



Minutes

Committee Name: SSSP

Date: 9/4/19

Time: 12:30PM – 2:30PM

Location: MB 235 | <https://cccconfer.zoom.us/j/2721782735>

Present: Rebecca Pang, Ben Beshwate, Heather Ostash, Corey Marvin, Tanner Barnett, Julie Cornett, Christine Small, Tyson Huffman, Katie Bachman, Ryan Khamkongsay, John Elder, Vivian Baker, Missy Gross, Deanna Campbell, Laura Vasquez, Steve Rogers, Chad Houck

Absent: Lisa Stephens

1. Call to Order

Time: 12:30pm by Vice President Ostash

2. Approval of Agenda

3. Approval of Minutes and Action Items

4. General Check-In

- Deanna
 - Semester going well, great group of students
 - Welcome Dinner/BBQ went well
- Ben
 - Fa 2019 – 20-25min tops due to classes

5. Report out from Learning Clusters Webinar

- Feedback has been accepted – not travelling for short events etc
- Julie attended most recent Learning Cluster
 - Fresno CC visited many other colleges to conduct research
 - Skyline – Equity mantra focused on social justice as foundation for GP work
 - Back of mind – Skyline College Equity Summit us to send team
 - All GP work ought to be done through an equity lens
 - Hiring practices, importance of directing students into higher pathways
 - CUNY Practices – Identify crucial touchpoints, keep students on path, intake, peer mentoring, college success course, block scheduling (Fall 1 (full length), Fall 2 (late start)), project management, setting clear goals, ensure CFIT recommendations are communicated college-wide



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- Financial aid challenges with late start courses, but it could encourage further enrollment
- In the past, late start English, but not today. Late start Spanish and science, a few CTE
 - Chad wonders if our current schedule of 16 weeks, instead of 18 weeks, would lead to potential problems
 - Corey recalls that starting on time and ending early were quite successful
- November – **Ryan will share with us details regarding a Learning Cluster his group will be participating in**

6. Report out/recap July meeting with Michelle Stricker

6.1 Annual Committee Goals

- Improve Communication – particular focus on ways we communicate with students
- 2 Quality Focus Action Plans from Accreditation
 - More students through to the end (Semester 1 >2, 1>3)
- 3 CFITs – Onboarding, Communications, End Goals/Completion
- *Improving Onboarding - App conversion rate, attrition rate
 - To parallel completion of institutional goals

Possible CFIT on student engagement – Katie/Fabian

Heather will align current workings of SSSP with institutional goals

6.2 Regional follow-up

- Anything we should request assistance on from Michelle to help move forward implementations
 - Fabian: Examples of strategies from other Colleges, timelines, practices both good/bad
 - What does she have? Many tools, resources, and connections with other state coordinators
 - Katie: Showing faculty registration, etc
 - Tyson: What are the methods we use to determine our deficiencies, we need to learn our own faults
 - Data likely not so granular – may not have state data on specific indicators
 - Student resource use – tailor services for what students actually need
 - Nationally students underutilize resources available
 - Data collected in targeted focus – comparisons of how important a resource is to a student vs how often they actually utilize resources
 - Corey: We'll already start finding reasons to invalidate other data in comparison to ours – but all schools are so different that granular data likely unhelpful. Overall data more useful
 - Strategies of how other colleges are pushing resources*



