

Student Services Planning Council



Minutes

Date: February 28, 2024
Time: 2:00 - 4:00 pm
Location: Building 13, Room 233
Zoom: <https://smccd.zoom.us/j/88106114533>

Item	Presenter	Time (minutes)
------	-----------	----------------

I. Call to Order		1
-------------------------	--	---

Time Keeper – Sarah Cortez

Please call time (verbally, chat, or via Zoom time app) at the intervals of 5 mins, 1 min, 30 seconds and time [Check out this video link on how to do timekeeper easily on Zoom!](#)

II. Roll Call		1
----------------------	--	---

Quorum=14

- ✓ Adolfo Leiva (SparkPoint)
- Bettina Lee (Disability Resource Center & Personal Counseling Center)
- ✓ Bob Haick (Career Center)
- Danielle Pelletier (Faculty)
- ✓ David Vera (Financial Aid)
- Gonzalo Arrizon (COLTS-U Transfer Center)
- ✓ Jinmei Lun (Faculty)
- ✓ Juan Vera (Veteran Resource & Opportunity Center)
- ✓ Kathy Kohut (International Student)
- Katie Hasse (Student Representative)
- ✓ Krystal Martinez (Classified Representative)
- ✓ Lorraine Barrales-Ramirez (EOPS, CARE, CalWORKs, FYSI)
- ✓ Mahitha Rao (Interim Post-Secondary Success)
- ✓ Manuel A. Pérez (VPSS)
- ✓ Maria Huning (TRIO)
- ✓ Maria Lara (Admission & Records)
- ✓ Max Hartman (Counseling Dean)
- ✓ Mayra Arellano (Promise Scholars)
- ✓ Michiko Kealoha (Cultural Center Representative)
- ✓ Nimsi Garcia (Undocumented Community Center)
- ✓ Olivia Cortez-Figueroa (College Recruiter)
- ✓ Sarah Cortez (Welcome Center)
- ✓ Sergio Suarez (Interim Student Life & Leadership)
- Vijeet Upadhyay (Student Representative)
- ✓ Wissem Bennani (Enrollment Services Dean)
- Vacant (Classified Representative)

Advisory

- Karen Engel (Dean of PRIE)
- Dr. Ron Andrade (Library and Learning Center)
- Jose Manzo (IPC Representative)

Guest

- ✓ Katie Dominion
- ✓ Megan Rodriguez Antone
- ✓ Jasmin Padilla Valencia

III. Adoption of the Agenda

Co-Chair Vera

1

Adoption of agenda for February 28, 2024

Sarah Cortez motions to adopt the agenda for February 28, 2024, with the changes of moving Dr. David Vera to the top of the agenda before New Business
Kathy Kohut seconds the motion
Approved unanimously by consensus of all those in attendance

IV. Approval of the Minutes

Co-Chair Vera

1

Approval of minutes February 14, 2024

Michiko Kealoha motions to approve the SSPC minutes from February 14, 2024
Nimsi Garcia seconds the motion
Approved unanimously by consensus of all those in attendance

V. Reports

a. “Why” We Do What We Do – 2.0

2

To ground our meeting and remind us why we do antiracism and justice-centered work, an SSPC member shares their “Why” – an uplifting (or challenging) experience (small or big) working with Student Services that reminds them why they do this work.

Juan Vera: “This past week a gentleman stopped by and he was trying to figure out how to register for classes. Nohemy was amazing, she was able to help him. I believe his first interaction wasn't as pleasant, but he was able to calm himself down a little bit. When I met with him it turned out he was homeless for a while and was discharged from the army, he is from Atlanta, and now he has housing with his 14-year-old daughter. He wants to go back to school, and speaking with him a little more, he was looking to find someone to help advocate for his disability rating. There are some things that were happening with him that he disclosed that were very intense. I was able to connect him with Adolfo in SparkPoint with basic needs services as well as the Cañada cash that we have. I also reached out to some of the VA representatives for certain chapter eligibility for vocational readiness and employment. He ultimately met with Nick Martin and enrolled in 2 classes, so we're very excited to have him on board. The next step is to reach out to the Chief of Psychology at the VA. department to see if we can somehow expedite his results to be at 100 % disability service connected. We are very excited to have him and since he is from Atlanta, he makes a really good BBQ.”

b. Department Reports

All

Thank you all for sharing your department reports in the chat.

