Student Services Planning Council Minutes
Meeting Date: October 14, 2020
Meeting Time: 2:00-4:00
Location: ZOOM Meeting
Present: Wissem Bennani, Deborah Joy, Michiko Kealoha, Manuel Pérez, Jeanne Stalker, Max Hartman, Jade Shonette, Margarita Baez, Olivia Cortez-Figueroa, Bob Haick, Bettina Lee, Soraya Sohrabi, Adolfo Leiva, Loretta Davis Rascon, Ariela Villalpando, Alison Field, Nimsi Garcia, Maria Huning, Karen Engel, Maria Huning, Kathy Kohut, Lorraine Barrales-Ramirez, Saul Miranda, Nadya Sigona, Candice Johnson

Topic	Discussion/Outcomes
1) **Approval of Minutes (Action)** (2 minutes) September 23, 2020	Lorraine Barrales-Ramirez moved to approve the minutes as is from September 23, 2020 Bob Haick seconded the motion None abstained none disapproved Motion passes
2) **Timekeeper Assignment Rotation** (3 minutes) 3) **Department Reports** 4) **Discussion Items** I. **Undocumented Student Support Project** – Wissem Bennani & Adolfo Leiva (15 minutes)	Olivia Cortez-Figueroa offered to be timekeeper Manuel and Ruth requested that all updates be submitted via the Zoom chat box. This project is to increase educational and career outcomes for undocumented students and address the unique challenges identified by the CCC Chancellor's Office. Here is the link to the California Community Colleges Dreamers Project Report. The survey will be completed by October 23rd. Undocumented Student Week of Action Events – October 19th – 23rd

II. **Student Services Program Review Updates** – Max Hartman (Action Item - 15 minutes)	No full program review is due this year, however, if you are requesting resources, an annual review is needed. Student Services Program Review Template Proposed changes: • One program does one program review (no longer grouping programs or program reviews) • Eliminating the Executive Summary section unless this is mandated by our board • Program Review is to be completed every 3 year • 200 word limit for all sections (except where noted) • Expectation that appropriate dean/VP will read and give written feedback on all program reviews/annual updates Max proposed a motion that we approve all six items that were written by the Program Services Review taskforce. Maria made a motion to approve this document as submitted by Max Soraya seconded Motion passes Lorraine Barrales-Ramirez motions to add an additional 3 minutes to vote on the Proposed Student Services Program Review Timeline. Maria Huning seconds the motion Motion passes Max proposed a motion to approve the Proposed Student Services Program Review Timeline (2021-2023) with the following amendment (Manuel Pérez): Dual and Concurrent Enrollment will move to 2023, Promise will move to 2021 and Outreach will move to 2022 and amendment (Nimsi Garcia) Puente will move to 2022 and ESO Adelante will move to 2021. Lorraine Barrales-Ramirez seconded the motion Max Hartman approved the amendment Maria Huning seconded the amendment Motion as amended twice passed

III.	**SSPC Bylaws: Process for Selecting a Co-Chair** – Manuel Pérez & Ruth Miller (30 minutes)	SSPC initiated the need for a new Co-Chair at the last meeting and one person offered to step in. The question is should we write our process for selecting a co-chair first before we ask for a new co-chair. We have an option on the table for Michiko Kealoha to serve as co-chair through April/May 2021. Lorraine Barrales-Ramirez motioned to amend our bylaws to indicate the VPSS is a permanent co-chair with one of the SSPC members. The SSPC member will serve with a term limit of two years with a maximum of two consecutive terms. Olivia Cortez-Figueroa has seconded the motion Motion passes Debbie Joy will update Bylaws Jeanne Stalker moved to nominate Michiko Kealoha as Co-chair for SSPC. Michiko Kealoha accepts the nomination. Jade Shonette moves to appoint Michiko Kealoha as Co-chair Soraya Sohrabi seconded Michiko Kealoha abstains Motion passes SSPC would like to thank Ruth Miller for her 10 years as SSPC Co-chair.
IV.	**New Student Lists: Special Groups and Interests** – Wissem Bennani & Karen Engel (15 minutes)	This is a report from CCCApply that gives student contact information for students new to Cañada each term who have indicated interest in one or more of our student services programs. PRIE can give this information to each Student Services Program that would like to receive this report. Right now, this report can be run at the beginning of each semester but it could be run every week if a program would like it that often. Each tab on the report needs to be sent to a specific person at our college so each students' questions are answered even those interested in child care (which we don't have).

