**Washington State Student Services Commission**



**Winter 2018 Meeting**

# 1 & 2 February 2018

**Cascadia College**

**18345 Campus Way NE, Bothell, WA 98011**

**Room(s) TBD**

**THURSDAY AGENDA**

8:30am Breakfast (Provided) Power up!

Remembrance and moment of reflection in honor of Jim Crabbe and his contributions to the system, student success and his legacy.

Welcome & Introductions: Cascadia College President, Eric Murray – shared opening remarks and fielded a few questions from attendees regarding the equity framework of the presidents, accessibility and ctcLink, and this year’s pilot of having the disability statement on council and commission registration forms.

**9:00-10:00am Council & Liaison Reports Topics for discussion.**

**MSSDC**: Discussion regarding MSSDC’s capacity to support SOCC moving forward with increased costs and support of accommodations. They have already recently raised registration fees, so that alone does not provide solution. We had conversation regarding some of the WSSSC conference planners with SOCC conference planners to explore creative solutions; accessibility needs to be a piece of overall conference planning, rather than an add on – and it’s built into the fee just as the other conference considerations are; relative to funding, question about exploring the Student Equity earmark, conversation on how we use S&A funds.

**DSSC**: Conversation around the WSSSC conference and further addressing accessibly concerns in advance of next meeting – mainly concerns of design and access in and out of space and the pre-planning that needs to occur in advance of the conference; WSSSC work through liaison with DSSC to come in on front end to do walk-though in advance of conference to address broader issue of access.

**ARC**: Has two letters for WSSSC, one requesting a new RFP for admissions and are seeking endorsement; second letter is regarding the wording on the online application related to citizenship question and requesting that it being REQUIRED to answer the question, as registrars have seen a significant increase in people not answering it and then the ES offices needing to do follow up which ends up being far more intrusive than the Q on the application; Matt noted the workgroup on the application and how much of the focus was on citizenship; WACTC decision was to require a response on the citizenship question as recommended by the workgroup, but to explain the purpose of the asking, in order to assign the correct tuition rate. ARC also has a list of concerns they are forwarding to WSSSC in regard to ctcLink and transcripts (where will they be housed; how far back we are going with records -- 3 or 6 years, they prefer 6); recommendation that we change wording for phone contact to cell phone and other phone with a text box opting-in to receive text; cannot be changed on legacy, but can be changed on application and then internally we’d know which to use; Jose noted conversation around text messaging and opt-in vs. opt-out messaging. We will continue this conversation at next WSSSC.

**10:00-11:15am Policy 188: Update & Goals Jess Thompson, SBCTC & Ward Naf from Whatcom CC**

Technology we use still creates barriers and marginalizes our students. Only half of students will disclose they have a disability. It’s a moving target over the course of a quarter. Over 12k students in our system have self-disclosed they have a disability. Roughly the size of TCC. Jess revisited the SBCTC policy, as well as policy 188 from states CIO office and included specific timelines and deadlines. Must have a coordinator and a plan and that you must set dates to reach stage of compliance. Section 504 has been around since 1973 so this is not new – however, newer policies affirm what already exists. Noted that in 1996 the DOJ noted that entities that fall under title II or III, accessibility of websites must be adhered to. Noted the numerous colleges that OCR has come down on because of technology and inaccessibility. Each college should have:

Accessible technology policy

IT accessibility coordinator

Accessibility workgroup

Written plan

Indicators on a capacity building project for SBCTC to understand what is happening in system – where are colleges struggling or excelling. 9 colleges opted-in to engage. Of those, on average for leadership commitment and relevant stakeholder participation. Excelling in having key people involved, though missing component of having an approved plan ready to go, as well as below average on implementation. Participating colleges are average to below average on support for work (folks who are able to do work, trained to do it, etc.). How do we weave these skills and expectations into job descriptions (for example, our web builders). Noted importance of top-down, executive support. Jess will share EduCause article for us to share up with our administration. Shared examples (ramps) of being built and added on as an afterthought, and those intentionally designed. Creating a culture of inclusion through universal design. Example of technology being a three-legged stool; access tools, access services and trained users.

Closed captioning subsidized for instruction videos ($250k). Have developed on online caption hub, where if meet certain criteria, can subsidize the cost of captioning. Also procured an online accessibility checking software (Ally). Also offer ‘Accessibility 101’ for free to the system. Lessons are publicly available. Manage Access360 capacity building program (the one with the 9 colleges participating).

