

Student Services Planning Council



Minutes

Date: February 14, 2024
Time: 2:00 - 4:00 pm
Location: Building 13, Room 233
Zoom: <https://smccd.zoom.us/j/88106114533>

Item	Presenter	Time (minutes)
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I. Call to Order		1
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Time Keeper – Manuel A. Perez

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
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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)

Guests

- ✓ Kiran Malavade
- ✓ Jose Zelaya
- ✓ Chris Cho

III. Adoption of the Agenda

Co-Chair Vera

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Adoption of agenda for February 14, 2024

Nimsi Garcia motions to adopt the agenda for February 14, 2024

Michiko Kealoha seconds the motion

Approved unanimously by consensus of all those in attendance

IV. Approval of the Minutes

Co-Chair Vera

1

Approval of minutes for January 24, 2024

Danielle Pelletier motions to approve the SSPC minutes from January 24, 2024

Gonzalo Arrizon seconds the motion

Approved unanimously by consensus of all those in attendance

V. Reports

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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.

Krystal Martinez: “I taught an older student how to use their email today. She was very hesitant about it. She learned how to copy and paste. We figured out her professor's email, and she was very insistent on doing the steps herself, so I just guided her through it. We had a wonderful discussion about her newfound love of hip, hop and it was a good time connecting with the student. It has confirmed how much I miss working in student services and being able to communicate and contact students and build community.”

b. Department Reports

All

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

EOPS Updates: EOPS is still accepting students through March. Today EOPS is starting their second cohort of Career Launch which teaches students how to tap into the hidden internship/job market and how to create professional connections. EOPS is also collaborating with PSP to take a group of students to SFSU and meet with EOP on Fri, Feb 23.

International Center Report: Our Chinese Cultural Club co-hosted a successful Lunar New Year event for the campus last week. Later this month the Intl Center will join Outreach in downtown RWC to table at the Lunar New Year celebration. In early March, the International Center will host the popular international student and club picnic in a park.

Library and Learning Center Updates: Interest Area Career Exploration Speaker Series: Mel Condos is scheduled for February 21. Mel works in talent acquisition currently working at Open Core Ventures recruiting for startups and early-stage companies. <https://events.canadacollege.edu/event/92118-interest-area-career-exploration-speaker-series>

There is a Workshop tomorrow (2/15) Aprende a usar Google Docs y Slides
<https://canadacollege.libcal.com/event/11987275>

Student Life and Leadership Updates: The office has introduced a weekly Arts & Crafts workshop - currently highlighting practices from different cultures and practices. Since the start of the semester,

Student Life and Leadership have printed well over 300 student ID's. The Lyft initiative continues to be a highly utilized and asked-about program. The office is also developing a leadership series titled: Know The Ledge - participants will have the opportunity to engage with leadership ideologies and practices aligned with a commitment towards DEI and Social Justice. ASCC had a successful "Club Rush" with a little over 130 signatures - they also ordered and catered food from Back-A-Yard Caribbean restaurant. The Student Senate is also working on advocating for a permanent meditation space. In the process, the Senate has interviewed students and has reached out to campus leadership with their findings. Alternatively, ASCC is also currently reevaluating processes and practices not in alignment with their commitment towards DEI and Social Justice. More to come on that front.

TRIO Updates: There have been two TRIO-led events completed this semester: (Re)Connect w/ TRIO on 1/23 & 1/24 and Time Management on 2/7. Additionally, TRIO took a group of students on 2/10 to the CSU Eats Bay Educational Summit to learn more about transferring to East Bay and other local colleges/universities! TRIO also worked in collaboration with ARC & the COLTS-U Transfer Center to host a Welcome Back Vision Board event on 2/13! Coming up next are more Teatimes with TRIO at the UCC and Walk & Talks events, fliers are attached. Lastly, the Black Student Union is hosting a Poetry Slam on Thursday, February 29th in the Flex Theater from 2:30p - 5:30p. Sign up to attend OR perform - all forms of expression are welcome! Please join us at our upcoming events, all are welcome!

Welcome Center Updates: Krystal Martinez has been a wonderful addition to our team. There are a few next-day Counseling appointments available, with one-hour availability options as soon as next week. RadTech applications are due March 1st, students still have time to clear their counseling checklist. The Welcome Center is offering ESL Placement testing throughout the week.

