

Student Services Planning Council



MINUTES

Date: Wednesday, February 9, 2022

Time: 2:00-4:00pm

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

1) Welcome

4 minutes

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

Adolfo Leiva (SparkPoint)	<i>Dream Center Representative</i>	Maria Huning (TRIO)	<i>Olivia Cortez-Figueroa (College Recruiter Rep)</i>
Aricka Bueno (Faculty)	Eshton Liu (ASCC Rep)	Maria Lara (A&R)	Sarah Cortez (Welcome Center Rep)
Bettina Lee (Wellness Center)	<i>Kathy Kohut (International Students Center Rep)</i>	Mary Ho (Post-Sec. Success)	Soraya Sohrabi (Transfer Center Rep)
Bob Haick (Career)	<i>Kristi Longoria (Veterans Services Rep)</i>	Max Hartman (SS Dean)	Wisseem Bennani (SS Dean)
<i>Camille Barbosa (ASCC Rep)</i>	Lorraine Barrales-Ramirez (EOPS, CARE, CalWORKS .FYSI)	Mayra Arellano (Promise)	
Danielle Pelletier (Instructional Faculty Rep)	Manuel A. Pérez (VPSS)	Michiko Kealoha (Student Life Rep)	
David Vera (Financial Aid Rep)	Margarita Baez (Classified Rep)	Nimsi Garcia (Classified Rep)	

Guests: Jaz Anastacio, Katie Dominion (International Students), Nancy Moricette, Jai Kumar, Kendra Ruby

Welcome to Danielle Pelletier. She should be approved at the next Academic Senate meeting. Daniele is our Instructional Faculty representative.

2) Adoption of The Agenda

2 minutes

Maria Huning motions to adopt the agenda with the change of moving item # 6 before item # 5 (moving up ASE and Program Review).

Seconded by Danielle Pelletier and Mary Ho

Motion carries by all those in attendance

3) Approval of the Minutes

2 minutes

- a) *January 26, 2022*

Nimsi Garcia motions to approve the SSPC minutes from our January 26, 2022 meeting

Seconded by Bob Haick

Danielle Pelletier has abstained
Motions carries by all others of those in attendance

4) **Reports**

a) "Why" We Do What We Do Share

2 minutes

Nimsi Garcia will share February 23, 2022

David Vera shared. "A couple weeks ago I met with a student who was not meeting our academic progress so I was able to work with her to try to get this approved and the documentation that we need. I was able to approve her documentation for financial aid for this term and then passing the baton to my colleague, her technician Yessenia, who was able to get her award dispersed. When we did this, about a week after, the student came in to visit our office thanking us for the support we gave her. After a long day of working on other assignments and hearing that we made this positive impact on this student by simply helping her out as much as we could, made a great impact on her and this is my why. Not only why I'm in Financial Aid but in Higher Education in general."

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

DRC: I just started working at the DRC as a student ambassador and specialized tutor. and happy to start helping those who need it most and give opportunities to those with disabilities, visible and non-visible alike.

(Eshton Liu)

Dream Center: We are hiring a permanent Dream Center Coordinator.

<https://jobs.smccd.edu/postings/5919> The position closes on 2/17. Additionally, we continue to attend state-wide Undocumented Student Support webinars. Finally, the Legal Clinic is open once again. Visit tinyurl.com/canlegalclinic for appointments.

(Adolfo Leiva)

¡ESO! Adelante – SF State campus visit is scheduled for Friday, Feb 25 (see attachment for the flyer). Through our formal data-sharing agreement with SF State, we are able to systematically get admissions, enrollment and degree completion data.

COLTS U Transfer Station in Building 9 -106 hours: in person hours M-Thurs 8am-4:30pm, Fri 8am-12pm and virtual hours M-Friday 8am-4:30pm

NDNU hosted a number of informational sessions for Business faculty and counselors.

