



About Student Support Council

The Student Support Council will serve as a venue for participatory decision-making related to policies, procedures, and the strategic issues related to support for students. These may include (but are not limited to): prioritizing strategies that the College will pursue related to student engagement and success and engaging members of the College community in implementing chosen strategies as appropriate.

[Student Support Council Charter](#)

2025-2026 Council Members	Council Co-Chairs: <input type="checkbox"/> Danielle Hoffman, Chair <input type="checkbox"/> Josh Aman, Chair Elect <input type="checkbox"/> Jennifer Anderson, Vice-Chair & ISP Co-Chair <input type="checkbox"/> Summer Baber, Vice-Chair Elect Recorder: <input type="checkbox"/> Isaiah Lee	Members: <input type="checkbox"/> Daniel Dodd (student) <input type="checkbox"/> Angela Armen <input type="checkbox"/> Joan Jagodnik <input type="checkbox"/> Jessica Kissler <input type="checkbox"/> Ni’Cole Sims <input type="checkbox"/> Mayla Morgan <input type="checkbox"/> Elizabeth Sauber	<input type="checkbox"/> Yesenia Kozak <input type="checkbox"/> Casey Sims <input type="checkbox"/> Aundrea Snitker <input type="checkbox"/> Britany Ellerbrook <input type="checkbox"/> Emily Cavaliere <input type="checkbox"/> Margaret Mallatt <input type="checkbox"/> Makayla Blackburn

Public Council Meeting Dates	Start Time	End Time	Location
December 08, 2025	3:00 p.m.	4:30 p.m.	M226 or Virtual via Zoom
January 12, 2026	3:00 p.m.	4:30 p.m.	M226 or Virtual via Zoom
February 09, 2026	3:00 p.m.	4:30 p.m.	M226 or Virtual via Zoom
March 09, 2026	3:00 p.m.	4:30 p.m.	M226 or Virtual via Zoom
April 06, 2026	3:00 p.m.	4:30 p.m.	M226 or Virtual via Zoom
May 04, 2026	3:00 p.m.	4:30 p.m.	M226 or Virtual via Zoom
June 01, 2026	3:00 p.m.	4:30 p.m.	M226 or Virtual via Zoom

2025-2026 Priorities

Priority #1

Holistic Student Support

Priority Outcomes:

- Assess [strategic indicators](#) according to established metrics and develop associated monitoring and reporting structure/format for accreditation and to help ensure student support efforts stay prioritized. In analyzing the results, we are gaining a deeper understanding of our students' experiences, identifying potential gaps in the data and/or areas for further exploration, so that we can respond to their needs and goals.
- Strategic indicators, actions, and outcomes:
 - CCC employees confidently and consistently connect students to the services they need
 - Indicator: Sent all-staff survey in Fall Term 2025 asking employees to report on both their “knowledge of” and “confidence in referral to” student services.
 - 25/26 Actions: Analyze survey data and work with identified service area leads to review survey results and determine appropriate next steps.
 - Outcome: Better understanding of where staff and faculty are in their confidence in connecting students to services and potential areas for improvement.
 - Students’ ease of access to services is improved
 - Indicator: Fall term 2025 EYES survey questions
 - 25/26 Actions: Analyze survey data and work with identified service area leads to review survey results and determine appropriate next steps.
 - Outcome: Better understanding of our student experience with easy access to services and potential areas for improvement.
 - Students’ sense of belonging and connectedness to CCC is increased
 - Indicator: Bi-annual EYES survey questions
 - 25/26 Actions: Continue to record and view results; monitor impact of IRR efforts to increase in-person student survey responses. If we see students’ sense of belonging decreasing, determine the appropriate next steps.
 - Outcome: In-person student survey responses increase; survey responses maintain positive results regarding students' sense of belonging and connectedness.

