

Student Services Planning Council



Minutes

Date: Wednesday, February 24, 2021

Time: 2:00-4:00pm

<https://smccd.zoom.us/j/94950753901>

1) Welcome

- a) **Time Keeper** - Mary Ho volunteered to be time keeper
- b) **Do we have our team?** (Quorum: 13)
 - i) Welcoming of New Staff

Adolfo Leiva

Alison Field

Bettina Lee

Bob Haick

Jade Shonette

Jeanne Stalker

Kathy Kohut (Manasi)

Karen Engel

Lorraine Barrales-Ramirez

Manuel Alejandro Perez

Maria Huning

Maria Lara

Margie Carrington

Mary Ho

Max Hartman

Mayra Arellano

Michiko Kealoha

Nadya Sigona

Olivia Cortez-Figueroa

Rosa Moncada

Soraya Sohrabi

Wissem Bennani

Guests:

Ariela Villalpando, Michael Hoffman, Chantal Sosa

Debbie Joy, Sarah Aranyakul, Margarita Baez

Nimsi Garcia, Lezlee Ware

2) Adoption of The Agenda

2 minutes

Maria Huning moves to adopt the agenda of February 24, 2021.

Seconded by Lorraine Barrales-Ramirez.

Motion carries unanimously by the consent of those present.

3) Approval of the Minutes

2 minutes

a) February 10, 2021

i) *Actions from February 10th meeting:*

- *Program Review*

(a) *Unanimously updated our Program Review Questions to include multiple targeted anti-racist & equity questions that require our work to be founded in serving disproportionately impacted and marginalized students.*

- *Bylaws*
 - (a) *Unanimously updated our SSPC bylaws to include foundational language on all future agendas and minutes.*

Alison Field moves to adopt the minutes of February 10, 2021.

Seconded by Maria Huning.

Motion carries unanimously by the consent of those present.

4) **Reports**

a) "Why" We Do What We Do Share *Wissem / 2 mins*

i) *An instance that has happened recently that has reminded you why you do what you do to challenge equity and anti-racism in Student Services?*

Dr. Bennani's "Why": "I received a message from a former Skyline College Student. He shared that he received a job offer from Microsoft before he even completed his four year degree. He was at Skyline for four years and transferred to a four year institution he will graduate in Spring 2021 but before graduating he received the job offer and he was very grateful for the academic and non-academic support he received from my office and asked me to convey his thankfulness to the Skyline College professionals that helped him. As I was reflecting on the challenges that this student faced and he had some very real hardships, I was inspired by the resilience and the determination of our students in general and also made me appreciate the fact that I have the opportunity to assist our students and to make a difference in their lives. That is my why."

Adolfo Leiva will share his "why" at our next meeting on March 10, 2021.

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

ESO! Adelante

Wonderful SF Transfer panel last Friday and first peer mentor drop hours last Wednesday.

Peer mentors working hard to support our students.

Total of 45 students matched with peer mentors. New peer mentee matches this semester so far: 17 matched this semester.

Financial Aid Update

The March 2nd priority deadline to apply for 2021-22 financial aid is fast approaching. GPA and enrollment files have been set to the California Student Aid Commission as required and our the three colleges' Financial Aid teams are working with ITS to set-up our systems to support 2021-22 processing. Staff have been supporting Cash for College events with our high schools. This morning we assisted Menlo-Atherton this morning and are supporting Woodside High School this evening.

The scholarship deadline is also March 2nd and we could still use 10-15 more reviewers.

Tentatively, the "virtual" Student Recognition event will be May 14 – not sure of the time yet but would like to get student input since this event is shared with STEM, Transfer, Tutors, and Honors Transfer.

Reconciliation and final expenditures of our CARES HEERF funds is underway. Staff are

contacting students that have outstanding checks to see if they can sign-up for an electronic refund option with BankMobile to expedite their access to the funds and help us close-out the grants by the end of April. We are getting ready for the next round of funding - Cañada received its award notifications for these funds (\$2.9 million) on Friday.

Scholarship

We could use 10-15 more scholarship application reviewers – if anyone is interested contact Margie Carrington.

TRIO Programs

Both programs are working towards providing great information and content for National TRIO Day, which is 2/27 this year. We will be sharing our event recordings via our website. TRIO Students are hearing back from 4-yr college acceptances from institutions from SJSU to UCSD, all the way to Dillard University and Emerson College. We will highlight TRIO Student plans on Decision Day, May 1st.



Soraya Sohrabi, Alison Field, Rosa Moncada, Lorraine Barrales-Ramirez, and Margie Carrington are interested in the Anti-Asian unpacking session. If you are interested, contact Michiko Kealoha.

c) Racelighting: A Prevalent Version of Gaslighting Facing People of Color *Manuel / 5 mins*

We want to be extra intentional on how we're invoking conversation and dialogue around anti-racism and specifically any additional movements that further our work with equity and inclusion. This article was recently published and it's a take on gaslighting and adds a critical race lens to it and refers to the process of race lighting

We're hoping that for our next SSPC meeting we can take some time as a group and break up into dialogue focus groups and have one suggestion from each breakout room as a result of what conversation came out of this article.

The cornerstone of the conversation would be our conversations on Race, racism and anti-racism.

Nimsi shared that there's also a webinar based on the article next week; [Webinar Registration - Zoom](#)

Maria Huning said she really enjoyed reading the article. She had heard of gas-lighting but didn't know the background of where it came from. It was good to hear the perspective. I highly recommend it and plan to sign up for the webinar.

Mary Ho said she liked how the article gave examples of both systemic and individual race lighting and they were very clear. She also like the background information on gaslighting.