	Below is the link to the question in CCCApply: https://cccnext.jira.com/wiki/spaces/PD/pages/727843091/CCCApply+Questions+Fields+IN+ORDER?preview=/727843091/729448477/Apply%20Needs%20Programs.png Dr. Bennani with support from the PRIE office, will make the decision on where this list will be sent. Please email Dr. Bennani and Karen Engel as to when your program would like the report sent in the term. 1. Codify the process for communication to all new students as informed by CCC Apply. 2. Send that out in the SSPC notes. 3. Present that info as part of a Cabinet update.
5) Standing Items • **Planning & Budgeting Council Updates –** Max Hartman (10 minutes)	Graciano Mendoza provided a report on the economic future financial Approved Race Workgroup on approve the group college wide transfer plan and will be approved by PBC Technology Refresh https://canadacollege.edu/planningbudgetingcouncil/meetings.php
• **VPSS Updates –** Manuel Pérez (10 minutes)	Undocumented Week of Action is next week, October 19th -23rd Latinx Heritage Month Foro Comunitario – October 15th at 6:00 pm.
• **Enrollment Services Committee (ESC)** (10 minutes)	• Graciano provided an update on the economic outlook of our college and district related building off of the previous "grim, grimmer, and grimmest" economic outlook provided by the district. The main takeaway is that there is a lot of uncertainty which will definitely limit our opportunity to fund new ongoing expenses and may limit even

• **Guided Pathways** (10 minutes)	our ability to fund 1 time requests that come in through this year's resource request process. • PBC approved a workgroup to be appointment by PBC to develop a college wide transfer plan. • PBC approved the creation of an Antiracism Taskforce • We adopted the 20-21 annual plan • The Taskforce on Committee Structures presented and PBC approved a template for shared governance committees. • Dean Reed shared on the technology refresh process Please find the link to the PBC website with the document shared at that meeting: https://canadacollege.edu/planningbudgetingcouncil/meetings.php Updates tomorrow at our Flex Day. Will the Flex Day sessions be recorded?
Department Reports	**EOPS** EOPS is still accepting new students for this semester and the application will close on Oct. 30. Students who are accepted for this semester will received reimbursement for books. Applications received after that time will go towards spring 2020 admission. **Dream Center:** For students who participate in the Virtual Campus events they will also enter an opportunity drawing for a care packet being put together by the DREAM Center/Taskforce! **Transfer Center:** We hosted our first virtual Transfer Day yesterday, October 13th with 55 University in attendance. Thank you all who supported and promoted the event. Although the event is over, we still have the universities' information available on the Transfer Day page: https://canadacollege.edu/transfercenter/transferday.php This will allow students to learn about their program and services as well as taking advantage of virtual advising. October 15th is the deadline for UC TAG. Please let students in your program who are transferring in fall 2021 know of the deadline and encourage them to submit their TAG by the deadline. ORBIS Education will present on nursing programs available at the partner university, on October 22nd from 2:30 – 3:30p.m.

	Transfer Center offers workshops and drop-in hours in October-December 4th to support students with CSU and UC applications including personal Insight question. Please see the workshop schedule available at the Transfer Center page: https://canadacollege.edu/transfercenter/
I. Adjournment	SSPC closed the council meeting in memory of Gena Rhodes <3
Future Items: Upcoming Meetings: Foundation Report Student Application Contracts Chair Duties and Overview **SPRING 2020:** 10/28/20, 11/11, 11/25, 12/09	

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Undocumented Students Support Project (USSP)

Student Services Planning Council
October 13, 2020

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In partnership with

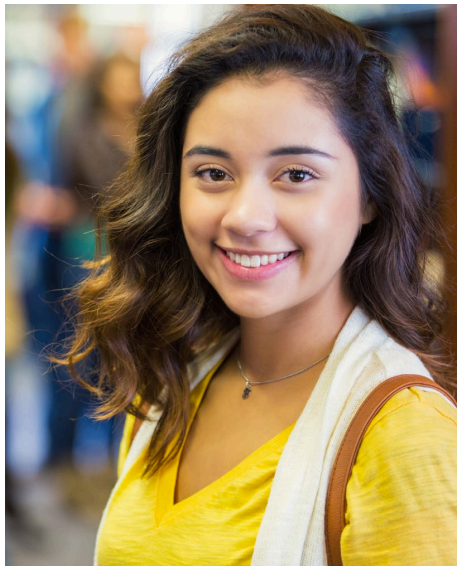
California Community Colleges | Foundation for California Community Colleges | Immigrants Rising – Transforming Lives Through Education

Project funded by

The James Irvine Foundation

Undocumented Student Support Project
(USSP)

