Student Services Planning Council

Cañada College

Minutes

Date: October 25, 2023
Time: 2:00 - 4:00 pm
Location: 3-104
Zoom: https://smccd.zoom.us/j/94950753901

Item	Presenter	Time (minutes)
I. Call to Order		1

Time Keeper – Maria Huning
> Please call time (verbally, chat, or via zoom time app) at the intervals of 5 minutes, 1 min, 30 seconds and time Check out this video link on how to do timekeeper easily on Zoom!

II. Roll Call		1

Quorum=15

Adolfo Leiva	(SparkPoint)
Bettina Lee	(Disability Resource Center)
Bob Haick	(Career Center)
Danielle Pelletier	(Faculty)
David Vera	(Financial Aid)
Gonzalo Arrizon	(COLTS-U Transfer Center)
Jinmei Lum	(Faculty)
Jose Manzo	(IPC Representative)
Juan Vera	(Veterans 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)
Vacant	(Library and Learning Center)

Guests:
Ron Andrade
Maggie De Paz Fernandez
Jasmin Padilla Valencia
Kat Sullivan-Torrez

III. Adoption of the Agenda	Co-Chair Vera	1

Maria Huning motions to adopt the agenda with the clarification of removing Section b. "Membership Update" under New Business from Section VIII since it was duplicated. This will give us the additional 10 minutes returned to us.
Danielle Pelletier seconds the motion
Adopted unanimously by consensus of all those in attendance

IV Approval of the Minutes	Co-Chair Vera	1

Max Hartman motions to approve the SSPC minutes from September 27, 2023
Bob Haick second the motion
Approved by all those in attendance with the abstention by Sarah Cortez

V. Reports		

a. "Why" We Do What We Do – 2.0   2
To ground our meeting and remind us why we do antiracism and justice-centered work, an SSPC member shares their "Why" – an uplifting (or challenging) experience (small or big) working with Student Services that reminds them why they do this work.

Manuel Alejandro Pérez shared his story, "I was engaged in a process with a student for grievance that was pretty complicated and layered probably felt very scary. There's lots of rules; first do this and then do this and you have a right to do this and a right to do that. And there are a lot of things we do in Higher Ed that are very bureaucratic and is meant to empower students but the outcome is actually to protect the institution and so sometimes can feel very scary. I love that I have an opportunity to really make it relatable and to talk with students so they understand what this means and that they don't have to feel forced to do anything you don't want to do. And translating that live to students when it says things like, you have the right to present your side of the story with witnesses and immediately that feels heavy but to have the opportunity to tell students that means we want to hear everything that you would want to be shared and have the right to decide who gets to share it and how you want it to be shared. Then at the end of this meeting, which did include a parent, both individuals said, "we appreciate you are going to the extent that you are to make sure this makes sense for us and I didn't feel pressure at all and this feels like you're really caring about how we understand and how we don't." It's both happy and sad. I wish all interactions for compliance related would be like this."

b. Department Reports   All
Thank you all for sharing your department reports in the chat.

Admissions & Records
1)The Spring 2023 diplomas/certs were mailed out earlier this month. The Summer 2023 diplomas/certs will be mailed out next week.
2) The last day to submit a degree/cert for the Fall 2023 term
3) Nov 1st is the first day of Spring 2024 Priority Registration.
Maria Lara

DEAC Update
Please email me any ideas/input/thoughts/suggestions about any of these points and I'll bring them to the next DEAC meeting! All comments welcome!

- Addressing Equity Gaps
  - Closing the equity gap within accessibility
  - Supporting training for students on basic use of technology (Canvas, email, WebSmart, etc.) through workshops. Including Spanish language workshops. Computer literacy.
  - Increasing bandwidth and internet access to our students
    - More funding for hotspots, need for staffing support in Library.
  - Technology space accessibility to students - possibly related to lab list for students that tech committee is working on, study spaces/hubs also
- Regarding study spaces/hubs, we briefly discussed perhaps creating student hubs in classrooms in building 13 that aren't being used during certain blocks of time.

Danielle Pelletier

EOPS: Oct 31 is the last day to submit an EOPS application for fall. Nov 1 is the first day to submit an application for spring.
EOPS priority registration for spring is on Nov 1. We will have counselors and staff available to assist students to register.
Today Men of Color (MOC) had their Fall Welcome Back event. They had about 25 students attend. They voted on changing the name to Brothers Achieving Milestones (BAM) to align with Skyline's program. They are also working on collaboration with SKY and CSM to do an event in the spring.

Staffing updates:
Diego Zevallos, started last week as our temporary EOPS/FYSI Retention Specialist, through at least December. The permanent position will go out soon.
A new NextUp/Rising Scholars PSC full-time position will be going out for hiring soon.

Financial Aid Update:
Our 2024-25 Scholarship Applications opens next Wednesday! Our PSC, Jackie Flores, will be hold scholarship workshops throughout the aid year.
https://canadacollege.edu/financialaid/scholarship.php
The dates will be updated throughout the aid year. Please encourage your students to attend a workshop if they need assistance. We want to increase our numbers by the end of the scholarship cycle.
David Vera

Hello! The **International Center and Intercultural Club** had our first event of the semester yesterday – a Pumpkin Carving Activity! We had about 40 participants and carved 9 pumpkins. For many students, it was the first time to carve a pumpkin. ☺ Our next event is Friday, Nov 3, which will be an International Picnic in the Park. We have more events coming up in November for International Education Week and Thanksgiving.
Kathy Kohut

In the **Office of Equity** we have held multiple events: a Selena Sing A long Event, hosted Speaker Angel Fabian, hosted National Coming Out Day, and took students to Alcatraz to be in community and learn at Indigenous Peoples' Day. We also have a Frame Drum workshop

coming up as well as Dia de los Muertos. Office of Equity also hosted the two day Sequoia Union High School District equity training. We also helped to host four Flex workshops for the October Flex.
Michiko Kealoha

