

Student Services Planning Council



Minutes

Date: Wednesday, March 10, 2021

Time: 2:00-4:00pm

<https://smccd.zoom.us/j/94809251078>

1) Welcome

- a) **Time Keeper** - Maria Huning
- b) **Do we have our team?** (Quorum: 13)
 - i) Welcoming of New Staff

Adolfo Leiva

Alison Field

Bettina Lee

Bob Haick

Jade Shonette

Jeanne Stalker

Kathy Kohut (Manasi)

Karen Engel

Lorraine Barrales-Ramirez

Manuel Alejandro Perez

Maria Huning

Maria Lara

Margie Carrington

Mary Ho

Max Hartman

Mayra Arellano

Michiko Kealoha

Nadya Sigona

Olivia Cortez-Figueroa

Rosa Moncada

Soraya Sohrabi

Wissem Bennani

Guests: Jai Kumar, Debbie Joy, Nimsi Garcia, Candice Johnson, Yuri Goda, Saul Miranda, Manasi Devdhar-Mane

2) Adoption of The Agenda

2 minutes

Jade Shonette moves to approve the SSPC agenda.

Seconded by Lorraine Barrales-Ramirez.

Motion carries unanimously by the consent of those present.

3) Approval of the Minutes

2 minutes

- a) [February 24, 2021](#)

i) *Actions from February 24th meeting:*

- *The SSPC moved to unanimously appoint Manuel and Max to review and make adjustments to the Program Review SSPC Timeline, thinking about how long it's been since the last review, staffing, and other circumstances.*

Olivia Cortez-Figueroa motions to approve the SSPC minutes from February 24, 2021.

Kathy Kohut seconded the motion.

Motion carries unanimously by the consent of those present.

4) Reports

- a) "Why" We Do What We Do Share

Adolfo / 2 mins

- i) *An instance that has happened recently that has reminded you why you do what you do to challenge equity and anti-racism in Student Services?*

Adolfo shared, "I was working at Skyline about 10-12 years ago and a returning student (40-45 years old) from the newspaper wanted to interview me on what SparkPoint was. I started saying I woke up this morning, the heater was on, and the alarm clock went off. I was able to cook my breakfast, get dressed, put on my warm coat and drive my car to work. I then told the student that a lot of our students that same morning woke up and there was no power, they might not have running water and they might not have much for breakfast or sacrifice their breakfast so others in the family can eat. There might not be enough gas in the car or their might only be enough to get to work but not enough to get back home. These are the lives that we live on a day-to-day basis.

The student reporter had asked if he could record their conversation and he stops and turns the recorder off and just looks down. The student says you just described my life. This just tugs at my heart and is really what has propelled me to continue to do the work with SparkPoint ever since.

Whether it's directly or indirectly knowing that the impact may be today or something that's going to have an impact on a student in a couple of months. At least I'm at the table in some way to help change lives. I'm grateful I have an opportunity to assist in the process.

b) Thank you for sharing your department reports in the chat! *All/ "Unlimited" Time*

Dream Center

Welcoming RWC's Immigrants & Allies Conference, happening next Friday, March 19th from 11am-1pm. It will happen over FB Live in Spanish, and the FB post will also share a Zoom link that will have English interpretation. Please RSVP so that you can receive a reminder on Facebook (link will be in the email for DREAMer Task Force)

Fighting for Immigrant Rights and Equity (FIRE) meet tomorrow Thursdays at 11am-12pm. Access the Zoom meeting via: tinyurl.com/FIRE-Dream-Center

Event: Self-Care Thursdays: DIY Face masks to destress, relax, and promote wellness.