We will nestle this in the middle of our next SSPC meeting so that we have more of our membership here and we can engage in intentional conversation around strategizing and planning and supporting our students specifically around race.

5) **Standing Items**

a) PBC

Max / 4 mins

The last PBC meeting on the 17th was a relatively short meeting for PBC. There was a presentation by Guided Pathways team on Scale of Adoption, the Anti-Racism Task Force provided an update and there was a presentation from Karen Engel on Cañada's participation in the National Assessment of Collegiate Campus Climates and some information was shared about the CVC, the California Virtual Campus.

b) VPSS Updates

Manuel / 4 mins

We have some special guests today.

Dr. Perez gave some quick updates regarding our recovery plans with our pandemic.

Vaccines: if you can access and get a vaccine and that is your choice, the recommendation and clarification is you do so. In the meantime, we, as the District, are having discussions with the county of San Mateo Public Health to determine if we can have some specific access for the SMCCCD community to be able to directly access registration for vaccines. Other Community College Districts in California are working with their county offices of Public Health, such as Los Rios in Sacramento. This is in the works but not yet solidified. What is clear no one should need to pay for any COVID-19 vaccine.

San Mateo County has moved from the purple tier into the red tier. We can now come back at 10% capacity. This really will not impact any of our current instructional or student services programs. It will be more of an impact for some unique instructional programs like cosmetology or athletics, such as indoor conditioning. Our system and recovery plan stay the same.

A question from Jeanne Stalker regarding using work hours to get a vaccine. Please have a conversation with your immediate supervisor but right now, many supervisors are offering maximum flexibility so that we can get vaccinated. Reach out and if there is additional support that we can offer, we will certainly do so.

c) Enrollment Services Committee Update

Wissem/ 10 mins

There was no ESP meeting since our last meeting. Our next March 5, 2021.

Thank you to the Enrollment Services Team for all your hard work!

d) Guided Pathways

Mary/ 4 mins

Updates – we talked about Retention Specialists and how they met with PRIE to get more data.

We also presented to Classified Senate in terms of their role in the success teams and how that looks and how they can stay within their hours.

The Peer Mentoring hiring is in progress. They've been getting applications so soon they will be aligned with the interest areas success teams.

Counseling CRM is going live on April 5, 2021. There is a lead interest area counselor with additional distributions of counselors across the interest areas.

The Guided Pathways Scale of Adoption went to PBC

We also talked about the Spring highlight evaluation for Guided Pathways with a focus on success teams and what outcomes are.

Lorraine asked if it is possible to share what the Spring evaluation will look like? PRIE has done a formal presentation so Mary will talk to Karen Engel and ask if she can share it.

Manuel asked if this is something SSSPC would benefit from having a mini presentation on? Mary will get back to Michiko and Manuel to add it to the agenda when it's ready.

6) Special Presentations

a) **UMOJA Program Presentation**

Black Students Matter Core Group / 30 mins

Lezlee Ware, Michael Hoffman, Sarah Aranyakul, Elizabeth Terzakis

The Black Student Matter came together in the fall after everything that happened beginning in May with the murder of George Floyd. In coming together, we wanted to make it clear that Black students do matter here at Cañada College. In doing this we want to start an UMOJA program here on our campus.

Cañada is one of the last Community Colleges to not have an UMOJA program.

Who is Umoja?

- ✦ Umoja (a Kiswahili word meaning unity) is a community.
- ✦ 30 years of proven success (Chabot).
- ✦ Curriculum focused on Black history, literature, and culture.
- ✦ Pedagogy reflects African principles of collective learning.
- ✦ Learning community with wrap-around services.

Demographics

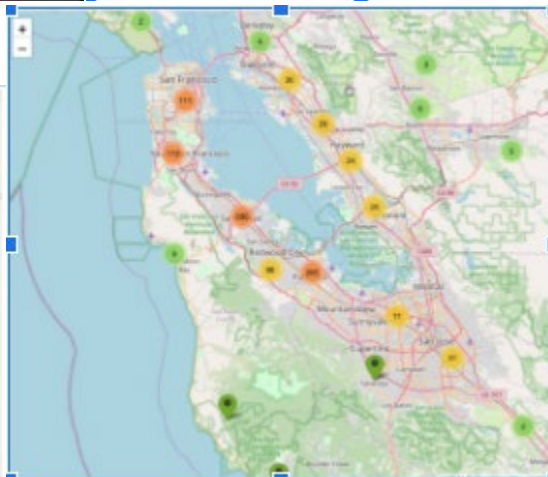
Age (in)		Count	2019-2020			2019-2021		
30 or under	31 or under	151	256	332	286	256	286	
Over 30	Over 30	375	152	148	154			

ES Goal		Count	2019-2020			2019-2021		
4 yr BS for 4 year Col	4 yr BS for 4 year Col	42	38	38	33			
College Preparation	College Preparation	81	14	11	12			
CTE/Career Development	CTE/Career Development	120	48	37	45			
Degree Transfer	Degree Transfer	744	471	434	466			
Explores	Explores	180	51	59	62			

Gender		Count	2019-2020			2019-2021		
Female	Female	520	214	207	278			
Male	Male	412	160	117	174			
Unspecified	Unspecified	35	11	12	10			

Local Demographics

- ✦ US Census Bureau
- ✦ EPA population = 29,314
- ✦ Black 11.6% of East Palo Alto
- ✦ Native Hawaiian/Pacific Islanders 4.6% of EPA



