Shasta College

Student Services Council
Wednesday, Sept. 7, 2022
10:00 AM – 12:00 PM
Board Room OR
Zoom: https://shastacollege-edu.zoom.us/j/98639618135

Draft Minutes

District / Division Goals

Goal 1: Increase First-Year Persistence by 2%
Goal 2: Increase Completion Rate by 2%
Goal 3: Increase completion efficiency by 1%

Goal 4: Increase course success by 1%
Goal 5: Improved math/English through-put
particularly for disproportionately impacted groups

To increase the number of credentials awarded and the number of students transferring to UC/CSU and decrease the number of accumulated units, by the end of Fall 2022:

- Submit approved Student Equity Plan (Sandra)
- Expand high school outreach and support services. (Shaunna)
- In cooperation with IT, implement the Multiple Measures Placement Service. (Tim)
- Implement CRM/early alert platform and associated student support workflow to include the Hub. (Sandra)
- Evaluate and adjust dual and concurrent enrollment workflows, as necessary. (Natalie)
- Implement and evaluate public facing program map workflow. (Shaunna / Natalie)
- Complete planning of a new Student Services "One Stop" building on the Redding campus. (Tim)
- Institutionalize "New Applicant Outreach", "Degrees When Due" and "Front-end Transcript Evaluation" projects. (Natalie/Alexa)
- Implement "Teaching College" status through California Virtual College (CVC-OEI) (Natalie/Alexa)
- Implement new staff on-boarding Canvas shell (Sandra)

Committee Members (voting)					
x	Robert Bowman	x	Sue Huizinga	x	Natalie Tucker
x	Jerry Brown	x	Tim Johnston		
x	Nadia Elwood	x	Amber Perez		
x	Sandra Hamilton-Slane	x	Carlos Reyes		
	Nick Webb	x	Shaunna Rossman		
Committee Members (non-voting) & Guests					
	Chelsea Kefalas	x	Ryan Loughrey	x	Crystal Mair
x	Alexa Zaharris	x	James Konopitski	x	Sandy Lucero
x	Corinne Ewing	x	Buffy Tanner	x	Nancy Lamberson
x	Marrianne Williams	x	Peter Griggs		

1. **Approval of Minutes:** Amber Perez motioned and Crystal Mair seconded to approve both the July 12, 2022 and the August 3, 2022 minutes. All in favor, none abstained.

   Sandra suggested recording the meeting for managers not present. Hearing no objections, Tim set the meeting to record the HR portion.
   https://shastacollege-
   edu.zoom.us/rec/share/UEQnSnxwFFz7NtRi8uUmT5kTfCQ_DjCAu9uJrzHQwQIU0fsb18m8fCUvssigKwVg.tfVg
   gwco2qVwWEJn

2. **Presentations** – Evaluation and Supervision with Marrianne Williams and Corinne Ewing (10:10 – 11:00) - prequel to management retreat.
   a. **Classified Evaluation**
      i. Marrianne shared her philosophy and stressed that the evaluation process needs to be a high priority.
      ii. Timeframe change
         1. For employees hired March 1st or after, the new probation term is 6 months.
            a. First evaluation at 90 days - this one is critical, so there is still time for the employee to make adjustments. Marrianne stressed that supervisors should not skip the 1st and 2nd reviews.
            b. If the employee is not a superstar, they should be let go since the probationary period is when they would be most apt to give their best effort. If they are not feeling solid, it's okay to release them.
            c. Marianne suggested that eagerness to work, attitude, and attendance are things to look for even while someone is still learning their job.
         2. Sandra also expressed the need for a new employee training program.
            a. Corrinne agreed to form a workgroup later this semester.
            b. Volunteers include: Nadia Elwood, James Konopitski, Sandy Lucero, Sandra Hamilton-Slane
      iii. Corinne reported that HR tracks dates and notifies supervisor; however, Marrianne said it's not necessary to wait for HR.
      iv. The classified evaluation form was updated in 2020.
      v. Marrianne suggested going over the evaluation form in advance.
      vi. Supervisors can have a conversation with the employee if they notice things, but should follow up the conversation with an email.
      vii. Marrianne reminded everyone that, per Ed Code, evaluations need to be completed by May 15th.
      viii. Tim – takeaways
         1. Two evaluations for new employees; first within 90 days; second before the sixth month mark.
         2. Informal contact. Find some way to have regular check-ins.
            a. Weekly conversations valuable.
            b. Not letting things fester.
         3. Evaluation tool can be used more frequently.
      ix. Ryan asked if it is necessary to document informal meetings.
         1. Not unless it's for your own use.
         2. Anything more formal – use memo.
         3. If going into HR file, employee needs to be notified.
            a. Usually only disciplinary problems.
            b. FRISK – Disciplinary process Facts, Rule, Impact, Suggestions, Knowledge

          x.   Sandra noted that the evaluation form should be updated to be more student centered

    b. **Administrative Performance Evaluation**
          i.   Marrianne shared that the form has been streamlined, with fewer boxes and more narrative.
              1.   Peer Evaluations will use the new form, too.
              2.   No change to subordinate evaluation forms.
          ii.   Manager evaluations due by February 1st.
              1.   Annual if new managers, then bi-annual.
              2.   Interims – every year.
          iii.   **March** 15th is the deadline (by Ed Code) for notifying a manager whose contract is not being renewed for the next year.
              1.   This should not be a surprise. There would be a meeting with Marianne and the supervisor for advance notice.
              2.   Grant funded notification window – 45 days if grant funds expiring.