How do we know if technologies are accessible? We must test it before rolling out. Must test against what vendors tell us. Testing costs about $150 an hour. Can cost thousands to test one piece of software.

Noted the reactionary nature of accommodations. Duplication of testing workload. A model for consideration would be a ‘Technology Accessibility Service Center’. Another would be to have each college identify a specific staff to receive training and go through certification classes to become a “certified tester” and then have a repository where results of tested technology can review results.

Invited feedback and questions from the group, noting that they have been tasked to present a plan to WACTC by May. Conversation about how different staff have different capacities – for example the DSS staff are trained to eval students, not technology, so who then on campus should have this responsibility.

CATO started as a larger group, and has since focused its efforts and reduced its size.

**11:15-11:30am Break Revisit the breakfast table.**

**11:30-12:30pm Pathways & Student Success Center Kristi Wellington Baker, SBCTC**

Noted impetus through Jobs for the Future grant. The SSC is more or less like a hub. The 14 centers serve 50% of CC students. Partners include: JFF, College Spark, Gates, CCRC, NCII, and legislature. Work covers GP support, professional development, critical friends (folks helping evaluate the work, advocacy). Has 5 functions in order to create a cohesive framework. Joe shared some on the CCRC Guided Pathways Scale of Adoption.

Time for additional agenda conversation:

* A member noted pushback their DSS coordinator gets on different accommodations – how do we work with instruction office to increase understanding.
* May 8th Student Success Institute: we generated ideas for content to include: inclusive pedagogy, the work Tom is doing on strategic visioning, self-assessment tool.
* A member noted follow up conversation to technology conference and contract trainings (for faculty and classified), how we operate within the contracts that we have; noted pushback from faculty on free speech and how it intersects with academic freedom and free speech; we discussed our standard practice is to always have an AAG come to WSSSC, but should have at IC as well;
* Conversation regarding CDEO’s and how this looks different on different campuses; where do we want to see ourselves and build out prof/dev opportunities that are joint; what does the intersection look like from SS, Instr, IT?; create spaces to have these conversations; create a meta-framework for prof/dev for with social justice construct to promote student success;
* A member noted having 3 separate work plans around GP doesn’t work –how do we have more holistic work plans between these entities;
* Discussion on WSSSC work plan, how it’s organized and it’s timing for development and submission to WACTC; Joe spoke to the point that we don’t have to create new things each year, but rather how do we drill down into carry-over items; how different commissions are written into each other’s work plans and how that is communicated; Member commented what conversations and who is invited to the conversation, for example not all the colleges have CDEOs and by virtue of that will there will be college’s whose voices will be missing; member noted the importance of having BAC at the table too; comments noting the difficulty in the timing of WACTC’s goal setting and how that then rolls down and impacts commission work plan and goal setting: there is lots of work that happens in sub-committees and how then does that intersect with and/or hold-up other work happening in other committees; revisiting the methodology of how goals are set and work plans are developed; looking at data, the idea you measure what you care about, and where are we really demonstrating commitment and where are we holding selves accountable;

12:30-1:30pm Lunch (Provided) Count FTE, not calories.

**1:30-2:30pm Workplan Updates / Requests Summer ProfDev Topics**

**Mentorship Program Proposal**

**Advancing Conference Work**

**Task Forces & Liaisons**

**System Equity Policy**

* Regarding mentorship program: opt-in, need to have at least 3 years in the system; teaming up people from similar campuses (like size, type, etc.), proposed proximity to the college – should that be part of the matching process? Or, people launching similar initiatives or have common problems? Program is administered by at-large WSSSC member, working with both newbies and seasoned mentors to encourage engagement and feed the program; should have solid proposal ready in next few months; question of how to manage lack of follow through; think about how to scaffold if the mentor leaves or cannot continue in the role;
* Readjust the agenda to incorporate deeper discussion, continued from morning, on values: values of the individual, institution you represent, and the commission as a whole? Testing against assumptions we have as values as a commission – where is alignment, where is lack of alignment?

Self

Institution

Commission

Where, and to what degree, do you have/not have or see/not see alignment?