Taking place Thursday, April 8th, 3pm-4pm. Access Zoom event via:

[Tinyurl.com/firefacemasks](https://tinyurl.com/firefacemasks)

Lastly, Public charge is no longer federal policy. The Biden administration today withdrew the case for public charge, and the Supreme Court agreed not to hear it. "This means that the rules would revert to the 1999 public charge rule for those applying for green cards with USCIS." - Maria Segarra

For more information see the ILRC update: <https://www.ilrc.org/node/2296>

ESO! Adelante

March 24th from 12pm-1pm – Map your Journey to SF State drop-in

April 5th from 5pm-6:15 pm – SF State CAD & GCOE workshop

Marketing flyers will be shared with all.

Outreach has been busy planning for PEP, Connect 2 College and Colts Con, holding Cañada College Info. & application workshops at various high schools in the Seq. & San

Mateo HS districts. Last night Cañada College participated in another FB Live with our Redwood City Together, CARON, Menlo Park Adult School & RWC Library community partners. (Alicia Aguirre spoke about our ESL programs at Cañada and we got very honorable mentions from our partners on how we all work together). Also, holding weekly zoom meets for our Project Change students and helping them with the onboarding process. Our Campus Ambassadors continue to work the Live Drop-In zoom hours to answer student questions and assist them with anything they may need. Working on new community partnerships and events/projects. Stay tuned!

Also forgot to add for Outreach - we've been presenting for ELAC (English Learner Advisory Council) parent meetings at various local high schools about Concurrent Enrollment programs.

SparkPoint Updates

1. 11 of the 15 Round 2 Rental Assistance Awards have been distributed to SparkPoint clients (\$1750 each).
2. The Food Grant Program - Students receive a monthly \$75 electronic gift card for Target, Safeway, Walmart and / or Whole Foods. If you know of a student who is food insecure, please contact me and we'll sign them up.
3. The Basic Needs Task Force is making progress on the following areas:
 - Food Insecurity - We are exploring launching a Cloud Kitchen at the campuses and working with Second Harvest Food Bank to expand CalFresh enrollment for our District
 - Housing - We are looking to launch a Hotel Voucher Program that would provide students with emergency hotel stays for 3 nights.
 - Mental Health - Each college has launched TimelyMD (24/7 On demand emotional support for students)
4. Community Markets - CSM and Skyline have combined to host 66 Community Markets. (Summary: 54,400 visits, 2,611,200 lbs. distributed and \$4,674,048 in grocery offset.

TRIO: National TRIO Day was Saturday, February 27th. While TRIO-SSS & UB usually celebrate with a conference or day of service, this year the SSS and UB staff members created videos talking about what TRIO means to them how they serve our students that was shared via our newsletter.

You can watch our videos here:

<https://www.youtube.com/playlist?list=PLwJ8UHqgMHVoSTgqpdML2sXnG2DObGYXD>

VROC has been busy actively working alongside our sister colleges. We are in the final stages of completing our Chatbot in order to start working on our District wide Veteran page. We are also working on sending out a "care package" to all student veterans in the District sometime next month. Lastly, we are exploring potential ideas on how to make a regional impact (Bay area) to capture more veterans and channel them into our District. More to come!

Welcome Center is completing hiring OA II replacement and has completed the process for a Career/Counseling Resource Aide position (shared with the Career Center) I will

share that name soon. We are in the process of hiring a PCC faculty member and are starting the process for hiring an EOPS and International Counselor. Please virtually “hug a counselor”! Our counselors are feverishly working towards “going live” with CRM for appointment scheduling, scheduled for April 5th. Also, a big thank you to the Humanities and Social Sciences department for partnering with our Welcome Center to provide additional staff support. More to come!

5) **Standing Items**

a) PBC

Max / 4 mins

March 3rd was the last PBC meeting. PRI gave a presentation about our initial 8705 evaluation for English and Math. The 30,000 foot view is that 8705 is working! We’re seeing a higher percentage of students place directly in and completing a transfer level English and Math and we’re seeing our disproportionate impact gaps either being eliminated or being greatly reduced. We’re still working on ESL which is still directly implicated in the 8705 but our early information, as well, as the statewide information is very positive.

