# College of the Canyons
## Institutional Effectiveness and Inclusive Excellence (IE)²
## Steering Committee - Meeting Minutes
## November 8, 2022 3:00-5:00pm

1. **Welcome**
   - In today's meeting, our discussions will include Integrating Student Equity & Achievement Plan, Strategic Plan and Canyons Completes Planning

2. **Student Equity & Achievement (SEA) Plan Draft**
   - Jasmine Ruys provided an overview of the drafted SEA Plan in NOVA. The final draft and other resources can be found at:
     - SEA Executive Summary 2022-2025 Final Draft
     - SEA Program Plan 2022-2025 Final Draft
     - SEA Metrics 2022 Summary Baseline and Goals
     - SEA Plan Presentation (IE)2 September 2022
     - SEA Plan Overview Presentation for All Final

3. **Goals, Goals and More Goals – Associate Degree for Transfer (ADTs), Non-ADTs, Credit**
   - Daylene Meuschke and Ryan Theule discussed the preliminary goals for the non-SEA Plan metrics included in the Strategic Plan goals for Access and Success, including Associate Degree for Transfer, Associate Degrees (Non-ADTs), Credit Certificates and Noncredit Certificates.
   - Strategic Plan draft can be found online: "Strategic Plan Progress Chart working October 2022 revised"
   - Committee members are invited to join the Strategic Plan Office Hours on:
     - Wednesday, November 16, 2022, 9 am to 11 am, BONH-241 (In-person preferred or Zoom if necessary)
     - Monday, November 21, 2022, 3 pm to 5 pm, CHCS-201 (In-person preferred or Zoom if necessary)

4. **Fall 2022 Student Survey Highlights**
   - Survey was administered on September 18th through October 11th via kinks on Canvas post and text messages
   - The response rate was 8% (out of 13,751 students)
   - Students were given the option to provide contact information to request a call back from a department on campus, approximately 120 students (11%) of survey respondents provided their contact info. The Ask me desk responded to the respondents and received great feedback. Students are seeking help regarding financial aid, registration, tutoring, basic needs and completing their MAP

- Demographics are collected with each survey (ethnicity, age, gender) to primary asses whether the spread of the outcomes are different from what you see in the normal distribution for the students enrolled in fall
- The Fall 2022 Student survey can be found on: Fall 2022 Student Survey Highlights (Presentation to IE2)

5. **Update from CAGP 2.0 Institute #3**
   - Institute Objectives
     - Learn why "Sustained Strategic, Integrated, Proactive and Personalized (SSIPP)" structures for holistic student support matters
     - Understand different approaches to building a "SSIPP-y" support ecosystem
     - Examine the role of different stakeholders, including those outside of student-facing roles, in creating a holistic support experience for students
     - Identify the types of supports included in a holistic support ecosystem, and who can deliver them
     - Develop leadership and technology strategies to deepen holistic student support provision on each campus
     - Identify strategies to ensure that scaled holistic support is an intentional equity strategy
   - Takeaways and Reflections
     - How do we build systems of support? This requires a shift in thinking from this program does "X" and this program does "Y" but how are we streamlining the access to supports?
       - How can we apply the five evidence-based principles from the Strategic, Sustained (ongoing support, not up-front inoculation), Integrated, Proactive, Personalized (SSIPP) model into our system of supports?
       - The SSIPP model has been affirmed through rigorous research methods under the US Department of Education Doing What works Clearinghouse standards
     - If a student comes in the "wrong door" how can we help them feel like they came in the "right door" and direct them to where they need to be?
       - Core Social Determinants of Educational Success: Financial Stability, Support Networks and Physical & Mental Health
       - There's an opportunity to see how we can shift the burden from the student to the institution (e.g., equitable access to instructional materials- this goes from serving "the few" with the high touch interventions to serving "the many" with OER/ZTC instructional materials

- How we build structures is not easy- it cannot be just a restructuring of moving your programs
  - Scaling is not the same as creating equitable systems. Need to do the hard work of putting equity into our system
- How do we move from transactional to more relational interactions with students? Consider concierge/case management model like Santa Barbara City college, Westchester CC and Mohawk CC and GPS Centers at Chaffey College
  - We need to consider providing trauma-informed training as part of our efforts to be more equity forward in our work

6. **Committee Reflection on Implications and Next Steps for Canyons Completes**
   - What implications do the Fall 2022 Student Survey results have for Canyons Completes efforts?
     - Survey findings noted student desire to have their "questions answered." This underscores the need for the "concierge model"
     - Interesting to see preference for FRI/SAT services over weekday evenings–implications for services
       - Explore demographic breakdowns on these preferences (older students for example?)
       - Noted an overrepresentation of 40+ respondents
       - Noted Zoom services still available for some services, with some students taking advantage of this during breaks at work
       - Students may be taking advantage of services during breaks
     - Noted that 60+% still wanted morning classes–surprising!
       - Consider breaking down to more granular definition of "morning" in future surveys
     - Look at 1-2 question polls; "pulse checks"
     - Explore Canyons Cares opportunities to create "quick guides" for services, especially for staff outside of SS/Instruction. (Supports concierge model goal)
     - Need to examine barriers to entry. Too much heavy lifting needed to enroll smoothly.
       - You shouldn't need to know someone here to be able to easily register
       - Consider "enrollment walk" process analysis to examine what does/doesn't work. Build on model of EMP digital equity walk to examine processes
       - Goal of "seamless experience" from entry through completion
       - Address challenges for staff/volunteer difficulties during enrollment (system issues)

- o Concierge model of walking people through the process
- o Non-credit is challenging for prospective students who are not tech savvy
- o Friday and Saturday resources/classes are needed! Students will come if we offer it. The Friday classes are filling and even Saturdays are filling…so we need to have campus resources to match it. We must see our students as customers. They want convenience and the for-profits have figured out how to meet their customer needs. We need to step up and make our online courses better. We need to recognize the true learning loss that has happened and make our classes even better to meet that need
- o There is a continued demand for online and OnlineLive classes, so we need to be flexible with the modalities we are offering.
- o Asking students about next semester when the schedule is already constructed may be a futile effort.
- o The potential is there to create more opportunities to inform students about Program Mapper.
- o Students preferred online over in-person office hours, so instructors can continue to offer Zoom office hours in addition to in-person
- What observations/aha moments/or implications are there from the CAGP 2.0 Institute #3 report out for the Canyons Completes efforts?
  - o Shifting the focus from student to institution puts a lot of the burden on faculty. (Ex. shifting to OER meant math faculty lost access to test banks).
  - o Trauma informed instruction (grading rubric that should be attached to everything) creates a lot more work for faculty. How can we mitigate this burden?
- Brainstorm ideas for what the concierge model might look like building on discussion at the October 11th committee meeting discussion. Committee meeting minutes are located at (IE)2 October 11, 2022 Meeting Minutes
  - o Main question: why would have a digital concierge be different than a student finding those resources on their own phones or computers?
  - o The group needs more information to be able to answer this question.

7. **Next Meeting**: **February 14, 2023 (3-5pm)**