

Student Services Leadership Group (SSLG) – January 2021

Author

Angelina Hill

What Office/Program are you discussing?

Instruction & Student Services

What would you like the group to know?

The College is re-establishing the Professional Development Committee under my leadership (for now). I want to make sure that all employee groups have a voice, and that we offer the most valuable sessions and experiences as possible. Your ideas are welcome! Virtual Reality -- yes, we're working on faculty-development content. Biology first, then who knows! Many have expressed interest. Alia lead the charge in submitting the SEA report before the deadline.

Author

Cathy Cox

What Office/Program are you discussing?

Library

What would you like the group to know?

1. To help students identify courses with textbooks that are available online without cost, we've developed a list of classes and instructors who are using one or more online texts (OER materials, eBooks, etc.) While students may still have to purchase some texts for these classes, this will make identifying lower-cost courses a little easier. The list is available from the library's homepage, or directly at <https://redwoods.libguides.com/OER/List>
2. Students who have been billed by the college for lost library materials need to pay the bill to the business office; dropping extremely overdue materials into the book return will NOT automatically clear their record in Datatel. If a student has questions about materials for which they have been billed, please have them email the library at library-circulation@redwoods.edu.

What Office/Program are you discussing?

Academic Support Center

What would you like the group to know?

Our online tutoring program is ramping up. Last semester we joined STAR-CA, a consortium of California Community Colleges that are collaborating to provide tutoring online through Canvas. As part of this consortium, we contribute 4-6 hours a week of tutoring time to the consortium's schedule; and in return our students can access over 80 hours of tutor time per week in subjects ranging from Accounting to Statistics. In addition, this semester we are hiring students again to be peer tutors for specific courses, and peer tutoring will be done through Canvas using the same online platform used by the STAR-CA consortium. The tutoring schedule will be available online by Feb. 1. Questions should be directed to ASC-staff@redwoods.edu.

Author

Trish Blair

What Office/Program are you discussing?

DSPS

What would you like the group to know?

We are up and running for the Spring Semester. The Guidance classes (145, 146, 147 and 148) are all open for enrollment. We have sent multiple emails to students to remind them of this to try to boost our enrollment. The classes are still on line and at this time, open to all students. We have evening hours (open until 8:00 pm) this semester, Mondays and Thursdays. While we are not yet doing LD testing, students can be referred for an in-depth screening which may result in their ability to receive temporary accommodations. Our Adaptive PE classes are open for enrollment, and are also online. We've created a Welcome to DSPS video that is on our website. Students can watch the entire thing (about 10 minutes) or can just click on specific parts explaining how to apply, how to access the LIGHT Center, how to get counseling and advising. This will also be used as part of our outreach to high schools when we start contacting them. Our staff and faculty did a great job on this project. Also active on our website is Woodley the Chatbot.

Our biggest challenge during this pandemic continues to be keeping students engaged and connected to our services.

Author

Jordan Hamill

What Office/Program are you discussing?

Housing

What would you like the group to know?

We had our Spring 2021 move in on January 11 and 12. Residents were COVID tested here on campus on Wednesday, January 13. We had no positive tests reported at that time.

Due to COVID and the restrictions put in place in November, all new residents for the Spring 2021 semester were placed in a quad by themselves. The only residents that have quadmates at this time are returning Fall 2020 residents that had the same quadmate during the fall semester. This limited our numbers even further than the Fall 2020 semester. We are currently full for the spring semester, but are still taking applications to process to add to a waiting list.

We are currently working on the 2021-2022 Housing Application (includes Summer 2021 semester).

We are projecting having the application sent out via email and posted to our website in early March. If you have students inquiring about housing for the 2021-2022 academic year, please have them email us at housing@redwoods.edu.

Author

Bob Brown

What Office/Program are you discussing?

PE / Athletics

What would you like the group to know?

Intercollegiate Athletic Conditioning courses are scheduled to resume Feb. 15. We have revised our protocols to follow the latest guidelines of CDC, IHE and the campus requirements for sports conditioning. Currently the status of competition for early spring sports remains uncertain. To this point, the sports of soccer and volleyball have been opted out on by the conference and our programs. Schedules have been revised for remaining sports with a beginning date of March 3 - April 18 if clearance is given. A plan for required testing is in place for students along with the daily

protocols and screenings required if competition resumes. The only sports CR is still currently opted in for early spring are Cross Country and Basketball. No changes to this point for late spring sports which include baseball, softball and track. February 26th is tentatively set as the date when those sports will need to decide about seasons with planned schedules and to start competition April 10 - June 9.

The PE / Athletic department combined with Library services have gone through interviews and hope to have their split AOA position filled with an approved candidate in place soon.

Author

Alia Dunphy

What Office/Program are you discussing?

Multicultural and Diversity center

What would you like the group to know?

1st Generation Celebration Jan 28th 3:00 to 4:30pm, Fred Korematsu Celebration Jan 29 11:00 to 12:00

Author

Pru Ratliff

What Office/Program are you discussing?