We received feedback from the Center for Urban Education on our student equity plan. Our equity plans need to go further and specifically talking about our intentional support for our disproportionately impacted groups. What specifically are we doing in our equity plans to support Black students and LatinX students?

Link to PBC agenda, minutes, and meeting materials:

<https://canadacollege.edu/planningbudgetingcouncil/meetings.php>

From Nimsi: At PBC it was also announced that we will have two commencements taking place virtually. One for last year's graduating class and one for this year's graduating class (all colleges in the District will have the same amount). The commencements will be hosted by a 3rd party platform (FullMeasure) and will be pre-recorded.

b) VPSS Updates

Manuel / 4 mins

If you can and you plan on getting vaccinated, please go to myturn.ca.gov. You can also go through your own provider, and local community spaces, such as, Walgreens and CVS.

Bob and Manasi suggest trying out [Vaccinefinder.org/CA/](https://vaccinefinder.org/CA/) and Kathy shared Kaiser is doing it through eVisits.

In about seven to ten days our students should be receiving their emergency relief direct student aid as a result of our second wave of the Higher Ed Emergency Relief Fund.

At the next PBC meeting, the College Task Force on Anti-Racism is presenting their mid-semester update. This will be a highlights version of the work we've been doing as a task force in meeting with groups like the Students Matter core group and in ACIS faculty coordinator. SSPC is listed as one of the councils that has been having conversations around race and specifically the work of anti-racism. Please be sure to tune in for that update.

The District-wide council on Anti-racism is also having a major flex presentation. They will be sharing all their updates related to policies and procedures, curriculum updates and our equal employment updates.

There are a lot of changes in emergency relief and pandemic recovery. It looks like we'll be moving into the orange tier, which is an indication that we are steadily getting healthier or more vaccinated and less on exposures. We are still 100% following all of our health and safety procedures as a district. Please help us ensure that we continue to follow our procedures and processes.

c) Enrollment Services Committee Update

Wissem/ 10 mins

Using Parchment we will be able to provide electronic degrees and the availability to share student's electronic degrees and certificates online. The Dean of Enrollment Services were tasked with answering some follow-up questions for HR and CSEA, who they've been working with regarding this new service. The Deans are also working with the Finance Department on an RFP at this time.

The COVID drop and the COVID withdrawal (with automatic refund) will not continue in Summer 2021 and Fall 2021. Lorraine's question for clarification; students are still able to do the COVID withdrawal and it won't affect their academic progress or GPA but they're just not eligible for the automatic refund? Dr. Bennani confirmed this was his understanding. Students may petition for a refund but it just won't happen automatically.

Lorraine would like to have the form that Counselors use to help students with withdrawals have the date for when the automatic withdrawals is no longer initiated.

The last day for student to request a refund for Spring 2021 is June 15 and beginning in Summer 2021 the District will return to the pre-COVID EW process.

Because of changes in this process since the last ESC meeting, Dr. Bennani would like to bring the COVID EW withdrawal and drop back to SSPC at our next meeting for clarification.

Nadya has asked for something in writing too because this information is very confusing. She'd like to be able to pass the accurate information to her colleagues.

d) Guided Pathways

Mary/ 4 mins

Discussion on clear alignment between CRM roles and GP Success teams (what this means for students).

We also continued the discussion on marketing the website to ESL students and where the ESL and EL program sits currently in the interest area homepage.

The COLTS Con planning group have been meeting to work through a schedule

i) GP Evaluation

Karen / 15 mins

This subject is a moving target and is definitely labeled draft.

Within the Guided Pathways we have interest areas and then each interest area has a success team which has been defined and its scope of work has been defined and agreed to by the steering committee. Below is the definitions and the scopes of work.

This is an approach for qualitatively evaluating. Is this happening?



