

Student Services Planning Council



AGENDA

Date: Wednesday, February 10, 2021

Time: 2:00-4:00pm

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

1) Welcome

- a) **Time Keeper** – Maria Huning volunteered to be time keeper
- b) **Do we have our team?** (Quorum: 13)
 - i) *Updates: BTO now removed from Quorum and Veterans Added, Next Meeting we'd love to ask all new team members to do intros!*

Adolfo Leiva

Karen Engel

Mary Ho

Alison Field

Lorraine Barrales-Ramirez

Max Hartman

Bettina Lee

Manuel Alejandro Pérez

Mayra Arellano

Bob Haick

Margie Carrington

Michiko Kealoha

Jade Shonette

Maria Huning

Nadya Sigona

Jeanne Stalker

Maria Lara

Olivia Cortez-Figueroa

Kathy Kohut (Manasi)

Rosa Moncada

Soraya Sohrabi

Wissem Bennani

Guests:

Nimsi Garcia

Manasi Devdhar Mane

Debbie Joy

Jenna French

Margarita Baez

Saul Miranda

2) Adoption of The Agenda -

2 minutes

Lorraine moves to adopt the agenda of February 10, 2021, Seconded by Soraya Sohrabi. Motion carries unanimously by the consent of those present.

3) Approval of the Minutes -

2 minutes

- a) [January 27, 2021](#)

Lorraine moves to approve the minutes of January 27, 2021. Seconded by Mary Ho. Motion carried unanimously by the consent of those present

4) Reports

- b) "Why" We Do What We Do Share – Creating opportunities and pathways for our under represented students both at the High School and here at Canada.

Mayra / 2 minutes

- 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?*

I was reminded of my why today after having meetings with our High School partners in creating our Dual Enrollment pathways at Cañada College. Dual enrollment is such an important initiative because it gives the opportunity for high school students to "see themselves" as college bound. I continue to move forward such important work because we must change the opportunity gap and create systems of prosperity for our most underrepresented students, the students who need us the most.

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

A&R Updates:

Completed our 3rd virtual registration process, successfully with just our little laptops!

Currently working on processing "LATE ADD" petition requests

The Spring 2021 Census was submitted on January 7, 2021

Working on retrieving the "missing census"

EOPS is still accepting applications for spring until March 5. Please feel free to refer students directly to us and apply online. Services: counseling, book voucher (\$450), monthly transportation assistance and food assistance. If students already purchased their books, they can be reimbursed for up to \$450 (from our bookstores only).

<https://canadacollege.edu/eops/eops.php>

ESO! Adelante Peer Mentor Office Hours - on Feb. 17 from 2pm-3pm

Dream Center - DREAMers Task Force will meet February 18th at 3pm. Link:

<https://smccd.zoom.us/j/87124306534?pwd=VDY3dkFzaGpXY1Qvd096Y1BORzNYZz09>

Legal Clinic continues to support our community. Anyone interested in scheduling an appointment: Tinyurl.com/canlegalclinic

I am currently working on the next Dream Center newsletter that I plan to send out later this month. If there is information or events you would like to share with our community, I would be happy to add it to the Dream Center newsletter. Please email me information/flyers - mirandas@smccd.edu

Yosimar Reyes (Moderator), Karla Cornejo Villavicencio, Jose Antonio Vargas, and Marcelo Hernandez Castillo are coming together for an event called "We Didn't Arrive Here Alone". It's an incredible lineup, I hope you can make it. Date of event: 2/13/21 @

2pm. Register:

<https://watch.eventive.org/carlosmotta/play/600b28ebbf23a00052a549bd/600b298466ec70007c25ee88>

Financial Aid – Very busy - second disbursement

We are happy to report our first annual CARES Act HEERF report was successfully submitted on Friday. This was a huge lift. Staff are following up with awarded but not paid students from fall 2020 to determine if they can/will provide required documents for which they were previously notified so we can pay them. We will be recycling awarded but not paid awards to other eligible students over the next two weeks. We are also following up on several students who have uncashed checks for both CARES and other aid that will or have become stale. This is manual and time consuming. We are working with ITS to streamline as much of the processing as possible.