Promise Scholars Program took about 10 promise students to UC East Bay and Berkeley. For many students this was the first time visiting the campus. We are also getting ready to host a priority registration event on November 2nd to support our Promise student in getting ready to register for Spring 2024 classes.
Mayra Arellano

SparkPoint Updates
1). SparkPoint Distribution: Over 260 households are being served weekly in Lot 6 (Tuesdays – 11am – 1pm);
2) Stop by and visit our expanded Food Market in 5-222.
3) SAM Cards for October will be sent out today – Over 400 Cañada students are currently supported monthly.
4) Two Grab and Go refrigerators continue to be filled daily (B9 and B13).
5) Food Lockers are on their way. Stay tuned to learn more in the next few weeks!
Adolfo Leiva

Student Life Office Program Report
The Student Life and Leadership office has been busy supporting the ICC – and its 27 student clubs. It has been mentioned that this is the most student club engagement we've had in several years. Clubs are supported via financial and facilities requests; and we've been working towards streamlining this experience. The ASCC had a successful "Club Rush" and "Spirit Day" which attracted many students and provided a space for growth and exploration. Both events this month were well received with strong and heartfelt feedback. Looking ahead the ASCC is also producing a "Halloween Bash" featuring a costume contest and a Winter Ball with live DJ. The ASCC has also finalized a date for their upcoming fall retreat which will focus on restorative justice practices and leading with equity as a framework. The office has also made it a point to really focus on care and belonging as a central value to the student life and leadership experience.
Sergio Suarez

TRIO has an upcoming workshop on Scholarships, see attached. Also, we continue to have Tea Times on Tuesdays and Walk & Talks on Wednesdays. Please feel free to join us at all of these events!
Maria Huning

Veterans week is Nov 6-11. Flyer will be out soon regarding events at the VROC. Everyone is invited to our Veterans Day Tailgate party at CSM on Nov. 11 from 10am-1230pm in parking lot T!
Juan Vera

Welcome Center Update. Registration is right around the corner and we have been picking up, as students have been scheduling counseling appointments to update their SEP's. Currently we are about one week out for appointments, but they are filling up quickly. we are also offering walk in ESL testing.
Sarah Cortez

VI. Standing Items

a. Planning and Budgeting Council   Mayra Arellano   3

1. Last meeting was on October 18th, 2023
- Max Hartman presented on Rising Scholars/Project Change & Next Up Updates
    - New allocation funds going to this program
    - Plan to hire a new full-program services coordinator for system impacted youth to be 100% with our Rising Scholars and Next Up Grant and categorical funds
2. We learned about Institutional Learning Outcomes (ILO) Assessment- 2022-2023 Graduation Survey Results
    - 32% responded 163 out of 516
    - 42% of completes are over the age of 29
    - 1st Gen students are more likely to complete a degree
    - How many years have you attended Canada- 3 years
    - Medium # of units earned by degree completes: 82
    - Obstacles
      Students said having the resources available as Supportive Programs, and in the Learning Center, Tutoring, helped them graduate
    - If you want to learn more the information is on the PBC website
3. New Steps Request- For New Positions
    - Add step 6: College president seeks board approval in January- Proposed Change
1. Karen Engel presented Accreditation- Reviews New Standards
    - Focus on outcomes and improvement rather than processes
    - 3 standards- Equitable outcomes
    - Data- How are we improving our outcomes
    - Looking at evidence
    - Timeline- We have two years 2023-2025
        i. Reviews standards and adapts overall timeline for the self-evaluation process
        ii. Confirm administrative leads
        iii. PBC forms an ISER steering committee that includes faculty, classified staff and student leaders

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

Depending on the next schedule of meetings Manuel is interested in bringing back our Transformational Anti-Racism Leadership Framework and what that means for us this year. He doesn't want to lose sight of this and it's time to look at it again and see where we are in the process for the 23-24 year.

Thank you everyone for submitting your resource requests, your annual updates or your full comprehensive for Program Review so we know where you are at. Max, Wissem and Manuel's reviews and updates are due this Friday and then we move on to the final level. Stay tuned for updates on when the presentations will be held at PBC.

Stay tuned for a CAN VPSS email with the dates for our annual Student Services Huddle that happens at the end-of-the-year. For those that are new to SSPC the Huddle is an opportunity to celebrate all the things that went well for Student Services this semester, literally highlight them and talk about them, but we also use the time to build community and just spend time with one another after a semester of really hard work.

Let's thank our Recruiters, our Enrollment folks, our Dual Enrollment leads, all of our partners who help make all our MOUs possible. This thank you is specifically for the MOU with the Boys & Girls Club of the Peninsula. We had our big signing ceremony on Monday evening in East Palo Alto at the Club House. We had elected officials present, we had student stories, and we had one of our students that is at the Boys & Girls Club perform a Polynesian dance. It was absolutely special and very joyful. This is one additional sign of how we're doing extra work out in the community and deepening our relationships.

c. Enrollment Services Committee Update (ESC)   Wissem/Maria   3

1. Automated Transcript Evaluation

UPDATE 10/6/23: The various components of the product have been installed on our SMCCCD servers and ITS folks will begin the configuration of the product to meet our use case. Current configuration being worked on is the College Transcripts (Single College and Multi-College Districts) as well as Military Transcripts. They are expecting Full Go Live for March 2024.

2. SB 893 Spring 2023 Implementation and Beyond

UPDATE 10/6/23: The **Free College website** has been improved to be more student friendly: https://smccd.edu/freecollege/.

3. Enrollment Services and the use of Queue Management

UPDATE 9/1/23: Cañada is requesting to use the Queue Management component of the SSL to track drop-in (and possibly) scheduled appointments.   Will start with FA and A&R to track engagements and appointments. Wissem with connect with Registrars and FA Directors in the coming weeks to discuss.
UPDATE 10/6/23: Registrars and Deans of ES met on 9/19/23 for a demonstration of queue management and discussion about incorporating Enrollment Services.
ACTION 10/6/23: Karrie to put together a Smartsheet on what needs to be done to get ES into the queue management process.

