

Student Services Planning Council



SSPC Minutes

Date: Wednesday, January 27, 2021

Time: 2:00-4:00pm

<https://smccd.zoom.us/j/94950753901>

2:04pm Meeting Called to Order

1) Welcome

- a) **Time Keeper** Olivia
- b) **Do we have our team?** (Quorum: 13)

*Adolfo Leiva
Alison Field
Margie
Carrington
Bettina Lee
Bob Haick
Candice Johnson
Jade Shonette*

*Jeanne Stalker
Kathy Kohut
Karen Engel
Lorraine Barrales-Ramirez
Manuel Alejandro Pérez
Maria Huning
Maria Lara
Margie Carrington
Mary Ho*

*Max Hartman
Mayra Arellano
Michiko Kealoha
Nadya Sigona
Olivia Cortez Figueroa
Soraya Sohrabi
Wisseem Brennani*

2) Adoption of The Agenda

2 minutes

- a) Lorraine moves to approve the agenda of January 27, 2020.
- b) Bob and Margie Seconds.
- c) Motion carries unanimously by the consent of those present.

3) Approval of the Minutes

2 minutes

- a) [December 9, 2020](#)
 - i) Olivia moves to approve the minutes of December 9, 2020.
 - ii) Margie and Nadya seconds.
 - iii) Motion carries unanimously by the consent of those present.

4) Reports

- a) "Why" We Do What We Do Share *Mary & Maria H. 2 minutes each*
 - 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?*
 - ii) *Thank you Mary and Maria H. for sharing!*
 - iii) *Who would like to share their recent instance of "why" at our next SSPC meeting?*
 - iv) *Next Week Mayra*
- b) Thank you for sharing your department reports in the chat! *All/ "Unlimited" Time*
 - i) *Student Life: Connect with a student that you think would be wonderful to share their storh at commencement! Due Friday, March 26th before NOON*
<https://canadacollege.edu/commencement/speaker.php>. *Come support Student Senate's Black Excellence event on Thursday, February 4th at 6pm PST*
 - ii) *inancial Aid Update*

- iii) *Financial Aid is busy with all of the end of term and beginning of term processing. End of term activities include running SAP, reviewing final grades and appeals and calculating R2T4 (returning “unearned funds” for students who fail to complete any units). Beginning of term activities includes packaging and awarding aid, running our first disbursements for the term, extending our hours for late reg and added extra zoom drop-in. We are pleased to announce we have hired two new staff, Breanna Castro is our new Financial Aid Technical Support Specialist and Betzy Lopez in our new Financial Aid Technician. We are also working on processing the federal relief aid. Additional for FA Update - Scholarship deadline in March 2. New instruction videos on how to apply, etc. are part of our FATV Library. Email will be forthcoming through Marketing seeking scholarship reviewers. SSPC members, please volunteer!*
- iv) *Spring 2021- upsurge in spring 2021 ESO! Adelante student applications. Spring calendar of events confirmed - we had our welcome back social yesterday and the next event is our SF State Transfer panel on Feb 19th 12:30 pm – 2pm. Please share our Save-the-Date flyer! More info to come. See attachment. This semester launched SFSU & Canada College peer mentors office hours.*
- v) *International Center Report: We welcomed 16 new international students this semester plus 6 new GOL (Global Online Learning), for a total of 22. This is not too far from our typical Spring cohort which is 25. What's different, is most of these new F-1 students are currently in the USA, coming to us through transfer. SEVP is strictly limiting new F-1 students from overseas to majors that have at least one on-campus class. For Canada College, the only major we can accept new overseas students into is Kinesiology. We are very excited to welcome 2 new UK student athletes to campus, which was made possible by our outstanding Men's Soccer department. These are 2 of only 4 new F-1 students in the entire district coming from outside the USA for Spring 2021.*
- vi) *Also, we were happy to see a great turnout for our Zoom orientation the first week of January. Thank you again to guests from the Learning Center, Sparkpoint and Counseling for your warm welcome.*
- vii) *At the Transfer Center, we are offering Drop-in hours to support students to update their CSU and UC application and their supplemental application. The due date to complete these applications is January 30th.
<https://canadacollege.edu/transfercenter/docs/Drop%20in%20Hours.pdf>*
- viii) *The UC Santa Cruz offers a \$20,000 Pister Scholarship to one of our students who applied to UC SC for fall 2021 admission. The deadline to submit a full scholarship packet is February 5th. The application and the instruction for students to submit their application packet is posted at the Transfer Center website. This is a great opportunity for our students, and I appreciate encouraging students to apply.
<https://canadacollege.edu/transfercenter/docs/Drop%20in%20Hours.pdf>*

