Shasta College

Student Services Council
Wednesday, Nov. 15, 2023
10:00 AM – 12:00 PM
Board Room

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 enrollment/retention, 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 2023:

Enrollment
- Create an Enrollment Services Intranet Page, Integrate the pre-enrollment form into MyShasta investigate Ocelot/Colleague integration, Support access to technology through initiatives such as a "Technology Boot Camp" and evaluate MyPath Steps to Enrollment. (Institutional Goal 2) (Johnnie/Alexa)
- Implement CRM to share information for student follow-up. (2.4.1, 2.3.4) (Sandra/Nadia)
- Implement access initiatives listed in the Student Equity Plan and populate the "New Applicant Outreach Project" flowchart with students who have at least 15 units, but no education plan and students subject to drop for non-payment. (1.1.1, 2.2.6) (Sandra/Alexa)
- Evaluate ESL steps to enrollment to identify potential barriers. (1.3.3) (Sandy)
- Investigate the possibility of a common special admit application. (1.1.2) (Alexa)
- Investigate additional capacity to provide front-end cohort support. (1.4.2) (Shaunna)
- Implement initiatives outlined in the International Student Recruitment Plan. (2.4.5) (John)

Retention
- Launch "Caring Campus" initiative. (2.3.1) (Tim)
- Investigate incentives of attending college including direct cash aid to adult learners to provide financial support that reflects the "true cost of education". (1.1.3) (Tim)
- Implement "Outreach" collaborative between Student Services, EWD and Marketing. (2.2.6) (Nate)
- Develop outreach plan for "returning adult" learners. (1.3.1, Vison Goal 1) (Shaunna)
- Expand support staff for "The Hub" to provide district-wide student support and establish Basic Needs "decision rules" to guide resource allocation. (3.2.4) (Mary)
- Implement automated student planning with current program maps. (1.1.1) (Shaunna/Tim)
- Expand "cohort-based" Counseling support for students who are not affiliated with a categorical program particularly for students on "probation" or "dismissal". (1.4.2, 2.2.5, 2.3.4) (Shaunna)
- Expand regional partnerships to support instructional programs (eg Fire, Logging) to support direct student aid, family unit housing and/or expanded student housing. (3.4.2) (Tim)
- Implement the Multiple Measures Placement Service. (1.2.1, 1.2.4) (Tim)
- Implement processes in support of CPL, CBE and condensed course options. (2.2.1) (Tim)

Committee Members (voting)					
X	Tim Johnston		Sue Huizinga	X	Shaunna Rossman
X	Sandra Hamilton-Slane		PACE Director (tbd)	X	Johnnie Owens
X	Nadia Elwood	X	Carlos Reyes		Renee Garcia
X	Alexa Zaharris	X	Matt Rogers	X	Nate Costa
X	Mary St. John				
X	James Konopitski				
Committee Members (non-voting) & Guests					
X	Jerry Brown	X	Robert Bowman		John Yu
X	Sandy Lucero	X	Crystal Mair		Nick Webb
X	Jessie Knight		Clarisa Guzman (TRIO)		Patricia Esparza (TRIO)
	Kelsey Troncale (TRIO)	X	Kendra Wells	X	Buffy Tanner
		X	Jacquie Wright	X	Cassie Leal

1. Approval of Minutes
   Motion (Nadia), second (Shaunna) to approve the minutes of October 18, 2023.
   All in favor, no abstentions, Motion approved unanimously.

2. Information

   a. Chaptered Legislation and Guidance Report (2023)
      - Please review the document Tim sent out and check for primary points of contact and look for your timeline of implementation.

   b. Submit progress report for Fall 2023 initiatives by Wed., Nov. 29 for our Dec. 6 meeting.
      - Review the top of the agenda for each name in parenthesis. Each point of contact is to submit a progress report.
      - Email Jacquie and copy Tim by Wednesday November 29. The report will be reviewed during the December 6 meeting.

   c. Notice to categorical, FT/PT non-tenure staff re. timelines
      - A change to the Ed Code may prompt early notification of staff on categorical funding (soft money).
      - This is a common practice for part time and full time non-tenured counselors.
      - Please advise staff on categorical funding that they may receive notice, but we anticipate sufficient funding.
      - HR staff will consider how or if this will need to be communicated.

   d. System Access – Temps / Student Workers
      - What kind of access should temps / student workers have in Colleague?
      - With the evolution of online service, students are permitted to be more "hands on".
      - HR will continue background checks and students workers will continue to take the FERPA training.
      - HR will rely on us to define what access is necessary and proper.
      - HR suggested that "line of sight" supervision should be readily available and not necessarily immediately proximate. Higher level classified staff may supervise student workers.

e. The Dec. 20 Student Services Council meeting was cancelled by acclamation.