- Two Goals (10,000 ft. level)
  - To increase educational and career outcomes for undocumented students
  - To address the unique challenges identified by the Dreamer Project Report



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Dreamer Project Report Goals

1. To initiate a collaborative planning process that allows the CCC system to **respond nimbly** to the **evolving needs** of undocumented students given recent changes to and uncertainties about DACA policies.
2. To **elevate promising practices and resources** that help colleges better **serve their undocumented students**, and also **identify and address shared challenges.**

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Six Main Challenges to Serving Undocumented CCC Students (Dreamers Project Report)

1. Inadequate ability to **outreach** to undocumented students and protect student data
2. Insufficient **institutional support**/campus wide training
3. Need for **dedicated stakeholders**, staff, and space at each campus
4. Need for better **access to financial support**
5. Need for **increased student engagement** and direct services to increase student retention
6. Need for definitive **guidance from CCC Chancellor's Office**

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The USSP Objective & Outcome

- **Objective:** To **close achievement gaps** and to increase the number of undocumented students enrolling, transferring, and earning degrees and certificates while decreasing the time and costs to do so.
- **Outcome:** The project will **provide system-wide guidance, tools, and resources** for colleges to adopt innovative student-focused solutions that comply with federal and state mandates, **including AB1645**.
  - AB 1645 requires CA California Community Colleges to identify an UndocuLiaison **(Dreamer Resource Liaison).**

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USSP Goals (1)

1. To **identify a liaison** at each California Community College.
2. To **conduct regional UndocuLiaison calls** in Fall, Spring, and Summer (one per Guided Pathways region) to:
   a. **Identify challenges** experienced by UndocuLiaisons;
   b. **elevate promising campus-level practices** underway at some colleges,
   c. and; **identify training and guidance** needed to support the UndocuLiaison network.

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USSP Goals (2)

3. To create the **California Community Colleges Undocumented Students Advisory Committee**, which will advise the work of the Foundation and the Chancellor's Office.
    a. The advisory committee will include one lead UndocuLiaison representative from each of the seven regions, trusted statewide advocates, and other key statewide partners.

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USSP Goals (3)

4. To create a Chancellor's Office Undocumented Student internal work group to focus on **identifying and advancing recommendations for system-wide initiatives** to guide colleges in institutionalizing support for undocumented students.

5. To collaborate with the UndocuLiaisons, Advisory Committee, and the Chancellor's Office **to develop a toolkit with best practices** and models to institutionalize services for undocumented students across the community college system.

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USSP Survey

- College representation on
  83 Question Survey
  - Student Services – Saúl Miranda
  - Immigration Legal Services – Saúl Miranda
  - Outreach – Olivia Cortez-Figueroa
  - Admissions – Ruth Miller
  - Financial Aid – Ari Soler
  - PRIE – Karen Engel
  - Funding Streams – Saúl Miranda
  - Other Departments (Counseling, Career & Transfer Services)
- Complete Survey by Oct. 23rd

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USSP Next Steps

- Cañada College representative to attend the Fall UndocuLiason regional call – 1st week of November
- The CCC Undocumented Students Advisory Committee will meet to identify and advance recommendations for systemwide initiatives
- The CCCCO will develop a toolkit of best practices in institutionalize services for undocumented students statewide.

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Locally at Cañada College…

- Submit USSP Survey – Oct. 23rd
- Attend & Promote **Undocumented Student Week of Action** events – Oct. 19th – 23rd
- Attend upcoming professional development workshops to learn how to support our Undocumented students.

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Undocumented Student Week of Action

COMBINED SSSP AND ESC AGENDA & MEETING NOTES

Date: Thursday, October 1, 2020

Time: 2:30pm-5:00pm

Location: Zoom Meeting (See calendar invite)

Present: Karrie Mitchell (DO), Sue Lorenzo (SKY), Lauren Ford (DO), Steven Trinh (CSM), Tracy Huang (DO), Diva Ward (DO), Regina Morrison (SKY), Sandy Allen (DO), Ruth Miller (CAN), Cherie Colin (SKY), Chris Smith (DO), Roger Perez-Vaughan (DO), Estela Garcia (CSM), Jennifer Taylor-Mendoza (SKY), Eric Utsumi (CSM), Tony Quadra (DO), Luis Escobar (SKY), Grace Beltran (SKY), Charles Phan (CSM), Lizette Bricker (CSM), Max Hartman (CAN), Tabitha Conaway (CSM), Will Minnich (SKY), Edgar Coronel (DO), Carol Ullrich (CSM), Megan Rodriguez Antone (CAN), Cherie Colin (SKY), Aubrey Kuan Roderick (CSM), Eloisa Briones (SKY), Aaron McVean (DO), Ari Soler (CAN), Wissem Bennani (SKY), Kathy Kohut (CAN), Alicia Frangos (CSM), Matais Pouncil (CAN), Krystal Duncan (CSM), Manuel Pérez (CAN),