- ix) *The deadline for students to submit Associate Degree for Transfer (ADT) is February 8th. This is crucial for those students who are planning to transfer in fall 2021.*
- x) *EOPS will be accepting new application for the spring semester until March 5. We increased the book voucher to \$450 and students are eligible to receive monthly transportation and food assistance. I also want say a big THANK YOU to Mayra, because Jessica will be working with our combined Promise and EOPS students which will allow them to have more streamline experience in both programs.*
- xi) *SparkPoint Updates:*
- xii)
- xiii) *1. SparkPoint's Financial Coaching services are continuing in Spring 2021 with a recent reduction in SparkPoint staffing. There is currently 1 part-time (50%) SparkPoint Coordinator, Julie Hong, supporting SparkPoint's Financial Coaching and Coordination. Current Coaching services include:*
- xiv) ** Financial Coaching: Flexible hours, virtual, coaching that includes budgeting, credit score and report education, savings discussions and planning, debt reduction education, and support with applying for Public Benefits*
- xv) ** Public Benefits: we work with students and community members in applying for are CalFresh, MediCal, and CalWorks, as well as Unemployment Insurance Benefits.*
- xvi) ** Housing/Unhoused support: supporting students seeking housing support. We work with students by connecting them to the San Mateo County Core Agencies housing and homeless support programs, HIP Housing Home Sharing Program, and the Moving – to – Work Rental Assistance Program.*
- xvii) *2. The Food Grant Program resuming in February for currently about 230 Students. Students receive a digital Tango gift card to be used at Safeway, Whole Foods, Target and Walmart in the amount of \$75 each month. The Food Grant Program is targeted to disproportionately impacted populations like EOPS/CARE/CalWORKS, Veterans, Student athletes, etc. and intended to support student access to healthy and nutritious food while we are not on campus due to Covid-19.*

5) Standing Items

- a) PBC *Max / 4 minutes*
 - i) *Next meeting is happening Wednesday, February 3*
- b) VPSS Updates *Manuel / 4 minutes*
 - i) *Emergency relief for students and recovery in the relief from COVID 19:*
 - *We are in the second level of emergency relief funds (level 2) (a lot more national money. In the formula stage and Cañada has had THREE ROUNDS of this funding, including Minority Serving Institution*
 - ii) *What is happening for summer and fall?*

- Many conversations are happening and we are planning on recovery; specifically with a 30% prep and a 50% prep. This is all precautionary and nothing is decided yet. More to come in SSPC!
 - iii) Anti-Racism:
 - Check out the flex page here <https://canadacollege.edu/antiracism/>
 - iv) Staffing:
 - Dr. Bennani covers how we have new detail PSC positions i Financial Aid set and Edith is on leave until mid May. Veterans also has permanent positions set!
 - (a) PSC, Degree Audit to replace Maria, effective January 11, 2021
 - (b) Andrew Soler is Subbing for Edith Flores through May 2021
 - Max adds that a new Classified OA2 is permanent in the DRC
 - (a) New permanent OA II for DRC: Nikki Navarette. New adjunct counselors in Promise: Jonathan Ng, and Jessica Boyle. CWA: Aricka Bueno is on leave, Melissa Alforja is subbing through March. New hires coming this semester Counseling/Career Resource Aid for Welcome Center and Career Center, OA II for Welcome Center, full time tenure track PCC faculty.
- c) Enrollment Services Committee Update *Wissem/ 15 minutes*
- i) **ESC meeting on Friday January 08/2021**
 - 1- Chatbot: The Deans of Enrollment Service are working with various groups through the district to build the menus and the content of the Chatbot.
 - a- Will is working with the A&R team at the 3 colleges. Maria is part of the team.
 - b- Tabitha is working with the FA team
 - c- I am working with Veterans
 - For A&R one we have the connect complete, ESC agreed the same content will be used for another Ease Learning, which is another service that will help us respond to students promptly and effectively.
 - ii) **Parchment & Electronic Degrees & Certificates (Will)**
 - We met with parchment for Transcript services. We're working on this to make sure we renew the existing contract on time.
 - On the other hand, we are still pursuing the Parchments for Degree and Certificates services. We are currently in communication with the different stakeholders in the district. Once this is in place it will make a big difference in the degree, certificate services that we provide to our students.
 - iii) SARS software contract: Need 60 days to give notice before cancellation which is July 1st.
 - Deans of ES and Counseling, we are tasked to bring back info on the department using SARS suite of products. Whether it's SARS Anywhere or SARS TRAK.

