Cañada College

**STUDENT SERVICES PLANNING COUNCIL
MEETING MINUTES**

**Wednesday, April 26, 2017
2:00pm to 4:00pm
Building 9 – Room 154**

Members Present: Sonny Choi, Misha Maggi, Maria Huning, Kathy Kohut, Margie Carrington, Soraya Sohrabi, Max Hartman, Debbie Joy, Chialin Hsieh, Kim Lopez, Adolfo Leiva, Gloria Darafshi, Joanna Dai, Sarah Aranaykul

Members Absent: Ruth Miller, Jeanne Stalker, Lizette Bricker, Melissa Alforja, Mayra Arellano, Trish Guevarra, Nicholas Jerrard, Diva Ward, Carlos Luna, Bob Haick

Guests: Caroline Ouyang, Julie Lamson,

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1. **Approval of Minutes –** April 12, 2017 minutes approved unanimously

2. **Business**

   I. **Quest for Success**
   Allison Hughes presented the Statewide Education Initiative, OEI. This is used by Counselor's to assess students or for students to self-assess. She would like Student Services to look at this and decide how it can be used in our departments and offices.

   To learn more about what Quest is: https://ccconlineed.instructure.com/courses/527
   Demo site: https://ccconlineed.instructure.com/courses/540

   II. **Financial Aid and Financial Literacy Program Review**
   Margie Carrington and Adolfo Leiva presented the highlights of the last year in Financial Aid and Financial Literacy and answered questions from the Program Review process. The reflection document is attached.

   III. **Student Life and Leadership Development Program Review**
   Misha Maggi presented the highlights of the last year in Student Life and Leadership Development and answered questions from the Program Review process. The reflection document is attached.

3. **Other**

The Student Achievement and Recognition Reception is May 12 from 4:30-6:30. Volunteers needed!
Legal Clinic hours have been extended for Immigration questions, Family Law and Tennent rights.
Wednesdays 10:00-12:00.

Know Your Rights Workshop – Tuesday, May 16 11:00-12:00 in 9-154

Kathy Kohut has been hired as the International Center manager.

Gloria Darafshi will begin as the Interim Dean of Counseling on July 17th

4. **Adjournment**

2016-2017 Upcoming Meetings
~~August 24~~
September ~~14~~ & ~~28~~
October ~~12~~ – cancelled due to Flex Day
~~October 26~~
~~November 9 & 23~~
~~December 14~~

January ~~11~~ & 25
February 8 & 22
March 8 – cancelled due to Flex Day
March 22
April 12 & 26
May 10
May 24

Student Services Planning Council Website

#	Section	Feedback	Response
0	Executive Summary	1. Add opportunities and an overview of your action plans.	1. SparkPoint = Very good suggestion. We will add opportunities and an overview of actions plans to the Executive Summary. 2. Financial Aid - Agreed. We omitted the very real priority for ongoing front counter staffing and a backfill to adequately maintain professional training should we continue to be underfunded through our categorical program budget.
1	Mission (Program Context)	Great connection to the College's mission. Financial Aid - great mission statement. SparkPoint mission statement– since we also provide Food Pantry and Legal services, I would suggest adding financial resources in addition to financial coaching on the statement.	1. SparkPoint = Thank you 2. SparkPoint = We appreciate the suggestion and will explore revising our mission statement to reflect our work. 3. Financial aid – Thank you. However, after a recent district leadership activity on writing effective missions statements, I would like to see if we can make our Mission more memorable by keeping it one sentence and actionable – will plan activity with staff for next year.
2	Program Description (Program Context)	1. This section combines the description of the two programs together – may have liked to see separate descriptions as the rest of the Program Review keeps them separate 2. Great Description	1. Excellent suggestion. We will separate the program descriptions for future Program Reviews. It would have been much more informative for the reader who is unfamiliar with what we do independently and where we overlap to understand the complimentary aspects of our programs. 2. Thank you for your comments!
3	Community and Labor Needs (Program Context)	1. Excellent examples of community needs that affect students and in turn both Financial Aid and Sparkpoint. Good assessment of the current condition and anticipation of needs	1. Thank you for your comment!
4	Major Accomplishment (Looking back)	1. Both programs have accomplished so much! Great to see everything they've done to serve our students. 2. Very impressive work, thank you!	1-3 Thank you all for your comments!