Not Present: Claudia Menjivar (CSM), Everett Chan (DO), Melissa Komadina (SKY), David McLain (CSM), Rachel Corrales (CAN), Yuki Ishizaki (DO), Rich Rojo (CSM), Connor Fitzpatrick (SKY),

AGENDA/MEETING NOTES: ESC/SSSP/FASC AGENDAS AND MEETING NOTES IN ONEDRIVE; SSSP/ESC ACTION ITEMS IN SMARTSHEET

1. September 4, 2020 Meeting Notes and Agenda for Approval **(Karrie) Approved**

PREVIOUS ITEMS

1. **Academic Calendar and Registrar's Calendar (Edgar, Ruth, Sue, Steven)**

UPDATE 5/1/20: Will need to reconsider Summer registration appointments and spacing out more days to accommodate the student load.
ACTION 6/4/10: Karrie to set up Academic Calendar meeting;
UPDATE 7/2/20: Karrie has not set-up a meeting yet; Update on Registrar's Calendar meeting? Here are the published minutes. Got through Spring 2021 and Summer 2021.
ACTION 7/2/20: Everyone should review the published minutes for changes, etc.
UPDATE 8/6/20: Academic Calendar Meeting held on 7/27/20. Initial Smartsheet further developed. Curriculum Specialists 2021/2022 Draft Due 8/19; hoping for Board approval on October 28.
UPDATE 9/4/20: 1st Draft was due back on 8/31; No changes were reported. 2nd draft review is due back 9/23.
UPDATE 10/1/20: AFT requested 1 change of Flex Days from Oct 14 to Oct. 13; PD Coordinators requested changes to Flex Days. No other comments from Registrars/FA Directors/VPs. Still on target for an October 28th Board meeting.

2. **All Things Transcripts (Registrars/Edgar/Karrie)**

ACTION 5/1/20: Karrie to set up future meeting (scheduled for 5/15/20) with Degree Evaluators to review the CSU ADT Certification process to determine if efficiency enhancements can take place.
UPDATE 6/4/20: Meeting occurred. Information on the CSU ADT Certification process will be incorporated into the above ITS Action Item (i.e. Including the SWATESS fields in a new report).
UPDATE 7/2/20: No Update. End of June project.
UPDATE 8/6/20: No Update.

ACTION 8/6/20: ITS Project to create the process by which Degree Evaluators can download the CSU ADT list, upload into Banner and produce a comparable report to the SYADRGU report with the SWATESS fields recently added.
UPDATE 9/4/20: No Update
UPDATE 10/1/20: No Update

UPDATE 8/6/20: Credentials Data for All-Colleges for June 2020 (From Steven)
UPDATE 8/6/20: mySMCCD Portal Effect on Transcript Requests in WebSmart (From Edgar)
ACTION 8/6/20: Registrars to be a part of the workgroup to help build the Knowledge Base for the helpdesk (Ease Learning) on the transcript request and the WebSmart Access process. Edgar to schedule the meeting.
UPDATE 9/4/20: No Update. Edgar will schedule meeting.
UPDATE 10/1/20: No Update – Edgar needs about 1 day to clean up before reviewing – will schedule for October

ACTION 9/4/20: Registrars to review the documentation from Edgar about ways to get students access to WebSmart prior to 2016. Tony shared the documents with Sue and Ruth.
UPDATE 10/1/20: Will chat with Edgar at the October KB Meeting.

ACTION 9/4/20: Will to look at the Unofficial Transcripts data from Edgar (linked above) and run some numbers to see what it would cost if we offered FREE Official Transcripts to ALL students.
UPDATE 10/1/20: Students at SMCCCD requested 90k transcripts this past year. Transcripts cost $5 each. This would cost SMCCCD approximately $450,000.00 annually.