4. CCCApply Update

UPDATE 10/6/23: Meet quarterly. Fraud is a main focus so migrating some ID.me for fraud combatting. Will to add the link which talks about the ID.me update. Under 18 bypass this process. Added a chatbot to the help desk. Super Glue....we already did this last summer. Here is the contact for staff to send an email if there are CCCApply issues: staffsupportcccctc@openccc.zendesk.com They are quick to respond to issues. Working of the AB 928 ADT legislation for different filters. Students indicating that their educational goal is to transfer should only have ADT options.

ID.me Benefits to Students

- Protects student identities
- Streamlines student enrollment and financial aid disbursements
- Helps prevent bad actors from stealing spots in online
- Large government agencies use ID verification

ID.me Benefits to System

- Reduces fraud across the system
- Supports Admissions & Financial Aid Processing time
- Focus more A&R staff time on student support vs fraud evaluations

Lorraine Barrales-Ramirez motions to add 5 additional minutes to this item
Danielle Pelletier seconds the motion
Approved unanimously by all those in attendance

Question: What is the name of the company that is doing the verification? ID.me
https://www.id.me/individuals/group_discounts/students

They believe this is going to help a lot with reducing fraud and protect the students' identity. There have been many people who have had their identities stolen to use for Financial Aid purposes.

https://cccnext.jira.com/wiki/spaces/PD/pages/3039723554/OpenCCC+2.3.0+Release+ID.me+Student+ID+Verification+Integrationhttps://cccnext.jira.com/wiki/spaces/PD/pages/3039723554/OpenCCC+2.3.0+Release+ID.me+Student+ID+Verification+Integration

https://cccnext.jira.com/wiki/spaces/PD/pages/3039723554/OpenCCC+2.3.0+Release+ID.me+Student+ID+Verification+Integration

Everything Wissem has said is absolutely true and that is why the state system is going to the ID.me and using the third party to verify identity. It's important that we know it could look a little bit different in how our students are navigating the screens in the system. It will look very much like the Federal pop out than our typical to have an additional authentication to verify identity through ID.me. It's important to know this because if our folks aren't used to that there are going to be a lot of questions and this is at a very critical time in the application process.

The CSSOs are very tuned into this and it's happening. The Chancellor's Office has told us this is happening. We have advocated for you to make sure there are more focus groups with the people that are impacted so we can enhance the experience. How can we help our students not feel scared by it?

Question: So this is about protection and student safety but what are the downsides? At the beginning stage there will be an additional step for students, however, the students will have the option to opt in and opt out. The verified student will have their financial aid sooner and other benefits. The students that cannot be verified will need to opt out but it will still be fine.

Question: At which point will the student have the option to opt out? At the beginning of the process.

Question: How will the student receive this information? The notification process is still unclear. We don't know yet if the email will come from the District or the Colleges or if this will be a state-wide issue and go through CCCApply.

Danielle Pelletier motions to add 3 additional minutes to this item
Adolfo Leiva seconds the motion
Approved unanimously by all those in attendance

Comment: Adolfo is verified by ID.me and the first time I went there, I asked what is this? I'm giving them my information but who are you? The messaging around why this is important, how will it be used and why I should do it, is very important to make sure it's use is successful so the students will actually use it. ID.me has a lot of questions that they asked that made me uncomfortable so the first time I used it I said no.

Comment: I'm very happy to hear this information because we have had a lot of students calling to complete matriculation steps which aren't our typical students who we have a normal conversation with on the phone. They are very short, sometimes give the incorrect G number, they can't confirm certain information and they want to see the Counselor on zoom or on the phone so they can get past their steps. I know the Welcome Center was working with Financial Aid and Admissions providing a list of students. One of the Welcome Center team received an alert from an outside Financial Aid source saying here's the confirmation to confirm. She received an email saying someone was using her information but she's was unsure about where it came from. We have seen a few students that seemed a little questionable.

In the Financial Aid Office we already had something in place to combat this by putting an alert on the student file before we dispersed any aid.

The system will roll this out on this Friday, October 27 with a target date of at the very latest December 1.

d. Instructional Planning Council (IPC) Updates   Jose Manzo   3

The last meeting was cancelled so no minutes from the IPC meeting.

e. SSPC Subcommittees   15
       i. Marketing & Social Media Task Force   Megan Rodriguez-Antone

(Maria Huning, Mayra Arellano, Jasmine Padilla Valencia, Megan Rodriguez-Antone)

Jasmine Padilla Valencia reported for Megan

We did meet with a few students and some staff members on campus to discuss the social media strategy to get more insight and student ideas. Some of the ideas that came up are different social media channels, such as, TikTok and being able to use that. There were other ideas to use Reddit to answer some questions because a lot of students at San Francisco State use Reddit to get insight. We also discussed what elements students want to share on campus and what do they want to highlight. Examples were the Athletic Center and clubs like the Astronomy Club. We also discussed the idea about highlighting the Alumni that work at Cañada and the sense of community and returning back to campus to serve students that they once were. Students also seem to want to do more log style video through social media, i.e. say were doing one for the Undocumented Community Center like MTV Cribs style. Another idea to having a video showing a day in the life and what they do on campus and something that can be shared on social media to show the type of community we have on campus. Students wanted to highlighted how small our campus is but how many resources they were able to have to help them and they want to be sure other students know, highlighting the VROC Center and highlighting accessibility in videos while making sure all the videos have captions. We also discussed having students participate in testimonials and being able to give incentives because we are using their time so we have been looking into different options. Promise gives gift cards so we were thinking of using this type of incentive. Another idea was to capture recordings or snippets from the Speaker Series to share especially our alumni.

Jasmine emailed the team that originally met but she hadn't heard back from any of them so she's not sure if they are still interested in continuing to work together. She thinks it might be good to get other students who are interested.