Last one is tomorrow from 1pm-1:30pm. (see attachment for info. and flyer) (Mary Ho)

Financial Aid: We are currently in outreach mode! We have a stacked schedule for this month and early next month. Also, we do plan on helping out with PEP this year. (David Vera)

International Update: Three upcoming International Student Workshops presented by our Student Ambassador, Bella Zhang! Sharing her experiences (student life, scholarships, studying) with current & prospective Cañada & SVIEP students

-Working with our International Student Counselor, Jinmei, to ensure our F-1 students maintain their status this semester

Our international students are back on campus and enthusiastic about the new semester! We're wondering when we'd be able to have an in-person, outside gathering. Do we think that's something we can do this semester? Traditionally, we've held it at a picnic in the park in March, I believe. (Katie)

SparkPoint:

1) Please continue to refer students to the Food Grant Program:

<https://app.smartsheet.com/b/form/f3c2c5ceff154a83a80079c4093b86bd>

2) SparkPoint is hiring a short term SparkPoint Coordinator to support with Basic Needs

3) Please continue to refer students to SparkPoint for rental assistance or if they are homeless. (Adolfo Leiva)

Student Life: Please encourage students to apply to the National Conference on Race and Ethnicity. We have six spots available for Cañada student leaders! Applications will be taken until midnight on Friday, March 18. Apply at tinyurl.com/canNCORE22 (Michiko Kealoha)

Student Life (ASCC): Mostly more Senate business and meetings. Again I am happy to be on this board promoting equity and equality on the campus. (Eshton Liu)

TRIO UB & SSS - We are in the process of submitting the TRIO SSS Annual Performance Report to the Dept. of Education. There is a upcoming workshop called Get Tutored like a Boss on 3/1 at 1pm on Zoom. Attached is the flyer for our upcoming workshops, please let your students know. All are welcome!

TRIO UB staff and students will be leading workshops and participating in the OYE Latinx Youth Conference on 3/19 from 9am to 3:30pm here on campus. Attached is a flyer for that event. All are welcome! (Maria Huning)

Welcome Center Report- late registration is now over and are now scheduling appointments for the Radiology Program Applicants, Degree Petition appointments and are working with outreach in planning our 2022 PEP. (Sarah Cortez)

5) **Special Presentations**

a) **Áse Power Consult Theory of Change feedback session**

Nancy Moricette / 45 mins

Áse Power Consult (ÁPC) intends to provide an opportunity for stakeholders to examine how the College can achieve short and long-term goals outlined in ÁPC's recommendation report utilizing a Theory of Change framework. Your

feedback will help APC provide the administration with immediate steps to achieve equitable outcomes for employees and students.

What is the problem you are trying to solve?
 Who is your key audience? Key assumptions
 What is your entry point for reaching your key audience? Key assumptions
 What steps are needed to bring about change? Key assumptions
 What is the measurable effect of your work?. Measurable effect?
 What are the wider benefits of your work? How can or will it lead to long term outcomes..... Wider benefits?
 Who owns this work? Be specific with who do you think might want to help the college achieve this outcome.

Nancy Moricette Appointment Link: <https://calendly.com/nmoricette/nancy-moricette-advising-coaching>

Recommendation Report Advising Link: <https://calendly.com/nmoricette/advising-coaching-with-nancy-moricette>

What is the problem you are trying to solve?	Who is your key audience?	What is your entry point for reaching your key audience?	What steps are needed to bring about change?	What is the measurable effect of your work?	What are the wider benefits of your work?	What is the long-term change you see as your goal?
Example: Affinity Spaces How do you develop affinity spaces across departments? Who will lead these groups? How will they be trained?	Example: CC stakeholders seeking a sense of community. Specifically BIPOC, LGBTQIA+, and URM groups.	Example: Emailing committees, task forces, student unions.	Example: Generate a short survey or email that identifies who wants to participate in affinity groups, why, when, and who wants to lead?	Example: End-of-semester surveys assessing the impact of affinity spaces on campus.	Example: Increased sense of belonging and safety on campus specifically for URM groups.	Example: Investment in communal spaces increases employee morale.
				Measurable effect?	Wider benefits?	
				Measurable effect?	Wider benefits?	
Key assumptions	Key assumptions	Key assumptions	Key assumptions	Key assumptions	Key assumptions	Stakeholders
<ul style="list-style-type: none"> CC stakeholders are willing to participate in self-governed affinity groups on their own time. 		People read their emails.				