		3. Well done!	
5	Impact of Resource Allocations (Looking back)	1. SparkPoint - Thank you for pointing out the length of time it takes to hire a new employee and how it affects the program	1. SparkPoint = I appreciate the feedback. The lengthy hiring process simply has such a heavy impact.
6 A	State of the Program - Observation	1. Great to see collaboration of the 2 programs- would it be possible to combine staffing to meet the needs of both programs? 2. Very well written, very details and giving us a clear picture of your program needs and accomplishments 3. Outreach log link is very helpful	1-3 Thank you all for your comments. 1. SparkPoint = We continuously seek opportunities for combining staffing efforts. However, many of our programs' functions are very specialized and some require special certification and specific training so they unfortunately are not combinable. Financial Aid - We will continue to seek ways to assist each other. For example, a financial aid staff member could have a regular assignment each week at the food pantry – just need more staff. 2. Thank you! 3. Thank you!
6 B	State of the Program - Evaluation	1. CRER 401 (college success) is currently a class, did you mean incorporate Financial Education into the current CRER 401?	1. SparkPoint = Yes! This is one of the strategies that we are exploring.
7 A	Current Service Area Outcomes (SAOs) Assessment and Student Learning Outcomes (SLOs) Assessment		
7 B	SAO Assessment Plan		
7 C	SAO Assessment Results and Impact	1. Good to see that both programs point out that they haven't met the SAO but planning to make changes. 2. Good analysis. Financial aid – I really appreciate your honest report on SAO# 1. 3. It's important to include as much data as possible in the assessment portion to determine use and impact. How	1. Thank you. We are constantly adjusting our programs to meet the changing needs of students.. 2. Thank you 3. Thanks – it took longer than planned – we expect the GetSAP custom content within the next week to use with students who are in warning or appeal status after spring grades are posted. The Get BOGFW content is

		many students have utilized FATV or petitioned to restore their BOGFW?	still being customized and we will provide extensive training with retention specialists and others once we have the final product live – expected within next month. Yes, this data will be reported once we are using it.
7 D	SLO Assessment Plan	1. I am unclear as to how the students were selected to measure learning in the SAP Workshop.	1. Financial Aid - Students were selected manually – those who were first time appealing who attended workshop with those who appealed in prior term for the first time but did not attend a workshop. The comparison was made of their success in the next term of enrollment. Per in person feedback, understand that this is not clearly demonstrating student learning and is more in line with an SAO. Will ensure for next cycle a pre and post assessment component are implemented in conjunction with the new GetSAP module students will begin using for 1718 to satisfy the "workshop" requirement when appealing loss of financial id eligibility due to SAP issues.
7 E	SLO Assessment Results and Impact	1. SparkPoint - thank you for including findings but what ways would it be improved?	1. SparkPoint = Thank you for your feedback. Having hiring a permanent SparkPoint Coordinator has dramatically helped us to capture more quantity and better quality data. In addition, revising our SAOs and SLOs to better reflect our intended outcomes will also have a positive impact.
7 F	SAOs and SLOs for the Next Review Cycle	1. Excellent chart that address the questions and how and who will be responsible 2. So glad that we will have Loan Counseling Curriculum to educate students, how many hours will it take to complete?	1. Thank you for your feedback on the chart. We are glad 2. The new loan counseling requirement is part of the Department of Education Experiment and will require returning borrowers identified in the "test" group to complete an in-person loan counseling requirement which we are developing for all three colleges. Ideally, the loan counseling will last about an hour and will include activities to engage the students, including budgeting and debt, future borrowing needs, repayment plans, etc.

8	Equipment, technology, and facilities requests		
9	Strategic Action plans	1. It list what both programs would like to accomplish but does not address how it will be done. 2. Excellent goals for next year	1. SparkPoint = As we enter the new year, we will re-examine our mission, vision and workplan where we will further outline how we will accomplish our strategic goals. 2. Thank you!