Today we are processing our second scheduled main disbursement for the spring term which includes a second installment of Pell and SEOG funds and a single term disbursement for Cal Grant and SSCG funds. Staff are busy reviewing disbursement reports and student eligibility and resolving various issues with student files that may hold up their funding.

This month we have three virtual Cash for College events scheduled – Sequoia High School was this Saturday and we provided staffing support in English and Spanish. Our next two events are at the end of the month with Woodside High School and Menlo-Atherton High School.

Email reminders have gone out to students about our upcoming scholarship deadline (March 2) and available workshops to help them complete their applications. A college-wide email should be forthcoming next week inviting any staff who would like to do so to volunteer as a scholarship reviewer.

International Student Center - International student center: -We are busy with making sure all our students are enrolled so that we can process SEVIS registration. We are also helping our students (out of the country) connect with the cashier office to get their health insurance refunds. Helping our students with OPT applications. We are offering 4 hours of live Zoom advising sessions every Tuesdays and Thursdays for our students.

SparkPoint –

- 1) We have selected 15 students to receive a \$1750 Rental Assistance Award. All awards should be handed out by the 1st week of March
- 2). SparkPoint is looking to expand the Food Grant Program to serve more students. This is a \$75 monthly electronic gift card to either Target, Walmart, Safeway or Whole Foods.

- 3) Staff is part of both the Food Insecurities and Housing Basic Needs Sub-committees. These include launching a possible District-wide Food Kitchen and motel/hotel stays respectively. Districtwide staff is working on these two and a mental health strand.
- 4) We will also continue to offer Cañada Cash, a financial literacy incentive program for students.

Student Life - Quick reminder that if you have students interested in being a part of this they can be officially appointed by Senate and get paid \$18 per meeting. Contact me for details.

Special shout out to the International Student Center for supporting our students and loved ones from Myanmar; it truly means a lot that you all have your finger on the pulse of what is happening across the world and ensuring our students feel supported and understand where to turn to.

Club Rush is also February 24th at 4pm. Please check out the WHAC and @CanadaASCC to send students (and YOU!) our way.

Commencement is virtual for both 2020+2021, if you need assistance in setting up your own individual apartment recognition, this is up to each department and division. If I can help be of personal assistance if this is not something you've done before, please let me know!

University Center - Please share with your students:

SF State Transfer Student Panel next Friday, Feb 19th from 12:30 pm 2 pm.

Veterans

- 1). Welcome Rosa Moncada, our new VROC PSC supporting Veterans and the Welcome Center (Dismissal / Probation status)
- 2). working District-wide on the following: a) a Chatbox to roll out in April b) Low-income housing options for student veterans c) and an updated web presence.
- 3) Rosa is also reaching out to all Veterans to check-in with them and extend support (Food Grant Program, Veterans Counseling, general support services including Mental Health, SparkPoint and other resources) and
- 4) rolling out Vet Vouchers to support Veterans with COVID19 assistance / book credits / financial incentives.

TRIO (SSS & UB): We will celebrate National TRIO Day on Friday, February 26th, kicking off (virtual) activities to build community in addition to typical TRIO services. UB students are hearing back from 4-year colleges and scholarships about acceptance.

5) Standing Items

a) PBC - EMP Conversation

Max / 4 minutes

Nimsi Garcia shared during last week's PBC meeting, we approved a taskforce for the EMP (Education Master Plan) committee. To see the makeup (which will include various

student services folks), you can go to:

https://canadacollege.edu/planningbudgetingcouncil/2021/EMP%20planning%20task%20force%20membership%20and%20duties%20for%20PBC%20approval%2023_2021.pdf

Proposed Task Force Membership

- Tri Chairs:**
- Academic Senate President – Diana Tedone Goldstone (& David Eck)
 - Classified Senate President – Jeanne Stalker
 - Dean of PRIE – Karen Engel
- Faculty Representatives:**
- HSS Division rep
 - BDW Division rep
 - STEM Division rep
 - KAD Division rep
 - Counseling Division rep
 - Request involvement of:** Online Ed. Coordinator; CIETL Coordinator; Faculty Equity Coordinator; Interest Area Faculty Coordinators
- Classified Staff Representatives**
(equal # to faculty; union & non-union reps and managers; strive for gender balance):
- Outreach & Welcome Center rep
 - Student Success Team Retention Specialist(s) rep
 - Transfer Services rep
 - Instructional Division rep
 - Instructional Technologist (online education specialist)
- Student Representative(s)**
ASCC and/or CWA, Puente, BSU, student involved in anti-racism efforts – invite students who can speak to a variety of student experiences
- ADD: a community member**
- Research, Analysis and Writing: PRIE Office with support from ____