DRAFT Guided Pathways Interest Area Success Team Pilot Evaluation: Spring 2021

The Cañada Office of Planning, Research and Institutional Effectiveness (PRIE) asks all participants in the Cañada Success Team pilot in spring 2021 to complete this evaluation form as part of the Office's effort to gather both qualitative and quantitative information to evaluate the effectiveness of college efforts to implement Interest Area Success Teams during the pilot phase. This form can be completed both by individuals involved in the pilot as well as Success Teams as whole. If you have any questions about the form or if you need additional support to fill it, please contact Dr. Engel at engelk@smccd.edu

I

Thank you for filling out the **Guided Pathways Interest Area Success Team Pilot Evaluation** form.

A **Success Team** is a small group of college faculty, staff, and administrators who monitor student-level data in the Interest Area (and build and manage relationships with each student in the Interest Area) to help each student with:

- Onboarding and matriculation
- Retention and persistence
- Completion of education goals

A **Success Team** is an operations team (Retention Specialist(s), Counselor, Faculty Lead, Data Coach, Peer Mentor, Dean (as needed) in frequent contact with Success Team members and interest area students *with the goal to ensure every new student is connected, contacted, and feels a sense of belonging.*

Success Team Member	Areas of Impact	Planned Activities (If not listed, list your activities)	Evaluation	Supports Needed/Feedback	Next Steps to full implementation	Timeline
Retention Specialist	Create channels for frequent and consistent communication with students (text, email, phone, etc.)	Weekly Success Team Mtgs (16 hrs/sem)	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not implemented			
	Daily maintenance of system for all interest area student contacts from the point of application (CRM, Banner, Canvas, etc.)	Develop initial message bundles (text, email, Canvas posts, etc.) by need or event	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not implemented			
	Maintain regular contact with students for them to enter and stay on the Interest Area pathway	Establish a system for regular contact with students (could be one-on-one case mgmt. and could be group sessions by milestone)	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not implemented			
		Coordination with special program retention specialists (Promise, ESL, EOPS, etc.)	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not implemented			
		Integration of Banner, CRM, & Canvas tools to help students stay on the path	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not implemented			

Counselor	Provide Interest Area specific educational planning for students within their Interest Area		<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not implemented			
	Document and report trends in interest area educational planning to inform Program Mapper, Course Scheduled, and student engagement efforts		<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not implemented			
Success Team as a whole	Onboarding and Matriculation		<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not implemented			
	Retention and Persistence		<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not implemented			
	Completion of Educational Goals		<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not implemented			
Faculty Lead						
Peer Mentor						
Dean						
PSC						
Special Program Retention Specialists						

Success Navigator and Welcome Center would be a good link to this with the GP evaluations.

6) Anti-Racism Highlight

a) [Racelighting](#)

Manuel / 30 mins

i) *What would this group like to cover for the next meeting?*

We've now had a couple opportunities to take a look at the racelighting article and we want to take some time to discuss the construct of what racelighting means but also the impact of ultimately having deeper discussions around race, racism and the impacts that have on communities of color, and other hyper marginalized communities who work in our higher education system.

From Candice: Here is the brief on Racelighting that was just published:

<http://bmmcoalition.com/wp-content/uploads/2021/03/Racelighting-BRIEF-2021-3.pdf>

Small Group Discussion Question: (two to three people per group for 15-20 minutes)
What do you do now to engage or will you do engage my program/office/department in conversations about race, racism, and systems of oppression?

[Core Concepts of Racial Equity](#) (glossary of terms)

General Impressions:

In discussion: Being able to talk to our personal experiences was so helpful and healing. This practice in small groups helps us practice talking about racism.

Some found it a little hard to talk about what we are doing right now with our department during remote work, and was easier to talk about what we did in the past/what we will do in the future.

In our team, we talked about participating in the Unconscious Bias training through the District. I shared that I took Psyc 106 with Dr. Ami Smith at Cañada in my last semester,

and it's like a semester long Unconscious Bias training!