Services

- + Intrusive Counseling (academic & personal) - "Never give up on students. No student left behind" TD
- + Workshops/Meetings
- + Scholarships to active participants
- + Leadership Activities
- + Mentorship (peer to peer and faculty to student)
- + Tutoring
- + Mental Health
- + Priority Enrollment
- + Book Vouchers, School Supplies & Transportation Assistance
- + Field Trips
- + Work-Study and Placement (90% retention rate)

Aligns with BSU Demands

1. The implementation of a Zero Tolerance Policy for racial discrimination including real consequences for students, faculty, staff and administrators who exhibit racist behavior/anti-Black behavior (i.e. suspension, expulsion - escalating results)
2. A proper investigation of all reports of racism, racial discrimination, and microaggressions with a diverse student-led committee with emailed (writers) reports to all community members (accessible to all community members)
3. A mandatory online and in person module highlighting systemic and individual internal/external racism each year
4. Strong recommendation: equity trainings for ALL EMPLOYEES through Skyline's Equity Institute and Professional Development opportunities
5. District transparency on incidents of racial discrimination
6. Develop a Racial Discrimination Registry for employees

Umoja Student Quotes

- + "I went from high school to Umoja and I realized that the Umoja teachers are more open to talk to you and help you more. Umoja is more of an one-on-one experience and the teachers are more understanding."
- + "I really like the one-on-one and that the teachers actually care about your point of view and situation instead of making it hard on you. Umoja is more there for the students. Students really get to know each other and support one another. We all know each other because college is usually so fast and you don't have time to know each other. It's really nice having group projects."
- + "On campus Umoja classes are perfect for incoming students - really get to know people - make my college friends in that first class - community, belonging, help, support."
- + "In high school, I was not mentored in school and my grades reflected that. But my grades have improved being in Umoja because I am now connected to school teachers and other students. Umoja is a supportive community and the content is very involving."
- + "I am a 2nd year student - I joined Umoja and it has worked for me. Very supportive compared to all other classes. So much support and a lot of flexibility. Came to school the student needs are met there. Great way to transition from high school to Umoja - with accountability and care. An organization that really does care."




We have some specific goals:

We want to improve student success and retention.

We want to make Cañada College an area magnet school for black students.

We want to infuse the curriculum with African American content category.

80% of the students from East Palo Alto do identify as Black. We must focus on these areas. As we move forward, we must look at this map to put in our efforts for recruitment in these areas. If we're supposed to be representing the population in our service community then our college should be closer to 10% black students.

Questions and comments from SSPC:

- Are we asking what programs Black and Polynesian students are interested in when going out to high schools?
- Are we bringing on elementary schools and bringing back programs that were here in the past, such as Kinder Caminata (getting students interested before high school)?

- Others agree that children feel comfortable from the child development centers and can already see themselves on campus and “belong”.
- Hear how your dreams are possible and you really believe it.
- It will begin to create an elementary/middle/high school pathway for students not only to attend Cañada but also for them to see college as an option.
- Yes! We are in the works of creating dual enrollment pathways with our EPA HS! This will help get more students to our college.
- In recruitment, many students opt to go to our sister schools because of the community UMOJA brings.
- Our varsity coaches serve as another form of connection to these high schools and they recruit students regularly.

Michael Hoffman asks, how can we design the UMOJA program to support the broader goal of having coherent ‘Affinity Groups’ that cut across the Interest Areas?

This is actually something we’ve been looking at already with our special programs like EOPS, Promise, Athletes, etc. This is a great question for the Guided pathways Steering Committee to ponder and there is some obvious overlap. We would like to see you come to Guided Pathways to have this discussion.

Mayra Arellano would like to begin working with Lezlee and the group to begin outreach as soon as possible.

Margie Carrington moves to extend this agenda item by 5 minutes.

Jade Shonette seconded.

Motion carries unanimously by consent of those present.

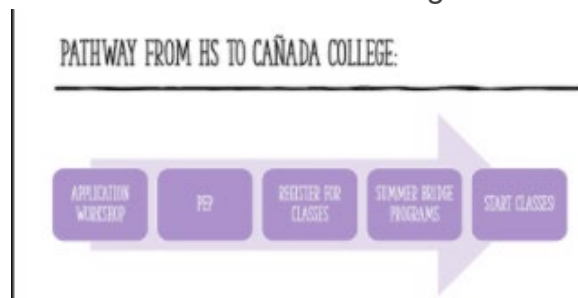
SSPC is here for you if you need any additional help, feedback, insights or support.

Student services is supporting these efforts and know that you have all of our support with this action.

b) PEP Presentation

Mayra & Olivia / 5 mins

We want all first-time incoming students to follow our pathway from High School.



GOALS FOR PEP

- 1) Student Complete Orientation
 - Navigate Canvas, Email, Student Support Programs
- 2) Meet with counselor and create 1st Semester Tentative Student Education Plan (STEP) (Math and English Classes)
- 3) Students are introduced to their interest area and meet their success team
- 4) Make them feel welcome and get them excited to be part of the Catado Familia

Dates:

Wednesday, April 14 from 4:30-6:30 pm

Wednesday, April 21 (En Español) from 4:30-6:30 pm

Wednesday, April 28 from 4:30-6:30 pm

Saturday, May 8 from 10:00-12:00

THE ASK:

- Share a 1-pager flyer – to add to the Welcome Packet
1. Add opportunity to learn/ meet members from your department
 2. Include application deadlines
 3. If possible, provide both an English and Spanish version

Mary Ho moves to extend this agenda item by 5 minutes.

Maria Huning seconded.

Max abstains since he needed to step away but, otherwise, the motion carries unanimously by consent of those present.