VI. Standing Items 12

a. Planning and Budgeting Council (PBC) Mayra Arellano 3

Please see the [PBC website](#) for the meeting minutes for all the updates.

PCC was held on Wednesday, February 7. Dr. Banani and Max Hartman presented on the drop for non-payment proposal. They are scheduled to return and present on the topic with additional data for a concrete decision to move forward. EMP groups gave updates on the amazing work they are doing and how they are moving forward. Manuel A. Perez provided updates for Group #2, on the expanded program and opportunities in E. Palo Alto and Bell Haven. Dr. Chialin Hsieh provided updates for Group #3, on strengthening K-16 pathways and transfer. Karen Engel provided updates for Group #4, on reimagining career. Lastly, there was an update from Manuel A. Perez and Karen Engel regarding the evening hub pilot for fall 2023. Evening students had access to resources, food, and learning support services. The pilot program is continuing in the spring semester.

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

i. CARES Drop-in Hours

The CARES team has been actively working to improve their outreach and feedback processes. When a Cares referral is submitted, an email confirmation is sent to the referrer, though follow-up communication depends on the specific circumstances of the referral. The CARES team meets every Thursday at noon for an hour to discuss and manage each referral until they close the loop. After closure, referrers are notified that the CARES team has closed the loop. Due to the student's privacy, we are not able to inform the referrer of the outcome. Individuals are welcome to stop by during VPSS office hours and ask questions about the CARES process or learn more. The VPSS office will work to find a specific time to host CARES office hours.

ii. VPSS Office Hours

VPSS office hours are every Monday at 11 am, both in-person and remotely. Additionally, the VPSS office hours will be updated on the website to reflect any changes or cancellations.

iii. “Justice & Joy: Transforming Systems with Intentionality & Purpose”

2024 CSSO Student Services Leadership Conference

Hilton San Francisco Union Square

March 12 – 15, 2024

The Justice & Joy Conference is taking place in San Francisco, the only Student Services Leadership Conference for student services as a system in the state. This year the conference focused on the importance of policy and process-related pieces. Various individuals around the table are presenting at the conference. A significant portion of the event is dedicated to Joy sessions, which focus on celebrating joy, resistance, and policy shifts while prioritizing health and wellness. Specific sessions, including those on West African culture, Salsa, and Tahitian Groups are in the process of confirmation.

Michiko Kealoha motions to add 2 additional minutes for this item

Adolfo Leiva seconds the motion

Approved unanimously by all those in attendance

Question from Michiko Keahola: Is Cares for any type of event, or is it just for mental health concerns?

CARES addresses basic needs, including mental health support, emergency housing assistance, financial aid, and family support, among others, for our students. Once the referral is made, we work on finding a natural connection with the students for a more seamless connection so it doesn't feel abrupt or out of the blue. Our main goal is to connect students with the necessary support services as soon as possible.

Question from Maria Lara: Are CARES office hours for students, staff, or everyone?

Drop-in office hours are for everyone. Students, staff, and parents locally and internationally.

If you are concerned about a student, we encourage you to report it and fill out the CARES report. The team will work on moving it along to the appropriate place and support the student.

We will bring the agenda item back in March.

c. Enrollment Services Committee Update (ESC)

Wissem/Maria 3

ESC met on Friday, February 2. Dr. Wissem Bennani and the team presented on the drop for non-payment at PBC, which did not receive a note but instead received feedback encouraging more data collection. The team is scheduled to present on March 20 with the additional information. If approved, the implementation timeline could lead to benefits for students by spring 2025, pending approval from DSC, PBC, and the Chancellor's office. Secondly, Maria, David, and the 3 colleges are working on testing a queue management system with Admission and Records and Financial Aid. This system aims to streamline processes and improve efficiency in handling student needs, with the goal of better staffing and managing queues effectively. Additionally, the employment dashboard has been updated to WebSMART 9 and is being tested. There are two demos scheduled via Zoom, please see below for details. HR is preparing documentation and will roll out demos specific to this area in the coming weeks.