Additionally, PBC had a presentation from VPA Graciano Mendoza who was sharing information about the Governor's proposed budget (no decrease or change in funding for the upcoming academic year, but they foresee a deficit in coming years) and there was update about which positions are being funded based on this year's position prioritization process. That presentation is found here:

<https://canadacollege.edu/planningbudgetingcouncil/2021/Governors%20Proposed%20Budget%20and%20Implications%20for%20the%20College%20Feb%2003%202021.pdf>

Dr. Engel reminds everyone that the EMP is our broad 5 year plan.

Education Master Plan: 2017-2022					
Year 1 2017-18	Year 2 2018-19	Year 3 2019-20	Year 4 2020-21	Year 5 2021-22	
Strategic Enrollment Planning			Strategic Enrollment Management Plan: 2020-23		
			Year 1 2020-21	Year 2 2021-22	Year 3 2022-23
<p>College Committee Plans</p> <ul style="list-style-type: none"> Equity Plan Environmental Sustainability Plan Online Education Plan Professional Development Plan Safety Plan Technology Plan <p><i>Committee plans operationalize and help monitor the implementation of the goals and strategic initiatives established in the EMP and SEM by topic</i></p>					
			2020-21 Strategic Plan (operational)	2021-22 Strategic Plan (operational)	2022-23 Strategic Plan (operational)

Our next EMP should be adopted no later than spring of 2022

b) VPSS Updates

Manuel / 4 minutes

- i) HEERF II - Corona Virus Response & Relief Supplemental Appropriations (CRRSA)

The upcoming meeting will cover this again. Higher Education Emergency Relief Fund (1st round was called CARES Act during the last calendar year). CRSSA has more funding coming to us (Coronavirus Response and Relief Supplemental Appropriations Act, 2021 (CRRSAA) \$13.9 million (our share is approximately \$2.9 million).

MSI Minority Serving Institution

AANAPISI and HSI (all under the umbrella of wave 1 of HEERF I)

CRRSAA is the new relief under HEERF II

The District is meeting and discussing options with the VPSSs and VPAs

We are getting \$2.9M (slide 14 in the budget presentation from PBC)

c) Enrollment Services Committee Update

Wissem / 15 minutes

Welcome to our new Program Services Coordinator in VROC, Rosa Moncada.

Our goal by the end of our Spring 2021 is to have our Chatbox in operation.



Parchment service: could provide degrees, certificates, and electronic version to share.

Lorraine brings up a good question about additional costs on students. This program comes at no costs to students.

Benefits of Parchment Award parchment

> The only solution available to combine printed diplomas with secure, portable Digital Diplomas

- **Instant Gratification:** Award Digital Diplomas immediately to satisfy students needs for this important credential
- **Connect graduates with employers through social sharing:** (LinkedIn, Facebook, Twitter) students can share their accomplishment immediately
- **Quick turn around of Printed Diplomas:** Go out in 5-7 days
 - Students wait days instead of weeks
- **Diplomas mailed with USPS tracking**
 - Reduce customer service calls and give students peace of mind

d) Guided Pathways

Mary / 4 minutes

At the last meeting Guided Pathways spoke about scaling, process, CRM, PEPS, and COLTS Con. GP have accomplished a lot but they still have a long way to go. Mary gave a sense of what next steps are.

Mayra did a presentation on PEPs and team discussed how to market interest areas.

The Chancellor's Office requires the detailed submission on our Guided Pathway's implementation.

Karen reminds everyone the drafts will be reviewed at PBC next week and to please attend.

Manuel reminds the team about PEP and reminding everyone one way to engage students is to make sure students get their Education Plan, priority registration, and last year's interest area designations. This year there are individual PEPs per interest area and in Spanish.

6) Special Presentations

d) **Cultural Center Focus Groups - CLP**

Karen & Manuel / 10 mins

Through Guided Pathways, we have a partnership with Career Ladders Project (CLP) who is helping us with the Focus Groups (and it's free!). Check out your email about how to sign up for the focus groups and how you and your team can sign up.