    c. Evaluation tracker

3. **Instructional Deans' Report** – Carlos Reyes
    a. Carlos reported that late adds are coming to an end, and late start classes are being promoted. The challenge is finding the "sweet spots" so if a late-start class is added, it doesn't end up getting cancelled.
    b. Spring '23 schedule is currently being developed as well as Summer '23.
    c. There is a shorter curriculum timeline due to the new catalog deadline.
    d. As we reopen on-campus classes, Deans evaluate the time of course offerings.
    e. Any student feedback from Student Services as to timeslots, etc. would be helpful.
    f. Watch for curriculum updates – particularly for Ethnic Studies.

Peter mentioned that the Office of Instruction has provided a list of late-start classes and Marketing has been sending late-start notices via Social media and email.

4. **Action Agenda**

    a. Board Policies / Administrative Procedures – Second Reading
          i.   AP 4235 Credit for Prior Learning

        James Konopitski motioned and Robert Bowman seconded to approve AP 4235 as edited. Motion was approved unanimously with no abstentions.

        Buffy guided the committee through the proposed changes, which were made mainly to align with the current processes and utilize consistent terminology.

5. **Discussion Agenda:** Vision for Success / Student Equity / Guided Pathways
    a. Student Onboarding: Listening Session to identify themes regarding the Fall 2022 registration cycle. Step back to look at Current reg. cycle.
          a. Natalie - Challenges included:
              i.   User Profile. Students were prompted multiple times to complete the profile. IT now has reminders set for 135 days, which would be once a semester for updated addresses, etc.
             ii.   Students thinking they are registered, but not actually registered.
          b. Alexa – Positives included:

i. SSC extended hours,
    ii. Drop for nonpayment timeline
c. Shaunna
    i. Positive: Counseling group session – started in Spring 22. Registration hour on Zoom – quick workshop with counselor, then breakout rooms, and time for quick questions.
        a. Very popular.
        b. Grew from last semester.
    ii. Challenge: Add authorizations
d. Peter
    i. Community feedback: challenge with students who applied, but weren't registered.
    ii. Inconsistent messaging with email, text messages
    iii. Feedback from Social Media: Challenge of directing student to appropriate department. Confusion on who/where to go for help – provide direct link messaging in real time.
e. Nadia - Challenges
    i. Waitlist process, add authorizations.
        1. Are the rules set by Ed Code or our process?
        2. Need to be able to add prior to 1st day of class so outside supports can kick in.
    ii. HS students are used to how it operates in HS – once they meet with counselor, they are in the class.
    iii. Educator phone line for HS counselors – can't wait on hold to talk to the right person.
    iv. Questions on CC Apply – residency problems
f. Amber
    i. Staff had to walk students over to the window to add with instructor approval.
    ii. Coming out of HS – not coded right – how to update? Extra steps.
    iii. A number of classes were not available during priority reg. As summer progressed, Financial Aid prevented them from adding a later class after priority.
g. Sandy / Extended Education - Challenges
    i. updating profile
    ii. pre-reg checklist
    iii. Classes on Ed Plans, but not registered.
h. Sandra
    i. Auto-Awarding special grant funding prevented some students from getting immediate aid from some categorical programs.
i. Nadia
    i. amazing interactions with A&R Classified Staff
    ii. Processes are the problem.
j. Alexa
    i. Moved to Drop-in Zoom appointments
        1. SARS required ID #, and no-shows were an issue.
        2. Tracking Hours.
k. Shaunna
    i. HS partners – can use the Zoom Drop-in for quick answers
l. Tim
    i. Include Dual Enrollment partners

        m. Nadia
               i. Pre-reg form - Requires staff assistance.
        n. Summarize
               i. additions and steps forward for next meeting, like embedding SSFs
              ii. Goal: Address challenges prior to Spring registration.

6. **Other**
   a. James – called attention to 9/11 tribute
   b. Robert – Updated Council regarding "Clean Slate" Expungement Workshops and AACC EWD Conference.
   c. Nadia – if students looking for EOPS, CARE, etc., go to Room 2004

7. **Meeting adjourned** at 11:58 AM
   The next meeting is scheduled for Wednesday, September 21, 10:00 am - 12:00 pm.