



## Student Services Planning Council Minutes

Meeting Date: April 8, 2020

Meeting Time: 2:00-4:00

Location: ZOOM Meeting

Present: Ruth Miller, Debbie Joy, Mayra Arellano, Soraya Sohrabi, Saul Miranda, Bob Haick, Manuel Pérez, Candice Johnson, Nadya Sigona, Max Hartman, Andy Cuevas, Karen Engel, Lorraine Barrales-Ramirez, Michiko Kealoha, Gena Rhodes, Tianna Chan, Mary Ho, Alison Field, Adolfo Leiva, Kathy Kohut  
 Chantal Sosa, Manasi Devdhar-Mane, Loretta Davis, Nimsi Garcia, Joan Murphy, Lezlee Ware, Matais Pouncil, Ariela Villalpando, Melissa Maldonado, Diana Tedone-Goldstone, Jamie Hui, Margarita Baez

Topic	Discussion/Outcomes
<p>1) <b>Approval of Minutes (Action)</b>            March 25, 2020</p>	<p>Max Hartman moved to approve the minutes as is from March 25, 2020.            Bob Haick seconded the motion.            Motion passes</p>
<p>2) <b>Discussion Items</b></p> <p>I. Timekeeper Assignment Rotation            (3 minutes)</p> <p>II. Student Survey Update            (M. Hartman) (15 minutes)</p>	<p>Maria Huning volunteered to be timekeeper</p> <p>PRIE sent a student survey to over 4,500 students that were all Cañada students and who were 18 years or older. This survey was to see how students felt about the switch to online instruction and to see if any students were in need of help. We had over 1,000 surveys completed and returned. A team from the Welcome Center checked in with each and every student who completed the survey to see if there were any students who needed additional help or questions that could be answered. Each student that responded to the survey was contacted personally by this Welcome Center team.            PRIE sent an additional email to students today to see if there were any students that still needed a question answered or needed additional help.</p>

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<p>III. COVID-19 (30 minutes)</p> <ul style="list-style-type: none"> <li>• General Check-in</li> </ul>	<p>The twelve questions in the survey are below and the results will be shared at Friday’s Town Hall.</p> <ol style="list-style-type: none"> <li>1. How would you rate your recent experience transitioning to online instruction?</li> <li>2. Do you have access to Canvas, Zoom, and a quiet place to study?</li> <li>3. What is your primary way of accessing online instruction?</li> <li>4. Are you worried about running out of data on your cell phone?</li> <li>5. In addition to your professors, are you in touch with other college staff?</li> <li>6. Please let us know who is supporting you to be successful online (name of college staff person or program).</li> <li>7. The College would like to make sure you have everything you need to be successful online. What’s the best way for college staff to contact you?</li> <li>8. Please provide your contact information.</li> <li>9. Are you considering withdrawing from any of your classes this semester?</li> <li>10. If instruction remains primarily online due to the Pandemic, are you likely to enroll in classes this Summer?</li> <li>11. With the Shelter in Place order, please let us know your level of concern about the following in terms of your being able to complete the semester? <ul style="list-style-type: none"> <li>• Access to housing</li> <li>• Access to enough employment</li> <li>• Access to food</li> <li>• Access to childcare</li> <li>• Physical health</li> <li>• Mental health</li> <li>• Falling behind in school</li> </ul> </li> <li>12. Please share any additional concerns or suggestions that you may have in the box below.</li> </ol> <p>Financial Aid: You should have received an update from Ariackna regarding the emergency funding of up to \$500 for students. As of today all funds have been expended. 60 students have been awarded \$500 each and 48 students have been put on the wait list. Although there are no longer any funds through that grant, we will still monitor the wait list in case we get additional funds. Wait list students do not need to fill out any additional information.</p>
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<ul style="list-style-type: none"> <li>• Other Updates</li> </ul>	<p>Below is the link for the rent support from North Fair Oaks Community Center:  <a href="https://www.redwoodcity.org/about-the-city/covid-19-housing-resources">https://www.redwoodcity.org/about-the-city/covid-19-housing-resources</a></p> <p>If anyone needs support filling out the online application, there is a call center but also several of members from the college were trained in how to answer the questions: Adolfo Leiva, Nimsi Garcia, Mayra Arellano, and Maria Huning.</p> <p>Food Grant: We are now mailing out gift cards for Safeway. See email from Adolfo.</p> <p>If you know of a student who is food insecure, let Adolfo know.</p> <p>Updates regarding Summer classes coming soon. The official response has not come out yet.</p>
<p><b>3) Business – Standing Items</b></p> <ul style="list-style-type: none"> <li>• VPSS Updates (10 min.)</li> <li>• Enrollment Services Committee (ESC) (5 min.)</li> <li>• Guided Pathways (5 min.)</li> </ul>	<p>Hiring: Very little hiring is happening right now except those which were started before the crisis began; Director of Disability Resource Center and Personal Counseling Center and the Financial Aid Technician.  Mayra Arellano was officially welcomed as the new Director of High School Transitions and will begin July 1.</p> <p>ESC has not met. There next meeting is this Friday.</p> <p>Milestone Moment for Guided Pathways: The GP steering committee has made a decision that will go to PBC next week. 1. We are moving forward with our CRM templates. New students will already have a chance to select their interest areas. When they select a specific interest area, they will see what this means to be in a specific interest area, program of study on the website landing page, a one page document describes that interest area.  2. We have identified we are looking for success teams that include best practice in instruction, case management, roles in success team may include a Retention Specialist,</p>