If you're interested, please send a one pager for your program, so we can add this to our welcome packet that all students will receive when they come to PEP. The hope is that students can learn about your department or program despite not having time for you to present yourselves.

Please provide your horizontal flyers in Spanish and English, if you can and if your program has an application deadline, please add that to your flyer.

Please get your flyers to me by March 15, 2021.

If you need your flyer translated, reach out to the Dean as soon as possible.

If you have any additional questions, contact Mayra Arellano.

c) Colts Con Presentation

Maria, Mayra, Mary / 5 mins

This is an update on the shared leadership model for Colts-Con which is being led by David Reed and Max Hartman and its part of a larger visioning and alignment of the first-year experience. David Read, Mary Ho, faculty leads and Georganne met this week to discuss the alignment with the interest areas and also looking at best practices from previous Colts-Con. We'll be meeting next and bringing in additional folds and really begin looking at what we need to serve our students. This will be part of our larger FYE interest areas.

More information to come.

d) Early Alert Process

Nadya / 15 mins

Cañada is the only college in our District to use this Early Alert System.

How can this program help struggling students succeed?

What is an "Early Alert"?

The Early Alert system is an automated intervention system for students lacking in academic progress.

- Connects faculty with student services to assist students who are in need.
- The professor selecting a student to receive an "Alert" will set in motion a process to email the student with details about their status in the class as well as sending a message to the counseling department for follow up.
- Faculty may put an alert on a student anytime after the start date of the course through the 75% cutoff date (the last day to withdraw with a "W")
- The counseling department can receive alerts from all classes.



What is the "Early Alert" Process?

- Professor identifies a student who is struggling academically in their class.
- Professor submits the Early Alert through WebSmart.
- Counseling Department receives the Early Alert Notification.
- Counselor reviews the alert and determines if the student is already connected with a particular group or service.
- The student is placed with the appropriate person and that's when the intervention begins.



From Kathy Kohut: The Early Alert system is critical to the international program/students, since it helps alert us to the possibility of international students from being dropped from a class. Dropping below 12 units has serious consequences for international students and may result in termination of F-1 status.

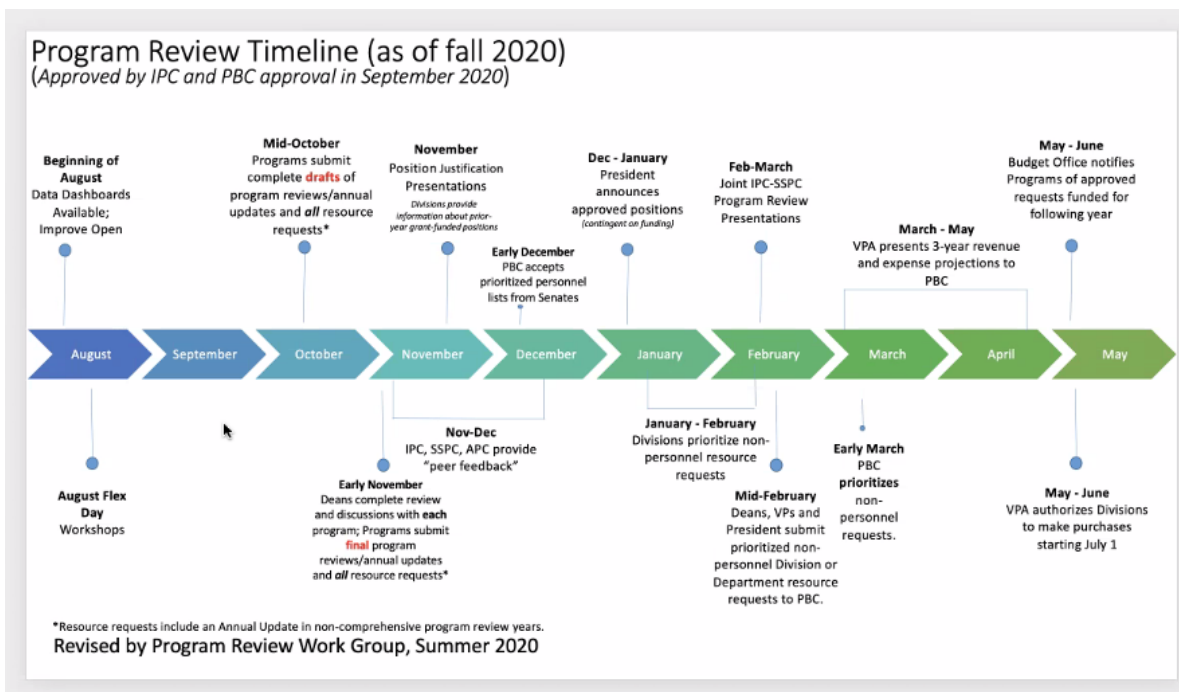
7) Business Items

a) Program Review Process Revision

Max / 7 mins

The questions were approved at our last SSPC meeting and we will be moving forward with these as our questions to be used for Program Review in the Fall semester. At this time we're unclear if we're moving forward with the full program review or just the annual updates. This will be contingent on returning to campus or not.

We will continue to have this on our radar to review all aspects of the program review process making sure we're infusing our values with regards to social justice and equity and anti-racism into the process. We also want to be really intentional making sure that program review not just checks the box for accreditation but is meaningful for all our programs in helping us move towards continuous improvement.



SSPC agrees

Program Review Cycle

This cycle below will need to be changed based on the discussion.