<https://catalog.canadacollege.edu/1920/courses/psychology/psyc-106.php>

Jeanne mentioned that folks may be able to apply for professional development funds to take the class.

We will continue to work on this and for our next meeting we can come back with some specific work to do as a group in terms of making sense for what this could mean for us as Student Services, as a planning group, and as individuals that connect to this larger system.

7) **Special Presentations**

a) *SSPC Co-Chairing from April 21st, 2021*

Michiko / 5 mins

Michiko shared that her family leave will begin next month (Congratulations Michiko!)

Manuel shares that there will only be a few more meetings and he can chair the last meeting.

Manuel and Michiko want to be able to use the Fall 2021 semester as an opportunity to co-host if you're interested. If you can let them know in the in the next two weeks if you're interested. Email Michiko and Manuel.

b) *Student Services Recovery Planning: Presentation Part 1 Manuel / 15 mins*

Two part conversation!

What could the future of student services potentially look like and what could the new level of higher ed look like? Normal has changed!

What would you envision could be student services 2.0 once things start to come back to a more traditional in-person context?

VISIONING IDEAS FOR RECOVERY:

- More online counseling appointments
- More streamlined online forms and processes
- How can faculty, staff, and students use the same forms to sign and submit?
- Reduce the amount of paper/physical forms students complete (substitute those with Formstack)
- Maintain/expand Districtwide collaborations for programs in aligning objectives and making it easier to access info consistently
- How can we work more intentionally with the district (so many of our students already take classes at multiple colleges in our district?)
- Moving beyond Student Services, what can collaborations look like with other universities since we've been online one year?

- Shared District landing pages for shared services
- Continue providing virtual events
- International Student Program will continue to do virtual events with Skyline and CSM International Programs using weekly collaboration meetings to plan events.
- For students that ESO Adelante serves, we hope to continue to provide virtual events for students (especially for joint events with SF State and so we have recordings available for students), and personally, I will continue to schedule student appointments and virtual events through Zoom (via Calendly)
- International Student Program and Student Life agree!
- Dual Enrollment will continue to provide virtual information sessions for parents and students who are not able to attend our in-person events.
- We have been offering Cafecitos for the TRIO UB families. Making them virtual means that families can truly drop in and join when they have time. It's allowing more versatility, meeting them on their terms.
- Continue to align course requirements and areas across the District and subsequently to CSU, UC, etc. (more for Academic Senate and Curriculum Committee), eventually this would also extend to articulation
- More opportunities for folks to continue completing their degrees online
- A&R would like to still keep zoom appointments to help students with registration support and actually showing them the screen; in English and Spanish
- Expanding culture of online courses . . . expand University Center to include online programs in the 2+2 model
- A&R, FA, Cashier's, Welcome Center will need plexi glass measures in place; embrace the hybrid and fully flexible
- Lean into on and off campus services in a hybrid model moving forward to better serve students
- Websites:
 - How can we have ONE website with all the same information (splash pages for Veterans for example)
 - It's important to keep our websites up-to-date
- Our virtual environment may make it easier for increasing hiring pools to include qualified applicants who would otherwise not have considered working in Redwood City due to the high cost of living.
- If we can make a focus of our return on community building (and re-building) maybe through bringing back the mural project and/or whatever opportunities we can think of to connect with each other in recognition of all we and our students have gone through.