This task force is the group SSPC called for and it was specifically for students to inform students around what is trending at Cañada and helping them get connected at Cañada all with the specific focus on registration.

This task force only goes through November so at our November meeting we need to hear the outcome and a recommendation from the Marketing & Social Media Task Force.

Shout out to Jasmine for all the work she's doing for social media and going to all the campus events and joining community! Thank you!

If you know any students willing to give me an interview or a testimonial or even just answer questions, please let Jasmine know.

Comment: Katie and Vijeet, this is really important and we want to give students the microphone. If there is anything you see as an opportunity now or later. Vijeet is the Student Life video person.

Yes if you can send me as well ASCC can also promote the video on our ASCC account. Vijeet Upadhyay

Comment: Perhaps alumni that have gone on to do good/cool/great/interesting things and they could speak / be recorded and those vids could be made available on social. Danielle Pelletier

Comment: We have an awesome video the ESL Conversation Club has made to show other students what they do in the club. Would the Marketing & Social Media task force be interested in this? Yes! We just need content but it's so hard to get content from students and programs.

Comment: Could we ask more students to be members that might be interested? Absolutely!

Comment: Please send an email to me because the ESL classes are more than happy to give extra credit to students who want to make a video to practice their English.

The Taskforce will come to our November meeting with a recommendation that will showcase what we do so well in Student Services along with uplifting marketing and social media and our college in general.

        ii. Make Registration Easier   SS Deans

See below for the special presentation.

VII. Special Presentations

a. Make Registration Easier   SS Deans/Daniele   30
        i. Membership & Drop for Non-Payment

There are two proposals the Make Registration Easier subcommittee will bring to SSPC today.

Danielle will be presenting the first proposal which is to propose membership to the subcommittee:

Membership Proposal

SSPC action Item:

To create a subgroup of SSPC that includes the following members:
- 1 representative from counseling
- 1 representative from A&R
- 1 representative from instruction
- At least 1 administrator (could be from a previous group)
- 1 student
- May call on additional departments to support as resources (i.e. Outreach)

The goal of the subgroup or "Operational Workgroup", Make Registration Easier is to help the students to make registration easier! We'll bring this back to SSPC for next steps.

Question: This subgroup started out much bigger. There was value to having the various voices. Why has the group ended up having less staff on it?
Making registration easier came up as an outcome in the Educational Master Plan initiative and so we began the work with a large subgroup and it's evolved into the proposal above. We want this subgroup to become institutionalized so we're continuously having these conversations and making improvements to make registering easier for our students as we move forward.

Welcome Center staff member would be an area to have on this group, Sarah Cortez
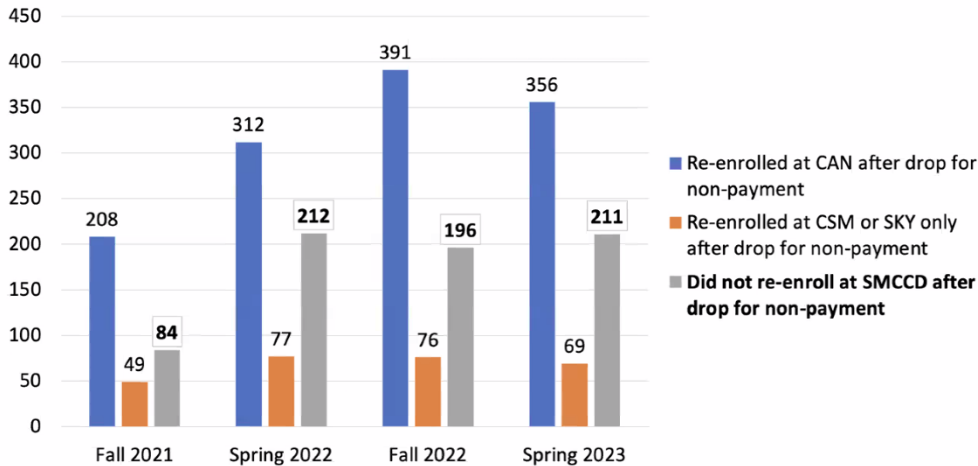
Drop for non-payment proposal

Exclude all continuing and returning students from drop for non-payment if they have previously successfully completed at least 1 unit with a C or higher at SMCCCD.

- **Balance limit at the time of drop:** NOT more than 499$

- **Next step:** Review the messages that go out to students who are dropped for not payment.

SSPC action Item:

Support the recommendation to the ESC to incorporate the following changes in the SMCCCD drop for non-payment policy:

Exclude all continuing and returning students from drop for non-payment if they have previously successfully completed at least 1 unit with a C or higher at SMCCCD.

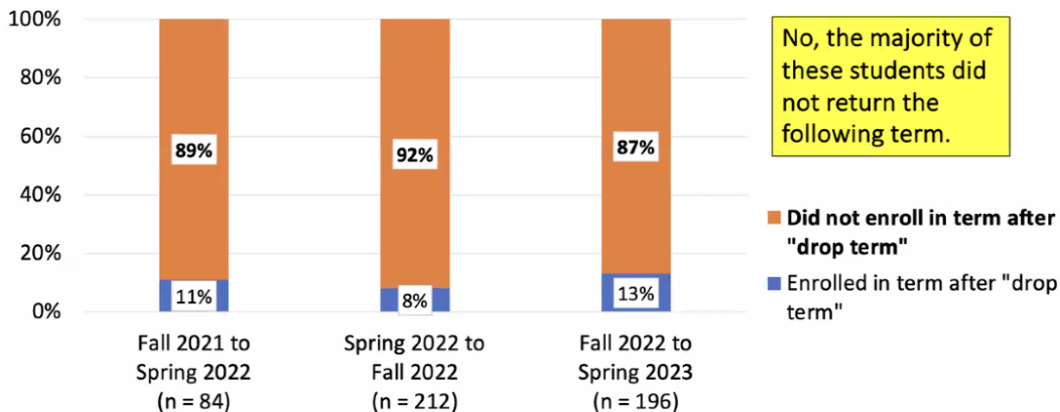# Cañada College Students Dropped for Non-Payment by Term

Term	Unduplicated Headcount	Enrollments	Average # Enrollments per Student Dropped
Fall 2021	341	623	1.8
Spring 2022	601	1119	1.9
Fall 2022	663	1301	2.0
Spring 2023	636	1373	2.2

Source: District SAP Report "Drops for Nonpayment by Day", SZRRDRP table in WARE

How many Cañada College students were dropped for non-payment and did <u>not</u> re-enroll in the same term?

