

## College of the Siskiyous

### Campus-Wide Standing Committee Annual Report

<b>Committee Name</b>	Student Services Council		
<b>Committee Members</b>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%; vertical-align: top;">                 Melissa Green, Chair                  Joshua Collins                  Janice González                  Dr. Sunny Greene                  Denis Hagarty                  Jan Harris                  Dr. Doug Haugen                  Michelle Knudsen                  Valerie Roberts                  Charlie Roche             </td> <td style="width: 40%; vertical-align: top; border-left: 1px solid black;">                 Dr. Stephan Schoonmaker (ex officio)                  Bart Scott                  Dr. Todd Scott (ex officio)                  Chris Wehman                  Regina Weston                  Meghan Witherell                  Stephanie Wroten                  Dr. Zachary Zweigle             </td> </tr> </table>	Melissa Green, Chair Joshua Collins Janice González Dr. Sunny Greene Denis Hagarty Jan Harris Dr. Doug Haugen Michelle Knudsen Valerie Roberts Charlie Roche	Dr. Stephan Schoonmaker (ex officio) Bart Scott Dr. Todd Scott (ex officio) Chris Wehman Regina Weston Meghan Witherell Stephanie Wroten Dr. Zachary Zweigle
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<b>Committee Charge (Summary)</b>	<p>Provide overall leadership and guidance for student services areas in order to provide excellent support for recruitment, success, and persistence of our students</p> <ul style="list-style-type: none"> <li>• Ensure a cohesive and collaborative approach to implementation of COS' student services.</li> <li>• Provide regular and effective communication regarding student service related activities, efforts, and initiatives.</li> <li>• Assist the Chief Student Services Officer on decisions impacting student services.</li> <li>• IEPI Input for District.</li> </ul>		

<b>For Academic Year:</b> (Year)	<b>Date of Annual Report:</b> (Date)
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Month	Mtg Date	# Members Present	Date Agenda Sent	Date Minutes Posted	Please list the tasks that the Committee will be working on as a result of the meeting.
SEPT	9/1/2017	14	9/1/2017	12/6/2017	<ul style="list-style-type: none"> <li>• Review Planning by Design Document</li> <li>• AP 5020, Non-Resident Tuition and Exceptions</li> <li>• Technology Master Plan draft (review)</li> <li>• 2017-18 Meetings</li> </ul>
SEPT	9/29/17	12	9/28/2017	12/6/2017	<ul style="list-style-type: none"> <li>• AP 5020 &amp; BP 5020, Non-Resident Tuition and Exceptions</li> <li>• AP 5015 Residency Determination</li> <li>• 2017-18 Student Services Council Goals</li> </ul>
OCT	10/13/17	n/a	9/29/2017	n/a	<ul style="list-style-type: none"> <li>• Canceled due to no quorum.</li> <li>• Agenda transferred to 10/27 meeting.</li> </ul>
OCT	10/27/17	10	10/26/2017	12/6/2017	<ul style="list-style-type: none"> <li>• SSC Goals for 2017-18</li> <li>• Student Emergency Loan fund – Have it? Need workgroup</li> <li>• SSSP/BSI/SE Integrated Plan</li> <li>• Diversity Council Update</li> <li>• EM Plan Update</li> <li>• Spring and Winter Enrollment</li> </ul>
DEC	12/08/17	12	12/8/2017	Not yet approved.	<ul style="list-style-type: none"> <li>• Noel-Levitz Survey results</li> <li>• AP 3520 and BP 3520</li> <li>• AP 3900 and BP 3900</li> <li>• Integrated Plan</li> </ul>

FEB	2/2/2018		1/31/2018	Not yet approved.	<ul style="list-style-type: none"> <li>SSC Goals – Review – Are we achieving goals?</li> <li>AP and BP Revisions Process</li> <li>Graduation Update</li> </ul>
FEB	2/16/18	10	2/15/2018	Not yet approved.	<ul style="list-style-type: none"> <li>Budget Requests</li> <li>AP&amp;BP 5140 (Sunny/Janice)</li> <li>AP&amp;BP 5500 (Doug/Janice)</li> <li>F to W Comparison, Fall 2017 (Bart)</li> <li>Graduation “walking” at Commencement</li> </ul>
MAR	3/2/2018	12	3/1/2018	Not yet approved.	<ul style="list-style-type: none"> <li>Graduation “walking” at Commencement (Josh)</li> <li>Resource Requests--continued</li> <li>Cost of Attendance (Jan)</li> <li>Lodge Rates (Doug)</li> <li>Update on Budget Process—Hearing April 20th                             <ul style="list-style-type: none"> <li>-Will need to prioritize requests</li> <li>-Resource Requests Reviewed:                                     <ul style="list-style-type: none"> <li>Printer for ID Cards</li> <li>Maxient Software</li> <li>Transcript Evaluator</li> <li>Athletic Advisor</li> </ul> </li> </ul> </li> </ul>
MAR	3/19/2018	11	3/13/2018	Not yet approved.	<ul style="list-style-type: none"> <li>2018-19 Student Lodging and Food Services Rates Board Report</li> <li>Resource Requests Ranking/Prioritization (cont’d)</li> </ul>
APR	4/13/2018	12	4/12/2018	Not yet approved.	<ul style="list-style-type: none"> <li>Academic Success Coaches</li> <li>High School Preview Day Planning/Involving Faculty</li> </ul>
APR	4/26/2018	8	4/26/2018	Not yet approved.	<ul style="list-style-type: none"> <li>Student E-mails</li> <li>AP 5111 revision</li> <li>Updated CSUGE and IGETC check sheets</li> <li>Student Health Center - update on fees</li> </ul>
MAY	5/11/2018	12	5/10/2018	Not yet approved.	<ul style="list-style-type: none"> <li>Campus-Wide Standing Committee Annual Report 17-18</li> <li>Future Meetings and 2018-19 Committee Composition</li> </ul>
<b>Avg Attendance</b>		<b>12.5</b>			