Community Collaborators:

IRR Director & Team

- *The IRR director to help support the development or confirmation of metrics aligned with key indicators to support measuring the strategic priority; will support the development of new instruments to measure employee confidence/consistency; support data analysis; guide our review of data; determine need for additional data gathering methods.*
- *Our office of student life and student employees will support the gathering of qualitative data gathering methods and an increase in student survey response rates.*
- *Support the exploration of equity-minded approach to respond to any gaps in our student response rates and (they are working on increasing student response rates) experiences.*

DEI- Student Engagement Subcommittee

- *Support the exploration of equity-minded approach to respond to any gaps in our student response rates and (they are working on increasing student response rates) experiences.*

College Relations & Marketing

- *CRM worked with Student Services to launch our new Student Resources webpage for ease in locating campus resources/services.*
- *Potential partners in supporting our work in gathering additional data (i.e. survey responses), if needed.*

Student Services Departments & Other Service Areas

- *Work with service areas to review data and build an understanding of student awareness and usage of resources in their service areas; staff awareness and referral to resources in their service areas; identify where their services support building a sense of belonging.*
- *Specific attention to partnering with our service areas that support our more vulnerable students, i.e. Counseling, DRC, Veteran services, etc.*

Resources Needed:

- *Time*
- *Incentives (student & staff participation in surveys)*
- *Subcommittee membership*

Priority #2

Define Student Success for CCC

Priority Outcomes:

- Engage the college community in our process of defining student success.
- Develop a definition of student success that all staff and faculty across the college see themselves, their departments, and their work in and can relate to.
- Provide the CCC community with a shared definition and understanding of “Student Success” to empower and align our staff and faculty efforts (i.e. strategic planning, goal setting, unit planning, etc.).
- Develop a framework to help staff and faculty apply the definition to their work; making it accessible and useful to the college community.
- Share our definition with the college community, along with examples of how it is used to inform practice and decisions.

Community Collaborators:

Whole College Community Consult with staff, faculty, & students from multiple CCC programs, modalities and campuses to find common traits of “success”

- *When the Council is close to a definition, we will invite the College to join a meeting where we ask for feedback on whether they can see their work in the definition.*

Institutional Research

- *Support with survey development and analysis.*

Oversight Group

- *Review final definition for input.*

Resources Needed:

- *Communication tools*
- *Staff & faculty participation*
- *Student participation*
- *Surveys, events such as Inservice or Shared Governance meetings to gather feedback*
- *Subcommittee membership*

Priority #3***Institutional Alignment of the SSC within the Broader CCC Ecosystem***

Priority Outcomes:

- Review and revise our Council Charter, with a specific focus on our “responsibilities” section, understanding how our Council’s role is developing in service to the broader College and student needs.
- Define and clarify our Council’s role for the institution in elevating emerging student needs with distinct faculty/staff groups across the College (e.g. federal updates and their impacts on student safety on campus).
 - We see opportunities for advocacy, sharing relevant research, data, and uplifting unique needs within our student populations.
- Serve as a liaison/partner to committees on student-focused college-wide initiatives; providing consultation, guidance, input, feedback, or other support to support communication and awareness for the college community. Serve as an advocate for needs related to these college-wide efforts. Examples of committees/workgroups with direct ties to our Council:
 - Guided Pathways Committee, to be reformed this academic year, with shared oversight from the SSC and T&L Council.
 - Spanish Language Programming Support Committee, a newly forming standing committee, with shared oversight from the SSC and T&L Council.
 - Strategic Enrollment Management (SEM) Leadership team (SEM Stars); this workgroup is currently on hold as they determine the process for developing the College’s next SEM plan.

Community Collaborators:**Other Shared Governance Councils & Committee Chairs**

- *Determine where overlap and collaboration is needed among councils & committees*

Staff and Faculty

- *Bring concerns or actionable items to our council to consider*

Resources Needed:

- *Community engagement- strategies to gather feedback from college community*
- *Communication tools*
- *Subcommittee members*