- Manuel points out International Students is now under instruction and BTO should be taken off
- Nimsi shared it should be labeled TRIO
- Financial Aid from 2021 to 2023
- Student Life requests to be moved to 2022 or 2023 (if possible, if not it's ok)
- Student Life confirmed they can be moved back to 2021

- Jeanne proposed moving the Welcome Center to the following year because of staffing changes, AB705 and the CRM. Manuel would like to leave the Welcome Center because 2022 is going to be so heavy unless another department is willing to switch.
- Manuel asked if the Transfer Center could be moved back to 2021?
- Admissions & Records is going through staffing changes throughout the entire department and requests changing to 2023.

Proposed Student Services Program Review Timeline			
	2021	2022	2023
SparkPoint	Career Services	TRIO Upward Bound	
	Green Center	TRIO Student Support Services	
Counseling	GDPS, CARE, & PFS	Financial Aid	
Promote	CalWORKS	Veterans	
International Students (Instructional)	Puentes	Disability Resource Center	
ESOL Adults	University Center	Personal Counseling Center	
	Transfer Center	Health Center	
REP (Project Change)	Outreach	Welcome Center (previously Assessment and Orientation)	
	Student Life and Leadership		
	Admissions and Records (previously Registration)		

Mary Ho moves to extend this item by 5 minutes.

Maria Huning seconds.

Motion carries unanimously by the consent of those present.

Maria Huning moves to appoint the Vice President of Student Services and the Dean of Counseling to review and make adjustment to the proposed Student Services Program Review Cycle taking into account those that have been there previously and have not necessarily made a program review using the timeline we previously used.

Margie Carrington seconded

Motion carries unanimously by the consent of those present.

Max confirmed he and Manuel will reach out to the individual programs impacted by any move to make sure they're fully aware ahead of time before making the Cycle official. The decisions will not be made without thorough discussion.

b) [SSPC Bylaw Updates](#)

Maria H., Mary, Michiko, Nimsj, Manuel / 12 mins

Max Hartman moves to postpone item 7B to the March 10th SSPC meeting due to time.

Mary Ho seconds.

Motion carries unanimously by the consent of those present.

c) **Recording Future SSPCs**

All / 7 mins

Maria Huning moves to postpone item 7C to the March 10th SSPC meeting due to time.

Nadya Sigona seconds.

Motion carries unanimously by the consent of those present.

SSPC Membership

Committee chairs and co-chairs of the SSPC participate in the “Planning and Budget Council’s Orientation.” New committee members are strongly encouraged to attend, all committees are welcomed to attend.

Expectations of Service

Committee members will

- commit to attend and prepare for meetings
- notify co-chairs if unable to attend scheduled meetings
- solicit feedback from and report out to constituent groups

Removal

Members may be removed or asked to resign by consensus of the committee after three (3) absences in one semester.

8) **Open Forum and Feedback**

An opportunity for anyone to discuss any additional items.

What would we like to cover in the next SSPC?

Business Item

- Process for requesting an extension to program review
- SSPC Bylaw: Membership and Membership List
- Recording Future SSPCs
- Racism Gaslighting/webinar – plan on having an intentional conversation
- March 10th SSPC Meeting= Review, provide feedback, and approve the proposed program review extension policy.
- ***Program Review Extension Policy 2nd DRAFT***

All instructional programs, student services programs and administrative services are expected to abide by the annual cycle and timeline for submitting comprehensive program review, and annual updates, as communicated on the college program review website each year. If programs do not submit the required

documentation and related materials by the deadline, they will not be eligible to request resources for the following academic year. In exceptional circumstances, programs may apply for an extension or deferral. The following policy is meant to clarify and simplify the process for getting short-term extensions and deferrals when needed.

- *Comprehensive Program Review & Annual Update Deferrals: Programs unable to submit their comprehensive program review or annual update due to exceptional circumstances (e.g., maternity leave, etc.) will be expected to complete their comprehensive program review or annual update during the following program review cycle. These extensions are rare and a rationale must be given.*
- *Comprehensive Program Review & Annual Update Extensions: Program Review deadlines are set in order to allow time for many other college processes to take place during an academic year, so extensions are rare. A program lead and their administrator may deem that a short-term extension (no more than 5 days) of the deadline for a particular program is warranted given exceptional and unavoidable circumstances. If an extension of more than 5 days is needed, the Dean/VP must consult with IPC or SSPC about the feasibility of a longer extension.*
- *In both cases, the administrator granting the deferral or extension must notify the PBC Program Review Work Group (canprogramreview@smccd.edu) as soon as possible and confirm when the new deadline will be.*

9) Adjournment

Next meeting is Wednesday, 2-4pm, March 10th, 2021 via Zoom.

Homework items:

- *By March 15th if you are not able to translate to Spanish with your team.*
- *By March 31st if you are able to translate to Spanish with your team.*
 - *Send Mayra a vertical flyer for the PEP Welcome Packet (What's your department about? Do you have application deadlines?)*

Student Services Planning Council Mission Statement:

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

PRIORITY ENGAGEMENT PROGRAM (PEP)

Presented by:

Mayra Arellano & Olivia Cortez-Figueroa

canadacollege.edu/early-college/

PATHWAY FROM HS TO CAÑADA COLLEGE:



GOALS FOR PEP

1) Student Complete Orientation

- Navigate Canvas, Email, Student Support Programs

2) Meet with counselor and create 1st Semester Tentative Student Education Plan (SEP), (Math and English Classes)

3) Students are introduced to their interest area and meet their success team

4) Make them feel welcome and get them excited to be part of the Cañada Familia

DATES

Times: 4:30–6:30 pm

- Wednesday, April 14th
- Wednesday, April 21st (*En Español*)
- Wednesday, April 28th

Times: 10:00–12:00pm

- Saturday, May 8th

THE ASK:

- Share a 1-pager flyer – to add to the Welcome Packet
 1. Add opportunity to learn/ meet members from your program/department
 2. Include application deadlines
 3. If possible, provide both an English and Spanish version

Formatting: Vertical Flyer

Deadline: *Please email the 1-pager flyer to Mayra Arellano by March 31st, 2021.*



Cañada College

Student Success Program

EARLY ALERTS

Counseling Center Nadya Sigona

What is an “Early Alert”?