Career Center Updates: We just held our first Pre-Med Q&A and a hands-on dermatology skills workshop with a Stanford Dermatologist and 2 4th year medical students. Student feedback was extremely positive and we are planning more of these and will expand them out of the medical assisting department and into the STEM students after one or two more sessions.

COLTS-U Updates: Congratulations to Alyssa Lucchini for stepping into the Internal Detail Program Services Coordinator for the COLTS-U Transfer Center! Her first day was yesterday.

EOPS Updates:

- EOPS and PSP collaborated to take students to tour SFSU and meet with EOP on Fri, Feb 23. They took about 18 students. The next trip will be to UC Davis on Fri, Apr 26.
- In addition, EOPS will go with the Transfer Center to SCU and SJSU on Fri, Apr 12.
- We are still accepting applications for spring through the end of March. The fall application will open in April.
- We will have an EOPS student study hour starting on Tues, Mar 5, scheduled twice a month. More info to come!
- Staffing: We currently finished interviewing for the EOPS Retention Specialist. The PSC NextUp/Project Change position is posted and will close on Fri, Mar 8.
- <https://jobs.smccd.edu/postings/7869>
- Save the date for the EOPS End of the Year Celebration on Thurs, May 16, 4:30-6:30 pm. Please join us!

Financial Aide Updates: We are close to our scholarship application process. Deadline is March 2, at 11:59 pm. We had multiple workshops and will have one more this Friday afternoon. Please stop by if you wish to help out. We have also created an events page for our office, woohoo! <https://canadacollege.edu/financialaid/events.php>. I will provide more updates later during this meeting.

International Center Updates: February brought multiple Lunar New Year Celebrations that our students and team participated in, including the campus event led by the Chinese Cultural Club and the Outreach Tabling at the Lunar New Year RWC Festival. In March, we look forward to our once-a-semester International Student Picnic in the Park, and in April we are planning an Eid-al-Fitr campus event together with the Cultural Center and other participants. Also, the Intl Center is now managing the remaining sessions and 40 students of SVIEP through the end of the summer, bringing our population to 140.

Outreach Updates: BGCP from EPA, Belle Haven, RWC - 63 middle school students on campus we provided programming, campus tours, visits to student support programs, and career programs.

- We have had many community college nights at local high schools such as M-A, Woodside High, etc.
- Lunar Year Festival - We supported approximately 150 community members.
- Presented at PAL and assisted students with Cañada Applications, we have been present at least once a month tabling/assisting with applications.
- Monthly tabling at Cesar Chavez Middle School and some local high schools.
- Black College EXPO in Oakland where thousands of students attend.
- Cesar Chavez Middle School and Garfield Middle School BGCP Cañada College Campus tours.

Promise Updates: Our Fall 2024 application is now available for both our Part-Time and Full-Time Program. Please make sure you have our students visit our website:

<https://canadacollege.edu/promise/index.php>

SparkPoint Updates: 1) Brianna Chavez has joined the SparkPoint team as our second SparkPoint Coordinator. She will primarily support our Food Market and Food Distribution and also provide financial coaching support along with Melissa Maldonado. 2) The Food Distribution is now serving 290-315 clients a week every Tuesday in Lot 6, from 11 am to 1 pm.

3) SparkPoint staff (Melissa Maldonado and Adolfo Leiva) joined statewide basic needs colleagues to discuss basic needs strategies at this month's CHEBNA, the California Higher Education Basic Needs Alliance Conference, in Sacramento, CA. 4) SparkPoint awarded a combination of 455 on-campus and electronic (Tango) SAM Cards in February. Eligible students will receive 3 additional monthly awards this semester.