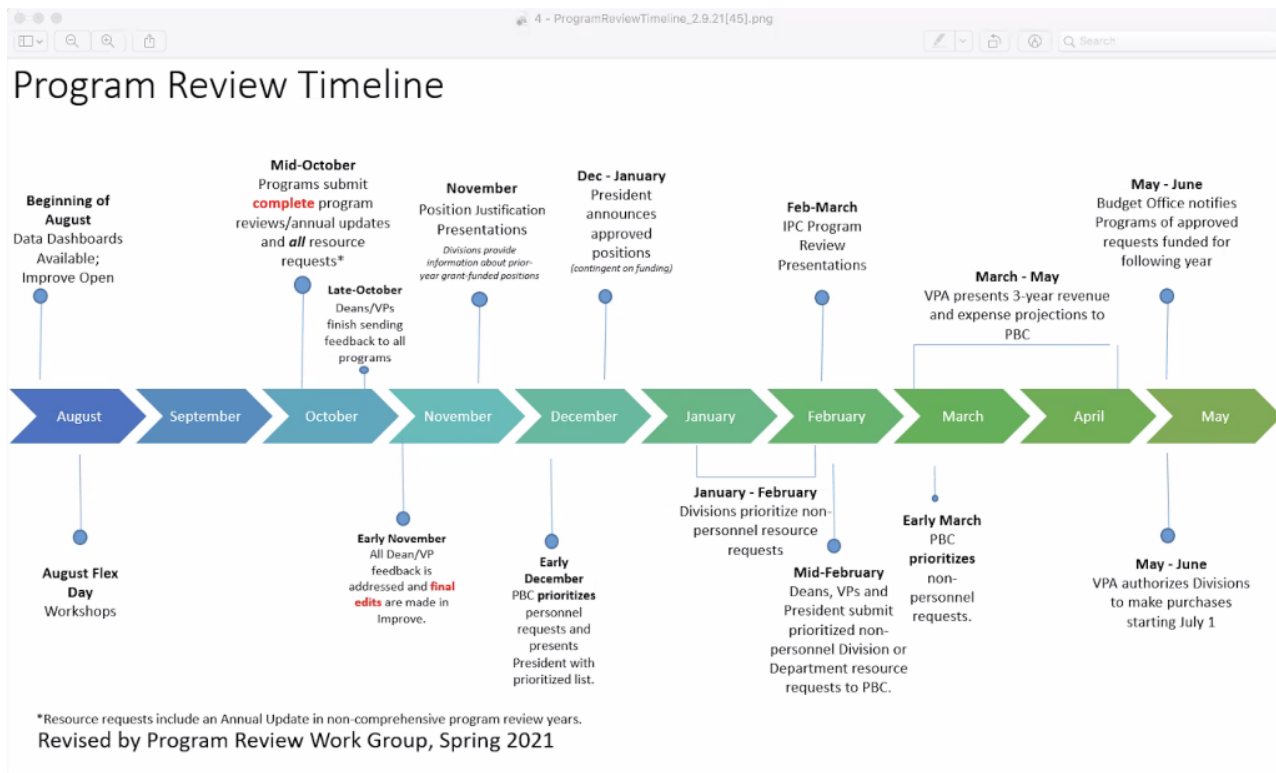
At our next meeting we'll focus on more what Fall 2021 and Spring 2022 will look like.

8) Business Items

- a) [Program Review Timeline](#) and [Program Review Policy](#) *Max / 20 mins*
 - i) *Review, provide feedback, and approve the proposed program review extension policy.*

We looked at what is equitable as far as how many programs are in each term moving towards a three-year cycle. Only one program was impacted and needed to move to the following year and that was the Career Center.

Today we need to approve the Program Review Timeline for next year with the specific dates/deadlines below and the Program Review Extension Process.



First deadline: "Deadline for all programs to submit your Comprehensive Program Review or Annual Update" – October 15, 2021

Second deadline: "Deadline for Deans, VPs to provide feedback on submitted program reviews" – October 29, 2021

Third deadline: "Deadline for all programs to complete addressing and incorporate all feedback from Deans/VPs and complete all edits." – November 5, 2021

IPC has already approved the above dates.

Extension Policy Process

Program Review Work Group:

Here's the latest draft of our extension policy that we worked on today. Thanks!