8. **Non-Resident Student Fee Waiver Process:**

- a. The process is almost finalized. We submitted a change to Board Policy 8.74.
- b. A district committee will review these forms. The committee is comprised of Deans of ES, ISP Managers and Registrar

9. **California Virtual Campus Course exchange**

- a. The college submitted the FA consortium Agreement in August 2020. We are currently working on the Next steps to be a Home College

10. COVID Grading:

- a. We can confirm that COVID Grading will continue for Spring 2021 changes for EW, P/NP, No Ws issued
 - b. Spring 2021 is set up to continue with the Covid Drop (CD) and Covid Withdraw (CW); allowing Pass/No Pass option to be selected for all courses; and no Fs being issued for Final Grades.
 - iv) Electronic degrees and certificates--will meet on transcript services. Students are able to order their transcripts online. Working on communication with different district stakeholders on quality of service for providing electronic degrees and certificates. Students can share their degrees via LinkedIn and Social Media.
 - v) Non residency change in board policy 8.74 and committee is looking at the non resident fee waiver. It is both a form and a process. It is a district committee that is reviewing these forms and documentations to approve or deny this request. In case of denial, students are able to appeal to VPSS. This is for our international student community. (Non-resident international students tuition fee waiver).
 - vi) CA Virtual Campus course exchange, agreement has been submitted and working on next step of implementation.
 - vii) COVID grading - no "Failing" this semester or last! (Only pass/ no pass)
- d) Guided Pathways Mary/ 4 minutes
- i) Success teams are ready to go!
 - ii) Planning for COLTS Con is underway and Georgeanne is coordinating the planning committee.
 - iii) This was also presented at Flex.

6) **Special Presentations**

a) **Student Services Program Review**

Max 30 mins

- i) *What would we like to see as far as a timeline (for program review) in a more efficient way?"*

- Over the last year and a half Student Services has made some changes: 3 year cycle in Student Services, 6 year cycle for full presentation (with IPC as an all-campus showcase event). Questions have also been updated. We are reusing the "looking back" section for annual updates for resource allocation requests. This AY there are no Program Reviews due to COVID 19.
- Vision is to have these individual conversations in each planning council about the deadline and then we bring this back to the joint

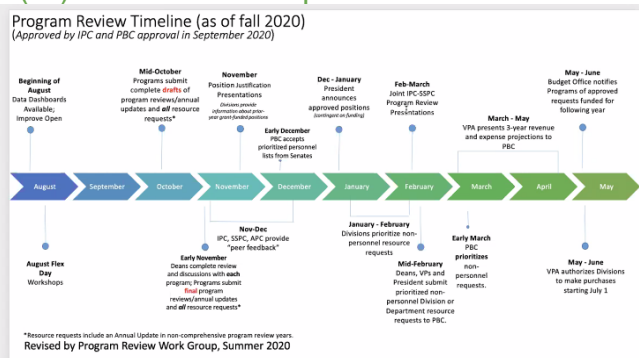
task force then go to PBC. (We do have some say on what these timelines look like. Ideally, we would like to have similar/consistent deadlines across the campus).

