

# Student Services Planning Council



## Minutes

Date: September 11, 2024  
 Time: 2:00 pm - 4:00 pm  
 Location: Building 13, Room 233  
 Zoom: <https://smccd.zoom.us/j/88106114533>

Item	Presenter	Time (minutes)
<b>I. Call to Order</b>	Co-Chair Juan Vera	1

### Time Keeper – David Vera

Please call time (verbally, chat, or via zoom time app) at the intervals of 5 mins, 1 min, 30 seconds and time [Check out this video link on how to do timekeeper easily on Zoom!](#)

<b>II. Roll Call</b>	Co-Chair Juan Vera	1
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Quorum=14

- ✓ Adolfo Leiva (SparkPoint)
- ✓ Autumn McMahon (Classified Representative)
- ✓ Bob Haick (Career Center)
- ✓ Danielle Pelletier (Faculty)
- ✓ David Vera (Financial Aid)
- Gonzalo Arrizon (COLTS-U Transfer Center)
- ✓ Jennifer Mota Hernandez (Undocumented Community Center)
- ✓ Jinmei Lun (Faculty)
- ✓ John Fraire (VPSS)
- ✓ Juan Vera (Veteran Resource & Opportunity Center)
- ✓ Kathy Kohut (International Student)
- ✓ Keith Wan (Welcome Center)
- ✓ Krystal Martinez (Classified Representative)
- ✓ Lorraine Barrales-Ramirez (EOPS, CARE, CalWORKs, FYSI)
- Max Hartman (Counseling Dean)
- ✓ Mary Ho (Interim Post-Secondary Success)
- ✓ Maria Huning (TRIO)
- Maria Lara (Admission & Records)
- Mayra Arellano (Promise Scholars)
- ✓ Michiko Kealoha (Cultural Center Representative)
- ✓ Olivia Cortez-Figueroa (College Recruiter)
- Ruth Jimenez (Disability Resource Center & Personal Counseling Center)
- ✓ Sergio Suarez (Student Life & Leadership)
- ✓ Vijeet Upadhyay (Student Representative)
- ✓ Wissem Bennani (Enrollment Services Dean)
- Vacant (Student Representative)

Advisory

- Karen Engel (Dean of PRIE)
- ✓ Ron Andrade (Library and Learning Center)
- Vacant (IPC Representative)
- Vacant (Puente Representative)

✓ Present    ○ Absent

Guest

✓ Jai Kumar

### III. Adoption of the Agenda

Co-Chair Juan Vera

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Adoption of agenda for September 11, 2024

Mary Ho moves to adopt the agenda for September 11, 2024

Maria Huning seconds the move

Approved unanimously by consensus of all those in attendance

### IV. Approval of the Minutes

Co-Chair Juan Vera

1

Approval of minutes May 8, 2024

Kathy Kohut moves to approve the SSPC minutes from May 8, 2024

Bob Haick seconds the move

Approved unanimously by consensus of all those in attendance

### V. Reports

#### a. “Why” We Do What We Do – 2.0

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

*Juan Vera:* I could do this one, last semester there was a student veteran, an older gentleman who was new to community college systems, and California. He was lost and came in. We talked a little bit about enrollment and getting him connected with someone from the Veteran Affairs (VA) Hospital. I recommended he go see if he can get evaluated for a service connection disability, and at first he had said that he wasn't going to qualify and that he wasn't ready. So then I connected him with one of the psychiatry leads from the VA, and from there the gentleman came back last week, and looked in way better shape. He looked a lot happier. He actually said that the VA reassessed his service connection, and disability and increased it past over the 100% mark. So that's usually really rare, in these types of circumstances. But low and behold, he's now set up, and he's bringing in a friend of his to get service connected with the VA. So that's one of the reasons why I do what I do with student veterans.

#### b. Department Reports

All

*Thank you all for sharing your department reports in the chat.*

**Career Center:** We are in full-go mode for the upcoming job fair on October 2<sup>nd</sup> from 11-1:30 pm. So far, we have 50 employers registered, and 3 on-campus departments are promoting their open positions. Please keep an eye out for an email asking for help with the event; it's always needed and greatly appreciated. We re-launched our Instagram for the Career Center and have slowly gained 108 followers so far, with more joining each week. Also, student traffic into the center has been up markedly over this time last year, which is great to see.