CLP is facilitating all focus groups. We are making sure the facilitators represent the communities who we serve and that we have diverse identities represented with our CLP group.

Career Ladders Project is a non-profit organization and they are working closely with the California community colleges. They are not directly connected to the campus or the district in any way. These CLP focus group leaders are all part of our broader CCC community.

We have received some questions relative to AANAPISI designations within our focus groups, why are our black faculty and students separated, etc. The leaders of the focus group planning conversations have been responding to each of these questions. Please expect an email will be sent to address these questions, providing more information, and moving forward.

If you're unable to make a specific time, there will be an online submission process available as well. (It can't completely replicate focus groups, however we will still be able to capture the spirit of the focus groups regardless if they cannot or would prefer not to participate at a specific time).

Maria Huning moves to extend this agenda item by 5 minutes. Margie Carrington seconds. Motion carries unanimously by the consent of those present.

CLP will audio record the sessions, transcribe and give a complete summary analysis. It will be then given to Canada by the end of the term or sooner.

Michiko asks about CLP and who will be transcribing the data (will it be similar to Guided Pathways student voice?). We expect to see the data summary from CLP and report (totally anonymous) around April.

Maria Huning asks about the submissions and how we can aim for freedom/anonymity. Karen says this portal is totally anonymous with no identifiers. Manuel brings up the question on how we do this with also ensuring someone is part of the college. Karen says this is something the college will work with CLP on. Manuel notes that when doing this work with CLP, the team will communicate that anonymity is a priority.

e) **Student Services Facilities Updates**

Wissem & Max / 10 mins

DREAM Center has had multiple meetings, lots of ongoing conversations on the transfer experience and relationships with groups and programs.

There has been continued work on a new layout for the VROC, DREAM Center, Financial Aid, and A&R. Expanding our current footprint to support students. The VROC new layout has been completed.

Lorraine asks the question of who is on the committee for this facilities work. Vice Chancellor Nunez is on the CIP (Capital Improvement Plan), as well as, the VPs and Deans. The plan then goes out to the teams at the colleges. Is CIP asking questions such as, how are students liking the space and what do we need from the space?

How do departments and programs address spacing requests and issues (outside of program review)?

7) Business Items

Mary, Mayra, Maria H., Michiko / 35 mins

a) **SSPC Program Review Equity Lens**

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? How do we serve our student populations as a whole?
- What does your program do for students in helping them to reach their goals?
- What are your on and off campus community partnerships?
- How does your program contribute to anti-racism at Cañada College?

Equity and Access

- Describe how your program assures equitable access to all of its students by providing appropriate, comprehensive, and reliable services to all students:
- How does your program work towards eliminating equity gaps?

- How does your program support marginalized, disproportionately impacted populations? (ie. BIPOC, LGBTQIA+, 1st Gen, Foster, Homeless, Undocumented, Veteran, Low-income, etc.)
- How does your program support Cañada College as an HSI and AANAPISI designated institution?
- How does your program take into account location (access and awareness)?
 - How does your program take into account delivery method(s) to best serve students? (ie. marginalized, underserved, underrepresented, disproportionately impacted, etc.)

Looking Back

This is the section that will be used during the “Annual Update” in conjunction with the “Resource Requests.”

Major Accomplishments and Challenges (500 word limit)

- Describe major accomplishments and challenges since the last program review cycle.

Impact of Resource Allocations Process

- Describe the impact to date of previously requested resources (staff, non-instructional assignment, equipment, facilities, research, funding) including both resource requests that we approved and not approved.
 - What impact have these resources had on your program/department/office and measures of student success or client satisfaction?
 - What have you been unable to accomplish due to resource requests that were not approved?
 - How have these resources (or lack of resources) specifically affected disproportionately impacted students/clients?

SAOs and SLOs

- State your Service Area Outcomes (SAOs) and Student Learning Outcomes (SLOs).
- Describe how your program assessed your SAOs and/or SLOs.

SAO/SLO Assessment Results and Impact

Summarize the findings of your program's SAO/SLO Assessments. What are some improvements that have been, or can be, implemented as a result of SAO/SLO Assessment?