Completed a modified think/pair/share

* Re: WSSSC membership -- 2/3 of group is in 5 years or less and impact that has on work
* Drilling down more into topics of Title IV, conduct, GP, other topics to take concrete stuff back to campus
* How much more effective our work would be if we focused on fewer goals working intensively a few key things than distributing our efforts so thinly
* Professional development that is deeper and more meaningful, Had conversation around alignment and bigger topics: the notion of discovery and how do we make time for that (discovery process); also discussed the role of community, not just access piece but how are we responsive to our community; noted a lot of turnover in terms of membership and rethink how we do our work and that we may be using legacy structures and systems that may not be serving our current needs; how do we not silo into commissions, create synergy across commissions;
* Naturally emerging areas: enrollment management, GP, and equity
* Taking conversation to Ed Services regarding timing of Ed Services on work plan development
* Power of how WSSSC can influence conversation up to WACTC and across to IC so it gets back to campuses and how we use our agency to leverage a common voice and power: advocacy for system values and how they get back to individual campuses where work may not be as far along, but use our collective to make it more present and heard
* Alignment of resources that is consistent with our values; discussion of how we allocate resources differently to help colleges move forward strategically, noting of the different ways in which institutions are resourced

**2:30-4:00pm Committee Workplan Worktime Breakouts! Breakouts!**

4:00-4:15pm Break Is the sun out??

**4:15-5:00pm Committee Report-outs Nine. Minutes. Each.**

**Pathways (Chairs: Dave Pelkey and Dave Paul)**: Build emerging practices, decided to ask Kristi Wellington Baker to host a repository of best practices on SSC website, in meeting with tech folks roll that into matrix of best practices; include how emerging practices inform DEI, by spring hope to have the site built out, and over the next year have that further built out

**EDI (Chair: Dawna Haynes)**: tasked to provide a draft statement – review at next WSSSC.

**Innovation and Technology (Chair: Ruby Hayden)**: this group had some info around keeping the students on their path; take objective ‘B’ out b/c it’s getting covered in pathways committee work; want to keep ctcLink as priority and continue to forward letters of concern; continue to work with Jess Thompson; looking at ways to reduce cost of software and technology; will be looking at survey results that Rosie had put out; trying to understand what tech/soft campuses are using is complicated.

**Professional Development (Chair: Robert Cox)**: mentoring proposal; surveying of p/d needs to be developed and is a work in progress

**Student Supports (Chair: Chio Flores)**: has two objectives a) we don’t have a liaison with HR, however Chio talked to her HR person and plan to bring to their executive team; overlap of two groups may not be feasible, however, try to get time on their calendar and send a wsssc committee rep to open that communication line; work through some things related to Title IV, re: use of Everfi, Scott developed survey and are starting to get responses; will be reaching out to liaison to Christina about FINAID data sheet; re: Placement 360 awaiting to see what comes out of that work; how do we embed equity and inclusion

General conversation on how we do this work. Do members need more or less time to do committee work together: some committee tasks cannot be completed during wsssc, it needs to happen outside of wsssc and then we report out during wsssc; previously people did work outside, but difficult so moved to this model: maybe need a hybrid both conversation here and work done outside.

6:00pm Dinner (No Host) Go to school for dinner!

*Anderson School*

*18607 Bothell Way NE, Bothell, WA 98011*

**FRIDAY AGENDA**

8:00am Breakfast (Provided) Two days in a row!

**8:30-9:30am SBCTC Report & Updates Joe! Jim!**

Joe provided an update on a number of bills that would have impact to the CTC system specifically or higher ed generally. Please refer to the SBCTC report.

Bill: Related to AP scores, ATC may do a road show to ARC to discuss how credit is to be awarded. Noted concerns as pertaining to transcripting and Financial Aid eligibility

Joe noted that a person from SENSE and CCSSE pricing for WA CTC – Evelyn Waiwaiole Center for CC Student Engagement

Conversation about the misc. bills aimed at Running Start or dual credit

Overview of the CCRC Scale of Adoption, update on the upcoming Student Success Institutes for Guided Pathways.

Last week was the bi-annual Jobs for the Future Postsecondary Policy Summit. The Washington team included Joe Holliday, Matt Campbell, and Rosie Rimando-Charensup presenting on equity and student success.

