



Student Services Council
 Wednesday, September 21, 2022
 10:00 AM – 12:00 PM
 Board Room OR
 Zoom: <https://shastacollege-edu.zoom.us/j/98639618135>
 Phone: 1-669-900-6833 / Meeting ID: 986 3961 8135

Draft MINUTES

District / Division Goals

- Goal 1: Increase First-Year Persistence by 2%
- Goal 2: Increase Completion Rate by 2% (degrees/certs)
- 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
- Goal 6: Increase transfer to 4-year institutions by 1%
- Goal 7: Decrease average number of accumulated units by 5%

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

1. **Approval of Minutes:** Nadia Elwood motioned and Robert Bowman seconded to approve the September 7, 2022 minutes. No discussion. Motion passed with Nick Webb abstaining.

2. Presentations

The Emergency Conditions Allowance (ECA) provides a series of conditions that, if satisfied, would hold the District harmless for enrollment declines over this academic year.

- a. CVC-OEI - "Teaching College" status – One condition of the ECA was that colleges need to be both a Host and a Teaching College with CVC.
- b. Natalie – Implementation to make Shasta College eligible to be a Teaching College with CVC – CA Virtual College.
 - i. Going live TODAY!
 - ii. Students can search for classes throughout the CCC system.
 - iii. Course Exchange System – able to use Fee Waiver
 - iv. CVC Website: <https://cvc.edu/>
 1. Choose Home College
 2. View what's available at other colleges
 3. Register and pay right on the website
 4. Seamless for students – Everything is built in, so no need to go to two separate places to see what courses they have.
 5. This platform replaces the Consortium Request form.
 6. End of the semester –official transcripts sent automatically.
 7. Still need to work on counseling piece for students whose home college is Shasta.
 8. Questions/Comments
 - a. Shaunna – IGETC and CSU – obligated to accept credits
 - b. Sandra – open access? Yes.
 - c. Ryan – Will cross-over classes show up in Colleague? No.
 - I. Only shows up on Transcript
 - II. Admin can view on the Website
 - d. Chelsea – College Corp – need to confirm if students are required to be full-time at Shasta or if it's allowed for cross-over.
 - e. Nancy – Wait List available?
Natalie will ask that question at meeting today.
 - v. Rebecka Renfer will be providing articulation support for pre-req clearances.

3. Instructional Deans' Report

- a. None

4. Action Agenda

- a. None

5. Discussion Agenda: Vision for Success / Student Equity / Guided Pathways

- a. Program Evaluation Template
 - i. Tim proposed updating the Student Services template.
 1. Align with updated instructional template for consistency.
 2. More explicit connection to PRC work, resource allocation process and accreditation standards.
 - ii. Student Services regular rotation - 5-year cycle.

- iii. Feedback? None
 - iv. Tim proposed using new template and will create a fillable word doc.

- b. Draft Revisions to the Integrated Planning Manual – Feedback

College Council is reviewing the Integrated Planning Manual and updating it to match changes in the Program Review processes and to tie the Area Planning process more closely to the Program Review Process. Also, there are some changes proposed to the rubric to tie initiatives more closely to learning outcomes and the college’s goals, and strategic plan. This is a first opportunity for input. Input should be sent to Will Breitbach by the end of September.

 - i. Explicitly connected to the planning process
 - 1. Pg. 7 of the document draws connection between mission and Master Plan.
 - 2. The cycle guides work from Annual Area Plans, to prioritization, and then resources assigned.
 - ii. Student Services section – under Academic Programs
 - iii. Tim proposed to think about the Outcomes, Surveys, Benchmarks, Data, Reflections, etc. identified last spring in the Assessment Review
 - 1. Any opposition to fold that work into the main document? No objections.
 - 2. Tim will forward recommendations to Will Breitbach for possible inclusion in the Integrated Planning Manual.

- c. Student Registration Experience - Next Steps
 - i. Four themes emerged from the last meeting:
 - 1. Students who thought they were registered, but were not
 - 2. Waitlist and Add/Drop process
 - 3. Concurrent/Dual Enrollment workflow to help students navigate the process and receive support, as needed.
 - 4. “Auto-awarding” of Financial Aid – maximizing student aid while minimizing return to Title IV exposure.
 - ii. Propose steps to improve before Spring Registration (1 ½ months away)
 - 1. Enrollment Services will lead the process and report back progress during our second meeting in October.
 - iii. Discussion/Comments
 - 1. Natalie and Alexa have already done a lot of thinking on functionality
 - 2. Recommendations included:
 - a. Early access to test environment? Small user group?
 - b. Include others on the front lines of the process.
 - 3. Wait list process – should instruction weigh in? Any rules that govern?
 - a. Need broad input and early test groups
 - b. “How-to” videos – include with reminders?
 - c. Some faculty provided students with codes / access in MyShasta, but didn’t respond to student emails. Staff can use the mnemonic “XAAV” in Colleague to check if an instructor has allowed a student to add.
 - d. Recommendation to continue to provide / possibly add “late start” classes.

- d. Student Success Teams
 - i. On HR website – SS Facilitators – 4 of 5 paid through Covid Relief Funds.
 - 1. Projecting \$1.4M for 4 new positions over 4 years.
 - 2. 5th position – replacement.

- ii. Guided Pathways teams – 5 Specialists, each assigned to 2 areas of interest.
 - 1. Student Success Facilitator (SSF) model approximates this direction.
 - 2. Sustainable over time
 - 3. Focus of SSF – provide cohort level support to students who are otherwise not supported through an existing categorical program.
 - a. Institutionalize New Applicant Outreach
 - b. Retention
 - I. Students without education plans
 - II. Students on academic/progress probation
 - III. Connecting students identified through “early alert” to academic and non-academic support services.
 - 4. Explicit effort/need to establish a bilingual, physical presence at the Tehama Campus
- iii. Supervisor? Natalie and Alexa will provide supervision and new staff training / support.

6. Information

- a. 2022-23 Board and Superintendent / President Goals
- b. Onboarding Workgroup: Nadia Elwood, James Konopitski, Sandy Lucero, Sandra Hamilton-Slane
 - i. Ryan added
 - ii. Names will be forwarded to Corinne
- c. Accreditation Report
 - i. Thanks to all who contributed and who will provide a second reading.
- d. Education Master Plan – attached for Council review
- e. Program Evaluation –2022 – 23
 - i. TRIO Talent Search (Dec. 7, 2022)
 - ii. TRIO Upward Bound (Dec. 7, 2022)
 - iii. Gateway to College (Dec. 7, 2022)
 - iv. Health and Wellness (February 2023)
- f. Canvas – Student Support Portal
 - i. Nadia – nothing has been done
 - ii. Start with Paul or Brianne for changes
 - iii. Nadia shared the purpose
 - 1. Resources
 - 2. Included on student ribbon in Canvas
 - 3. Lots of links like a website
 - 4. Try to increase utilization

7. Area Updates

- a. Sandra shared the good news that TRIO received their 4th Grant to extend Outreach at Corning High School
- b. Robert
 - i. Invited to The American Association of Community Colleges Workforce Development Summit in January, where he will be part of a discussion panel advocating for the importance of career technical education for formerly incarcerated students. The discussion topic will be “Engaging and Serving Historically Disconnected Students.”
 - ii. Jail plans – try to offer credit and non-credit courses
 - 1. recently visited Trinity Jail where they have a dedicated space for education.

2. ongoing topic at all jails in district

8. Meeting adjourned at 11:26 AM

NEXT MEETING:

The next meeting is scheduled for Wednesday, October 5, 10:00 am – 12:00pm.