

Student Support Council

Mission/Charge

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.

The Student Support Council and its related subcommittees are charged with examining programs and services across the student lifecycle from recruitment to completion and identifying opportunities to improve the student experience at CCC, remove barriers to access, retention, and completion, and to address historical inequities as part of CCC's responsibility to acknowledge, understand, and dismantle systemic racism and other systems of oppression. The Council and related subcommittees will use a data-informed, equity-minded, student-informed and anti-racist approach to close equity gaps; increase retention and persistence; inspire student success; provide customized student support; and improve degree, certificate and transfer completion. While student success is the responsibility of all employees at CCC, the Council and related subcommittees will be responsible for integrating and achieving the student success goals set forth by CCC's Strategic Priorities and reporting on the College's activities designed to meet those goals.

The Student Support Council provides formal channels between Associated Student Government (ASG) and the student body to all Shared Governance Councils so that students can provide formative feedback to the issues and topics occurring across the college.

This Council's structure is intended to help empower engagement with policy, procedure, and strategic direction related to the Council's area of focus.

Examples of policies and procedures in a typical year include:

- Develop and maintain policies related to student access, retention, and completion including
 - Developing, tracking, and updating existing policies as needed
 - Informing the College about existing and new policies
 - Maintaining public access to these policies
 - Provide oversight of the Strategic Enrollment Management plan and work with key stakeholders to help assess, implement, and engage with the activities and initiatives as appropriate
- Develop and maintain pathways for:
 - student feedback and problem resolution procedures and
 - reviewing and assessing feedback from institutional student surveys and

- Engaging the campus community in improving areas as appropriate
- Develop and present recommendations to (the decision-making Council? The Board of Trustees?) related to tuition and fees
- Advocate for resource allocation and community connections to support students' access to basic needs (e.g., food, housing, etc.) and to support the campus student culture

Strategic topics the Council will focus on are:

- Enrollment and Retention
 - Enrollment management: who makes up our College, how do we manage enrollment
 - Access/retention/completion priorities
 - Addressing achievement gaps: recruit and retain specific populations of students as identified by the SEM plan: First-Generation, Pell Eligible, Students of Color and Student-Parents
- Researching best practices related to topics addressed by Student Support Council, helping to implement those practices at the College
- Understanding the student experience to influence programs and services
- Community partnerships - building and maintaining relationships with our community to help provide some of the support for students - sustainability of the partnerships
- How to address basic needs for our students

In addition to the ad hoc consideration of topical policy and process issues that come up over the course of any academic year, Shared Governance Councils also help the College identify areas of strategic opportunity, and help organize an appropriate response. The Student Support Council will annually determine priorities related to its areas of emphasis, and rally necessary attention to those priorities. As priorities are established, the Council will collaborate with relevant experts and stakeholders to identify outcomes/goals for the work, align the resources needed to do the work, and name additional criteria for the work (if needed). The Council will then delegate work to appropriate subcommittees or work groups, or collaborate with CCC departments whose function relates to stated priorities, to co-create timelines and plans for action. Council chairs and members should maintain awareness of progress related to these priorities through ongoing Council meetings, and help working groups overcome challenges as they arise.

The Council commits to collaborating with other Councils (and related subcommittees) to address issues that cross boundaries.

By fostering collaboration and engagement among College stakeholders with relevant experience and expertise, and with stakeholders that will be impacted by Council decisions, the Council will support engagement, innovation, and continuous improvement of support for students.

Membership

The Council will seek to involve members that bring diverse strengths to help in doing the Council's work including, but not limited to: strategic thinking, data-savvy/analytic ability, creativity, ability to mediate conflict, communication skills, and project management.

Members should include relevant experts, faculty and staff with an understanding of the student experience both in and out of the classroom, people with expertise in operational topics, and people who represent stakeholders who are likely to be impacted by Council decisions and actions.

The Council should aim for 10-12 members. As topics change or priorities emerge, the Council will invite representatives with subject matter expertise to attend Council meetings. To the best extent possible, when identifying members for the Student Support Council, include the following:

- CCC Associate Faculty
- Classified
- Full-time Faculty
- Part-time Classified
- Representation from Harmony and/or Wilsonville
- Student Representation
 - An effort will be made to have at least one student on the Council who has completed at least 4 terms of classes at CCC and at least one student on the Council who is new to CCC (1-3 terms of classes completed)
 - The Council commits to engaging with students by providing alternate methods of providing input (i.e. surveys, sharing meeting notes, maintaining hybrid meeting options) and following up with student members if they are not able to attend a meeting.
- Student Services Administrators

In keeping with the College's commitment to diversity, equity, and inclusion, one of the Council members named above will be selected to serve as an embedded DEI ambassador. This ambassador will receive special training from the College's Chief Diversity Equity and Inclusion Officer, and support the entire Council membership in application of DEI tools and values.