Legend:
- Re-enrolled at CAN after drop for non-payment
- Re-enrolled at CSM or SKY only after drop for non-payment
- **Did not re-enroll at SMCCD after drop for non-payment**

Values:
- Fall 2021: 208, 49, 84
- Spring 2022: 312, 77, 212
- Fall 2022: 391, 76, 196
- Spring 2023: 356, 69, 211

What happened to students who were dropped for non-payment and did not re-enroll in the drop term? Did these students return the following semester?

No, the majority of these students did not return the following term.

Legend:
- **Did not enroll in term after "drop term"**
- Enrolled in term after "drop term"

Values:
- Fall 2021 to Spring 2022 (n = 84): 89% / 11%
- Spring 2022 to Fall 2022 (n = 212): 92% / 8%
- Fall 2022 to Spring 2023 (n = 196): 87% / 13%

We really don't know why students didn't re-enroll. We have zero data and nothing to tell us why they didn't enroll. We know the students did not drop themselves but were dropped by the system. This is a great argument for not dropping for non-payment.

Question: Do we have demographics for these numbers? Who are being dropped?

Question: What classes and what departments are being impacted?

Katie Hasse motions to add 5 additional minutes to this item
Michiko Kealoha seconded the motion
Approved unanimously by all those in attendance

Questions about demographics is very important to find out and this isn't the end of the drop for non-payment discussion. If we want to dive deeper to find out this other information, I think we should. The intention here is to let you know students are being dropped and they're being dropped for low amounts of dollars. What we're seeing and the data is matching is that the majority of our students do re-enroll in the same term.

This specific proposal is to try to capture students we know are students and if we know you are a student, you will not be dropped.

Comment: The semester of Spring 2023 was our first semester with Free College and this was very confusing for our students because they had to pay $17.00 and that's when they were dropped if they didn't pay it. We need to make it very clear to our students that even with Free College they still need to pay the $17.00.

Our proposal is if you are a continuing student and have less than $499 or less on your account you will not be dropped.

Balance Due When Dropped for Non-Payment by Re-Enrollment Status

Balance Due	Did student re-enroll at SMCCD in same term after being dropped?			
	Yes		No	
	Count	Percent	Count	Percent
Less than $100	309	20%	113	16%
$100 - $499	742	48%	375	53%
$500+	487	32%	215	31%
Total	1,538	100%	703	100%

This proposal advocates the threshold to be $499 because we didn't want students to incur more debt and we didn't want ESC to come back and say this is going to put more debt on the college.

Comment: Keep in mind if a student has $499 or less on their bill and they want to see if they like the class and possibly plan to drop the class if they don't, if they miss the drop date, they still have to pay their bill.

Research question: Of the students who were dropped, how many were continuing students? How many completed units did they have within our district?

Enrollment Status & Cumulative Units Earned

Enrollment Status	Count	Percent
Continuing student	1,431	63.9%
First-time transfer student	283	12.6%
First-time student	187	8.3%
Returning transfer student	174	7.8%
Returning student	98	4.4%
K – 12 student	68	3.0%

Possible Implications

- Students may end up with registration holds if they don't pay the balance on time.
- Students may not be aware that they have to drop the course on their own, or they will end up with a balance.

We will bring this proposal back to SSPC as an action item. This proposal if voted in will still need to go to ESC for them to approve because this will be a district-wide change.

If you have additional questions or comments, please contact Wissem Bennani, Max Hartman or Danielle Pellietier.

VIII. New Business

a. SSPC Membership Update   SS Deans   10
    i. Membership Update: Wellness Center

Historically the Wellness Center has had a single representative on SSPC which has been the Director of the DRC but this person does not oversee the Health Center so this has been brought

to SSPC for conversation. Do we specifically want to add a representative to SSPC from the Health Center?

Question: Wellness Center vs. Health Center? The Wellness Center doesn't exist any longer. It was getting confused with our new Kinesiology and Wellness Building. The area in building 5 that was formerly known as the Wellness Center is now the Disability Resource Center, the Personal Counseling Center and the Health Center.

Question: Did we ask the Health Center if they have time to join SSPC? We are operating with part-time nurses who would not be able to be part of SSPC, however, I oversee the Health Center and I can be the messenger and advise them as needed. The Health Center feels they are being supported by Wissem so he will be the contact for the Health Center.

Bettina Lee's representation is for the Disability Resource Center and the Personal Counseling Center.

Michiko Kealoha moves to change the name of our representative from the Wellness Center to the Disability Resource Center and Personal Counseling Center.
Mayra Arellano seconds the motion
Motions carries unanimously by all those in attendance

b. November SSPC Meeting & SSPC Peer Review Session   Co-Chairs   15

Below are the next few meetings through November for SSPC.

November 8 - Our proposal was to change our November 8 meeting to be our Program Review Presentation date. The seven groups or offices that are up for Comprehensive Program Review would present on Nov. 8 and provide the data bundles. At this time there would be no discussion or peer review. Afterward you reflect on the data and the recorded presentation and the team reviewing specific programs would do a deep dive peer review.

November 22 - This is the next meeting date and happens to fall the day before a holiday. In the past when we meet the day before a holiday there is little to no participation and usually no quorum so we're unable to take any action, if needed. We can make a decision to still meet, we can cancel this meeting or we can move this meeting.

