

Student Support Council

2024-2025 ACADEMIC YEAR PRIORITIES

Date of Submission: January 2025



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](#)

2024-2025 Council Members	Council Co-Chairs: <input type="checkbox"/> Danielle Hoffman, (Admin) Chair <input type="checkbox"/> Josh Aman, (FTF) Chair Elect	Members: <input type="checkbox"/> Bethany Day (student) <input type="checkbox"/> Sarah Jones (student) <input type="checkbox"/> Jennifer Anderson (admin) <input type="checkbox"/> Jessica Kissler (FTF) <input type="checkbox"/> Angela Armen (AF) <input type="checkbox"/> Aundrea Snitker (admin) <input type="checkbox"/> Summer Baber (classified)	<input type="checkbox"/> Joan Jagodnik (classified) <input type="checkbox"/> Elizabeth Sauber (FTF) <input type="checkbox"/> Mayla Morgan (classified) <input type="checkbox"/> Yesenia Kozak (Harmony, classified) <input type="checkbox"/> Casey Sims (FTF) <input type="checkbox"/> Paul Allen (admin)
	Recorder: <input type="checkbox"/> Isaiah Lee (classified)		

Public Council Meeting Dates	Start Time	End Time	Location
October 08, 2024	Noon	1:30 p.m.	M226 or Virtual via Zoom
November 05, 2024	Noon	1:30 p.m.	M226 or Virtual via Zoom
December 03, 2024	Noon	1:30 p.m.	M226 or Virtual via Zoom
January 27, 2025	1:30 p.m.	3:00 p.m.	M226 or Virtual via Zoom
February 24, 2025	1:30 p.m.	3:00 p.m.	M226 or Virtual via Zoom
March 17, 2025	1:30 p.m.	3:00 p.m.	M226 or Virtual via Zoom
April May June TBD			

Priority #1**Holistic Student Support****Priority Outcomes:**

- Review and confirm or reestablish metrics, in alignment with key indicators, to measure current efforts in collaborating with students both in and out of the classroom to understand and respond to their needs and goals. Ensure alignment with [strategic indicators](#)-
 - a. CCC employees confidently and consistently connect students to the services they need
 - b. Students' ease of access to services is improved
 - c. Students' sense of belonging and connectedness to CCC is increased
- Year 1- Gain a deeper understanding of the relevant data, determined by the metrics identified above. Identify potential gaps in the data and/or areas for further exploration. This work will allow SSC to gain foundational knowledge and provide guidance for future priority outcomes. Example topics may include:
 - a. Data sample- are we missing key demographics?
 - b. Do we need to gather more data to measure the strategic indicators (i.e. how do we measure staff/faculty comfort)?
 - c. Disaggregate the data to determine if there are gaps for key demographics that we need to respond to?
 - d. Develop a plan for next steps in responding to the data (i.e. focus groups, etc.).

Community Collaborators:**IR Director & Team**

- *The IR 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.*

Students & Student Life Office

- *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.*

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***Strategic Enrollment Management (SEM) Plan*****Priority Outcomes:**

- Build awareness for the Student Support Council of the current state of the existing SEM plan by regularly connecting with SEM stars; gain an understanding of strengths and challenges in the current plan that will help to influence our next iteration.
- Share SEM plan updates out with college community to help build buy-in, identify how everyone's work ties into the SEM plan; support a culture where everyone sees their role in impacting student recruitment and retention.
- Identify meaningful broader reaching metrics that have been identified in the current plan through assessing the current plan impact and influence the next plan development.

Community Collaborators:**SEM Stars**

- *The SEM Stars will be our partners in getting our council up to speed on their efforts and identifying opportunities for us to support their work and help build college-wide awareness.*

Institutional Research & Reporting

IRR are crucial partners to the SEM stars group, aiding data collection in support of understanding impact.

Tactical Leads

- *Tactical leads will serve as points of contact on specific project goals, data, impact review, etc.*

Resources Needed:

- *Time to review the current SEM plan efforts*
- *Communication tools*

Priority #3**Student Policy Oversight****Priority Outcomes:**

- Collaborate with Instruction Standards and Policy committee (ISP) to create a revised/new policy committee that reviews and develops both instructional and student services policies.
- Active creation of a revised Instruction and Student Services policy committee, in partnership with the existing ISP committee (new name, new membership, new charter).
 - a. Determine membership representation from the Student Support Council and Student Services staff to support the development of a new shared Instruction & Student Services Policy group, with meaningful representation from student affairs perspective
 - b. Assess the efficacy of the new charter and membership structure.
- Develop a process for policy review and approval; including a process for community/stakeholder feedback and guidance
- Collaborate with student support stakeholders to create and/or revise student policies
- Address emergent student needs through policy work
- Inform college community of policy updates
- Move existing ARC policies to this new committee – eventually review and rename all existing ARC policies and procedures to new templates and naming conventions etc.

Community Collaborators:**Revised Instructional Standards Policy Committee (ISP committee; new name forthcoming)**

- *It will be important for our policy work to align with the ISP's work as some policies overlap between instruction and student services. Specifically, aligning our approval processes with the newly established policy committee.*

Student Services Directors and/or Departmental Leads

- *Our service area directors will play a crucial role in serving as subject matter experts on specific policies that relate to their areas of service and will need to be collaborators to help guide and co-create policies that align with their departmental needs and guiding oversight bodies (compliance standards, legal obligations, etc.).*
- *Departmental leads will serve as key stakeholders to help guide policy work related to their area of expertise to help clarify relevant information, needs, and impact.*

Student Services Associate Dean

- *The Associate Dean for AFAC plays a vital role in not only serving as a subject matter expert but also as a main collaborator for student services directors and departmental leads.*

Students

- *It will be important for our policy work to include student voices. Specifically, the policies supported by the Student Support Council will directly impact students, making their input crucial.*

The College Community- other Departmental areas/stake holders

- *Input from the wider college community will be important as we understand how these policies work with other policies across campus.*

Resources Needed:

- *Community engagement- strategies to gather feedback from college community*
- *Access to data to inform policies and/or ability to create surveys to gather specific data*
- *Committee members*