RE: Service animals and emotional animals: look at statement from DSSC on this matter (Deb sent to WSSSC listserv) that is based on ADA; general conversation and questions on scenarios that members have encountered as they pertain to animals on campus

RE: protective orders – challenges around not denying respondent their right to their education

**9:30-10:30am Painting the Legal Landscape Bruce Marvin, AAG**

See handout/powerpoint: Bruce covered topics including DACA, Risk of Self Harm, Proposed Legislation, misc. other issues

Related to Self-Harm on campus: specific guidance from OCR was not initially forthcoming after March 2011, though has evolved over time. Lack of clear guidance initially, though that clear guidance is now being provided – very individualized approach; look at the slide on ‘regulatory red flags’ noting recommendation on language and policies; regarding involuntary withdrawal, WSSSC will convene a small workgroup to draft policy language for this that college’s may adopt (Matt, Jose, Deb, ??) , using Evergreen’s policy for a guide (WAC 174.125)

Proposed legislation review

**10:30-12:00pm WSSSC Discussion Topics (Possible Exec Session)**

* SB5100 Task Force Update: question of how we use the funds – some campuses are looking at vendors, while some are waiting for WSAC and Ready.Set.Grad, FAC made recommendation that on our campuses we have teams that are developing programming/solution and that it not just fall to financial aid, many are going with the vendor ECMC. How do we anticipate changes in the future, b/c colleges are in different places? The taskforce did not feel it was appropriate to make a system recommendation. Joe has asked Ruben to follow up with WSAC to get an update on their work. Joe reminds us the language is the colleges “will to the extent possible” do this work, so there is flexibility. Also there is no report requirement, however, we should be prepared to do so anyhow, even if a verbal report. FAC is looking at which campuses are interested in different vendors, per Dave Pelkey is around 5k (just for financial literacy module), allocation is FTE based, Cascadia has created and OER video they will send out, Jared’s comments illuminate the disparity when solutions are funded per FTE but we may seek similar solutions which positions some colleges to have those solutions fully funded, while the already underfunded and resourced schools end up paying some out of pocket, in terms of system solution – unless we move as one unit, there’s not a lot of leeway in negotiating discounted pricing
* NWAC (Update): attendees of the meeting got updates
* WA AG Conduct Workshops Update: now looking at perhaps fall, not summer; October 4 (eastside) and October 12 (westside) are tentative dates. Robert Cox and Ruby Hayden will work with Bruce Marvin on the dates and agenda.
* Technology Survey & Summit Update: survey sent 27/34 colleges replied, asking what are you using, stopped using & why, raw results are available to be shared, talked to Eva Smith from IT and their council chair, they have done a more holistic survey of system available by spring meeting, re: the tech summit/conference SPSCC will shared what they’ve done with tech they’ve purchased and where they are on that, things to be aware of, then Peninsula will share out, after lunch there will be a few tracks; both Starfish/Hobsons and EAB
* Mentorship Program Proposal Approval: Robert will push out final comments and then push it out: put to vote for approval one final edits are made – motion carries
* New Council Processes: WSSSC Point Person: Jose presented Veteran’s Services Council proposal on behalf of Damon Bell; Matt will review process that BLC went through.
* Correspondence to WSSSC: ARC letters, crux of issue around ctcLink and concern related to transcript; issues around admission application not being accessible, this one is time sensitive as Scott Copeland needs that go on to presidents; online app through ctcLink is not accessible, -- on this one, WSSSC members by a deadline provide detail and then Matt will attach one to send on to WACTC for additional layer of support; Robert what actions do we expect the Pres to take?
* Conference hotel overflow: Marriott first said they wouldn’t charge for rooms, however have back pedaled and want to charge $2k a day and not honor per diems, is an 8 minute walk: determination made to not reserve space there, limit conference enrollment and size it to what can be reasonably accommodated
* System Equity Policy Continued: missed this – get notes from Matthew; request coming to us is to Ata will write something up and send out to commission; Luca suggested we frame discussion around stuff that’s already out there (like the frontier colleges connected to BMGF, and those colleges that have closed equity gaps,

12:00pm Next Meeting & Adjourn Three meetings down!

**Other Related Meetings**

***New VP Orientation***

31 January, 10am-2pm Cascadia/TBD (Includes lunch) By invitation

***NWAC Meeting w/ Executive Director***

31 January, 2-4pm Cascadia/TBD All Welcome

***Executive Committee Meeting***

31 January, 4-6pm TBD Executive Committee Exec Committee

6:00pm Dinner (No Host) All Welcome

*Beardslee Public House*

*19116 Beardslee Blvd #201*