3. Personal Pronouns (Tabitha & Lizette)
ACTION 5/1/20: Manuel/Will/Tabitha to connect on moving this forward.
UPDATE 6/4/20: Will mapped out the screens and where to go for next steps; Manuel took the lead for Professional Development for Personal Pronoun and Manuel sent a follow-up meeting to Will and Tabitha; Manuel put together a 30 second training on Personal Pronouns on why important. Film Screening in July? And perhaps a 1 pager for a resource.
UPDATE 7/2/20: No Update
UPDATE 8/6/20: Manuel shared a video that was created by their Safe Zone group on the use of Personal Pronoun. Edgar was asked if there was a Banner screen that the majority of transactional folks went to, although many folks went to a variety of screens "first". SWASSUM is readily used by counseling. SPAIDEN for Financial Aid & Cashiers. Some Counselors are going to SARS first, so Welcome Center
ACTION 8/6/20: Manuel & Lizette to create the process map for folks to use related to Banner screens related to Personal Pronoun.
UPDATE 9/4/20: Here's the link to the document for review.
ACTION 9/4/20: Once approved, Tabitha to send to Marketing to make it pretty for distribution. The goal is to have it done for an October Flex Day discussion at the three campuses. Tabitha will reach out to CSM PD Coordinator to see if there is space for this to be included.
UPDATE 10/1/20: Attached is a draft of the Pronoun document from marketing. We were too late for Oct Flex.
ACTION 10/1/20: Manuel, Will, and Tabitha to plan next steps on the Personal Pronoun project.

ACTION 9/4/20: Tabitha will work with Arielle and Academic Senate to create documentation for Canvas on Personal Pronouns.

UPDATE 10/1/20: Still working on this. I have emailed Arielle to have initial conversation, but more work needs to be done.

4. **Out-of-State Students and State Authorization & Reciprocity Agreements (SARA) (Steven/Ruth/Sue)**

UPDATE 7/2/20: SARA Process Map Reviewed with Registrars; Action Items developed. Will work on feasibility and implementation over the next month.
ACTION 7/2/20: Edgar is checking on the ability to limit a student updating address in WebSmart; may need to have compliance report to address.
UPDATE 8/6/20: Correct that can't limit Websmart address updating.
ACTION 7/2/20: Steven to seek TITLE V Guidance, since student is out-of-state, yet Title V since cannot drop course after it has started.
UPDATE 8/6/20: We (Registrars) have researched through Title 5 without any luck on any guidance. We have reached out to other schools to ask how they are dealing with the requests. Karrie reviewed the SARA Process Map and gave background about SARA for the group.

UPDATE 9/4/20: Karrie to update the SARA process map to reflect new process to include the automated moving of students with out of state addressed out of SWACCAP to SWACCAD; messaging the students, and then having staff work the application after the student responds with the appropriate CA Address documentation to comply with SARA. Will need to review the ongoing compliance report and process as well.
ACTION 9/4/20: ITS to work on the SWACCAP to SWACCAD Student Communication process.
UPDATE 10/1/20: Complete and in production on 9/10/20.

ACTION 9/4/20: Karrie to update the SARA process map.
UPDATE 10/1/20: Complete and meeting held with Registrars and Deans of ES on 9/22/20.

5. **Enhancement to Goal/Program update in WebSmart (Edgar)**

ACTION 8/6/20: Deans of Counseling & Enrollment Services should share this updated document with their folks.
UPDATE 9/4/20: SKY: Luis sent; Will needs to send; CAN: Matais sent; Max to send; CSM Tabitha to send and Krystal to send.
UPDATE 10/1/20: Krystal sent to division; Will sent; Tabitha sent.....MAX?????

6. **COVID-19 Grading & Refund Information (Lizette)**
   a. Technical Documentation from ITS: COVID Changes to Support Registration; COVID Changes to support Grading and Refunds
   b. Student Explanations from Lizette: Posted on WebSchedule with links from WebSmart
   c. NP/P Grade Mode and Financial Aid (Email between Regina and Will)

ACTION 9/4/20: Ari to send the memo related to P/NP to discuss implications; include repeatability in the discussion. Karrie to set up a meeting with Registrars & Deans of ES to see what needs to happen on our end.
UPDATE 10/1/20: Meetings with Registrars/Deans of ES and Edgar & Paddy occurred. Conclusions: 1) Registrars need to manually update Academic Progress when processing ANY grade change that may have an impact on Academic Progress, as the job to batch update only runs after grade roll each term. Registrars can reference email from 9/16 for guidance.

2) ITS will modify the Repeat Indicator for Spring 2020, Summer 2020, Fall 2020 to allow for students to repeat the courses. Registrars/Deans of ES developed a statement for the corresponding Catalogs to indicate such.
3) **Updating entire grade mode, recalculating GPAs and Academic Standing resulted negatively for too many students. ITS recommends to follow Ellucian's recommendation to use the override upon student request. Here are the details of the rules setup, recalculating GPAs and AS as well as comparison reports.**

- **Configuration**
- **GPA Differences**
- **AS Differences**
- **Paddy's Testing**
- **GPA Testing**
- **Ellucian's Recommendation**
- **CCC Grading Guidance**
- **AS Testing**

ACTION 10/1/20: Registrars (and Deans of ES), Edgar and Paddy to have a meeting to better understand the process of when students request an exemption of the repeatability rules.