Room 1: Nancy, Adolfo, Aricka, Bob, Danielle, Wissem, Eshton, Maria, Mary, Mayra

Room 2: *Kendra*, Bettina, David, Jai, Jaz, Katie, Lorraine, Maria, Max, Nimsi, Sarah, Soraya

More data and follow-up to come from Áse Power Consult.

6) **Standing Items**

a) PBC

Max / 4 minutes

The last PBC meeting was February 2 and in addition to our standing items, we went through a similar Theory of Change exercise with the Áse Power Consult. The PRIE office presented survey results from the National Assessment of Collegiate Campus Climates. The results from this survey are in the link below. The draft Dual Enrollment Implementation Plan 2021-2024 was also discussed and Ludmila provided an update on the Governor's proposed budget for 2022-2023. The next PBC meeting will be on Feb. 16 from 2:10-4:00.

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

b) VPSS Updates

Manuel / 4 minutes

We are in Black Heritage Month. The link below is for the new updated zoom backgrounds put together by our Marketing department to celebrate this month. As we incorporate these zoom backgrounds and we start talking about the significance of representation that we also invite others to critical conversations that push beyond representation and fully invite others to ask the question; what does it mean to be a college that uplifts our black community? That stands alongside and uplifts the voices of our minoritized community but in particular speaking out and identifying the perils and nature of oppression. Please feel free to adopt these new zoom backgrounds.

<https://canadacollege.edu/marketing/design-resources-policies.php>

c) Enrollment Services Committee Update

Wissem / 4 minutes

Our last ESC meeting was February 4. One of our big discussions was around the prioritization of the project list. This list is organized by all the Enrollment Services Deans in the District. Two of the projects have been completed; the Degree Works upgrade and Veterans CRM.

The two new projects we will begin working on, as a committee, are the CCC apply upgrade and the texting in the CRM. Everyone is excited about the second project!

Previously we've talked about the Financial Aid, Admission and Enrollment fraud. These are actually now defined by the state. Our IT working with Financial Aid and Admissions, identified some reports, techniques and parameters to help us these

fraudulent records and prevent them taking advantage of our system. It seems to be working and the report to the state for the month of January had zero fraudulent records.

The decision has not been made yet about requiring boosters for students. The Board will make a decision at the February 23rd board meeting. Once the decision is made, it will be implemented for the next registration cycle.

d) **Guided Pathways**

Mary / 4 minutes

At the last Guided Pathways meeting, last Tuesday, we discussed sustaining Guided Pathway efforts beyond Spring. We brainstormed and discussed the role of the Guided Pathways faculty beyond year five. We discussed the scale of adoption which is due in March to the CCC, the California Community College's Chancellor's Office. We're working on identifying a small team to highlight our accomplishments since we last reported last year.

We also discussed the progress updates on priority action items, dual enrollment and the success teams. The Success Teams are live on the CRM. We are interested in identifying a person from each success team to disseminate information and the Retention Specialists now host an Interest Area Canvas page for students.

The First Year Experience is in the planning stages and we want to continue planning a seamless pathway and the sustainability conversation, as well. There's also still discussion about the Interest Area Super Series and the last priority action progress is ensuring learning and this is where they're collecting a lot of artifact of learning. We're finding a lot of work is already there so we're just gathering and collecting; trying to understand what is already done and how best to share it. Also developing and building the inventory of Anti-Racism in their discipline.

We are still hiring mentors so if you know any students interested in being peer mentors for our guided pathways, please refer them to Margarita Baez or Mary Ho.

Next Guided Pathways meeting is next Tuesday, Feb. 18 at 2:30.

e) **Program Review Work Group Summary**

Work Group Leads / 20 mins

Program Review Writers Put Information in Incorrectly, or Not At All

The Process

- If your program is up for comprehensive program review this year, enter your [Program Review Narratives](#). If you're not up for comprehensive program this year and you have resources you want to request this year, enter an [Annual Update](#).
- Enter [the Goals](#) that your program will be working on this year.
- If any of your Goals require resources, also enter your [Resource Requests](#).