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	<p>Instructional faculty, Peer Mentors, Program Services Coordinators and Interest Area Counselor. A big step in solidifying our success teams. Mayra and Max will talk about these interest areas with Ruth regarding the Welcome Letters.</p> <p>SSPC is in support of this most recent update.</p> <p>Please take this update to your divisions and other counsels and meetings.</p>
<p><b>4) Department Reports (30 minutes)</b> (input your update via Zoom chat)</p>	<p><b>Admissions and Records:</b> A&amp;R is working very hard to keep up with our workload remotely. It has been very challenging.</p> <p><b>Career Center:</b> On the Career Center home page Bob has added information and links to the EDD, the EDD COVID FAQ, and a LinkedIn page with strategies to help with navigating a job search. Also, Bob has added a PDF of Bay Area Companies that are still hiring. This will be added to weekly and daily as more information comes in. Further, Bob is making a sheet to be sent to all students of those employers who were scheduled for the Job Fair and are still hiring. This will have information on the opportunities and links on where and how to apply. Megan will send this information out by the original Job Fair date.</p> <p><b>Dream Center:</b> The Dream Center continues to serve our DREAMers, AB540 and Undocumented students. The Legal Clinic is open and offering Legal Consultation via Zoom/phone and they are working on gathering resources for DREAM Center students and allies. The DREAMers Task Force Meeting is tomorrow, April 9<sup>th</sup> at 3:00 pm. Three community leaders will be joining our meeting from Fair Oaks Community Center, Siena Youth Center, and Catholic Charities sharing community resources and updates. An agenda and Zoom credentials will be shared shortly.</p> <p><b>EOPS:</b> EOPS is working on getting ready to support students with priority registration (4/24 &amp; 5/4). They continue to make counseling appointments and connecting students to resources.</p> <p><b>ESO! Adelante:</b> ESO! Adelante is working on inviting our sister colleges to programs.</p>

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The SFSU Teachers Education Zoom workshop is on April 20<sup>th</sup> from 2:00-3:30 pm. ESO! Adelante are working through the Education & Human Development department to invite Skyline to this program.  
Jumpstarter (pre-orientation for SFSU) which will be in May and June and they will work to invite sister colleges to this too.  
There will be an addition to the ESO! Adelante website for updates from SFSU. A few quick updates regarding SFSU – summer orientation will now be online and late applications for fall 2020 will be accepted. The deadline to accept admissions has moved to June 1.

**International Student Office:** The International Student Office continues to connect with our students via live Skype video/chat/call advising Monday through Thursdays. They are also planning to host a Webinar for their students within a few days.