The Early Alert system is an automated intervention system for students lacking in academic progress.

- Connects faculty with student services to assist students who are in need.
- The professor selecting a student to receive an “Alert” will set in motion a process to email the student with details about their status in the class as well as sending a message to the counseling department for follow up.
- Faculty may put an alert on a student anytime after the start date of the course through the 75% cutoff date (the last day to withdraw with a “W”)
- The counseling department can receive alerts from all classes.

What is the “Early Alert” Process?

- Professor identifies a student who is struggling academically in their class.
- Professor submits the Early Alert through WebSmart.
- Counseling Department receives the Early Alert Notification.
- Counselor reviews the alert and determines if the student is already connected with a particular group or service.
- The student is placed with the appropriate person and that’s when the intervention begins.

HOW PROFESSORS SEND AN EARLY ALERTS?

1. Log on to WebSmart.
2. Then select “[Class List/Send Early Alert](#)” from the Faculty Services menu list.


The screenshot displays the WebSMART website interface. At the top, there are logos for WebSMART, Cañada College, College of San Mateo, and Skyline College. Below these is a navigation bar with tabs for Home, Student, Financial Aid, Faculty, Employee, Finance, Advisor Services, and My Profile. The Faculty tab is selected. On the right side of the navigation bar, there are links for SITE MAP, HELP, and EXIT. The main content area is divided into three sections: Student Services, Financial Aid, and Faculty Services. The Faculty Services section is highlighted with a red oval around the link "Class List / Send Early Alert".


WebSMART Cañada College College of San Mateo Skyline COLLEGE


SAN MATEO COUNTY COMMUNITY COLLEGE DISTRICT

[Home](#) [Student](#) [Financial Aid](#) [Faculty](#) [Employee](#) [Finance](#) [Advisor Services](#) [My Profile](#)

[SITE MAP](#) [HELP](#) [EXIT](#)

 **Student Services**
Registration, Student Records, Schedule Appointments, Student Account, DegreeWorks, Degree & Certificate Petition, Fee Payment Plan, Order Parking Permits, Financial Aid, District Promise Application, Emergency Text Message Contact Information, Transcript Evaluation, Not Anymore Video, Voter Information

 **Financial Aid**
My Overall Status of Financial Aid, Apply for California College Promise Grant (CCPG) Application, My Eligibility, My Award Information, Access Government Services

 **Faculty Services**
Send Email To Your Class, Class List/Waitlist, List Authorization Codes, List CRNs for Faculty, [Class List / Send Early Alert](#), Faculty Schedule by Day and Time , Census / Enrollment Verification, Enter Grades & Positive Attendance Hrs, Class Grade Listing, All Class List Download ,

3. Select a term...

WebSMART

Cañada College

College of San Mateo

Skyline COLLEGE

SAN MATEO COUNTY COMMUNITY COLLEGE DISTRICT

Home Student Financial Aid **Faculty** Employee Finance Advisor Services My Profile

[RETURN TO](#)

Select Semester (Term)

The educational records of SMCCCD students are **strictly confidential** in accordance with the Family Educational Rights and Privacy Act of 1974 and California Education Code.

Authorized District employees are allowed access to student educational records within the limitations of their need to know for official District educational purposes.

No District employee may disclose any information from a student's educational records without approval of the Office of Admissions & Records and permission of the student, except as allowed by law.

Questions regarding this policy should be directed to the Dean of Admissions & Records or Vice President, Student Services.

Select the Term for processing then press the Submit Term button.

Select a Term:



Submit

4. Select the course reference number...

WebSMART

Cañada College

College of San Mateo

Skyline COLLEGE

SAN MATEO COUNTY COMMUNITY COLLEGE DISTRICT

Home Student Financial Aid **Faculty** Employee Finance Advisor Services My Profile

Select Course (CRN)

Please enter the CRN you wish to access, or select a different term from the menu.

CRN: CRER 137 AA: Life And Career Planning, 81006 (31) ▾
CRER 137 AA: Life And Career Planning, 81006 (31)
CRER 137 MLH: Life and Career Planning, 96767 (8)

Submit



5. To select a student for an alert, they need to click on the word “No” in the Alert column next to the student’s ID number.