**Enrollment Services Update:** WebSMART 8 to 9 Demos Scheduled for: Friday, September 27th at 11:00 am, Zoom Link: <https://smccd.zoom.us/j/87333889062?from=addon> and Monday, September 30th at 3:00 pm, Zoom Link: <https://smccd.zoom.us/j/87333889062?from=addon>

**EOPS Updates:** (1) EOPS is still accepting applications for this semester. Please feel free to refer students to us. (2) We had our Open House on Tues, Aug 20. We had about 120 people come through. (3) For the first time EOPS hired 3 Peer Mentors. Thank you to Ron for supporting funding one of the positions. We are also excited to collaborate with other programs that also have Peer Mentors to create streamlined training in August and monthly check-ins/training throughout the semester. (4) EOPS & PSP collaborated to take students to UCSC on Fri, Sept 20. We are planning others for this semester. (5) EOPS is offering CRER 127 Job Search (Career Launch) (.5 unit) to provide students with the tools to expand on their social capital in developing professional connections in their chosen career field. Starts on Oct 16. (6) Miriam Mosqueda started in as our NextUp/FYSI/Project Change PSC. (7) Claudia Dorantes is on a detail assignment this semester. In the meantime, Gisel Zaldivar is subbing. (8) Diego Zevallos is working with Susan Mahoney to offer ENV5 115 as a study abroad trip to Peru for Summer 2025. His goal is to support EOPS students to attend and assist them in applying for scholarships.

**ESL Update:** There are currently 789 students this term! That's a high for the last several years. There is an issue with the drop for nonpayment for NEW local students (who come in person.) I'll be bringing this up with the MRE (Making Reg Easier) committee when we meet.

**Financial Aid Updates:** Well, we had a busy summer in our office. With the FAFSA Simplification Act, we experienced major glitches. However, we were able to resolve most of them and disbursed aid on time (by Department of Ed standards). Now, we are moving forward with our outreach season. We will begin our outreach efforts this upcoming October and all the way through the end of Spring 2025. Also, we are seeking student support for our office, especially for outreach events! We wish to hire student ambassadors for our office. If you have someone in mind, please forward them to me and Jackie Flores ([floresj@smccd.edu](mailto:floresj@smccd.edu)).

**Intl Center:** We are happy to kick off the Fall 2024 semester with the second-highest intake of new international students in the history of the Cañada College Intl Program, with 52 NEW international students! We are currently at 115 students, which is nearly double our student total from Spring 2023. New and continuing international students have already been active on campus in Student Government, Clubs, and campus jobs. Thank you to all those departments who have hired intl. students including the Bookstore, Athletic Center, Learning Center, Cultural Center, Student Life, Honors Program, and more. We are currently organizing several Fall events open to all students, including Student Picnic, Pumpkin Carving, International Education Week, and Movie Night.

**Office of Equity Updates:** Today we hosted a campus-wide event with the Personal Counseling Center on unpacking the elections debate and hosted a sound bath. Earlier our Office of Equity was able to lead the first hosting of a DEI on-boarding for all district new employees. We are also kicking off LatinX Heritage Month next week!

**Outreach Updates:** Our monthly Teen College Workshops at the Redwood City Library are well underway. In September our Dual Enrollment and Middle College teams came to present. In October the topic will be Financial Aid. (Thank you to all who helped us run these workshops!) We will be hosting the next Redwood City Together meeting (a meeting Outreach

attends regularly in the community) on campus on 10/2 in the Cultural Center from 10 to 11 am. Please join us and help us welcome our community partners on that day. The planning for our next College, Career & Community Fair (that we plan in collaboration with PAL, CAP, and other community partners) is happening now. The event will be on Thursday, Oct. 10 at Sequoia High School from 6 - 8:15 pm. High School Information & Application workshops are now underway at our feeder high schools. Career & College nights from various high schools are happening during evenings in the upcoming weeks. Outreach provided support in planning our EMP Priority Goals meeting last week in East Palo Alto to discuss our expanding efforts in NFO, BH & EPA with an emphasis on BIPOC communities. Outreach has been planning our next Community Listening Session - where we invite partners from a certain geographical location - to provide feedback on how we can better serve our communities. This next one will be in East Palo Alto. Our last Listening Session was in North Fair Oaks and proved very fruitful. Outreach continues to attend various community events - some of the next ones coming up are Fiestas Patrias in RWC on 9/15 and Copita Soccerfest in Red Morton Park on 10/6/24, among others. If you know of any events that you think we should be at, please let us know! Super Registration Event Planning for December is underway. Outreach is taking the lead in planning our next Annual High School Counselor/Community Partner Forum. It will be on November 13 at Cañada College.