Student Life Updates: The office of student life has been extra busy - we've been prepping and updating all forms and webpages pertaining to Commencement. Simultaneously, we are in the process of rolling out our spring 2024 ASCC Election cycle. ICC continues to grow, recently adding the chemistry and dance club. ASCC is currently working on interrogating processes and systems that are not in alignment with their collective commitment towards DEI and Social Justice - more to come.

Transfer Center Updates:

- SFSU Rep on campus in the Transfer Center Monday 3/4 from 10-3:30
- UCSC Pister Scholarship Due 3/4 for any students who applied to UCSC (applicants are nominated by the campus)
- ARC workshop: Chinatown Rising Documentary - Meet the Filmmaker Monday 3/18 from 11 am to 12:30 in 2-10

TRIO Updates: Please join us in partnering with our community partners on the 12th annual OYE Latinx Youth Conference! We have opportunities for student participants, volunteers, and resource tables! Please let me know if you have any questions, flyer to follow!

Welcome Center Updates: We are bringing back our in-person English and Spanish Orientations for students. We have next-day counseling appointments available. Please remind students to update their SEPs, Registration will be here before we know it!

VI. Standing Items

a. Planning and Budgeting Council Mayra Arellano 3
Please see the [PBC website](#) for the meeting minutes for a detailed update.

PBC was held on Wednesday, February 21. There were two presentations, by Anniqua. The first was on the distance education plan and the second was on the technology plan. Anniqua went over the three-year plan for 2024 to 2027. Anniqua, emphasizes the need to streamline processes, expand and enhance distance education course offerings, as well as ensure technology accessibility for both staff and students. The Equity and Anti-Racism Planning Council (EAPC), provided updates on the workgroup efforts from fall 2023. At the end of the meeting, there was an opportunity for attendees to discuss various activities and announcements on campus.

b. Vice President of Student Services (VPSS) Updates VPSS 3

Recommendation to anchor SSPC updates to each of your area meetings/notes/otherwise. Items to keep in mind for the next share-out:

- Program Review next steps, including timeline
- ACCJC identification of evidence and gaps
- CSSO Leadership Conference March 12 – 15, 2024

c. Enrollment Services Committee Update (ESC)

Wissem/Maria

3

No updates. ESC will meet on Friday, March 1. One item Wissem would like to highlight is the importance of SSPC finalizing the Program Review Timeline to bring to the PBC meeting on March 20.

e. Instructional Planning Council (IPC) Updates

Jose Manzo

3

Please see the [IPC website](#) for the meeting minutes for a detailed update.

No updates. The next IPC meeting is March 1.

VII. Old Business

a. Marketing and Social Media Brainstorm

Megan Rodriguez Antone

15

Megan and Jazz provided updates on the marketing and social media brainstorming sessions. They discussed the benefits of partnering with SSPC to amplify student services-related content. Recommendations were presented to hold quarterly brainstorming sessions with student services and students to generate ideas for promoting registration and gathering student stories. Ideas were shared to set up calendar reminders, create a Dropbox, and highlight student leaders and alumni on social media platforms. Megan and Jazz emphasized the need for regular content updates and offered assistance in creating engaging posts.

Comments:

Nimsi Garcia: If we would like to have a centered student voice, we need to find a time that will work for our students.

Olivia Cortez-Figueroa: Send calendar invites to students weeks in advance to ensure they can participate.

Mayra: Would like to find a time outside of the SSPC meeting.

Megan will send out doodle polls to the Deans and Directors for them to share with their students to find a time that will work best for them.

Nimsi Garcia motions to add 5 additional minutes for this item

Adolfo Leiva seconds the motion

Approved unanimously by all those in attendance

Questions:

Nimsi: How will we send the information to Marketing? Is there a possibility for us to use Formstack?