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7. CFIT Discussion

7.1 Report out/status update and Next Steps

- Corey had two things to accomplish
- All programs into navigate – tremendously time consuming Corey/Missy
 - Students can find programs and can see actual programs/courses etc
- Work with Sylvia to begin website overhaul – not yet complete
 - Corey welcomes help with this task
 - Jan/Feb to be completed – shooting for Summer/Fall registration period
 - Mock ups Sept/Oct and prepare to implement changes within Spring 2020
 - Heather’s concern with timeline: Moving forward with Interact this spring will need the update, so we can be aligned with what we tell students
 - Projects could be phased, to attempt to bring swift changes faster, programing/schedule later
 - Navigate contains all programs, but the outward facing website does not match, must match Navigate
 - Also apply button, transfer degree explanation, etc
 - September to be considered sit down with Sylvia
- Meeting with stakeholder groups related to these recommendations
 - Conversations had regarding recommendations with members of CIC
 - Notes pending Jaime
 - Long timelines, years out from this point (eg. Witchcraft/Religion Course)
 - More info to come
 - *Is committee willing to 1hr meeting regarding recommendations
 - Implementation Team?
 - **Heather/Tanner will schedule**
 - Program Mapper could be great, but there are concerns regarding pricing/availability if creators choose to sell as product
 - Scheduling integration, pathway integration, banner integration
 - Fabian wonders if changing website has to go through District
 - Individual pages don’t, but overall layout is up to them
 - Larger discussions happening at District level
 - Ryan: what if we team with BC on updating our website, support has been offered
 - Ryan will ask BC for their template

7.1.1 Program/Scheduling

- Doc is in Stay in the Path in google site
- Specific membership in document
- Efforts for momentum there, just needing to begin implementation
- This CFIT is much more broad, everyone needs to be on the same page, similar CFIT to milestones (Katie), so there should be cross-pollination

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- Faculty-driven communication is a component, but not formal goal, as they'd like to see where it goes after the conversation starts
- At a certain point, the CFITs ought to meet together to ensure coordination of goals/actions and recommendations to larger SSSP group and other participatory governance
- Vivian: To identify specific strategies used?
 - Yes, and it would be powerful to track when these communications happen
- Julie believes that Justin Witt or Rebecca Pang ought to be involved as well
- Vivian mentions the value of scheduled communications
- Chad has a vision on how this can be done, but is waiting to have a CFIT provide input before any implementation
 - Corey: Touchpoints to help encourage students follow their path, or fall into a path (ex. Student takes 3 eng courses and is encouraged to look into eng program)
 - Chad's vision is for faculty to send a personalized communication; Corey then suggests milestones being more large-scale

7.1.2 Faculty/Program Communication Touch-Points

7.1.3 Communication Tool Inventory

- Exactly where left off in last meeting
- Survey departments to see what are being used, Ped/Tech would be great partner for group
 - Ped/Tech limited to instructional technology
- Include pros/cons, intended vs actual uses
- Julie: Michelle had mentioned that we should inventory how internal communications are as well
 - Rebecca – Departments do diagrams to outline technologies used and have faculty work as departments on this as well
 - When do you actually communicate with students?
 - Assess from this to work through a systematization/coordination of all communications going to students
- This inventory will likely provide info to Chad's CFIT and Heather's Pre-Enrollment/Census
 - Tyson agrees that this is likely not a CFIT since it's not seeking a particular answer/solution
- Corey: We must be aware that we're trying to find a solution to something that may not be perceived as a problem
- Rebecca: Adjunct faculty have wants/needs that also need to be assessed, ex is Pronto where 9 adjuncts responded that they want it, but no faculty responded
- Lack of internal communication leads to faulty communication with students
- Julie: Sites have own ListSers

7.1.4 Communication Touch-Points Pre-Enrollment to Census

- A financial aid student may need targeted messages



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- This group could continue on to tackle institution communications at large
- This is a tightly aligned CFIT
- Membership
 - Counseling – Ashley, Tim
 - Student Services
 - Financial Aid
 - Outreach/Marketing
 - Admissions
 - Faculty
 - Student – Work study hours

7.2 Tools and Templates

- Project Management tool
 - Implementation of use, will help improve us manage goals
 - Reedley College model – map with concentric rings
 - Julie would like to find more of the integration

7.3 Meeting Logistics

- Did having final hour for CFIT work?
 - Missy thinks it's good in theory, but it can be frustrating, or if people are on multiple
 - Hard stop commitment on time to benefit various CFITs

8. Strengthening Student Success

9. Other?

10. Review of Action Items

11. Miscellaneous

12. Future Agenda Items

13. Future Meeting Dates

9/18

10/2

10/16

10/30

11/6

11/20

12/4



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14. Adjournment @ 2:30PM

Meeting Chair: Heather Ostash and Julie Cornett

Recorder: Tanner Barnett