WebSMART 9 Demos:

Wednesday, February 28, 1:00 pm: <https://smccd.zoom.us/j/85676908258>

Thursday, February 29, 10:00 am: <https://smccd.zoom.us/j/85676908258>

e. Instructional Planning Council (IPC) Updates

Jose Manzo 3

IPC meet on Friday, February 2. IPC voted to appoint Diana Tedone-Goldstone as the representative for PVC meetings. There was also a request for a revision in auto cycle reassigned time, along with a motion to increase coordination time. Feedback was provided on the instructional and program review processes, with a focus on areas for improvement. Program review presentations for 6-year cycles are scheduled for

March 15th for various departments such as services, Kinesiology, Athletics and Dance, Learning Center, Library, Medical Assisting, and Radiological Tech.

Manuel A. Perez: The upcoming IPC meeting will include the extension of the reassign time application. This is one of the unique crossovers between student services and instruction, if are interested, or have questions direct them to Jose Manzo.

Kiran Malavade: Kiran shared additional information regarding the reassignment discussion at IPC. Leslie asked for more reassigned time to work with Umoja. Additionally, much of our discussion centered around equity questions and considerations regarding how we approach program reviews.

VII. Special Presentations 15

a. Academic Probation update for Spring 2024 Juan Vera 15

Juan Vera and Chris Cho presented on the current status of academic probation, specifically focusing on the beginning of 2024. Chris read the following statement, “All of our data is sourced from PRIE reports submitted to the coordinator on a weekly basis. While we have enough quantitative data, there is more research needed on qualitative data to better understand trends and unique issues students on Academic Probation encounter. Life happens, and us as staff/faculty should help them back on their feet to find their way forward. We want to destigmatize that failure is part of life and there is no way but Colt Up!”. Juan and Chris encouraged faculty and staff to support students in returning to good academic standing by sharing resources. Academic probation occurs when a student's GPA falls below 2.0 or if they withdraw from a significant number of classes. Despite an initial rise of students on academic probation in fall 2023, there was a decrease in spring 2024. If a student fails to improve their GPA after being placed on academic probation, they may face dismissal and have to withdraw from classes for a semester. To address this, students meet with a counselor and Juan to review their canvas shell and academic plan. After submitting the required documentation to Admissions and Records, and approved, adjustments to the course load may be recommended and modified. In spring 2024, the majority of students were on academic probation 1, followed by dismissed/reinstated students. Focus is now shifting toward students who are dismissed and reinstated students, with plans to create an online registration clearance system for streamlined support services. The prediction is that there will be an increase in the number of students entering academic probation 2 from academic probation 1 in the fall semester. Efforts will be made during the summer to address this trend. The data shows that Latinx students make up a significant majority, comprising nearly 70% of students on academic probation, followed by white and black students. In terms of GPA distribution, the majority of students fall within the 1.0 to 2.0 range. Juan Vera meets weekly with representatives from our sister colleges to share best practices, and how our retention specialists can connect with students. The team is focusing on the undecided student population as they may feel disconnected from campus staff and lack a clear academic direction. Regarding demographics, the team will need to determine if the proportion of undecided students aligns with those who have chosen majors. The data will provide insights into the distribution of students across different academic paths. The data showed that in the spring of 2024, both Promise and TRIO students experienced increases in academic probation. The next steps include conducting quality data analysis through focus groups with students to explore their experiences and factors impacting their academic performance. Additionally, the team will work on renaming the district policy term from "academic probation" to "academic notice" to promote an anti-racist approach. More information will be shared in the future.

VIII. New Business

IX. Old Business 70

a. Make Registration Easier SS Deans/Danielle/Maria 20 i. Membership

The team would like to propose the following action item. Create an operational group under SSPC with membership appointed by SSPC from various student services programs that include the following members:

- 1 representative from the Counseling Division

- 1 representative from Admissions & Records
- 1 instructional faculty
- 1 administrator unless already representing another area
- 1 student (appointed by ASCC)
- May call on additional departments to support as resources,

The membership was approved by SSPC on November 8. The group is looking for individuals who are interested in being a part of the operational group. The group is bringing recommendations through the governance process and not voting or implementing policy. There was a question raised about updating the bylaws and whether further clarification was necessary. It was proposed to look at the approved language in the draft bylaws, aligning them with the group's current direction. Divisions and areas will recommend representatives for the operational group. For example, the Dean of Counseling will recommend someone from the counseling division. Other areas like Admissions and Records and the Academic Senate will follow a similar process. Each area will choose one representative, and they can be either faculty or staff. Only one representative per area is needed. The process involves contacting leads or managers and setting a deadline for recommendations. The group will work on the language that will be shared with the campus community on the work they are doing and their mission. The group will also share the work that has already been done and the work they would like to continue to do with the operational group. The group will share the recommendations of members of the group with Manuel, Juan, and Angelica and will be brought to SSPC.

