**Student Affairs Council**

**Agenda**

January 22, 2019

1:30-3:30 pm

Senate Room, Building 11

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| **Call to Order 1:30 pm** |
| **Approval of Minutes**November 27, 2018 Minutes given to everybody in attendance for review. Approved. |
| **Non Action Items*** Department Goals Distributed to everybody. Sharing goals from Unit Action Plans to increase accountability and support. (see goals below).
* Enrollment Report Discussion on where we are currently and where we need to go for spring and moving forward. Committee asked to please take this information back to their areas and share it. Increasing enrollment needs to be a campus wide effort.
* Campus Works Highlights A PowerPoint presentation was shown to the group with recommendations from CampusWorks for TCC. Large Focus on the need for an enrollment management strategy. Katy will send out this PowerPoint to all SAC members following the meeting.
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| **Action Items** |
| **New Business** |
| **Committee/Council Reports*** College Council Heather Urschel had December 2018 Notes from College Council emailed to SAC from Katy Ray on 1/2/2019 at 12:10 pm. Nothing new to report.
* Legislative Task Force An email was sent out by Katy Ray on behalf of Kathryn Held on 1/22/2019 at 4:36 pm. This email had information about the 2019 Legislative Session. (see below)
* Equity and Diversity Council: Kim Ward discussed how the last EDC was somewhat of a contentious meeting, but that valuable discussions did take place on Equity and Inclusion. Vice President for Equity, Diversity and Inclusion has a priority consideration date of 1.31.19.
* Instruction
* Other
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| **Program Highlights** |
| **Announcements*** TCC Future Summit is Wednesday, January 30, 1-5 pm
* Educational Planning Day is Thursday, February 7
* Next Student Affairs Council is Tuesday, February 26, 1:30-3:30
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| **Adjournment 3:26 pm** |

**Department Goals distributed.**

Access Services

1. Access Services department will increase internal and external use and integration of AIM [(Accessibility Information Management)](https://www.accessiblelearning.com/) software into our everyday office activities and into the provision of approved services to students with disabilities. Use of AIM will improve how the department tracks active/inactive students, use of accommodations, and trends in reported disabilities. AIM provides space for case notes. It will allow a more automated experience for the student renewing accommodations after intake and can serve as a messaging system for students and faculty. The product will help support streamline process and information tracking.

Note: ctcLink does not provide adequate options for the above tasks. For example, creating an Access Services “Student Group” that is managed by our office is a challenge because student groups are viewable by many individuals and offices.

1. Design and develop new material and key update for the Access Services webpages. The goal is to create a repository of information (including form, resources, training) for students and faculty regarding disability and accommodations at TCC.

Advising

1. Assign all new students an advisor (professional or faculty) during their first quarter of enrollment.
2. Offer reoccurring faculty advisor training.
3. Complete the redesigned online new student advising and orientation.

Athletics

1. Implement streamlined attendance/grade checks to improve student outcomes.
2. Document Athletic Department processes and procedures.
3. Investigate opportunities to expand and promote participation in women’s athletics at TCC.

Career Center

1. Guide new students and first quarter students through self-assessment and gathering career information to be used in choosing a Career Pathway within the first or second quarter of attendance at Tacoma Community College.
2. Increase college transfer process awareness to students and provide students with resources to explore majors.

CASA-MECA

1. Increase retention of CASA/MECA students by five percentage points.
2. Recruit incoming cohort of 40 new Men of Distinction for Fall 2019.
3. Increase likelihood of enrollment in college-level math and English during their first quarter at TCC for College Bound Scholars who are graduates of Mt. Tahoma High School.

Community Standards (Dolores Haugen)

1. Implement software for reporting, adjudication and tracking of student conduct, BIT, BIRT, and Title IX.
2. Update Code of Student Conduct and publish new WAC.

Continuing Education

1. We will create a budgetary process and tracking system that works for Continuing Education, evaluates its effectiveness and allows for analysis and data needed to develop a cohesive budget plan for 2019-2020
2. Revamp Continuing Education Instructor Compensation Structure
3. Improve overall student experience.

Enrollment Services

1. The Academic Advisement Report (AAR) is the degree/certificate audit report in ctcLink. Considerable work has been completed on building in the TCC curriculum to these reports but they are not complete. Due to this, students and advisors are currently not utilizing this tool. A primary goal for Enrollment Services is to complete and implement the Academic Advisement Reports.
2. Decrease Transcript Evaluation Turnaround Time
3. The current process for administrative and medical withdrawals is cumbersome and oftentimes confusing for both students and staff. A primary goal for Enrollment Services is to improve this process to make it more transparent and more equitable for all students.

Financial Aid

1. Increase number of students awarded financial aid before the start of Fall quarter 2019 from Fall quarter 2018 by 10%.
2. Review our core student communications and forms for content, clarity and OCR compliance.

Fresh Start

1. Reach and maintain full program enrollment: 225 students.
2. Increase continued enrollment of Fresh Start graduates at TCC by 20% from 2018 numbers.

GHC

1. Align Gig Harbor Campus annual credit class schedule to guided pathway work.
2. Develop a space rental plan for the Gig Harbor Campus.
3. Develop and implement a plan to increase student retention in credit classes.