In light of the topics that the College community anticipates being considered by the Student Support Council, the following stakeholders are considered standing members of the group:

Administrator perspective: Choose up to three (3) administrators from the following areas:

- Dean of Students or their designee
- Student Services Director (e.g. Advising, Student Life, Financial Aid)
- One administrator from a division other than Academic Foundations and Connections

Faculty perspective: Choose up to three (3) members from the following areas, including representation from both full-time and associate faculty and from multiple divisions:

- Counselor
- Department Chairs
- Faculty at-large

Student perspective: Choose up to three (3) students representing a variety of experiences across the college including the following:

- Adult learner
- Career Technical Education (CTE) focused
- GED
- Speakers learning English in addition to another language
- Traditional HS to college pathway
- Transfer-focused

Student Support perspective: Choose up to five (5) members from the following student services areas, representing both full-time and part-time classified and those with direct student contact:

- Academic advisor
- Admissions and Recruitment (including Onboarding Navigator)
- Disability Resource Center (DRC)
- English for Speakers of Other Languages (ESOL)
- Financial Aid
- GED
- Member of the Coordinated Student Resource Team (CSRT)
- Student Life and Leadership (including Food Pantry, Multicultural Center, Transportation, and Welcome Desk)
- Veterans Center
- Workforce development

Additional members may be added by the Council as needed.

Task forces will be established as needed to include experts on the subject(s) being discussed. These individuals would have a history/perspective or experiences on the topics being discussed and could include representatives from DEI or specific departments or from the community at large (e.g., a K-12 school district representative).

The Council should ensure representation from any subcommittees, if not already represented by the members listed above. If the Council convenes ad hoc workgroups, the Council should ensure representation from those teams, if not already represented by the members listed

above. Co-chairs will be responsible for requesting membership rosters from subcommittees and work groups, and will review Council membership to ensure representation.

The Council membership will elect two co-chairs and two vice-chairs to convene and facilitate Council business. One of these co-chairs will be a member of the College's Executive Team, who will also organize administrative support for the Council; a The co-chairs and vice-chairs will collaborate to create agendas, facilitate meetings, and identify/track commitments; additional details are available in the Council Operations section (below), and in the CCC Shared Governance Handbook.

Council co-chairs will work with the Shared Governance Process Support Group to recruit members as vacancies arise.

Responsibilities

The Council will identify unique priorities and plans in response to evolving needs and opportunities. In addition, the Council will be responsible for the following (select items may be designated to subcommittees or ad hoc workgroups):

- Development and maintenance of policies and procedures and related communication channels (web, email, survey) for students to provide feedback, suggestions, and to address and resolve problems.
- Support advocacy around student concerns about the student experience and processes/procedures that aren't working well for students
- Keeping a strong student presence in this Council and the related committees Work with subgroups to create Strategic enrollment management plan
- Working with the DEI Council to create a DEI plan
- Disseminate and help implement State rules/regs pertaining to Student Support policies that must be followed
- Create an avenue for transparent communication and ensure participation by students
- Define "student success" for the institution
- Research and prioritize best practices for student access, retention, and completion strategies
- Maintain a coordinated resources team/subgroup that is responsible for identifying, discussing, and coordinating all the systems that students have to use (e.g., Moodle, Navigate, etc.)
- Coordinate with the Teaching & Learning Council and DEI Council to ensure continuity and reduce duplicated efforts

Council Operations

We recognize the necessity of evolution of the Council operations. We strive to name expectations and best practices for future generations of this council in organizing, supporting and improving Council work over time. To ensure the success and longevity of this Council and its work, we will commit to:

- The Student Support Council will be the decision-making body with work and recommendations brought forth from related subcommittees
- Regular reports from ASG and a more formal relationship between the Council and ASG/students
- build in regular times for reporting out from students in various roles at CCC - not just ASG but also FYE and other groups to get wider scope of student input/student experiences
- The College community at large can attend Council meetings to share information among groups; consider meeting students where they are - make it easier for students to attend and participate
- Build in a membership rotation schedule for Student members; overlap membership for student members of the committee so there's always an experienced member there to introduce new members to how the Council works
- Build in a membership rotation for faculty and classified members of the committee, focusing on including CCC employees who bring relevant expertise, experience, and/or awareness of impact of potential Council actions.
- Creating annual strategic goals for subcommittee implementation.