Program Review Extension Policy 2nd DRAFT

All instructional programs, student services programs and administrative services are expected to abide (suggestion: follow or adhere to) by the annual cycle and timeline for submitting comprehensive program review, and annual updates, as communicated on the [college program review website](#) each year. If programs do not submit the required documentation and related materials by the deadline, they will not be eligible to request resources for the following academic year. In exceptional circumstances, programs may apply (suggestion: request with appropriate dean in advance vs apply) for an extension or deferral. The following policy is meant to clarify and simplify the process for getting short-term extensions and deferrals when needed.

- Comprehensive Program Review & Annual Update Deferrals: Programs unable to submit their comprehensive program review or annual update due to exceptional circumstances (e.g., maternity leave, etc.) will be expected to complete their comprehensive program review or annual update during the following program review cycle. These extensions are rare and a rationale must be given.
- Comprehensive Program Review & Annual Update Extensions: Program Review deadlines are set in order to allow time for many other college processes to take place during an academic year, so extensions are rare. A program lead and their administrator may deem that a short-term extension (no more than 5 days) of the deadline for a particular program is warranted given exceptional and unavoidable circumstances. If an extension of more than 5 days is needed, the Dean/VP must consult with IPC or SSPC about the feasibility of a longer extension. (suggestion: the faculty member works with the dean/VP, and will follow-up with councils; can extend vs granting extension. If more than 5 days, consider deferral to next year's review)
- In both cases, the administrator granting the deferral or extension must notify the PBC Program Review Work Group (canprogramreview@smccd.edu) as soon as possible and confirm when the new deadline will be.

Comments from the team:

Thank you for starting this early Max! Yes, I agree that something about extensions should be added since things come up.

Can we add workshops in June or July to get support on how to write a program review?

Maria Huning motions to approve both the Program Review timeline and the extension policy as hyperlinked in the SSPC agenda.

Jade Shonette seconds

Discussion: Lorraine adds that there should be an update to include Program Review Author instead of "lead". Maria so moves the second and Lorraine seconds.

Motion carries

term extension (no more than 5 days) of the deadline for a particular program is warranted given exceptional and unavoidable circumstances. If an extension of more than 5 days is needed, the Dean/VP must consult with IPC or SSPC about the feasibility of a longer extension. (suggestion: the faculty member (program review author) works with the dean/VP, and will follow-up with councils; can extend vs granting extension. If more than 5 days, consider deferral to next year's review)

b) **Recording Future SSPCs**

All / 7 mins

9) **Open Forum and Feedback**

*An opportunity for anyone to discuss any additional items.
What would we like to cover in the next SSPC?*

Special Presentation

- a) Enrollment Updates for Summer and Fall Wissem/15 mins
Ability to get something in writing for counselors?
- b) Emerging Project Change Program Presentation Max/20 mins
Manuel and Part 2
- c) COVID EW withdrawal and drop
- d) AntiRacism
Task Force Feedback
Racelighting

Buisness

- e) Recording Future SSPCs All/7 mins
- f) [SSPC Bylaw Updates](#) Maria H., Mary, Michiko, Nimsi, Manuel / 20 mins
- g) [SSPC Membership List Updates](#) Maria H., Mary, Michiko, Nimsi, Manuel / 10 mins

SSPC Membership

Committee chairs and co-chairs of the SSPC participate in the "Planning and Budget Council's Orientation." New committee members are strongly encouraged to attend, all committees are welcomed to attend.

Expectations of Service

Committee members will

- commit to attend and prepare for meetings
- notify co-chairs if unable to attend scheduled meetings
- solicit feedback from and report out to constituent groups

Removal

Members may be removed or asked to resign by consensus of the committee after three (3) absences in one semester.

10) Adjournment

Next meeting is Wednesday, 2-4pm, March 24th, 2021 via Zoom.

Student Services Planning Council Mission Statement:

The SSPC oversees the implementation of a comprehensive process for planning and assessing student services based on program review, the effective integration of student learning outcomes into program activities and services, and alignment with the college's mission and strategic goals.