Record Number	Student Name	ID	Alert	Reg.Status	Status.Date	Credits	Final	Major
1	Nadya Sigona	G01257	No	Registered	18-Nov-20	1.000	Enter	Biology:
2	Chris Rico	G01224	No	Registered	15-Jan-21	1.000	Enter	Social Work & Human Services:
3	Daryan Chan	G01250	No	Registered	19-Nov-20	1.000	Enter	Medical Assisting
4	Sandra Mendez	G01246	No	Registered	16-Dec-20	1.000	Enter	Computer Science:UC Transfer
5		G01243	No	Registered	05-Nov-20	1.000	Enter	Psychology: UC
6		G01047	No	Registered	10-Nov-20	1.000	Enter	Digital Art & Animation
7		G01213	No	Registered	15-Nov-20	1.000	Enter	Business Administration:IG:CSU
8		G01223	No	Registered	16-Dec-20	1.000	Enter	Business Administration:CSU
9		G01245	No	Registered	05-Nov-20	1.000	Enter	Child & Adolescent Development
10		G01205	No	Registered	09-Nov-20	1.000	Enter	Interdisciplinary Studies
11		G01226	No	Registered	18-Nov-20	1.000	Enter	Biology
12		G01219	No	Registered	21-Jan-21	1.000	Enter	Biology:
13		G01184	No	Registered	01-Feb-21	1.000	Enter	Biology:
14		G01176	No	Registered	18-Nov-20	1.000	Enter	Psychology: UC
15		G01256	No	Registered	18-Nov-20	1.000	Enter	Kinesiology: CSU
16		G01222	No	Registered	01-Feb-21	1.000	Enter	Biology:
17		G01248	No	Registered	19-Nov-20	1.000	Enter	Kinesiology: CSU
18		G01200	No	Registered	02-Dec-20	1.000	Enter	Psychology
19		G01140	No	Registered	05-Jan-21	1.000	Enter	IGETC2 UC Certification
20		G01213	No	Registered	18-Nov-20	1.000	Enter	Child & Adolescent Development
21		G01217	No	Registered	05-Nov-20	1.000	Enter	Business Administration:IG:CSU
22		G01237	No	Registered	19-Jan-21	1.000	Enter	Computer Science:UC Transfer

6. Select one or more alert types: Academic Progress, Attendance, Work Quality and/or Homework. You may also enter a comment that only a counselor will see, or an additional comment to the student.

7. Then press "SUBMIT"

Early Alerts : 202103 Crn:47503

Directions To The Instructor

For a different student please select from the list and press the 'Select Student' button. Return to the classlist by pressing the 'Classlist Return' button.

Aco
Ben
Call
Car
Cer

Select Student

Classlist Return

Early Alerts Status for Rubio Garcia, Joaquin A.

ID	Student Name	Status	Grade	Alert Seq	EA1	EA2	EA3	EA4	Modified	Letter	Email	Comments	Messages
G01:		RE		1	Y	Y	Y	Y	18-FEB-2021	No	No	Student has not been inactive in course	

Alert Selection	Yes	No
EA1 - Academic Progress has been unsatisfactory	<input type="radio"/>	<input checked="" type="radio"/>
EA2 - Attendance has been unsatisfactory	<input type="radio"/>	<input checked="" type="radio"/>
EA3 - Work Quality has been unsatisfactory	<input type="radio"/>	<input checked="" type="radio"/>
EA4 - Homework has been unsatisfactory.	<input type="radio"/>	<input checked="" type="radio"/>



Instructor comments for counselor

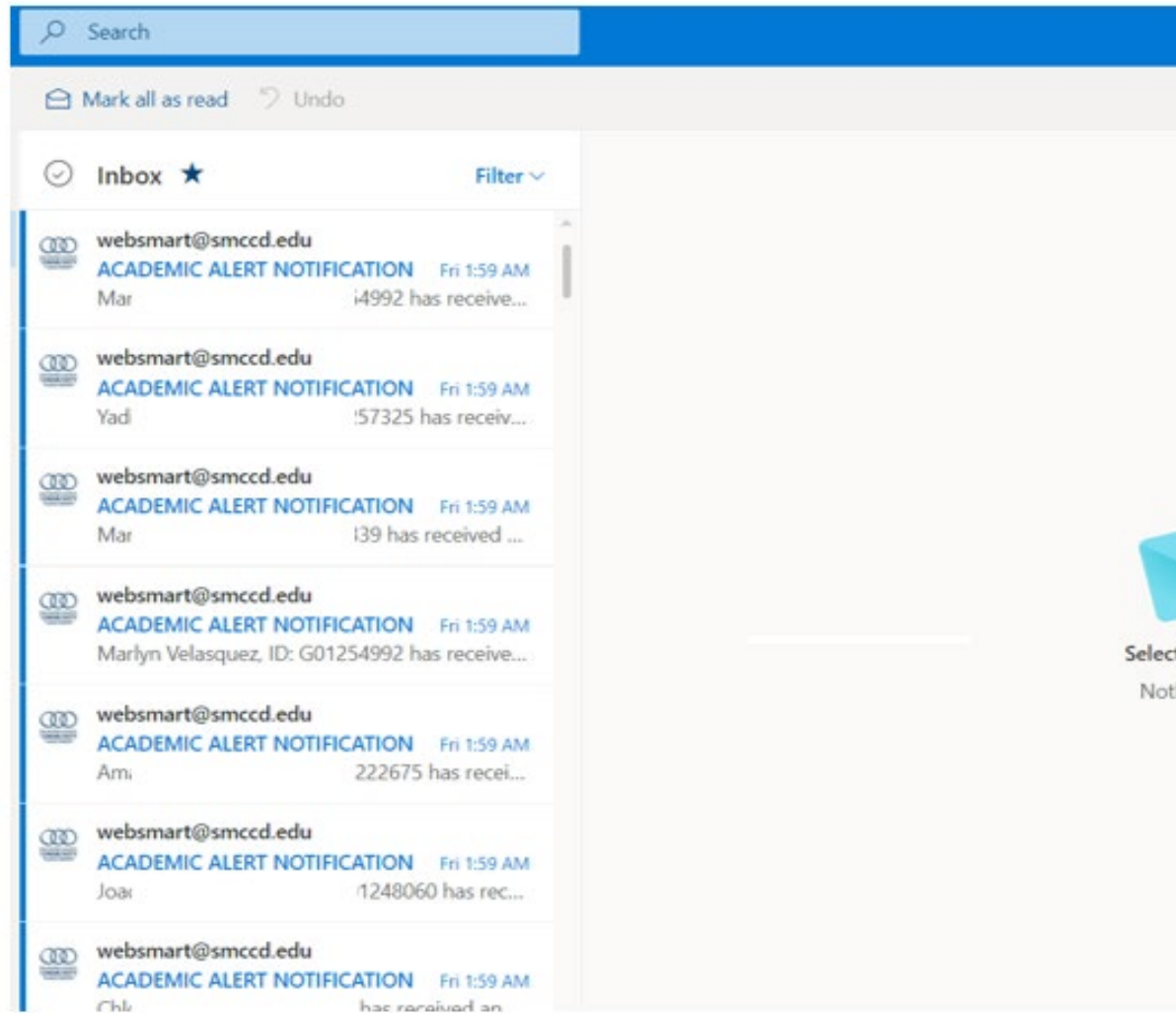
Student has come to all of our required zoom meetings but has not turned in any assignments (of more than 10). I have already reached out several times and have not heard back.