To maintain successful Council operations, there must be clear responsibilities of Council co-chairs, in relation to project management. The vision of the Student Support Council is to elevate leadership from across the College. To meet that vision, and to ensure consistency year over year, the Student Support Council leadership team (two co-chairs, one vice-chair and one vice-chair elect) will be composed of two administrators, one full-time faculty member and one full-time classified member at all times.

Structure:

- Chair (co-chair): Dean of Students/Executive Team Member (first two years)
- Chair Elect (co-chair): Full-time Faculty
- Vice-Chair: Student Services Administrator
- Vice-Chair Elect: Classified

Rotation:

- **Chair**
 - Two years as chair. Rotates off the leadership team but remains on the Council (maybe as ex-officio?)
 - After the first two years, the Chair role is a one-year commitment.
- **Chair Elect**
 - Rotates into Chair role after two years

- After the first two years, the Chair-Elect is a one-year commitment.
- **Vice-Chair**
 - Rotates into Chair-elect after two years
 - After the first two years, the Vice-Chair role is a one-year commitment.
- **Vice-Chair elect**
 - Rotates into Vice-Chair after two years
 - After the first two years, the Vice-chair Elect is a one-year commitment.
- **Recorder.** The recorder will:
 - Take notes during Council meetings;
 - Ensure that meeting minutes/attendance, up-to-date lists of subcommittees and subcommittee rosters, and other relevant documentation are posted on the College's internal website for review by the community; and
 - Provide additional support to the Council and co-chairs as capacity allows.
 - The recorder is considered a full member of the Council and is invited to fully participate in Council meetings and activities.

Note: As the Vice-Chair elect moves into the Vice-Chair role, the new Vice-Chair Elect should be an administrator (to replace the outgoing Dean of Students/Executive Team member).

Responsibilities

- **Co-Chair and Vice-Chair roles:**
 - Chair: Responsible for facilitating each meeting, ensures notes are taken (by recorder position) and reviews notes for accuracy. Is liaison to other councils.
 - Chair Elect: Provides membership support (recruits and welcomes new members, provides orientation to new members). Will fill in for Chair as needed.
 - Vice-chair: Serves as communication support for the council (e.g. if there is a newsletter or some template for communicating action from the committee).
 - Vice-chair elect: Will fill in for Vice-chair as needed. Prepares to become Vice-Chair.
 - Chair, Chair-Elect and Vice-Chair are responsible as a team to create and set agendas.

- **Council Members will:**
 - a. Actively engage in meetings, and associated Council activities;
 - b. Serve on subcommittees or ad hoc workgroups, as needed, and as capacity allows; and
 - c. Take on leadership roles related to specific priorities/plans/actions, as capacity allows.

Communication strategies are an important part of this Council's operations, both within the Council and to the College community. The Council will identify strategies to communicate with the College community by:

- use faculty senate, Chairs/Directors meetings, etc. to disseminate information
- Council webpage
 - Templates that all Councils use for standardized formatting or webpage/minutes/etc
- Members/representatives need to follow reporting standards to disseminate info to their groups

- Newsletters
- Other strategies identified by the Council

Accountability and effectiveness of Council Operations will help us evolve and improve each year. We are committed to evaluating the effectiveness of its activities and will make adjustments to plans and operations as needed. The Council will identify strategies to evaluate the effectiveness and accountability of its activities- and make adjustments to plans as needed. The Council will evaluate their work by:

- An annual review of effectiveness in the spring;
 - Creating channels to receive feedback from the members and the subcommittees about what is working and how things are working on a regular basis to help inform the Council work.
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- Must set realistic goals at the beginning of the year, with metrics that can be measured, and then review those goals at the end of the year.
 - Template that all Councils can use - what are the top 3 goals for the year - same/similar template that the subcommittees can use
 - Each council should be setting 1 year and 3 year goals with metrics. Outcomes will need to be defined.