Looking Ahead

SAOs and SLOs for the Next Review Cycle

- State your SAOs and SLOs for the next review cycle.
 - Describe how you will address identified opportunities for improvement.
 - Discuss how you will address anti-racism¹ in the next program review cycle.
 - Discuss how you will address equity² in the next program review cycle.

Program Improvement Initiatives/Resource Requests

- What changes could be implemented to improve your program?
 - How might an anti-racism lens be considered in the proposed changes?
 - How might an equity lens be considered in the proposed changes?
- How will you address the opportunities for improvement that you identified throughout the prior sections of this Program Review?
- What research or training will you need to accomplish these plans?
 - What additional Anti-Racism training do you/your program need in the upcoming year?
- What supplies, equipment, or facilities improvements do you need? Please be certain to add this to your resource request documents.

¹ What is anti-racism again?

² What is equity, and why is it different from anti-racism?

Soraya asks about how this affects our future assessment and if these then become part of our work. Mary adds that it would affect our future assessments. Mayra and Maria speak to the importance of Anti-Racist work and ensuring it's always included in what we do (not one and done); this does need to be revisited as times update and change.

Manuel asks the team how do we speak on naming and do we strike out the "i.e." so that we specifically name these communities (move past the idea of transactional). Margie adds that breaking it down and it being practical is helpful. Candice agrees. Debbie adds the etc. could be taken out. Margie adds that this is a baseline, a cultural shift, and gives us specifics to go off of; it's our responsibility to address this.

Nimsi shares this important note about this work: "The student is the most important person on campus. Without them, there would be no need for this institution." This is a poem from TRIO titled "The Student Is..." (also found in Candice Johnson's email signature).

Candice also shares: We all want to be able to answer a student if they ask "how do you serve [my identity marker that is important to me]." If you don't know today, that's okay, and be thinking about it.

Adolfo and Maria add great notes about Flex sessions and how this being named in Program Review is helpful since Flex isn't a "constant".

Margie Carrington moves to approve the above changes in red to the SSPC Program Review Questions. Adolfo Leiva seconded. Motion carries unanimously by consent of those present.

b) **SSPC Bylaw Updates**

Maria H., Mary, Michiko, Nimsi, Manuel / 20 mins

SSPC Agenda

a. Distribution:

- i. Agenda packets will be distributed by the Vice President of Student Services' Office **72 hours in** advance of meetings to the College community (administration, faculty, classified professions, and Associated Students).
- ii. Agenda Building:
 1. SSPC Co-Chairs will be responsible for developing and approving agendas. Council members may request that an item be included on the agenda by contacting one of the co-chairs **and/or during SSPC's Open Forum and Feedback section of the agenda.**
 2. The Co-Chairs will review with Council all requests not approved for agendas. The Council may decide by consensus to include items on a future agenda not approved by the SSPC Co-Chairs. All agenda items will be given a time allotment as appropriate for the item.

- iii. Minutes
 1. draft meeting summaries should be reviewed/approved at subsequent meetings
- iv. Website Sharing
 1. Agendas and meeting summaries are to be posted regularly on SSPC webpages
 2. Council or committee webpages should be regularly updated with current information, committee membership, bylaws, meeting agendas and summaries, meeting days and times.

Nimsi shares the changes in red, coming from both committee work and PBC recommendations. Nimsi also shares the PBC template so everyone can review: <https://canadacollege.edu/planningbudgetingcouncil/meetings.php>

Soraya Sohrabi moves to approve the SSPC Bylaw changes as seen above in red. Seconded by Nadya Sigona.
Motion carries unanimously by the consent of those present.

8) 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**

- **Welcome for new staff** (FA staff – 2; VROC/Welcome Ctr; A&R Registrar and PSC)
- **SSPC Program Review Timeline Review** Max 10 minutes
- **UMOJA Program Presentation** Black Students Matter Core Group/30 minutes
- **HEERF II – Corona Virus Response & Relief Supplemental Appropriations (CRRSAA)**
- **PEP Presentation – How can we get SSPC involved?** 5/10 minutes
- **Colts Con Reminder – How can we get SSPC involved?**
- Recording future SSPCs?
- Minutes Recap Major things Accomplished → (decisions made) → program review, bylaws
- Maria – can we have Max update us on Program Review timeline to get it to PBC?

3) Adjournment

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

Student Services Planning Council Mission Statement:

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