Adult & Community Education

What would you like the group to know?

The Adult & Community Education Department is happy to welcome Gretchen Johnson to our department as an Instructional Support Specialist II. She is starting Feb. 3rd and will be here 20 hours per week. We have also made changes to the start dates of a couple of our classes to allow students more time to settle into credit classes. EDUC 203 - Getting Started in Online Classes w/Canvas will now run 1/25 - 2/15/2021. We also changed WORK 222 - Communication in the Workplace to run 2/1 - 5/14/2021. Our Medical Assisting class is on track to start on Feb. 22nd; we received 32 applications which allowed us to have a full class of 16 with a waitlist. We will hold informational meetings over Zoom for the Medical Billing & Coding Specialist on Jan. 23rd and Jan. 28th. The Pharmacy Tech info meetings will be held by Zoom as well on 2/6 & 2/18. Students only need to attend one meeting and the link is on our webpage. Again this year we will offer the 40-Hour Wildland Fire School at the Del Norte campus during Spring Break. This is a very low cost class at \$65. and will qualify students to be able to apply for Federal firefighting jobs.

Author

Megan Schroeder

What Office/Program are you discussing?

Advising & Outreach

What would you like the group to know?

There are a number of late start classes that students can still register for via WebAdvisor. Some starting as late as Feb. 1st. Once we get through the start of the semester rush C&A is looking towards the graduation petition deadline and how to support students to get them in early or at least on time. We are starting to get requests from K-12 for application/registration workshops for graduating seniors. We are in the early phases of coordinating those and we are looking to schedule workshops for late march- early April.

Author

Colin Trujillo

What Office/Program are you discussing?

EOPS & CARE

What would you like the group to know?

The spring 21 EOPS application is open. This semester we are able to accept students enrolled in as few as 9 units. We have a lot of great resources this semester including assistance with books, school supplies, and transportation; please continue to encourage students to apply. EOPS counselors and advisors are already available to do first contact appointments for continuing EOPS students. Our textbook lending library now includes many books recommended by instructors; students can check lending library availability on our EOPS Canvas page. We have created an EOPS Canvas module that can be uploaded into any CR Canvas course. The module provides information about EOPS and a direct link to our application. We are offering weekly workshops for EOPS and other special programs students this semester.

Author

Tiffany Schmitcke

What Office/Program are you discussing?

Admissions & Records

What would you like the group to know?

Reminder that once a student applies, it takes 2-3 business days for them to receive their "Welcome" email and of course even longer when there is a Holiday.

Last day to add classes (full term length) is 1/29, that is also the last day to drop and get a refund and NO W grade.

If a student is on a waitlist, the instructor must give grant them permission thru WebAdvisor. Once that has happened, students have 5 days to then login to their own WebAdvisor account, choose "Manage my Waitlist" and add themselves. If they don't register within that 5 days, the only way they can then add the class is for the instructor to re-issue permission again. If a student is not on the waitlist, and they want to add a class, they must contact the instructor directly. IF that instructor allows the add, the instructor must then email the ambassador@redwoods.edu with all pertinent information. We will then add the student, barring any holds.

All student questions, forms and faculty registration issues need to be sent to ambassador@redwoods.edu. This email is monitored by several staff all day long.

Side note: We were told by the Business Office that CR will not require students to get parking passes this summer.

Author

Reno Giovanneti

What Office/Program are you discussing?

Distance Education and support

What would you like the group to know?

I would like to discuss the current status of Student support and review where to direct student questions.

There have been several registration issue related to the data exchange between Datatell and Canvas. Most but not all of these are related to the move to online courses.

Canvas has changed their student support to a chat system that seems to be working better than the phone system they had before. We should all be familiar with how to get there, the Canvas help button.

The Tech Planning committee has been talking about the use of student emails and would like to know what messaging students receive about the use of their CR email account.

Author

Katy Keyser

What Office/Program are you discussing?

TRiO, Eureka

What would you like the group to know?

Please welcome Gary Ronne as the new Student Development Advisor for TRiO, Eureka. We would appreciate referrals and would be happy to speak to any students or do small group presentations via Zoom. We have a new online application <https://botform.companisol.com/203234880692862>

Author

Rianne Connor

What Office/Program are you discussing?

Financial Aid/Enrollment Services

What would you like the group to know?

Financial aid is working on the setup for next year's financial aid processing and forms. Barring any unforeseen issues, we hope to begin processing FAFSAs in March with applications needing additional documents (those selected for verification) shortly after. Our eforms platform is still a work in progress so it's taking longer to get the forms behaving as we would like.

This term was we were able to get SAP statuses calculated very quickly! Thanks to so many individuals getting grades in on time. We are working hard to review appeals as quickly as possible so students can make informed decisions regarding their enrollment prior to census.

We have some additional awards from the Foundation and CCCO that we are awarding this Spring. Please refer students to the FA office with any questions.