**SparkPoint Updates:** (1) Last week's outdoor food distribution served 421 clients! A 22% increase over the last 4 weeks. (2) We have increased the number of clients served at our Food Market and Distribution to over 600 clients per week. Last fiscal year, our Food Market and Distribution were able to offset over \$1.5 million in grocery expenditures. (3) We are in the process of awarding almost 420 Cañada College students with \$100 monthly Food Cards. (4) We are partnering with both Highway 101 and Way2Go to provide students with either an unlimited SamTrans Clipper Card and/or a \$200 Clipper Card or FastPass Transponder. (5) Check out our Food Lockers to support evening students. Students can pick up both refrigerated and non-refrigerated food.

**Student Life Office Updates:** ASCC recently completed its "Special Elections" and happy to report that on Monday September 9th we welcomed 13 new senators - therefore bumping the total student government to 17 members. New training for student senators will take place on Friday September 20th. ASCC and the student life office also hosted a successful Welcome Week - and collaborated with multiple offices. Since welcome week student life has printed over 600+ student ID cards; onboarded 15 clubs and has hired 3 student assistance for the office.

**TRIO SSS Updates:** There are a lot of activities and collaborations coming up this month. Attached are flyers for our Teatime Events, Women of Color Collaborative offerings, and the 4 year Campus Visit events. Perfect, join us for Teatime with TRIO every other Tuesday at 1 pm to get snacks and refreshments in 9-123!

## VI. District & College Highlights

**a. Equity and Anti-Racist Planning Council (EAPC)** Michiko Kealoha 3  
*Please see the [EAPC website](#) for the meeting minutes for a detailed update.*

Michiko thanked attendees and acknowledged representation from EAPC last week. EAPC held its first meeting, where they reviewed last year's work, which led to district-wide and college-wide policy changes. A major focus is on collaborating equitably with public safety to foster

community building, which is a significant concern. Michiko invited others interested in this work to join the meetings on the 4th Tuesday of each month.

**b. Enrollment Services Committee Update (ESC)**

Wissem/Maria

3

*WEBSMART 8 to 9:*

UPDATE 7/3/24: There are some bigger updates for the demos in a couple of weeks that are ready to be shown. Attend if you can!

UPDATE 8/1/24: Demos on July 17 & 18 were completed. ITS and our consultants are making the modifications.

Timeline for Go Live:

1. Transition WebSMART 8 Student Tab to point to WebSMART 9 Student Services in September. (We'll send a communication about the new look and feel).
2. Any WebSMART 9 links that are ready, i.e. we have already transitioned like "Update Program of Study" will point to the WebSMART 9 version. If not, they will point to the WebSMART 8 version until it's ready.
3. The WebSMART 9 Registration Module will Module Go Live aim is March 8th, 2025 to support Summer Registration starting on April 8th.
4. Student and Employee documentation and training for Registration Module will start February 26th, 2025.

[Automated Transcript Evaluation \(Madeline\) high-level overview](#)

UPDATE 9/6/24: Hyland has completed (we hope) final tweaks on the Multi College District transcript process that was buggy. Parchment Premium Receive contract was finalized and initial kickoff meeting occurred on 9/5/24. This will allow for the mass download and batch upload of transcripts from Parchment into the Hyland system. Configuration will begin on 9/9/24; Parchment training on 9/24/24; full Go Live on 9/27/24.

[AB 2315: Affirmed Name and Gender Identification](#)

UPDATE 9/6/24: District meeting requirement of AB 2315 affirmed name and gender designation through BANNER, Canvas, and WebSMART. Currently, affirmed name does not show on official transcripts (legal name does) unless the individual has legally changed their name. CCCApply is working on updates and may be able capture transgender/gender responses for students after the update according to CSM Enrollment Services Dean David Crafts. Work group would like the District to consider new expanded Title IX regulations with sex and gender identity discrimination which went into effect August 1 with Mwanaisha Sims and legal counsel if needed.