- Need to have proposed timeline and questions to taskforce no later than February. Does the current timeline and set of questions work for program review and for annual updates?
- Promise
 - (a) New to program review, liked giving an update. What didn't work was the login, Improve as a system did not work. (Mary and Maria helped navigate the system) Navigating the system was challenging. Having support with updating and entering data.
- EOPS
 - (a) Felt like it was a full program review when it was an update. Guidance on what should be in there, what are the bare minimums. Appreciate the effort that is going into program reviewing, we are moving towards better providing opportunities to make changes.
- International
 - (a) Not having to do the full program review was helpful. It was a load off While we are doing virtual work. Thought the questions were helpful and relevant. All about thinking and reflecting. The annual update didn't change too much. Found the system (Improve) was easier the second time around. Appreciate moving towards having the review done every three years.
- **What worked?**
 - (a) From the group:
 - (i) Mayra shares how helpful it was to get examples from colleagues.
 - (ii) Lorraine: it is getting to be a better way to provide this information.
 - (iii) Kathy: it was so helpful to not have to do the full review remotely. The questions were relevant to this year.
- **What could have been better?**
 - (a) From the group:

- (i) Mayra shares that the program was new to program review (especially being virtual). It was really hard to do it for the first time.
- (ii) Lorraine: It did still feel like it was doing a full program update even though it was supposed to be brief.
- **What recommendations do we have?**
 - (a) From the group:
 - (i) Mayra shares that a training/on-boarding would be helpful (especially during remote).
 - (ii) Lorraine: what should be in the updated areas so it doesn't feel like a full program review?

	2021	2022	2023
1	Proposed Student Services Program Review Timeline		
2			
3	Welcome Center (previously Assessment and Orientation)	Career Services	TRIO Upward Bound
4	Admissions and Records (previously Registration)	Dream Center	TRIO Student Support Services
5	Counseling	EOPS, CARE, & FYSI	Bridge to Opportunities
6	Financial Aid	CalWORKS	Veterans
7	International Students	Puente	Disability Resource Center
8	ESO Adelante	University Center	Personal Counseling Center
9	Student Life and Leadership	Transfer Center	Health Center
10	SparkPoint	Outreach	
11	Promise	REP (Project @change)	
12			
13			
14			
15			
16			
17			

- (iii)
- (iv) Manuel points out that International is now under Instruction
- (v) Nimsi shared that it should be labeled TRIO
- (vi) Financial Aid from 21 to 23
- (vii) Student life requests to be moved to 22 or 23



(b)

Program Context

Mission

What is your program's mission statement? How does your program align with the division, college, and district mission?

Program Description

Who does your program serve? What does your program do for students? How does your program work towards eliminating equity gaps? How does your program work towards supporting our latinx student population? What are your on and off campus community partnerships?

Equity and Access

Describe how your program assures equitable access to all of its students by providing appropriate, comprehensive, and reliable services to students regardless of service location or delivery method.

Looking Back

Major Accomplishments and Challenges (500 word limit)

(c)

- (i) Max shares show ANAAPISI is not included in these equity questions
- (a) Maria H. moves to approve the start of a SSPC work group to look at the program review questions with an anti-racism lens.
 - (b) Margie seconds.
 - (i) Discussion: Max asks who would be part of this? Is it part of the same motion? Maria H. would be happy to be on the work group. Max asks what the timeline would be.
 - (c) Motion carried unanimously by the consent of those present.
 - (i) In the chat: Mary and Mayra are both interested in this. Maria H. is as well. (CC: Max, Manuel, Michiko)
 - (ii) TIMELINE: meeting in advance of next SSPC scheduled meeting
 - (a) [Student Services Proposed Program Review Template as of 1.27.21](#)
- b) **Cares Act Funding Updates** *Margie / 10 mins*
 - i) Presentation given. [Hyperlink here.](#)
- c) **Cultural Center Focus Groups - Career Ladders Project** *Manuel / 10 mins*
 - i) Dr. Engel and Dr. Pérez are working on methodology and forms to get that off that grounds. Expect to see some marketing on focus groups soon and these focus groups are coming at the end of March.
- d) **High School Transition & Dual Enrollment Updates** *Manuel & Mayra / 15 mins*
 - i) Mayra gives us an overview about the work Mayra and Olivia are doing with anti-racist framework and high school students.
 - The on-boarding process is that we want to connect students really early on about the college's work on anti-racism so that high school populations that are specifically Black and Brown know they have a place at our college and within the concurrent enrollment system
 - First time being able to do a virtual event and welcome students. Student Life's Adrian, Chili, and Michiko were able to do an icebreaker and Nadya was able to talk about Counseling. Valeria was able to come from the Library and share resources on how to write a paper and get books. The DRC was also shared about a 504 on how to advocate for yourself and work with the Wellness Center to get support. Sparkpoint was also shared about the resources: community market included. Hoping to do another in the summer and fall semesters.
 - Please connect with Mayra on what else you'd like to see. New website on the way!
 - Olivia shares about PEP, Connect to College, and community work.