Overall Commendations:
1. Great work! SparkPoint, Financial Aid and Financial Literacy are a great team, work collaboratively and efficiently together. I am very impressed with the work that you have done for the benefits of students.
2. Overall, this is an excellent program review that provides an analysis on what is working and what can be improved upon for the Financial Aid Office and the SparkPoint Center

Overall Recommendations:

Overall Program Effectiveness:

#	Section	Feedback	Response
0	**Executive Summary**	• Great summary	
1	**Mission (Program Context)**	• Like the statement "create a learning environment outside of the classroom".	
		• You may also explain how it relates to the college mission.	Nice! Our SLOs all have direct links to the Institutional mission/vision and not necessarily black and white links to the college mission.

We develop leaders and mentors, build community, and create change!

Original Student Life Mission:
Our mission at The Center for Student Life and Leadership Development is to create a learning environment outside of the classroom. We aim to do this by providing services, programs, and information that promote leadership development. We encourage students to participate in campus life through our clubs, student government, and volunteer opportunities. We also support student success in leadership roles and processes.

College Mission: Cañada College provides our community with a learning-centered environment, ensuring that students from diverse backgrounds have the opportunity to achieve their educational goals by providing transfer, career/technical, and basic skills programs, and lifelong learning. The college cultivates in its students the ability to think critically and creatively, communicate effectively, reason quantitatively to make analytical judgments, and understand and appreciate different points of view within a diverse community.

Possible Updates:
Our mission at The Center for Student Life and Leadership Development is to create a learning environment outside of the classroom. We aim to do this by providing services, programs, and information that promote lifelong learning and leadership development.

Aligned with the college mission, Student Life |

2			cultivates in its students the ability to think critically and creatively, communicate effectively, and understand and appreciate different points of view within a diverse community. We do this by encouraging students to participate in campus life through our clubs, student government, and volunteer opportunities. We also support student success in leadership roles and processes.
		• Clear and concise	
2	**Program Description (Program Context)**	• No Comments	
3	**Community and Labor Needs (Program Context)**	• Important that you have documented increase in student housing needs and homelessness. • Housing is of course such a huge need for our students, I'm glad your area has made this a focus of attention.	Yes! Once a full-time Student Life and Leadership Assistant is hired, their work with both Sparkpoint's Food Pantry and Housing Assistance will allow for some great interweaving of educational workshops! We were able to do a joint event on Housing with the community however being able to do classroom-visit workshops and Student Life workshops, it would be so beneficial!
4	**Major Accomplishment (Looking back)**	• Very impressive list of accomplishments! By "discounted rides" do you mean bus passes? Recommend including more information on campus clubs and ASCC under accomplishments.	Yes. We give a 56% discount to all students with a current Student Body Card. More to add to accomplishments: first college to work with Rise Up, post election concerns and created info-graphic with all college and ASCC information on what the college is doing. Add workshops given to ECE and Classified Senate. Below is a list of our clubs and our ASCC events this year: (As many campus clubs at CSM who is much bigger than us!). • Academy of Intellectual Debates • American Society of Interior Designers - Cañada College Chapter • Astronomy Club • Beta Zeta Nu (Phi Theta Kappa) • Business and Entrepreneurship Club (BEC) • Civil Liberties Club • Cañada College Republicans (CCR) • Community F.I.R.S.T. • Computer Science • Digital Arts and Animation Club (DAAm) • Dreamers Club

			• Engineering Design Club • Environmental Club • EOPS Student Club • Glee Club • G.S.A • InterVarsity Christian Fellowship • Malaysian's Little Organization (MYLO) • MAP • Math Club • Photon Masters • PUENTE Club • Salsa Club • Society of Hispanic Professional Engineers (SHPE) • Vets & Friends of Cañada • Video Game Development Club • Young Americans for Freedom
		• Impressive achievements! Keep up the great work.	
		• Wonderful accomplishments!	
		• Excellent work on improving data collection to assist in assessing the impact of services.	
5	**Impact of Resource Allocations (Looking back)**	• Student body card machine seems to have made a huge impact in documenting services! Do students also get free paper with printing privileges?	Yes! With the student body card students get 150 free pages and prints.
		• In previous cycles did you receive any new resources? What was the impact of those resources?	We have not received any technical or facilities resources through Program Review since I came in 2013.
		• Excellent work on outlining the needs in space, programming and equipment.	
6A	**State of the Program - Observation**	• Are figures for housing assistance the number of unduplicated students served or the number of student contacts?	Unduplicated students served (advertising housing or looking for roommate.)
		• You may name some the activities under the	Thank you! Events this year executed and sponsored have included:

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<td>strengths. You have many great events that engage day time and evening students. Really like that you have training modules!</td>
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- July 2016
  - Ongoing ASCC Meetings: Every Thursday from 3:30-5:30pm in CIETL
  - Ongoing ICC Meetings: Every Other Monday from 3:30-4:30 in Building 2-10
  - Ongoing Programming Board Meetings: Every Tuesday from 3:00-4:00pm
  - 4th of July Parade: 1st Place Float July 4

- August 2016
  - Student Senate Training at Flex Day: August 16
  - Welcome Week: August 17, 18, 22
  - Intervarsity Kick Off Party: August 25

- September 2016
  - Spirit Week: September 13, 14
  - Club Rush: September 15
  - CBET Student Body Card Event: September 21
  - Leadership Retreat: September 23, 24, 25

- October 2016
  - Ongoing ASCC Meetings: Every Thursday from 3:30-5:30pm in CIETL
  - Ongoing ICC Meetings: Every Other Monday from 3:30-4:30 in Building 2-10
  - Ongoing Programming Board Meetings: Every Tuesday from 3:00-4:00pm
  - Sponsored: Ongoing College for Working Adult Brown Bag Events: Every Thursday 7-8pm
  - Sponsored: Multicultural Awareness Program Club's Back to School Party: October 1
  - Sponsored: CSU Monterey Bay Visit: October 8
  - Constitution and Election Day: October 13
  - Sponsored: Transfer Tuesday Event: October 18
  - Election Debate Watch Event: October 19
  - Sponsored: Macario Play: October 20
  - Sponsored: Star Party with Astronomy Club: October 21
  - California Community College Student Affairs Association Student Conference: October 21, 22, 23
  - Sponsored: Library Open House: October 26
  - Halloween Bash: October 27
  - Sponsored: Malaysian Club Info Event: October 31

- November 2016
  - Dia de los Muertos: November 2
  - Sponsored: UC Davis Tour: November 4
  - Sponsored: San Jose State University

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			Tour: November 5
			- Sponsored: Mission District Mural Learning: November 7 - Sponsored: Veterans and Friends Club Events: November 8, 9, 10 - Sponsored: Young Americans for Freedom Club Event: November 8 - Post-Election Roundtable: November 9 - Sponsored: Social Sciences & DREAMers Post Election: November 10 - International Celebration: November 15 - National Conference on Student Leadership: November 15, 16, 17, 18, 19 - Sponsored: PTK's Senator Jerry Hill Speaker Event: November 21 • December 2016 - District Student Council Mixer: December 2 - Treat Yo' Self: Social Justice: December 7 - Treat Yo' Self: Self Love: December 8 - Sponsored: Dance Motion X: December 9 - Student Senate Winter Training Day: December 17 • January 2017 - Ongoing ASCC Meetings: Every Thursday from 3:30-5:30pm in CIETL - Ongoing ICC Meetings: Every Other Monday from 3:30-4:30 in Building 2-10 - Ongoing Programming Board Meetings: Every Tuesday from 3:00-4:00pm - Welcome Week & Free School Supplies on January 17 - Lunar New Year Celebration on January 18 2017 New Year's Kick Off January 19 - Sponsored: EOPS & TRIO Historically Black Colleges and Universities Caravan on January 26 • February 2017 - Club Rush on February 8 and 9 - Sponsored: ESL Student Body Card Special Event on February 9 - Sponsored: Phi Theta Kappa Spring Leadership Conference on February 12 - Immigration Awareness on February 22 - Sponsored: Gender Neutral Bathroom Ribbon Cutting with the Gender and Sexuality Alliance Club on February 27 - Sponsored: Business and Entrepreneurship Club Speaker event on February 27 • March 2017 - Holi Fest on March 9 - Homelessness Awareness on March 23 - Sponsored: DREAMers Your Story is Beautiful on March 28