This message will be sent to the student



Submit

What happens after submitting the Alert?



THIS IS AN EXAMPLE:



websmart@smccd.edu

Thu 2/11/2021 3:06 AM

To: CAN Early Alert



Student's Name ID: G01 received an early alert notice for course (Course Name), CRN
from Professor's Name

The alert is in regard to

Academic progress has been unsatisfactory.
Quality of work has been unsatisfactory.

The following comments were added by the instructor:

Lab score = 64%, exam = 55%, homework = 72% overall class score = 65%
please set up with tutoring or encourage her to come to office hours

MORE EXAMPLES:

The alert is in regard to

Academic progress has been unsatisfactory.
Homework/Assignments have been unsatisfactory.

The following comments were added by the instructor:

Student is struggling with homework/getting online. Can you set her up with tutoring (not seeing her in my office hours) and help her become familiar with Canvas if that's an issue.

MORE EXAMPLES:

The alert is in regard to

Attendance has been unsatisfactory.

The following comments were added by the instructor:

I have sent several emails with no response. The student has not yet logged into Canvas.

MORE EXAMPLES:

The alert is in regard to

Academic progress has been unsatisfactory.

Attendance has been unsatisfactory.

Quality of work has been unsatisfactory.

Homework/Assignments have been unsatisfactory.

The following comments were added by the instructor:

Earning less than 20% right now, and 70% is a passing grade. Many missed assignments, submitted assignments do not follow instructions.

What are Professors' Experiences?

“I have found that students respond with greater urgency when I use the Early Alert system in addition to timely grades in the gradebook, announcements and personalized emails. At about week 4 in each semester I send an Early Alert for anyone who is not passing, with specific ideas for them to get up to speed. Students have told me that the additional attention from the counselors and myself has helped them organize themselves more effectively, access college resources and achieve success.”

–Patty Hall, EdD
Professor, Early Childhood Education

What are Professors' Experiences?

"I submit early alerts because I want a real person, like a counselor or retention specialist, to have a supportive conversation with students who are struggling. This personalized conversation could help students get connected to resources that students need to maintain their health and achieve academic success."

–Yolanda Valenzuela
English Professor

What are Professors' Experiences?

“I use early alerts for all students who are not passing the class after the first exam. This helps them get connected to help while there's still time to turn the semester around. Early Alerts help them analyze how their semester is going and act accordingly. A former student thanked me for sending the alert because his session with his counselor was so productive, even though the outcome of the session was that he dropped my class.”

–Susan White
Biology Professor

What are Professors' Experiences?

“I immediately identify with an Early Alert those students who need help navigating their college experience: taking time to understand the syllabus, read my (instructor) emails, get online to Canvas and the bookstore. With early alert, starting from week 1, I'm able to give my focus on ensuring all my students are comprehending the course material”

–McLintock, Juleh
Chemistry Professor

What are Students' Saying ?

“ The Early Alert definitely helped me out! I was overwhelmed with my classwork and with current events in my life, especially during these times with distance learning. I felt that I was constantly on the move not being able to take a pause/ little break for one second. When you reached out it pushed me to reach out to my professor which I hardly do and is something that I recognize I need to work on a lot better in order to connect with my professors. This past semester I met with my professor who was really professional and helped me work on a plan to pass her class. I also follow the recommendation and reached out to get Personal Counseling through the Cañada Wellness Center, I met with a Personal Counselor every Monday for an hour and it was much needed with so much going on. It was nice to just express my feelings and what I was going through to someone.”

–Student

Early alert steps provided by the Admissions and Records office:

HOW TO CONTACT STUDENTS WHO NEED EARLY INTERVENTION USING WEBSMART

Faculty may put an alert on a student anytime after the start date of the course through the 75% cutoff date which is the last day to withdraw with a W for the course.

E-mails will be sent to students notifying them of the alert and to the Counseling Department.

Once counseling receives the alert, a counselor and/or the retention specialist will reach out the student and will make the appropriate referrals.

HOW TO SEND AN ALERT

- Log on to WebSmart
- To access early alert, select “Detailed Class List/Send Early Alert” from Faculty Services menu
- Select a term
- Select the course reference number
- To designate a student as needing an alert, click in the Alert column next to the student’s ID number
- Select one or more alert types: Academic Progress, Attendance, Work Quality and/or Homework. You may also enter a comment that only a counselor will see, or an additional comment to the student, then SUBMIT

Nadya Sigona is the counselor in charge of receiving these alerts. If you would like to follow-up, you can email Nadya directly at sigonan@smccd.edu



Cañada College

Student Success Program

EARLY ALERTS

Nadya Sigona: sigonan@smccd.edu



Cañada College

Questions?

Thank you!