November 29 - We voted last spring through our Program Review group to lineup with IPC when we would be doing our Peer Review Session which is happening on November 29.

Technically next year there is nothing that binds us to November. We could change it for next year to be in January, February or even March. It's basically to document that we've done it.

Proposed Draft Timeline:

Oct. 25	*SSPC Meeting*
Nov. 8	*SSPC Meeting – Program Review Presentations & Data Bundles*
Nov. 22	*SSPC Meeting? (Nov. 23 Holiday)*
Nov. 29	*SSPC Peer Review Session*

Question: Just to clarify are you asking for us to choose between the 22 and/or the 29?
The draft proposal is November 8 we do presentations, November 22 is open. Do we want to cancel or not. November 29 is already on the calendar.

Question: When does the Peer Review happen for the individual presentations? That will happen in the 2-3 weeks following the presentations on November 8. Then November 29 is when we all come together.

Question: Yes to no meeting on November 22 and I want to heavily defer to the 7 programs under Program Review this year; DRC, Financial Aid, Health Center, PCC, TRIO, Veterans and Welcome Center about what they think and, especially, about the November 8 presentation. I want to know if they are prepared and ready for the Nov. 8 presentation date.

Comment: I love having the November 29 available to ask clarifying questions. This year I love being intentional about doing a deep dive instead of finding time to give feedback to everyone. Will there be an opportunity to pick who you want to review or will we be assigned? I think there are benefits to being randomized within the council. We can post the review times on the SSPC landing page so anyone can join in the review.

The first ask is do we want to meet November 22?

Max Hartman motions to remove the Student Services Planning Council meeting on November 22 from out calendar.
Nimsi Garcia seconds the motion
Approved unanimously by all those in attendance

How do we negotiate November 8? We don't have to do presentations on November 8 but my recommendation is we don't default to what we've done before where we host a Peer Review session that because of time just becomes only presentations. We could also do presentations on November 29 but I don't want to lose site of the peer review feedback. On our calendar which we publish on the website it says we'll be doing a peer review session (feedback) on November 29. If we're ok with this, we can have our Program Review Peer Review session on November 29 and have the peer review asynchronously or in your own meeting space. Each peer review will have notes attached to it. Ideally you would have had the presentation before then. We have a lot of options; we could have a pre-recorded zoom video with their data bundles by November 22 but it would give the reviewers less time.

We only have about an hour to do the presentations so that means each presenter will have about 10 minutes.

Nimsi Garcia motions to add 5 minutes to this item
Danielle Pelletier seconds the motion
Approved by all those in attendance with the abstention of Max Hartman and Mayra Arellano

Max Hartman motions to ask the seven programs doing the Comprehensive Program Review to present on November 8 or produce a 10 minute video presentation by November 15 that will be shared with all SSPC with a caveat those presenting on November 8 will also be recorded
Wissem Bennani seconded
Approved unanimously by all those in attendance

IX. Old Business

X. Discussion

XI. Open Forum and Feedback

XII. Adjournment

For Next Meeting: November 8, 2023

Bring back Drop for Non-Payment Proposal
Bring back Transformational Anti-Racism Leadership Framework
Marketing & Social Media Task Force outcome and recommendation

TRIO STUDENT SUPPORT SERVICES PRESENTS

SCHOLAR SHIP SEARCH

9-257A (LC) & ZOOM

Questions?
Visit: Learning Center (Bldg 9, Fl 2)
Email: cantrio@smccd.edu

THUR NOV 9 1P-2P

Learn how to search for the **millions of dollars** in scholarships that go unawarded each year!

Click or Scan to Register

FOR DISABILITY-RELATED ACCOMMODATIONS, PLEASE EMAIL: CANVPSS@SMCCD.EDU OR CALL (650) 306-3234.

Memorandum of Understanding

Signing Ceremony

between

Cañada College *and* **Boys & Girls Clubs of the Peninsula**

Monday, October 23, 2023 | 6 – 7:30 p.m.

Event Location:
East Palo Alto Club House
2031 Pulgas Ave.
East Palo Alto, CA 94303

Please Park at:
Church of the Living God
2004 Pulgas Ave.
East Palo Alto, CA 94303

RSVP by October 18:
tinyurl.com/mou-signing23

OpenCCC 2.3.0 Release: ID.me Student ID Verification Integration

Owned by Patricia Donohue …
Last updated: Sept 15, 2023 by Jane Linder • 9 min read

Schedule

On This Page

OpenCCC 2.3.0 deployment schedule:

- To pilot environment: *October 27, 2023 target date*
- To production environment: *December 1, 2023 target date*

⚠️ Colleges must implement their SuperGlue College Adaptor schema version in order to receive the new ID verification data fields.
See the *Implementation* section for details.

Release Scope

- Integration of Pre-Application ID Verification Service
- ID Verification User Flows for New & Returning Students
- New ID Verification Status Field & Timestamps
- Data Delivery via SuperGlue and Ad Hoc Reporting

Introduction

The CCC Technology Center (CCCTC) and the CCC Chancellors Office (CCCCO) continually evaluate ways to address and reduce fraud, prevent identity theft, secure our financial aid system, and foster greater trust in our community college admissions process. To that end, a new third-party identity verification service is being introduced into the current admission application workflow to reliably verify and confirm the identity of students and prospective applicants *before* they enter the CCC system.

Integration of Student ID Verification

The initial phase of this project includes integrating an opt-in/opt-out *"ID verification"* step for all applicants age 18 years or older. The ID verification step is positioned between the OpenCCC student account system and the CCCApply admission applications, allowing colleges to capture provable personal information to confirm the student's legal identity.

By adding digital, direct, and self-service identity-proofing software into our existing workflows allows our local A&R and financial aid staff to *focus their time* on the students who need extra support and the individuals who cannot easily prove their identities, such as:

- Undocumented
- Minors
- Special Needs
- Fraudulent/bad actors trying to enter the system.

This release features the first phase of development of the primary user flows, UI screens, and data tracking of students' opt-in/opt-out ID verification status.