6B	**State of the Program - Evaluation**	• Didn't realize that you share the Full-time assistant with the Food Pantry. Is there a recommendation for any changes in the coming years?	Things to work on for next year would be working really closely with Sparkpoint, Assistant, and Student Interns on roles and expectations. This entire academic year we have not been able to assist Sparkpoint and have had only part-time extra assistance from a student.
7A	**Current Service Area Outcomes (SAOs) Assessment and Student Learning Outcomes (SLOs) Assessment**	• Would "increase student visitation to the Center be a SLO rather than SAO?	Let's check in with the experts—is increasing overall visitation to a center a Service Area outcome rather than a student learning outcome?
		• Write out SAO's once again in this section.	Yes, can do.
		• That is a lot of SLOs! They all seem really good, but has there been any thought about reducing the number? I imagine it is a lot of work to assess this many SLOs. Were these developed by the students? Clear and concise SLOs	I can, however I track learning anyway to go over the learning process with each student on how they did that year so they can better grow. They were not developed by the students however they have been updated as each year goes on seeing the needs, missing areas, and things that worked (from the student end-of-the-year presentations). I luckily use Google Spreadsheet for most assessment and it makes the process easy to track for me.
7B	**SAO Assessment Plan**	• You have so much great data! This is really wonderful information that shows the impact of the student life and leadership office on our students!	
		• Excellent data collection and analysis.	
7C	**SAO Assessment Results and Impact**	• Congrats on large increases in student knowledge and participation from 14-15 to 15-16! What do you think contributed to increases?	Really taking the assessment from each retreat to heart and updating the curriculum and approach I create.
		• Well done.	
7D	**SLO Assessment Plan**	• 45 and 25 questions to each student seems like a lot of questions to measure.	I do expect a lot from our student leaders.

		• How many student interns do you have?	I have 5 who work unduplicated hours (1 person in the front desk at a time) for 90% of open Student Life office hours.
7E	**SLO Assessment Results and Impact**	• Have you noticed a difference in student response to social justice related events related to our changing political climate? Really like the "Family Sculpture Activity" idea.	YES! Looking at the preliminary results from the 16-17 test, there is a significant increase in knowledge about social justice. I've interwoven micro-aggressions into our curriculum as well. ▪ '13-'14=62.5% ▪ '14-'15=69% ▪ '15-'16=95% ▪ '16-'17=100%
7F	**SAOs and SLOs for the Next Review Cycle**	• Would recommend consolidating some of the SAO and SLO's and prioritizing 2-3 to evaluate in the next program review.	That would be easier on me in a lot of ways. Like above, I still assess the SLOs for Student Senate so that they are able to see what they've learned.
8	**Equipment, technology, and facilities requests**	• Information is complete	
9	**Strategic Action plans**	• Information is complete	
	Overall Recommendations	• Make it more known to the campus community the resources that are available to students and send information to all students, faculty, staff.	I need your help, please! I do classroom presentations, give out orientation materials, list-serv emails, Olive Hill Press articles, TV Screen ads, Facebook, Instagram, Twitter, Snapchat, and have everything online at the Cañada website and still people don't know. What can I do more? From Student Services Planning Council: get into the Welcome Letter to add Get Your Student Body Card. Bring full packet of pamphlets and bookmarks to EOPs.
		• Please provide specific information in regards to the resource allocations requests (name, costs, etc.)	Table: • PINR2472C-74P Pirouette,Nesting Collaborative,Rectangular,24x72",74P Edge • Quote Number: 17LKF-CAN004/C • Total Cost: $2715.44 Student Body Card Machine:
	Overall Commendations	• Excellent data and as part of the campus community, we really could see the improvement and visibility in Student Life activities and efforts. Thank you for your great work. Thank you for being a great resource for all	ZXP7 — Zebra ZXP Series 7 Dual-Sided Card w/ mag stripe encoder. Includes two-y warranty for parts, & labor. One year printer 800077-742 — YMCKOK Ribbon Prints Full Color Fro color back. Prints 750 cards

		students helping them out in practical ways (housing, printing) etc.	105999-704	Printer Cleaning Kit includes: • 12 feeder cards • 12 path cleaning cards • 12 laminator cleaning cards • 12 cleaning swabs
			Total: $4,160.10	
			Business Office is looking at how old the Xerox machine is and will probably have an automatic updating this year or next.	
		• Overall this is an excellent program review. Data collection and impact of services is well documented. Well done!		
		• Wonderful work! I am very impressed with all the work that you have done for the benefits of our students. Please continue the amazing work.		