International

1. Implement measures to assess effectiveness of student retention activities and services.
2. Increase international student enrollment back to FALL 2017 levels (381)

MARC/BEC

1. To contribute to increased student persistence through increasing the usage of our centers by students in courses where students are struggling the most (per Civitas).
2. Improve the Customer Service Skills of the staff in the MARC and BEC so that students using our centers enjoy the atmosphere and are encouraged to continue to visit us.
3. To build better relationships with other groups on campus to increase our knowledge of their areas, and their knowledge of our areas, so that we can better support TCC students, especially from those groups we work with.

OSE

1. Increase student involvement through applying technology to student engagement activities, events, and services.
2. Evaluate and analyze community partnerships to support student development and achieve greater equity.
3. Create and deliver cohort model programming to increase retention.

Outreach and Recruitment

1. Create consistent messaging to prospective students and their families.
2. Increase enrollment.
3. Create a welcome Center area that greets and assesses prospective students.

Financial Aid

1. Increase number of students awarded financial aid before the start of fall quarter 2019 from fall quarter 2018 by 10%.
2. Review our core student communications and forms for content, clarity, and OCR compliance and update as needed.

Student Affairs / Mary Chikwinya

1. Create a Strategic Enrollment Management Committee
2. Analyze Student Affairs policies to insure compliance and support equitable access and completion.

SI/DT

1. To identify and apply the most effective peer support for English 101, using SI and/or DT methods.
2. Increase the Supplemental Instruction and Dedicated Tutoring program’s emphasis on study skills so that students served by these programs are encouraged to develop independent strategies for learning.
3. To build better relationships with other groups on campus to increase our knowledge of their areas, and their knowledge of our areas, so that we can better support TCC students, especially from those groups we work with.

Resource Navigator

1. Increase equity by evaluating marketing of CHAP to homeless and housing insecure students, measuring effectiveness of efforts.
2. Evaluate the effectiveness of SPRUCE program in recruiting students and assisting students to matriculate into FTE status.

WTC/CAL

1. To develop and expand tutoring programs and resources that support the academic success of students in courses identified as “gateway” courses, those with either high withdrawal/drop/fail rates or tied to low persistence and completion at C or below grades.
2. To more effectively connect students from courses identified and targeted in Goal #1 with tutoring programs and services most relevant to supporting their success in academic coursework.

**Enrollment Report.**

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**Matt Smith on Drop for Non-Payment:**

The DRNP process for Winter 2019 quarter was difficult for students and staff. Matt Smith will be meeting with Associate Registrar (Amber Brock) as well as representatives from Finance/Business office and other Student Affairs staff to discuss improving this process for spring. Matt Smith to report back and update SAC at the 2.26.19 meeting.

**Ideal DRNP process**

   List of specific dates & expectations to eliminate ‘crisis response’ / drop what you’re doing to work on this

o   Get a head start between the end of fall quarter and winter quarter

   Clearly explained, highly publicized expectations for students on how and when to make payments once new classes have been added

* Use preferred emails, canvas, ctcLink app, and / or text messaging to ensure students get the message

   Ensure students with 30-day+ wait (veterans, new student loan recipients, etc.) are not dropped

   Clarity for staff on when FA holds will be dropped (and why)

* Ensure all DRNP lists have advisor names (as well as student groups / programs)
* List of students with FA holds including expiration dates

   List of staff to contact re: various kinds of holds

   Extend the (Nelnet) payment plan deadlines, and expand the payment plan process to include all students (incl. int’l) and allow payments after the quarter has begun

* We should ensure students have 48 hours to make arrangements to pay.
* If students aren’t getting their money for 30 days, we need a more robust system for students to get their books (voucher, rental, deduct from aid later, SOMETHING).

o   Can the book loan / borrow program be expanded (similar to the food pantry)?

**Questions / Concerns re: Drop for non-payment (DRNP):**

        Why did the process & timelines change?

        How will we ensure that process updates are communicated to staff?

        Why did all the FA holds drop at once?

**Legislative Task Force:**

Welcome to the 2019 legislative session. We want to make sure you have access to all the resources available to assist with your legislative efforts over the next 105 days.

The [SBCTC Legislative Outreach](http://www.sbctc.edu/colleges-staff/programs-services/legislative-outreach/) webpage includes the following information:

* Operating and capital budget one-pagers, college-specific budget fact sheets
* Legislative contact information, legislators by college district, committee membership
* Bill status reports, hearing schedules
* Links to:
	+ [SBCTC LegNews blog](http://www.sbctc.edu/blogs/legislative-news/default.aspx): published weekly during session, captures important legislative activities impacting the CTC system.
	+ [Field Guide 2019](https://www.sbctc.edu/about/facts-publications/field-guide-2019.aspx): highlights just a few of the systems noteworthy education programs, partnerships and innovation.
	+ [System one-pagers](http://www.sbctc.edu/about/facts-publications/default.aspx)
	+ [Washington State Legislature](http://leg.wa.gov/) website:  provides information on bills, committee hearings, legislators, legislative calendars, state laws, etc.
	+ [TVW](http://www.tvw.org/):  contains streaming video on committee hearings, floor action, press conferences, and beyond.  Also allows you to search archived videos.