f. 2022-2023 Initiative Funding Request Rankings
   - Initiative rankings have been sent out by email.
   - Initiatives are requests for items (things or staff) that have not been budgeted.
   - The Faculty Hiring Process (AP 7210) is used for new faculty positions.
   - Instruction and Administrative Services also complete an annual planning process. VPs rank an integrated list which is presented to the President.
   - The President will approve, deny or table initiatives. Once received, this will inform our spring initiative process.

g. Conference Report Out – NASPA (Shaunna)
   - Discussions took place and there was a finding that social media is a good way to reach out to students.
   - She was given tips on what professionals should be doing with their social media accounts and would be happy to share.
   - There was discussion on the ongoing debates regarding mascots.
   - Please reach out to Shaunna for further information on her take aways.

3. Instructional Deans' Report
   - Instructional Deans are writing evaluations and taking care of end of semester items.
   - Instruction has already submitted their needs for new hires hoping to know by the end of the semester what positions have been approved.
   - Students' concerns usually ramp up after Thanksgiving (last couple of weeks of class).
   - They have discussed planning a yearlong schedule – looking at program maps to see if it is feasible.
   - Finding some courses that are not aligned with program maps so would need to deal with those on a case-by-case basis.
   - students.

4. Action Agenda

   a. Board Policies / Administrative Procedures – Second Reading
       None.

   b. Board Policies / Administrative Procedures – First Reading
       None.

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

   a. Transfer DI Data Review
       (Shasta College Intranet/Institutional Research/Transfer Data/Transfers and DI)
       https://shastacollege.sharepoint.com/SitePages/Institutional-Research.aspx

   - Council reviewed DI data with regards to transfer.

Student Subgroups Experiencing DI in both DI Methods		
Group	Subgroup using All 5 Years	Subgroup in 2022-23

Disabled	Disabled	Disabled if not for MOE value
First Gen	First Generation and Unknown	First Generation and Unknown
Foster	Fosters	Fosters if not for MOE value
Gender	Male and Unknown	Male
Race_Ethnicity	American Indian	American Indian if not for MOE value

b. New manager mentor program - progress report
Any recommendations or suggestions?
- Consensus of new managers and mentors was that the program was helpful and ought to be continued.

c. Spring 2024 – Student Services focus areas -- "Enrollment / Retention"
- Council members were asked to review the draft Spring 2024 focus areas and forward edits to Tim/Jacquie. The final draft document will be considered on Dec. 6.

d. Accreditation – Review of New 2024 Standards
- Tim handed out copies of the new standards and divided them up into groups.
- Each copy had the general outline as a cover page, but each group was given different sub-standards and asked to review and report back to the group what steps we needed to take to align with the new standards.
- Each group reported that we are already doing a lot of items required but found some areas where we could do better.

  - 1.4 Institutional mission
  Looks like we are already doing most of this except for providing minutes or notes from meetings and how they reflect your mission and standards.

  - 1.5-2.4
  Communicate outwardly regarding programs.
  Also feel we are already doing a lot of these already without student outreach.

  - 2.5-2.7
  2.7 has a lot related to new initiatives, wellness, and basic needs.
  Sandra thinks the Advise CRM will assist with these sub standards

  - 2.8
  Doing a lot already – but would want to discuss how this aligns back to our students.
  3.5 Need to review the relationship between planning and funding.

  - 3.8 actual physical resources – What can we do to maintain physical resources?

  - 3.9 – How do we continue to monitor the onboarding of new staff and students?

  - 3.10 – IT would take the lead on this one.

  - 4.1-4.4 governance and decision making
  We have taken care of some of these items already and they are covered within documents available to faculty except for an inclusion of AI.

- 4.2 We could do better to help students and staff understand where to go for information and to include students on more committees.

e. "To meet the diverse needs of our students, we need to transform our service delivery from separate programs to a student-centered support infrastructure that combines equitable structural design and high touch interventions." (CCCCO Compendium, August 2023)

- Council members were asked to consider how we can continue to braid programs and funding for a seamless student experience.

f. "Caring Campus"
(10 ft rule/reach out; Name tags/Identify oneself; Cross-dept awareness; Warm referrals-in person or call; First week greetings/reach out to students)
U**KNIGHT**ED! Additional information can be found on our intranet page.

- Council members were asked to encourage staff to abide by the Caring Campus agreements.

6. Other
   a) Area Updates / Announcements
   - Think about requests and the possibilities regarding working remote for your staff for over the holiday season and how this would affect your departments.

   - International Thanksgiving celebration is tonight – have enough food for about 120.

   - Giving Tree-can sign up to be a donor – made the link live for students and overnight we received 139 applications.

   - FASFA will go live by December 31 – ISERS will be delayed until the end of January or early February.