<b>Major Accomplishments or Achievements in Past Year</b>	Identified goals for the following year.
	Guided and improved the Siskiyou Promise process for students.
	Prioritized resource requests from Program Reviews for Student Services areas.
	Student Services Leadership Team meetings continued as a work group of Student Services Council.
	As a result of feedback from the committee, the following services were improved: Verification for FA files was improved through the contracting of Inceptia.
<b>Major Obstacles or Problems with</b>	A need for direction of objectives/goals early on.

<p><b>Committee</b></p>	<p>An obstacle for all shared governance committees is that it is possible the information used for decisions may not be flowing in and out of the committees to the constituent groups. The consequence to the district is that it could hamper the ability of staff and administrators to make informed decisions within the shared governance process.</p> <p>There is still a need for more data to have a more accurate gauge on if we are “moving the needle” in the right direction. Whether it is concerning enrollment management, or other student services related functions, more data needs to be available to measure the effectiveness of services to students that have been implemented.</p> <p>If it is not originating in SS, then it is not coming through SSC.</p> <p>SSLT and other SS Programs are not reporting progress to SSC. Constituency representatives have not been reporting back decisions made in other councils that may impact how services are delivered to students.</p> <p>Constituency representatives may not be reporting decisions from SSC to their respective members.</p> <p>We often run into issues that can only be remedied outside of Student Services and there is no process for impacting/influencing change in those areas.</p>
<p><b>Recommendations for Improving Process or Efficiency</b></p>	<p>Address a topic for each meeting and come up with ideas, strategies, and data upfront.</p> <p>Prioritize them and work on the first goal until we achieve something and then move on to the next. Identify help outside our area.</p> <p>Create sub or ad-hoc committees to address each goal.</p> <p>Calendar and deadlines for each subcommittee to report back.</p> <p>Standing agenda item for SSLT to report progress.</p> <p>Create goals that are Specific, Measurable, Attainable, Realistic, and Time Specific (SMART).</p> <p>Student Services Council will provide recommendations to College Council for the President’s consideration.</p>
<p>Committee’s Goals and Institutional Goals and were expectations met.</p>	<p>Support a comprehensive Enrollment Management Plan. An example is that this spring a new business office process was created and implemented which enables students who do not have prior semester holds to enroll, add, drop, add, etc. in the next semester courses without the placement of a hold after the initial enrollment.</p> <p><b>In Progress. Committee continues to provide support toward the development of a Strategic Enrollment Management Plan.</b></p> <p>Identify areas within Student Services where improvement or change is needed for and/or efficiency of services to students. <b>Met, but ongoing.</b></p> <p>Identify areas within Student Services where improvement or change is needed for increased access, retention and/or success of students. <b>Met, but ongoing.</b></p> <p>Facilitate the collection and use of data to improve services to and support of students.</p>
	<p>Support a comprehensive Enrollment Management Plan. An example is</p>

Committee Goals (if appropriate) for Coming Year and list Related Institutional Goal	that this spring a new business office process was created and implemented which enables students who do not have prior semester holds to enroll, add, drop, add, etc. in the next semester courses without the placement of a hold after the initial enrollment. Related to Goals 1&2
	Identify an(y) area(s) within Student Services where improvement or change is needed and make recommendations for efficiency of services to students; recommendations are to include key strategies and action plans stated in current Institutional Master Plan. Related to: Institutional Goal 1
	Identify an(y) area(s) within Student Services where improvement or change is needed for increased access, retention and/or success of students. Related to: Institutional Goal 1
	Facilitate the collection and use of data to improve services to and support of students. Related to : Institutional Goals: 1,2,& 3
	Review Board Policies and Administrative Policies, pertaining to Student Services, through the lens of increasing access and equity for our students. Related to Goals 1, 2, & 3

<b>Chair Signature</b>	X Signature on file in the Student Services Office & President’s Office
<i>Typed or Printed Name</i>	Melissa Green, Vice President of Student Services

<b>College of the Siskiyous Institutional Goals</b>
<b>Goal #1:</b> Promote and support educational goal completion for all students.
<b>Goal #2:</b> Sustain institutional health and vitality to meet the needs of the community.
<b>Goal #3:</b> Evaluate institutional effectiveness for continuous improvement.

<b>College of the Siskiyous Mission</b>
<i>College of the Siskiyous promotes learning and provides academic excellence for today’s global students through accessible, flexible, affordable, and innovative education leading to associate degrees, certificates, college transfer, career and technical education, workforce training, and basic skills preparation.</i>