**Learning Center:** [The Learning Center Newsletter](#) is available, featuring all the ways the Learning Center is supporting students virtually.  
Students taking ESL 914, 924, 400, ENG 105 and Math 811, 110, 120 & 190 can contact Melissa Maldonado for help by email at [maldonadom@smccd.edu](mailto:maldonadom@smccd.edu), call her at (650) 306-3356 or text her at (650) 474-5725.

**Outreach:** Outreach is getting ready for Summer and Fall Recruitment. We have moved our PEPs (orientations for incoming 1-year students) via Zoom. As well we are finalizing details for our Virtual Connect to College Open House on May 14<sup>th</sup>. Please save the date. If you are working with any prospective students, please share the [Outreach link!](#)

**Personal Counseling Center:** The Personal Counseling Center is now able to offer counseling sessions to students via HIPAA compliant Zoom. A message will be going out to all by marketing with details how students can make an appointment.

**Promise Scholars Program:** Students have been actively meeting with our Promise Counselors. Our virtual drop-in has been popular this week as students have questions now that they are back from spring break. Mahitha (retention specialist) and Ariela (Program Services Coordinator) have been hosting AMA (Ask Me Anything) zoom sessions. They had a great conversation today in the AMA session where we shared self-care tips. Students were engaged and appreciated the space that was provided for them. Also, the Promise team has

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been working on virtual workshop presentations that they are excited to host! Topics include “How to be a Successful Online Student” and “How to Stay Motivated.”

**SparkPoint:** SparkPoint continues to offer financial coaching services around personal financing, credit review and repair, budgeting building assets. They continue to process Cañada Cash incentives. Additional, they are still enrolling students in CalFresh and informing students about unemployment insurance. They also are connecting students to food, housing, legal, and other community resources.

**Student Life:** Interclub Council has only two more meetings and Leadership Awards is only three weeks away! If you would like to give a video shout out to any student leaders or the group as a whole, please email Michiko Kealoha by April 17<sup>th</sup> before midnight. Student Senate has just three meetings left, so if you have any funding requests, please submit before 11:00 am on April 17<sup>th</sup> for the rest of the semester.

The elections timeline has also not changed, and Student Senate applications are due this Thursday in case you have any students who would still like to apply. Voting opens next week!

Student Senate is offering a [Parenting Panel](#) and community gathering this Friday, April 10<sup>th</sup> from 3:00-4:00 pm!

**Transfer Center:** The Transfer Center had its first Zoom workshop yesterday and it was successful. We are planning to add more zoom workshops in support of students who are transferring in fall 2020. As soon as finalized, I will add it to the Transfer Center webpage. Also working with the university representatives to connect with our students.

Also added CSU and UC updates on the Transfer Center websites.

The Transfer Center will continue to help students by answering their questions and responding to their concerns via email and phone.

**TRIO Upward Bound:** TRIO Upward Bound is working hard to support students who are experiencing additional challenges at this time. We are adjusting plans for summer and are working with Sequoia High School District to connect with potential new students.

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	<p>Several people from TRIO, Outreach and SparkPoint, were able to take part in a training today from Ana Avendano at the Fair Oaks Community Center about the <a href="#">emergency funds available for our community for those affected by COVID-19</a>. The application is online and requires a lot of documentation. There is a helpline to fill this out as well. Looks like these funds are available for multiple months!</p> <p><b>VROC:</b> VROC continues to serve the veterans and their dependents. VROC is moving forward in preparation for the summer and fall registration to begin, as well as, planning on hosting a Town Hall Meeting where they'll invite key Veteran Services staff for a Q&amp;A. VROC is also working with our sister colleges to align VROC services and share resources across the District.</p>
<p><b>IV. Adjournment</b></p>	<p>Adjourned at 3:08</p>
<p><b>Future Items:</b></p> <p><i>Upcoming Meetings:</i> <b>SPRING 2020:</b> 4/22, 5/13, 5/27</p>	<ul style="list-style-type: none"> <li>• Foundation Report</li> <li>• PEP Work Update</li> </ul>

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