ℹ️

About ID.me

ID.me provides a trusted pathway for students to securely verify and protect their identity information in accordance with federal standards. Additionally, ID.me specifically provides the same technology used for identity verification and fraud reduction currently used across 37 California state agencies and 15 federal agencies, notably:

- California Employment Development Department
- U.S. Department of Veterans Affairs
- U.S. Internal Revenue Service
- U.S. Social Security Administration

Read more (Coming Soon)

✅ Used widely across California state agencies, over 8 million Californians already have an ID.me account making it easier to complete the new verification process.

Benefits to Students

- Protects student identities
- Streamlines student enrollment and financial aid disbursements
- Helps prevent bad actors from stealing spots in online
- Large government agencies use ID verification

Benefits to System

- Reduces fraud across the system
- Supports Admissions & Financial Aid Processing time
- Focus more A&R staff time on student support vs fraud evaluations
- Large government agencies using ⬛ Digital Wallet, Identity Verification, and More | ID.me

ℹ️ Per CCC privacy laws new and existing students will have an option to opt-out of ID verification.

How It Works for Students

All new and existing adult students will be encouraged to verify their identity during the admissions process, and when submitting a California College Promise Grant (CCPG) online application. To facilitate this, several new workflows have been incorporated into the OpenCCC account creation and sign-in processes designed to guide the student to the application according to their ID verification status (verified or unverified) as they encounter a new **Verify your Identity** page - the first step in the verification process. Below are summaries of the new workflows and primary use cases and how these changes will impact the colleges.

Use Cases

Unverified Students

The majority of *unverified* students are new and existing domestic and international students age 18 years or older who still need to complete the ID verification process. These students will first encounter the *Verify Your Identity* page when they create their new OpenCCC account or Sign In to their existing account to submit or resume a CCCApply application. Unverified students may choose to opt-in to verify their identity as part of the application process or opt-out of verification and be routed directly to their intended application.

ℹ️ Students who already have an ID.me account (from DMV) can simply sign in to their ID.me account to complete our new verification process before being routed back to their intended application or resource.

Verified Students

Verified students will have completed the verification process during the application submission process and will maintain this status for 12 months. If a verified student submits another application within 12 months, they will bypass the verification process entirely and will be directed to their intended application or service upon sign in.

Change of Status from Verified to Unverified

A student's "verified" status may expire or become unverified if it has been over 12 months since their last verification or if they update or change certain information in their account profile, namely their last name or date of birth. The student must repeat the verification process to restore their status to verified.

> ℹ️ For information on the ID verification status field and the different status values, see the *Verification Workflow Status* section below.

Primary Workflows

To facilitate the ID verification process a series of new screens will guide the student appropriately, following OpenCCC account creation, the sign-in process, and/or a change to their Profile details, as needed, depending on the different use cases.
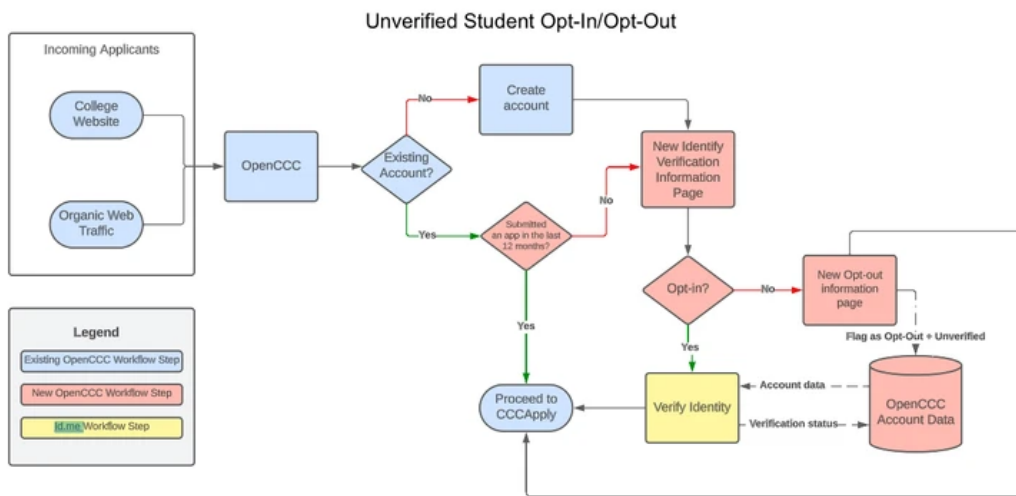
Unverified Student

New and existing students over age 18 will verify their identity as part of the CCCApply application process. This verification step will come right after the new student creates their OpenCCC student account or an existing student signs in before they begin filling out an application.

Each new student following account creation will be presented with the new *"Verify your Identity"* screen (shown below). The student will have the opportunity to proceed to verify their identity or opt-out of the verification process at that time and proceed to the application. Following this decision point, the appropriate verification status value and timestamp is stored.

Returning students who have an existing OpenCCC account but who have not yet encountered the verification process will have a "null" verification status value associated with their CCCID. These students will land on the new *"Verify your Identity"* screen and will have the same two options: opt-in to verify, or opt-out of the process at this time.

Returning students who *have previously completed the verification process* but have not submitted an application in the past 12 months, or who have updated critical information in their account Profile, will be considered unverified which will prompt the "*Verify your Identity*" screen to re-appear and the student will have to decide to reverify or not.

ⓘ For students that already have an ID.me account at the time they encounter the verification process, assuming there has been no change to their last name or birthdate, can simply sign in to their ID.me account before being immediately redirected back to CCCApply with a *verified* status.

Opt-In (Proceed with Verification)

If the new or returning student chooses to proceed, they are redirected to the ID.me website to complete the verification process.


✅ **Successful Verification**

Once the student has completed the verification process with ID.me, they are routed back to her intended application or resource. If their CCC application session times out, they may need to sign back in to continue with their application process. They will see a "verified" status added in her account profile and will not have to re-verify for the next 12 months (or unless a change is made to last name or date of birth.)