Megan: At this time we are not able to create more Formstack forms. If images and a short description of the event can be shared via email that will be preferred.

Max Hartman: Is there an opportunity to have a separate message from Student Services to the campus community?

Megan: We would like to share the information with our community in a reasonable amount of time and not wait until the end of the month. If you share images of your events, we can highlight them on social media.

Mahitha Rao: I like what Nimsi mentioned about the form. I also like the idea of a calendar invite. If we can add a 30-minute calendar invite for every Friday at the top of the morning, that reminds me to reach out to marketing and share pictures from our events.

Recommendations: (1) On the first and third Friday mornings, marketing will send a calendar invite to student services, professional managers, and directors, to submit event information through the marketing request form. (2) Student Services will test it out and if it doesn't work, marketing will find an alternative method for collecting the images.

Nimsi Garcia motions to approve the recommendations from marketing

David Vera seconds the motion

Approved unanimously by all those in attendance

VIII. New Business

a. Student Fee Notifications

Maria Lara

20

During the meeting, Maria provided an overview of the drop for non-payment process, covering email notifications, timelines, student record activities, and possible solutions. Maria explained the sequence of emails students receive after registration, leading up to the drop deadline, with examples from both summer and fall registration periods. Maria highlighted exemptions for certain student groups and discussed issues such as confusion over additional fees and lack of email notifications for certain charges. Proposed solutions included clearer notifications, automated email alerts for added fees, and sending notifications via text message. There was also a suggestion of displaying payment deadlines prominently on the student portal and exploring options for personal email notifications. The meeting concluded with appreciation for the informative presentation and acknowledgment of the importance of addressing these issues for various student populations, including veterans and probation students.

IX. Special Presentations

a. Financial Aid Update

Dr. David Vera

15

The financial aid update focused on the FAFSA changes and challenges faced by our students. The FAFSA simplification act aimed to reduce the number of questions and streamline the application process, including benefits like easier account creation for parents and eligibility for Cal Grant. The application was scheduled to open on October 1, but it opened on December 30. Challenges included delays in the application opening, issues with undocumented parents' account creation, and delays in receiving institutional student aid information records. Another unfortunate issue is the turnaround time for students to make corrections to their FAFSA. Students won't have the opportunity to update their application until sometime in April. This will have a bigger impact on our transfer students. High schools in California are required to have seniors complete FAFSA or Cal Grant applications, but there's a noticeable drop in completion rates nationally. Efforts to support students include hosting cash for college events, aid application workshops, and working with the banner consultants to prepare the systems. Upcoming events include scholarship workshops and a student achievement recognition ceremony. Updates on staffing include a research position opportunity and efforts to improve communication about the SAP (Satisfactory Academic Progress) and appeals processes. There's also work on creating a website and including policy language on syllabi to enhance

communication about SAP and appeals processes. There are 338 scholarship applications and 152 have submitted them as of Wednesday, February 28.

X. Discussion

XI. Open Forum and Feedback

Co-Chairs

50

a. 2024-2025 Program Review Timeline

Wissem and Juan presented a proposal regarding the timeline for program review. The proposed timeline includes key dates for program review activities compared to the previous year. Suggestions were made to consider adjustments to the timeline, particularly regarding the Peer Review session and program review presentations. Max Hartman emphasized the importance of determining the format for peer reviews and program review presentations. Discussion developed about the feasibility of holding the Peer Review session in December versus spring, considering the workload and semester schedules. Participants discussed the benefits and challenges of adjusting the timeline, including maintaining the program review process and ensuring involvement in decision-making processes. Suggestions were made to assign review groups and designate meeting times well in advance to streamline the process. Suggestions included having presentations in the spring, standardizing presentation formats, and incorporating feedback received into presentations. It was emphasized to streamline the process and ensure presentations serve a clear purpose of informing and improving programs. The next steps include finalizing the timeline for future meetings and potentially adjusting presentation dates.

XII. Adjournment

For Next Meeting: March 13, 2024