What Happened This Year

- Resource Requests were entered without an annual update or comprehensive review.
- Resource Requests were entered as goals instead of resource requests.
- Personnel requests were inputted as budget augmentations instead of personnel requests.
- Personnel requests were entered without a personnel request form.

Supervisors Did Not Catch Missing or Incorrect Information Until Very Late in the Process

The Process

- Supervisors read through all their programs' reviews and send feedback and edits before our second deadline.
 - This year they had two weeks to do this.

What Happened This Year

- It is apparent that many supervisors didn't read their programs' review documents at all.
- Missing and incorrect information wasn't caught until the personnel presentation schedule came out from PBC the week of Thanksgiving.

Personnel Request Forms Are Missing Information & Submission Is Challenging

The Process

- Personnel Requests are entered as resource requests in Improve.
- The Personnel Request Form is also filled out and is attached to either the Annual Update or the Comprehensive Review.

What Happened This Year

- Personnel forms were consistently uploaded in the wrong spot in Improve.
- The personnel request forms do not include fields for important presentation information, like who will plan to present and availability on presentation dates.
- The information in the form doesn't align with the information needed for the presentation completely.

Personnel Request & Presentation Process Needs Streamlining

The Process

- Personnel Request forms are pulled from Improve and sent to PBC.
- PBC Co-chairs send out the presentation schedule.
- PBC hosts position presentations on two days, usually at the end of October.
- Classified and Academic Senate the prioritize Classified and Faculty position respectively.
- Senate prioritizations are then sent to the President.

What Happened This Year

- Personnel presentations were coordinated individually and separately for faculty vs. staff.
- Presentation schedule was sent out the week of Thanksgiving for December 1 & 2 presentations.
- Positions are presented and prioritized at PBC, presented and prioritized at Academic Senate and prioritized at Classified Senate. Is it possible to align our presentation and prioritization processes to avoid duplicate and uninformed efforts?

We Struggle to Talk About Program Review Accurately & Effectively

What We Often See in Program Review Conversations

- Lack of ownership
- Speaking from confusion and inaccurate recollections of the PR process and timeline, which breeds more confusion
- Talking in broad, general terms about how 'someone' should fix a part of the process, rather than taking responsibility for our own roles in the process and focusing on what we each can do to improve the process.

What We Need in Program Review Conversations

- For all of us to take responsibility and ownership of the parts of PR that belong to each of us in our roles, or our groups.
- Accuracy in how we discuss program review, being careful to reference our PR timeline and process accurately.
- Focusing on the bigger picture of program review and the parts of the process that we're currently able to improve.

Next Steps

Upcoming Recommendations & Improvements

- Improve Upgrade
- Outlining all dates of next year's cycle
- Personnel Request Form update recommendations
- Supervisor Guides & Checklists
- Brainstorm how we all can integrate program review into our work and clarify the why of program review

Current Cycle To-Dos

- Divisions need to prioritize their resource requests
- PBC needs to certify and finalize this prioritization process
- Resource decisions need to be communicated to requestors and their supervisors
- Program Review Presentations

Questions for Us

- How do we become better engaged in the program review process as a college community?
- How do we take ownership and responsibility of the parts of the program review process that we each own?
- How can we better integrate the different parts of the program review process?
- How can we get our program review process, specifically our resource allocation, to be more aligned with our goals and learning outcomes?

Counseling Division will be talking about our resource requests at our Feb. 22 Division meeting.

ESSP Division will meet and discuss this on Feb. 17.

f) **COVID-19 Student Services Check In**

All / 25 mins

i) Student Testing Weekly Process Update

Reminder: students who have been approved with medical or religious exemptions do testing on campus each week.

ii) N95 & Surgical Mask Distribution

Reminder: Admin, faculty, staff can all access N95s and are available from "local" space (Deans, or Division offices). Students can access free KN95 and N95 masks through the Bookstore. Students need to ask for them and are not free for self-serve.