- (a) Shout out to Jonathan Wax for gathering faculty on talking to San Mateo Union High School District! Got great feedback about our programs.
- (b) Redwood City Together and Caron, were able to speak to the LatinX Community in collaboration with Promise. Really shared the option about concurrent enrollment.
- (c) Drop in hours with ambassadors!
- (d) Next Tuesday presenting at Guided Pathways to talk about PEP (incoming high school Seniors and are planning to come to Cañada) (1 stop event to go through orientation, counselor, and get their HS transcript evaluated, and get to leave with a Fall 2021 schedule).

e) **Business Items**

- i) **SSPC Bylaw Updates** *Maria H. Mary, Michiko, Nimsi, Manuel / 30 minutes*

III. SSPC Selection

a. The following participatory governance bodies will determine membership selection:

i. Who & How

- i. Faculty are appointed by Academic Senate Governing Council (ASGC).
- ii. Classified professionals are appointed by the Classified Senate, and vetted by CSEA
- iii. Student representatives are approved by the Associated Students of Cañada College's (ASCC) Student Senate.
- iv. For all other representatives, the individual departments make the appointment
 - 1. Staff and faculty members should represent different student services and equity oriented emerging programs, and committees. If key student services staff, grant funded programs, support programs, or committees are not represented, appointments of staff and faculty at large should be used to fill those gaps.
 - 2. It is SSPC's recommendation that 2-4 of these classified professional positions must be non-managers.

ii. When

- ~~i. Faculty, Classified, Student, and all other representatives (who are not determined by their position) must consider rotation of member selection in the department every 2 years.~~
- ii. Faculty, classified, student, and all other representatives will serve a 2-year rotation, through SSPC appointment, on the SSPC membership roster, unless their representation is designated by their position.
 - 1. Maria shares this section and explains how certain positions are written into the membership. This was brought up in the past when it was noticed that certain people have been in their SSPC delegation roles (non mandatory role specific) for some significant time. We also recognize that there are many departments who are a department of one, like the Career Center, so that this is a consideration. We

would like this item because it could help this Planning Council mirror the student population.

2. Manuel suggests the following:
 - a. Faculty, classified, student, and all other representatives will serve a 2-year rotation on the SSPC membership roster, unless their representation is designated by their position.
3. Nimsi suggests:
 - a. All representative terms are for two academic years and can be renewed, unless the representative serves as a function of their position (i.e., Dean of Counseling).

**Jade so moves the Co-Chair to adopt the changes in red, seen above, to Item III: SSPC Selection of the SSPC bylaws.
Seconded by Mary.**

Margie moves to amend the motion to include the through SSPC appointment and strike on the SSPC membership roster. Maria H. seconds the amendment.

7) Open Forum and Feedback

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

- **For next Meeting**
 - Enrollment Services Committee Update
 - Wissem/ 25 minutes
 - SSPC Sub-Committee on Program Review and Anti-Racism/Equity Lens
 - Mary, Mayra, Maria H./ 25 minutes
 - Cares Act Funding Updates Margie /
 - High School Transition & Dual Enrollment Updates Mayra /

8) Adjournment

Next meeting is Wednesday, 2-4pm, February 10th, 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.