7. Pre-requisite Checking and Dropping of Students Process (Maria Lara)
ACTION 8/6/20: Ruth to touch base with Maria Lara about a write-up/documentation for presenting at the September meeting.
UPDATE 9/4/20: Will keep on for October meeting.
UPDATE 10/1/20: Not an issue for the Fall. Will bring back if needed.

8. Authorization Codes used for Late Registration (Will). Screen shots
ACTION 9/4/20: Will to convene a group to look at the verbiage and recommendations for Authorization Codes and include Tabitha's agenda item on looking at Waitlist functionality.
UPDATE 10/1/20: Will, Tabitha, and Registrars met to start digging in the registration screens and content. What was decided, that a meeting with ITS and Karrie to discuss capabilities in Webschedule and discuss Banner 9 registration. Meeting has been sent up.

WebSchedule Enhancements:

9. **New WebSchedule Codes (Will):** Request to add the following WebSchedule Codes for General Education contextualized courses.

General Education Pattern: Climate Change and Sustainability: Courses taught using real-world issues surrounding climate change and sustainability. These classes are open to all students and will fulfill GE requirements for transfer to CSU or UC. Suggested to be taken with other designated climate change and sustainability classes because of overlapping themes and connections.

General Education Pattern: Difference and Justice: Courses taught using real-world issues surrounding difference and justice. These classes are open to all students and will fulfill GE requirements for transfer to CSU or UC. Suggested to be taken with other designated difference and justice classes because of overlapping themes and connections.

ACTION 3/6/20: Will to take back to Carla & Skyline Team to have 1 General Education icon and utilizing the Notes and/or course
UPDATE 4/10/20: New icon and descriptions sent to Edgar on 3/11/2020.
UPDATE 5/1/20: Many more higher priority projects for the Web team – on hold while waiting other enhancement request related to WebSchedule (revised summer schedule, etc)
ACTION 5/1/20: Will to work with Skyline Carla/Curriculum Specialist to determine how courses would be determined in Banner, I.e. where that info could be pulled in to automate the Web Schedule
UPDATE 7/2/20: No Update until August
UPDATE 8/6/20: No Update – plan to recap all enhancement requests and gather specifications over the next few weeks – Goal to have in place by early October – Edgar
UPDATE 9/4/20: See document recapping all enhancements
ACTION 9/4/20: Will to circle back with the SKY College contact for some greater clarity. How many GE patters? Are they different across colleges? How will the crns be associated with a particular pattern?
UPDATE 10/1/20: All WebSMART and Banner updates have been completed and tested. Finalizing WebSchedule logic and interface changes. Here are the details of the changes and testing documentation. The schedule bill was also updated.

10. **New WebSchedule Codes (Tabitha):** Request to add a "Late-Start Course" indicator for the following courses codes:

B	2nd Week Start Date
6	Summer Six Week Session
F	6th Week Start Date
O	Other Start/End Date
8	Summer Eight Week Session
A	1st week - Not Full Term
C	3rd Week Start Date
2	Sum 2nd Wk or Later Start Date
9	Summer Other Start/End Date
L	12th Week Start Date
4	Summer Four Week Session
W	No Auth Codes - enr thru LDW
K	11th Week Start Date
~~1~~	~~Full Term~~
M	13th Week Start Date
G	7th Week Start Date
7	Summer Seven Week Session
D	4th Week Start Date
E	5th Week Start Date
H	8th Week Start Date
Q	First Week - No Auth Codes
J	10th Week Start Date

~~X Extended Term~~
I 9th Week Start Date
N 14th Week Start Date

ACTION 3/6/20: Tabitha to do some research and discuss more with the requestors to work this out more before bringing back to the group.
UPDATE 4/10/20: Request is clarified for an icon that is for a "shorter than full-term".
UPDATE 5/1/20: Icon for all courses with the above coding, minus the strike throughs, to show an icon of Shorter than Full Term. Timeline for implementation will be for September/October.
UPDATE 6/4/20: No Update. Expected in September/October.
UPDATE 7/2/20: No Update until August.