Opt-Out (Decline to Verify)

If the student chooses not to verify their identity on the landing page, they will be prompted to confirm this decision on the ***Decline Confirmation*** page. This screen informs students that if they decline to verify their identity at this point, their access to financial aid may be limited or delayed moving forward. The student must confirm to opt-out at this point, or they can be returned to the previous page to proceed with verification.

If the student confirms that they want to opt-out of the process, they are routed to the resource they were originally attempting to access. For students proceeding to CCCApply, any application submitted *after opting out* of the identity verification process will interact with the spam filter as normal (they can be marked as fraud).
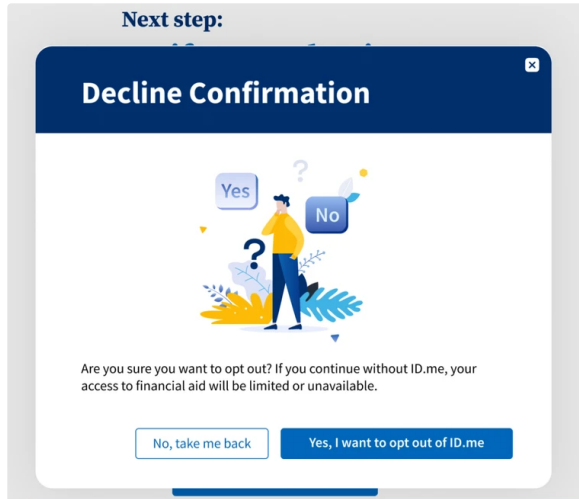
ⓘ *Note*: Students who choose not to verify their identity (opt-out) may proceed to their intended resource; however, a "null" or unverified workflow status will be stored for the student in the system. This status will prompt the system to re-engage them the next time they sign in to OpenCCC or CCCApply. The student will always have the option to decline; nevertheless our goal is to encourage students to protect their personal information.

Verified Student

Once the student has completed the verification process with ID.me and their identity has been confirmed, they will not have to reverify for future applications for the next 12 months unless they make a change to specific personal information in their account profile, including their last name or date of birth. Following the 12 month period, the student will have to reverify their identity the next time they sign in to their account or access any systemwide technology application.

For colleges, once the student's identity has been verified, the status of the new *ID verification workflow status* field will update from "null" to "verified" for 12 months (again unless the student makes a changes to their last name or date of birth in their account profile) which will change the status back to "null" in the system). Upon the first sign in following that 12 month period, the student's status will be reset to a null value.

ⓘ *Note:* For students proceeding to CCCApply, all future applications submitted within 12 months after identity verification will pass through the spam filter without being marked as fraudulent.

How It Works for Colleges

The overarching goal of the ID verification integration is to support colleges and the system overall by taking on as much of the fraud and ID proofing workload off your plate so that you can focus on the real students who need your attention the most: minors, undocumented, incarcerated, accessibility-challenged, and other at-risk students.

Below are some key development notes to help colleges better understand these changes and the level of effort for implementation as we roll this process out.

New Data Fields & Data Delivery

Three new data fields have been added to track the student's identity verification status, including timestamps for the ID.me confirmation and status changes. Each of these fields support "null" values and, along with the workflows themselves, have been designed with 'shut-off' capabilities to prevent any issues with data delivery during our traditional application season cycles. The new fields are:

- **ID Verification Workflow Status:** The <idme_workflow_status> field sets a value based on the student's verification status at various points in the process. The different status values are:
  - Null
  - Verified
  - Expired
  - Staff_verified
- **ID Opt-In/Out Timestamp**: The <idme_optin_timestamp> tracks the date and time of the student's decision to either proceed with ID verification (opt-in), or decline to proceed (opt-out). This timestamp basically captures the decision point on the CCC side of the process for tracking purposes.
- **ID.me Verification Confirmation Timestamp**: The <idme_confirmation_timestamp> will set a value provided by ID.me representing the date and time that the student's verification process was successfully completed.

These fields will be delivered to colleges with application data via the SuperGlue College Adaptor and will be available for reporting in the CCCApply Report Center and the Data Warehouse Report Server.

The Verification Workflow Status

Following this release, all students will have an ID verification status value associated with their CCCID. Students who have created an account but have not yet encountered the new verification process will have a "null" value stored as their verification status. Students who have encountered the verification system *but choose not to verify* (opt-out) will maintain a "null" status in the system and will be prompted with the *Verify your Identity* page each time they sign in until they complete the verification process. Students that successfully complete the verification process will have a "verified" status.

Account Profile Changes

CCCTC will display the student's ID verification status in their account profile. A verified student may lose their verified status within the 12 months following their confirmed ID.me verification if they change or update the following information in their account profile:

- Last Name
- Date of Birth

If a change does occur, their current status will revert back to "null" (unverified) and they will be encouraged to complete the ID.me process again.

> ℹ️ *Reminder:* Once a student completes the initial process they will have an account with ID.me. To re-verify, all they need to do is proceed to ID.me and sign in to their account.

Strengthening Our Fraud Prevention

Another benefit of this ID verification integration is the additional strength it brings to our fraud prevention mission. Applications from students that successfully verify their identity at the time of application receive a fraud score of 0.

Implementation

A pilot release tentatively scheduled for October 27, 2023 will allow colleges the opportunity to test the new workflows and get acquainted with the processes and support materials.

Enabling Services is working closely with the Student Success Suite product team to ensure colleges using SuperGlue have the appropriate College Adaptor version to support the new ID Verification fields before the target production release date (December 2023).

The OpenCCC Helpdesk will continue to provide student support and as usual the College Support Services team will respond to staff support requests.

Documentation

Coming Soon.

FAQs and support materials are currently being created to support this new integration. In addition, data dictionaries and crosswalks will be updated to coincide with this release.

👍 👏 🎉 ☺