**c. Instructional Planning Council (IPC) Updates**

Vacant

3

*Please see the [IPC website](#) for the meeting minutes for a detailed update.*

No updates.

**d. Planning and Budgeting Council**

Mayra Arellano

3

*Please see the [PBC website](#) for the meeting minutes for a detailed update.*

No updates.

John acknowledged attending his first meeting and shared reflections on the past two months in the role. He is impressed by how much social justice and equity are embedded in discussions and work across the campus. This semester the focus is on improving budget reporting, expense tracking, approvals, and processing, and will work with our Deans and direct reports on procedures. We will be going through program review this semester, and emphasizing the importance of service area outcomes, particularly for those going through the comprehensive reviews.

## VII. Old Business

### a. Program Review Timeline & Updates

Wissem Bennani

20

Wissem provided a reminder regarding the upcoming comprehensive program reviews for various student services programs, including Career Services, the Office of Equity, Promise, and others. A key deadline is October 18th, by which all comprehensive program reviews, annual updates, and resource requests must be submitted. The final deadline for reviews, incorporating supervisor feedback, is November 8th. Additionally, Peer Reviews are due by December 6th, with presentations to the Student Services Planning Council (SSPC) scheduled for February 12, 2025. SSPC co-leads will assign reviewers early in the fall, and peer review meetings should be scheduled accordingly. The presentation timeline and review process will be posted on the SSPC website. The team discussed how to assign reviewers for the comprehensive program reviews, considering options like having everyone review, assigning specific reviewers, or having collaborative reviews due to program overlap. SSPC co-leads John and Juan were suggested to assign reviewers or allow volunteers. With a submission deadline of December 6, the group emphasized the need to schedule meetings soon. There was also discussion about pairing programs with significant overlap to review each other and potentially reducing the workload for those handling comprehensive reviews. Angelica proposed creating a live document where team members can sign up to review specific programs, limiting each program to 3-4 reviewers. Maria Huning raised concerns about the heavy workload for those conducting comprehensive reviews, asking for leniency regarding their review responsibilities. The team also debated whether program review presentations in Spring should be live, recorded, or via video, with videos proving effective last year. Programs requesting positions will present to PBC in November, while general program review presentations are scheduled for February. Action items include creating a volunteer document, and finalizing the format for presentations.

### b. Transformational Antiracist Leadership

Michiko Kealoha

25

Michiko re-introduced the topic of "Transformational Anti-Racist Leadership". The conversation revisited discussions on transformational leadership from previous meetings dating back to October 2021. Michiko reminded everyone about the ongoing efforts around anti-racist leadership and emphasized the collective nature of this work. There was a reflection on how the team has progressed, including workshops and presentations at national conferences like NCORE, and how these efforts have been integrated into service area outcomes and the program review process. Key points included a focus on humanizing the work, moving from transactional to transformational approaches, and ensuring alignment with organizational values. The group also discussed the need to measure the impact of transformational leadership, particularly how to assess the outcomes for disproportionately impacted populations. Concerns were raised about current systems and metrics, which may not adequately capture ongoing changes or the true

impact of the work being done. The group expressed a desire for more adaptable systems, perhaps in the form of a flexible scorecard, to track and measure these transformational outcomes more effectively and in real time. There was additional discussion of the need for a flexible scorecard to measure the impact of transformation initiatives, emphasizing the importance of understanding data beyond student participation. Concerns were raised about the abundance of measurement tools that lack alignment and follow-up, suggesting a focus on fewer, more cohesive metrics. The conversation shifted to how existing systems could be leveraged for program review, highlighting the need for support in data collection and analysis. The group considered the possibility of collaborating across departments to assess the collective impact on student outcomes and to enhance equity and social justice. Danielle provided insight into the program review process within the ESL department, noting a collaborative approach among teachers. Maria Huning discussed the leadership retreat for 2024, emphasizing the importance of aligning efforts with existing initiatives rather than duplicating work. She noted that someone has been assigned to evaluate non-program aspects, which is a task already in progress. The conversation highlighted the need to ensure that all student support programs are regularly assessed for effectiveness in closing equity gaps, referencing specific EMP goals. It was suggested to invite Karen Engle, to a future meeting for further insights on current evaluations and practices. The group agreed on the importance of utilizing existing resources and information before launching new initiatives. Juan Vera offered to reach out to Karen Engle for her to present at SSPC.