UPDATE 8/6/20: No Update – plan to recap all enhancement requests and gather specifications over the next few weeks – Goal to have in place by early October – Edgar
UPDATE 9/4/20: See document recapping all enhancements; Confirmed not to include Summer.
ACTION 9/4/20: Edgar to move this one forward for implementation.
UPDATE 10/1/20: Same as item 9

11. WebSchedule/Catalog: Term for courses to be offered, i.e. Fall/Spring/Summer (Tammy via Max)

UPDATE 5/1/20: Trying to identify ways to notate when courses will be offered, I.e. what term to help with SEP creation and planning.
ACTION 5/1/20: Krystal & Luis to bring back to Division Deans for discussion about schedules and implications.
UPDATE 6/4/20: Will sent to Luis, no update. CSM is working on the 3 year schedule through Strategic Enrollment Management and are creating a guidebook for scheduling. After the guidebook is created, then would be able to provide such to divisions and then help guide the scheduling. Bring back in August and ongoing.
UPDATE 7/2/20: No update until August.
UPDATE 8/6/20: No Update – plan to recap all enhancement requests and gather specifications over the next few weeks – Goal to have in place by early October – Edgar
UPDATE 9/4/20: See document recapping all enhancements
ACTION 9/4/20: Max to take questions back to iDeans: How will courses be identified? How many icons/codes will be needed? Are all three colleges implementing the request?
UPDATE 10/1/20: Should be put on hold until specs are provided

12. WEBSMART Registration (Carol):

ACTION 9/4/20: Edgar to research whether we can turn off the course schedule search and listing in WebSmart. If so, ESC to decide if that's what we want to do.
UPDATE 10/1/20: The search features are integrated into the registration process, turning it off broke the registration process. We could Turn off search by attributes and faculty to make it a little cleaner. Here are the details.
ACTION 10/1/20: Carol and Alicia to create mock up with screenshots of what the WEBSMART Registration screen might look like to improve student communication.

STANDING ITEMS

1. **CRM Updates (Karrie)**

Success Team:
ACTION 3/6/20: Karrie and Edgar to talk through what might be possible to informing Success Team members in the CRM for students getting close to the being dropped for outstanding balance so they can intervene.
UPDATE 9/4/20: Karrie emailed Deans of Counseling about adding this to Success Navigator Process Map and To-Do Lists.
UPDATE 10/1/20: We'll remove this from ESC and put on the CRM Phase Smartsheet to keep on the radar, but not build this out now.

Process: Texting/Phoning (Do not call/text process)
UPDATE 9/4/20: We will look at implementing the Banner 9 Student Information Module for students to update contact information. This will allow students to opt out of texting which is needed prior to us moving forward with the CRM texting solution. Need folks to look at this new set up to recommend view before moving forward.
ACTION 9/4/20: Need folks to look at this new set up to recommend view before moving forward. Deans of ES, Registrars, Alicia and Carol
UPDATE 10/1/20: Meeting held on 9/17 with Registrars, Deans of ES and Carol & Alicia to review the Banner 9 General Self Services module and make recommendations. Will look at implementing in November or December 2020.
ACTION 10/1/20: Folks should get into Banner-DEVL General Self Service and see what displays. Any feedback sent to Karrie by Friday, October 30th.

UPDATE 9/4/20: ***Reminder of our 5/1/20 ESC Discussion on Registration Appointments and the CRM:*** **Registration Appointments for Ongoing appointments and communication for CRM (Edgar & Karrie)**
UPDATE 5/1/20: Current practice is to create and run registration appointments once a few days before Priority Registration Begins. With the CRM automated matriculation messages going out, once students have completed their matriculation steps, I.e. could be in February, would like to notify them of their upcoming registration date, even though it is a few months in the future and may change, I.e. a move up in the Priority Registration rules. This would require the Registration Date job to run on an automated, nightly process, in order to send the Registration Appointment Date to the CRM, for the "Registration Matriculation messages" to be sent. Once the Open Registration date is upon us, everyone will receive that date as part of the messaging.

ACTION 9/4/20: Deans of Counseling to report back in October on thoughts from Counselors on having the next term Registration Date already populated in SWASSUM.

UPDATE 10/1/20: NOTE: When a Registration Date changes, I.e. a student changes priority groups, the student will be notified of the new date through a CRM message.

2. **Catalog Development Timeline (Karrie)**

3. **Forms Online Update (Group)**
UPDATE 10/1/20: Registrars and Deans of ES had a look at the Residency Reclassification form for any modifications needed prior to us moving forward on the build in the CRM. New specs submitted 9/29/20.

4. **Drop for Non-Payment Continuous Improvement (Group)**

ACTION 9/4/20: Karrie & Edgar to discuss with Bernata and VP Council about changing the dates of student Drop for Non-Payment to end the day before the first day of the courses to determine fiscal implications.

UPDATE 10/1/20: Bernata is planning on having a discussion with Cabinet to review policies regarding Hold amounts, drop amounts, etc.