There is no vote on this item as it was voted and approved on November 8.

b. Program Review

SSPC Co-Chairs

50

i. Fall 2023 – Spring 2024 Closing Process

In October, November, and December of 2023 groups worked on their comprehensive program review through individual meetings, or as a program. You asked questions, you engaged in dialogue, you wrote up the summary and you submitted it. Now that you went through the comprehensive peer review process and received feedback from your peers on the things that you are doing well and areas of growth. It would be great if the programs that went through the process formally documented and shared the information with the campus community. We can take a look at what a few programs in instructional have done to formally document and share the information. We can do the following steps, add the information on the website, add a question to the form questionnaire “How did you address the feedback you received last time?”, and share the feedback with the program within one week. Juan will share the peer feedback with the programs, and the program leads will share the feedback with their team.

ii. Fall 2024 – Spring 2025 Timeline

This is the first discussion of many regarding the timeline. Max recommends setting a day to focus on the comprehensive program review that everyone can agree on. Having a specified day will help programs plan and prepare for the comprehensive program review. It was also suggested to send out calendar invites with deadlines for program review for fall 2024 before the end of this semester. SSPC will work on finalizing the timeline by April. This agenda item will be brought back to the next SSPC meeting.

iii. Updated SAOs & Transformational Antiracist Leadership

Updates were provided on SAOs and Transformational Antiracist Leadership efforts initiated in Fall 2021. Manuel A. Perez shared the progress made in developing a theoretical framework for student services, combining a transformational leadership model with insights from a podcast infographic on racism's impact post-COVID. The goal for the upcoming program review cycle is to incorporate anti-racist principles into service area outcomes across all student programs. We committed for the following program review year to build out at least one service area outcome for every single program in student services. At least one of them needs to address an anti-racist framework that is informed by this model that we informed and adopted.

Karen congratulated everyone for their outstanding work last year. Most programs have successfully updated their Student Area Outcomes (SAOs), with only a few technical issues remaining to address. The dropdown options for SAOs assessment methods were discussed, with a suggestion to make them "active" or "inactive" to avoid confusion and ensure accurate reporting. Karen encouraged SSPC members who have SAOs to complete their assessments and post results, on an annual basis. Karen is encouraging everyone to finalize their assessment methods and post results before the end of the academic year. SSPC and PRIE will work together to remind programs to check their dashboard on Nuventive to see if they have active SAOs and when the last time programs posted their results.

X. Discussion 10

a. Flex Day Presentations All 10

i. Anyone presenting?

Juan would like to encourage you to present and/or participate in Flex Day in April. Juan will be hosting two workshops one on academic probation and the successes of students, and the second workshop will be on military culture, and how soon veterans have to adapt to a new student culture. Mayra will be hosting part 2 and part 3 for dual enrollment for faculty who are interested in learning more about the co-teaching model and what that means to co-teach. High School partners were invited to attend flex day and learn about all the big things that we're doing under dual enrollment. There might be a second workshop hosted by Mayra focusing on Promise.

XI. Open Forum and Feedback 3

Financial Aid Update: David shared the significant challenges students are facing with the application process, particularly for parents who are undocumented and unable to electronically sign forms. Consequently, many schools are deferring enrollment decisions. Typically, students receive financial aid offers along with their admissions offers by May 15th for 4-year schools. However, due to Solicitation Act challenges, the Department has delayed providing this information until mid-March. Students are also not able to make corrections to their FAFSA and won't be notified about errors until mid-March. This is a national issue. We will provide more updates as soon as we have more information.

XII. Adjournment

For Next Meeting: February 28, 2024

Marketing and Social Media Brainstorm
 Student Fees Notifications - Maria Lara

i. For students who haven't made updates to their student records