**c. SSPC Lead: Review EMP for 2024-2025**

Juan Vera

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During the meeting, Juan Vera led a review of the EMP goals for the 2024-2025 academic year, highlighting the first goal focused on student access, success, and completion. He outlined specific initiatives under this goal, including making registration easier and strengthening student affinity programs. There was some confusion regarding the role of the SSPC in relation to these initiatives, as participants discussed the need to clarify which EMPs SSPC should be addressing. Maria Huning raised concerns about the listed initiatives and the SSPC's responsibilities, suggesting that input from SSPC was necessary for various onboarding processes. Other members echoed similar sentiments, questioning how to link SSPC's efforts to the EMP initiatives effectively and whether the group should address all EMPs or focus on specific priorities. The discussion underscored the importance of clear communication and coordination within the group, with an emphasis on understanding which initiatives the SSPC is tasked to lead or support.

Maria Huning moves to add 5 additional minutes to this item

Michiko Kealoha seconds the move

Approved unanimously by consensus of all those in attendance

Maria Huning offered to share presentation slides with participants and emphasized the importance of aligning the SSPC's focus with established EMP priorities. She raised concerns about the group's disconnection from student services initiatives and questioned whether the SSPC should update all EMPs or concentrate on selected priorities. Another member echoed this sentiment, seeking clarification on the SSPC's role and whether the group should address a broad range of EMPs or focus on a few for in-depth analysis. Juan acknowledged the confusion and confirmed that the meeting's goal was to review summer discussions about EMP priorities for the year. He suggested reaching out to Karen Engle for clarification on the SSPC's expectations regarding the EMPs, proposing that the SSPC should align its efforts with the college's priorities while also considering ongoing tasks from previous meetings. The conversation underscored the

need for clearer communication about the SSPC's role in supporting student services initiatives and how these efforts relate to other committees.

## VIII. New Business

### a. Student Services Updates

Juan Vera

30

#### i. New Members and Hires

John Fraire, Interim Vice President of Student Services  
Alyssa Lucchini, Program Services Coordinator  
Jennifer Mota Hernandez, Detail Program Services Coordinator  
Miriam Mosqueda, Program Services Coordinator- NextUp and Project Change  
Giselle, Student Ambassador

#### ii. Review Student Support Services Flyer

SSPC was tasked with reviewing the Student Services flyer and providing feedback for further improvements. The group discussed who to contact for updates on the flyer. Ron was identified as the point of contact for flyer changes, while feedback regarding the canvas show should go to Juan, John, with others CC'd to streamline communication. There was a consensus that the current flyer lacks sufficient detail and doesn't effectively guide students in finding information. Suggestions included revising the flyer to better cater to student needs, making it more informative yet accessible. Maria Huning emphasized the need to include new project updates in the flyer, while John reiterated that a simple, centralized resource for students is lacking. We agreed to ensure that any updates go through Ron, with a follow-up on the email regarding the canvas shell.

#### iii. New Faculty Orientation Canvas Shell Review for Spring 2025

Juan initiated a discussion on updates to the faculty Canvas shell, encouraging faculty to review these changes to better inform our students of current student services. The updates were prompted by feedback from new faculty during onboarding, who expressed unfamiliarity with available resources. Juan emphasized the importance of including a comprehensive list of student support services, such as the Veterans Resource Center and Cultural Centers, in the Canvas shell. Danielle Pelletier highlighted the challenges new faculty face with navigating various systems and suggested creating a user-friendly and organized Canvas shell, possibly incorporating a welcome video for guidance.

#### iv. Upcoming Events

We highlighted upcoming events, including workshops and student mixers, and the importance of collaboration between departments to enhance student support. Various program updates were shared, showcasing activities like legal consultations, food distribution services, and upcoming career-focused classes for students. Flyers will be linked on the SSPC website.



**IX. Special Presentations**

**X. Discussion**

**XI. Open Forum and Feedback**

**XII. Adjournment**

**For Next Meeting:** September 25, 2024

**Future Item:** CARES extended presentation, Business Office Update, various Student Services presentations for Fall 2024 Semester