NEW ITEMS

1. **Summer/Fall Admissions Application (Carol)**

UPDATE 5/1/20: The students who apply for Fall, but want to take Summer classes, have to reapply.
UPDATE 5/1/20: Tracy has a project to research "Number of students who applied for summer, started in fall; Number of students who applied for fall, started in fall" to look at scope. Once scope is determined, Edgar to submit ticket to Ellucian for product enhancement as this is a systems issue. Recruiters have been directed to have students apply for Summer as it covers both terms. Marketing will look at redesigning Admissions websites in light of Student Success Link and incorporate this talking point as needed.
ACTION 9/4/20: Move back up as an active Agenda items for October.
UPDATE 10/1/20: Tracy provided data on the total number of students who enrolled in Fall 2020. About 10% had applied to both summer and fall terms.
ACTION 10/1/20: Edgar will look at what is on the Ellucian Community related to this; submit a request if not present; vote in favor of development if already exists.
ACTION 10/1/20: Ruth to send email to CACCARO listserv asking how other Banner schools deal with the multiple terms.

2. **Introductory Process for JSTs and Credit for Prior Learning (Aaron)**

UPDATE 10/1/20: First reading at DPGC on 10/5/20. Will take time to develop the process.

3. **New Degree Works Planner Upgrade (Edgar & Karrie)**

UPDATE 10/1/20: We are looking to bring on a Degree Works Expert to analyze our current DW version with the SMCCD customizations so we can upgrade to the current version of DW including the Planner (SEP creation). Need some Super Users of Degree Works, I.e. Counselors; and Guided Pathways leads to be on a ***DW Discovery Users Group*** as we look to upgrade the DW Planner to the current version. This will include the use of Templates to support Guided Pathways Program Maps. (NOTE: TES & Scribing will be including in any conversations that will include scribing with the upgrade.) **Guided Pathways Leads:** Allie Fasth (CSM); Ernesto Hernandez (SKY);
ACTION 10/1/20: Deans of Counseling to send Karrie a couple of DW Super Users to be on the group. SKY-Melissa Komadina

4. **CSM to Align Degree Application process with other Colleges (Steven)**

UPDATE 10/1/20: CSM requesting to align the technical Degree Application process with SKY and CAN.
ACTION 10/1/20: Edgar will add to the project list to align CSM Degree Application process.

5. **Student Death Protocols (Manuel)**

UPDATE 10/1/20: Manuel discussed the need to have standardized protocols related to student deaths and to request membership on the group. CAN-Ruth Miller (A&R) & Wissem Bennani (Dean of ES and Lead), CSM-Claudia Menjivar (FA), Aaron Schaeffer (Student Life) SKY-Nancy Aragarin (Cashier), Michelle Batista (Personal Counseling)

ACTION 10/1/20: Wissem to call the group of volunteers together to create the draft process map and protocols.

FUTURE ITEMS

- **Banner 9 Registration Module Overview and Update (Edgar)**
- **DegreeWorks & Placement Tests (Krystal & Tabitha (Arielle))**
- **Unofficial Transcript Request Process for Staff (Krystal & Tabitha (Arielle))**
- **Parchment & Electronic Degrees & Certificates (Will)**

NEXT MEETING: FRIDAY, NOVEMBER 6, 2020 VIA ZOOM

ACTION 9/4/20: Karrie to move October meeting to October 1st at 2:30pm; November 6th to 2:30pm.
UPDATE 10/1/20: Complete

PARKING LOT ITEMS: UNKNOWN OR FUTURE DATES DEPENDENT ON THIRD PARTIES

1. **Personal Pronouns (Tabitha & Lizette)**

ACTION 4/10/20: Edgar to research Canvas functionality to bring over Personal Pronoun.
UPDATE 5/1/20: Canvas is unable to use the data load for personal pronouns – no timeline for enhancement given**.**

ACTION 4/10/20: Will to submit a change request to CCCApply to include Personal Pronoun.
UPDATE 5/1/20: Change request submitted on April 20. Meeting with CCCApply project director on 4/27 to discuss request in more detail. If it makes it to the approved status, the earliest we would see it is on November.

Cañada College

LATINX HERITAGE MONTH | 2020

SEPT 15TH - OCT 15TH

FORO COMUNITARIO

Community Forum

OCTOBER 15TH

6:00-7:00PM | 7-7:30PM Q&A

Join us as we conclude Latinx Heritage Month and learn what Cañada College is doing to combat Anti-Blackness and support our students during COVID 19.

Zoom Link: https://tinyurl.com/CanLHMForo