)
- The overall number of students who **earn an Associates Degree for Transfer** will be at least 266. (193)
- The overall number of students who **earn a Shasta College Bachelor's Degree** will be at least 12. (13)
- The overall number of students who **transfer to a CSU or UC** will be at least 318. (no info at this time)

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. (6,668.6)

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. (17,620)
- The overall number of students who **receive a Pell Grant** will be at least 5131. (12,355)
- 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		Matt Rogers
x	Jamie Spielmann	x	Renee Garcia	x	Andrew Vines
x	Alexa Zaharris		Clarisa Guzman	x	Kellie Weigel
	Nadia Elwood	x	Candice Hann		Kendra Wells
x	Brianne Brichacek	x	Sue Huizinga		Jeremy Wickenheiser
	Robert Bowman		James Konopitski		Sheri Wiggins
x	Trinity Brooks	x	Sandy Lucero		Zhanjing (John) Yu
x	Crystal Burger	x	Hilly McCarthy	x	Jesse Knight
	Alexis Corona	x	Crystal Mair		
Guests					
	Buffy Tanner		Janet Hubbert		
X	Amanda Richmond	x	Craig Ritchie		

1. Approval of Minutes

It was moved (Jamie) and seconded by (Brianne) to approve the minutes of October 1, 2025 as presented.
All in favor, (0) opposed, (0) abstain – minutes approved unanimously.

2. Instructional Deans' Report

- SLAM is in the process of hiring faculty to teach Physics. Reconstruction of this department is underway. Handout presented during meeting.

3. Action Agenda

- a. First Reading – It was moved (Sandra) and seconded (Alexa) to group these together. All in favor.
- b. Second 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 (This is being pushed forward to academic senate)
Approved by all to move forward.

4. Discussion Agenda

- a. Student Equity Plan – All changes need to be made by October 30th to make it to the November board meeting.
- b. SAO / Goals Check-in (Due Nov. 19) – Can everyone please complete one of these forms?
Please meet with your department to collect the necessary information and goals. This was discussed in Cabinet yesterday, and Tim will be sharing the compiled information.

5. Information Items

- a. Speech: Time, Place, Manner (11:05)
- b. Student Services Classified Retreat
 - i. Friday, Oct. 31, 2025 8:00 am – 12:30 pm
 - ii. Interdepartmental Awareness / Warm Handoffs
 - iii. Strategic Plan: Strategy 1.2.1 – all trained
- c. Vision Aligned Reporting (VAR) reports.
- d. Division Goals – half-time review
 - i. Strategy 1.3.8 – increase ADT degrees completed by 30%
 - ii. Strategy 2.2.3 – increase number receiving federal/state aid

- e. Credit for Prior Learning – Marketing Plan
 Strategy 1.1.3 – Expand Credit for Prior Learning (CPL) offerings through the following by working with the Military Articulation Project (MAP) CPL articulation system as it expands beyond military credentials to include other forms of CPL. Develop a district-wide marketing plan for CPL by the end of Fall of 2025.
 - f. Strategy 2.2.1- Expand CRM Advise- track retention/completion – Student Services are tracking this and will be keeping it on the radar.
 - g. Speech – Time, Place, Manner – with Craig Richie – Rescheduled from October 1st meeting.
 Guest speaker Craig Ritchie discussed the distinction between Freedom of Speech (FOS) and Use of Facilities (UOF). He explained that FOS applies to expressive activities in public areas such as the quad or outdoor spaces accessible to students, staff, and the community, whereas UOF applies to private or controlled spaces like the boardroom, gym, or theater, which require permission and may involve fees. The college can regulate the time, place, and manner of FOS activities—such as prohibiting PA systems or amplified sound—but cannot restrict expression itself. If an FOS event grows in size or requires college resources (electricity, sound, or space setup), it transitions into a UOF event. A new FOS form is being developed to help determine which form applies. Ritchie also noted that the Turning Point Club is seeking recognition on campus, which adds complexity since student organizations have specific rights and are not charged facility fees. While signs and public expression are permitted, participants cannot block walkways, approach or surround individuals, enter offices, or follow students into private areas like the cafeteria.
6. Area Updates / Announcements – Brianne shared that the Giving Tree will be set up around the corner and reminded everyone to sign up for Spooky Spirit Day on 10/30. She also mentioned the Classified Retreat on 10/31, noting that Sandra received the table tents and encouraged anyone with ideas for locations or additional flyers to share them for inclusion. Tomorrow is Think Pink Day—everyone is invited to stop by for cookies and information. James announced that shadow requests are now open for anyone interested in shadowing the front-line staff.

Parking Lot:

- a. Onboarding process
- b. Staffing / Facilities
- c. Staff Evaluation / Mentorship / Succession Planning
- d. Program Evaluation Cycle 2025-2026
 - Testing Center
 - Transfer Center
 - TRIO Student Support Services
 - Veterans Center
 - Umoja (updated 2024)