

Student Services Managers' Meeting
Wednesday, Nov. 5, 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		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
x	Robert Bowman	x	James Konopitski		Sheri Wiggins
	Trinity Brooks	x	Sandy Lucero		Zhanjing (John) Yu
	Crystal Burger		Hilly McCarthy	x	Jesse Knight
	Alexis Corona	x	Crystal Mair		
Guests					
	Buffy Tanner		Janet Hubbert	x	Amanda Henderson
X	Amanda Richmond	x	Bee Chase		

1. Approval of Minutes from 10/15/2025 – These minutes will be reviewed at the next meeting.
2. Instructional Deans' Report – Andrew said no updates at this time. Discussions on new faculty hiring happening and announcements will be made once Frank decides.
3. Action Agenda
 - a. First Reading
 - i. BP 5030 (Fees)
 - ii. AP 5030 (Fees)
 - iii. BP 5050 (Student Success and Support Programs)
 - iv. AP 5050 (Student Success and Support Programs) – MESA shared that new guidelines will simplify the format by using a single sentence instead of a list of specific requirements, allowing future regulation changes to be made without reopening the Administrative Procedure.
 - v. (AP).AP 4027 (Catalog Rights)
 - b. Second Reading
4. Discussion Agenda
 - a. Basic Needs / SNAP response – Due to delayed and reduced SNAP (CalFresh) benefits, the campus has seen an increase in food insecurity, with over 80 visits to the food pantry this month. Students are feeling the impact of these changes, and the college is working with the Foundation to gather donations to support affected families. Currently, 35 families have signed up for food commodities, which are provided through a partnership with Dignity Health to help distribute food on campus. The goal is to sustain students and supplement the loss of support, while also extending assistance to classified staff through community partnerships and donations. Typically, 20 students receive commodities twice a month, but due to the holidays, distributions will occur once in November and once in December. The list of students in need continues to grow, and Basic Needs would appreciate any help from available volunteers. On 11/12, commodity bags valued at over \$180 will be distributed. Robert shared that on 11/20, an International Thanksgiving event will take place in the cafeteria, featuring meals prepared by culinary students, with staff invited to donate. The team is also seeking groups to help assemble Thanksgiving baskets for students in need.
 - b. Funding Request
 - i. Draft Timeline

- ii. Annual Funding Request Report Template – The purpose of this process is to promote activities that are meaningful to the college and highlight their benefits, particularly when seeking to augment budgets with general funds to support programs or positions other than faculty. Tim proposed a timeline for this year’s process: on 11/19, the committee will review the rubric and related documents to give new participants an early start. Each area will be asked to complete an annual plan (with the exception of program evaluations), followed by a planning meeting in February. Presentations will take place on 2/18, during which members will use a rubric to rank proposals. The committee will then reconvene in March to finalize rankings. The compiled list will be combined with the districtwide list and forwarded to Frank to determine which programs will receive funding. Frank is currently reviewing last year’s list, which will be approved and distributed in December for reference and review.
- iii. Ranking Matrix (continue discussion Nov. 19) – A spreadsheet was provided for rankings and descriptions. Sandra noted that the current form is difficult to use and Tim asked members to bring any suggestions or improvement ideas to the next meeting. The form was created by the Research Department.

5. Information Items

- a. CCCSE Culture of Care – Caring Campus
- b. Program Evaluations
 - i. Veterans Services – James provided a handout with updates. These numbers are only based on VA educational benefits. Not additional benefits they may receive. It is based on the 24/25 academic year.
 - ii. TRIO SSS – Sue presented and provided a handout with updates and information.
- c. Education Master Plan -- Next Steps:
 - Goal Drafting (Nov 8–18): Workgroup drafts goals
 - College Council Review (Nov 18): College Council discussion
 - EMP Drafting (Nov 18–Dec 18): Full plan drafted
 - Council Draft Reading (Feb 2)
 - Stakeholder Feedback (Feb 4–Mar 6)
 - Governance Review (Academic Senate, Student Senate, College Council)
- d. Chaptered Legislation and Guidance
- e. CCLC Govt Update

chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.ccleague.org/wp-content/uploads/2025-10-GR-Webinar.pdf

Updated “Big Three” Revenue Outlook

<https://lao.ca.gov/LAOEconTax/article/Detail/777>

Basic Needs Survey

chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.ccleague.org/wp-content/uploads/2025_BasicNeedsSurveyBook_FINAL.pdf?vgo_ee=JY5TTICgVL0xzq8L%2BdoLsD1yZhFyXNFDz6n4tIITwru89g%3D%3D%3A7S5IPRsx%2FOyFTyjFAZIZhYjXYJFIRSFs%20

- f. Student Life – Spring 2026 events

- SOS (Student Orientation & Services): Wed, Jan 21 & Thu, Jan 22
- Welcome Day: Wed, Feb 4 *or* Thu, Feb 5 (final date TBA)
- Blood Drive: Tue, Feb 10
- Door Decorating Contest: Mid-March
- Grad Faire: Mon, Mar 30
- Culture Fest: Thu, Apr 16
- Graduation: Fri, May 22

6. Area Updates / Announcements

The College Core is up for a pending three-year extension approval. Announcements: Jamie has been officially appointed as Dean (no longer interim), and Nadia is now Associate Dean. Kendra will be leaving, and the C2C Coordinator position will be posted soon. Sandra shared updates on the Caring Campus initiative, which she is coordinating with James and the front-line staff. Renee reported that Rebecka forwards program reviews to Financial Aid for review, and in the past few weeks, they have reviewed eight new certificates before sending them to the committee. Brianne announced that the first GEM Club meeting will take place tomorrow in the cafeteria, featuring rock painting. Students can sign up for the Giving Tree this week, and soon it will open for staff to sponsor families. The Health & Wellness team invites both staff and students to participate. Jamie also mentioned that Cindy Sanghagon shared that a new version of SARS will be released on Monday, 12/22, and the system will be down that day. James reminded everyone that Veterans Week is next week, with Tuesday being a campus closure. Veterans will receive free Starbucks during the week. Nadia noted that EOPS is now accepting Spring applications, though space is limited. Crystal Burger shared that the Step-Up interest form is now open. Tim announced that the Student Equity Plan will be presented at the Board meeting next week.

Parking Lot:

- BP 2015 (Student Member)
- AP 3415 (Immigration Activities)
- Onboarding process
- Staff Evaluation / Mentorship / Succession Planning
- Program Evaluation Cycle 2025-2026
 - Testing Center
 - Transfer Center
 - Umoja