Question: Will we continue to use masks after the Feb. 15?

Answer: The state will be lifting the mask mandate and San Mateo County has said they will align with the State's mandate.

As of today, 2/9/22.

The State of California has announced that it will lift the statewide mask mandate on February 15, as scheduled. San Mateo County has announced that it will align with the State and will lift the countywide mandate at the same time, but no official health orders have yet been issued.

At this time, the San Mateo County Community College District will maintain its masking requirements, to allow for appropriate time to consult with District stakeholder groups and discuss this policy matter with the Board of Trustees.

As such, all employees, students and visitors entering any District facility are required to wear a face mask in all indoor settings, regardless of vaccination status (surgical masks or higher-level respirators (e.g., N95s, KN95s, KF94s) with good fit are recommended). Signage to this effect is posted in all buildings throughout the District. Face masks are not required only when actively eating or drinking in designated areas.

Masks are widely available throughout all District and campus buildings.

Follow all the latest info at: <https://smccd.edu/return-to-campus/employees.php>

iii) Roundtable | Q&A

We have a *cohort* of students who have been approved with either a Medical or Religious Exemption which means that have to make sure they are attending weekly testing on campus. This is through our COVID Program Specialist, Juan Cornejo and this is happening actively now. Every Wednesday students are getting a reminder that if they haven't already tested, they need to do since they need to be tested by Friday. On Thursday, the VPSS office gets a prelist. At that time we prepare letters, preparing holds, and preparing to send out notices to faculty. Friday around 6:00 or 7:00 in the evening we get the updated final list and if there are any of our students who did not get tested that week, we send out their warning letter we have prepared and place the hold on the students account. We contact them to let them know this letter has been sent and that they're not allowed to attend class on Monday until they get tested. Letters are also sent to the Instructional faculty which the student is enrolled. This week we only had two students and both of these students were resolved and were able to get back into class and resume their day to day activity. So far, the largest number of students Cañada has had on the list was four.

Question: Are instructors trained on how to have the conversation with the student that they are not allowed in the classroom until they are tested? Is the instructor knowing this information impacting a student's right to privacy?

Answer: There is not an orientation or workshop in a traditional context. The letter does include specific guidance we were intentional in this regard because it is a little bit different and we were a little more explicit than we normally are. The letter says "please invite the student to speak with you in a space away from other students" this could be either in a hallway or just away from other students. Show them the letter and remind them to check their email and this is all explained in the letter. We don't want to put the added pressure on the faculty and the need to have a very uncomfortable conversation right there in class in front of all his classmates. If the student has any questions about the process, the hold, or access to class, please direct them to the smccd email in their letter or have them contact the VPSS office. If a student is still worried about a missed test, etc, once the student is cleared we can work on the next best steps.

The question of how to handle the student if they still come into class might be a good question for the instructional deans to help faculty with.

What we have not done in the letter is specify the reason for the hold or the removal from class. It does not specify that a specific student is out of class because they are not up-to-date with their COVID testing. This keeps it at a process place in terms of conduct standard.

Question: What can students do on campus if they are not vaccinated? What can students do right now given our current policies?

Answer: Students can take classes at Cañada and in the District vaccinated or not vaccinated. If they are vaccinated, they need to 1. Apply, 2. Do their matriculation part of which is uploading their vaccination card to WebSmart or upload a Medical or Religious exemption. There is also a choice to decline to state but if that was chosen the student would only be able to take online courses.

Students who are not vaccinated but have a Medical or Religious exemption are able to take in person classes, given they test weekly. And that testing is available on campus in Building 1.

7) **Business Items**

8) **Open Forum and Feedback**

An opportunity for anyone to discuss any additional items.

What would we like to cover in the next SSPC?

Aricka Bueno - Sharing out on the Black Students Matter Speaker Series

Nimsi Garcia - More dialogue and conversations on recommendations that directly relate to Student Services

(from the [Áse Power Consult recommendations](#))

9) **Adjournment**

Next meeting is Wednesday, 2-4pm, February 23, 2022 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.