

Student Services Planning Council



Minutes

Date: Tuesday, November 10th 2020

Time: 2:00-4:00pm

Attendees: Manuel Perez, Michiko Kealoha, Saul Miranda, Candice Johnson, Nadya Sigona, Jade Shonette, Wissem Bennani, Maria Huning, Max Hartman, Nimsi Garcia, Jenna French, Mary Ho, Ariela Villalpando, Debbie Joy, Mayra Arellano, Kathy Kohut, Karen Engel, Olivia Cortez Figueroa, Bettina Lee; Alison Field, Loretta Davis Rascon, Lorraine Barrales-Ramirez; Soraya Sohrabi

1) Welcome

- a) **Time Keeper** - Mary Ho volunteered to act as timekeeper
- b) **Do we have our team?** (Quorum: 13)

Adolfo Leiva
Alison Field
Ariackna Soler
Bettina Lee
Bob Haick
Candice Johnson
Jade Shonette

Jeanne Stalker
Kathy Kohut
Karen Engel
Lorraine Barrales-Ramirez
Manuel Alejandro Pérez
Maria Huning
Mary Ho

Max Hartman
Mayra Arellano
Michiko Kealoha
Nadya Sigona
Olivia Cortez Figueroa
Ruth Miller
Soraya Sohrabi

2) Adoption of The Agenda

2 minutes

3) Approval of the Minutes

2 minutes

- a) October 28, 2020 No quorum so we will approve at December meeting.

4) Reports

- a) "Why" We Do What We Do Share Jade/ 2 minutes

Since becoming a student trustee, she's reminded why she wanted to do this. One of the students at another college told her she didn't feel comfortable reaching out to her teacher and appreciated having a student leader she could speak with.

Max Hartman will share at the next meeting.

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

Admissions and Records is busy working on registering students for the Spring 2021 semester. The priority registration period has gone smoothly without any major hiccups. We are also in the process of sending out Spring and Summer degrees and certificates. In addition, we are getting our Veteran students registered and certified for the Spring 2021 semester.

BTO & STEM Peer Mentorship: This week, the Peer Mentors are supporting Spring 21 registration by reaching out to students who haven't yet registered, and

getting them connected to services needed to complete registration. They will also be holding their 9th The More You Know w/ the Peer Mentors on Thursday, Nov. 12, 11a - 12p. The topic will be Time Management and Quarantine Activities. These sessions are open to all students! Flyer coming next.

International Center: We're very excited that our district international program has been recognized for outstanding achievement by the US Dept of Commerce. We joined a Chancellor's Council call last week to celebrate. Here's the news brief: SMCCCD International Education Program Honored with Prestigious National Award from U.S. Department of Commerce".

<https://news.smccd.edu/smccd-international-education-program-honored-with-prestigious-national-award-from-u-s-department-of-commerce/>

Outreach/

For the second year, Cañada College hosted our High School & Community Partners forum. This information event brought high school counselors, teachers, administrators and community partners together to network with Cañada counselors, faculty and staff and learn more about new initiatives happening at Cañada College. Due to the pandemic, the event held virtually with more than 50 community members in attendance via Zoom. Thank you all who participated and or supported our event.

Promise Scholars Program: hosted a successful priority registration event last week on Nov. 5th. Staff and counselors were available all day on a drop-in basis answering registration questions and providing academic advice. PSP will be facilitating an election debrief workshop next week as well as Cañada College scholarship workshops to review the application process to our Promise students.

Student Life Update: Our team was chosen to speak at the district's TedXCSM and we'll be presenting this Friday, as the closing speakers. Next week we're co-hosting International Education Week, be sure to check out What's Happening to come by!

Student Senate also just did a training with Mwanaisha on Title IX and Title V and Senate is working on how to get this information out to students. They are also hoping to work with ACES on a potential FLEX Training.

The **TRIO Programs** are simultaneously working to support our students working on their CSU and UC apps, as well as complete our Annual Performance Reports for the Department of Education. If the staff and student ambassadors look a little frazzled, it's because this is a big lift! Thank you!

c) Post Elections Check Ins

15 mins

Jade – Just wanted to say thank you to those who voted!

Olivia - The high amount of hatred has always been here. There is still a lot of work that needs to be done and this is just the beginning.

Jenna – This has been a very long week while waiting to see the outcome. There is still a lot of work to be done but completely thrilled to have a woman of color in the White House.

Michiko – Appreciates all the work that’s been done and the amount of support available at the campus.

Saul – Yes, still a lot of people that need educated. I saw family over the weekend but many of them didn’t vote. They have their own views about why they don’t vote and I shared with them why it’s so important.

Manuel – We’ve had a lot happen in our story as a nation and many of us as humans have experienced a lot even while we’re in meetings. We’ve had spaces where we have had a moment where we can connect and other spaces where we’re not able to connect and need to get right to work, even while dealing with trauma. Let’s try to think about connections even while working.

5) Standing Items

a) PBC

Max / 4 minutes

Program Review presentation dates are set for December 3 and 4. There are no full Program Reviews due but the deadline for Annual Program Reviews are due Friday, November 13 with approval and comments from your department head. These are needed if you are requesting resources, funds, or budget augmentation.

Manuel presented updates for Student Services Staffing

- Program Services Coordinator for VROC (Veterans Resource & Opportunity Center) which is a combination of our vacant OA II (1.0 FTE) in the Welcome Center and our vacant Retention Specialist position (1.0 FTE).
- Counselling/Career Resources Aid for the Welcome Center and Career Center which is a combination of our vacant Counseling/Career Resources Aid (.48 FTE) and our vacant OA II (1.0 FTE) in the Welcome Center.
- Program Services Coordinator for the Dream Resource Center, we’re currently researching unfunded or vacant positions for this position.

Vice Chancellor McVean discussed the District Strategic Plan. – Feedback is due to Max Hartman by November 30th.

b) VPSS Updates

Manuel / 4 minutes

We are finalizing the CARES Act Emergency Relief. We are also discussing how COVID 19 recovery looks for our District which is currently in the orange tier.

We're looking at what we need to do if we continue to be in the orange and red tiers while discussing how it will look for our campuses if we move to the yellow tier.

Dr. Bennani presented positions that are available at this time in the Enrollment Services Division.

Registrar – posted for an internal/detail opportunity before the end of the year.
Financial Aid Director– Dec. 1 we will post for this position. We will use a consultant until such time as someone is hired.

VROC – we're working on the VROC/Welcome Center Program Services Coordinator position.

c) Enrollment Services Committee Updates Ruth & Ariackna/ 4 minutes

Dr. Bennani is representing Ruth and Ariackna today since they were both unable to attend.

The District is hosting a Personal Pronoun Training on Friday, Dec. 4 from 11:00-12:00. More information will be forthcoming.

We're waiting on approval from the District to be able to provide students with their certificates and degrees electronically.

ESC is also working on a protocol to be in place for when a student passes away. We would like to be able to honor a student and we want it to be clear for administrators while the same for all three campuses.

d) Guided Pathways Mary/ 4 minutes
Mary Ho presented that they have looked at the data on different interest areas and looked at reassign time for faculty leads.

They have shared peer mentor and best practice programs, such as First Year Experience, and what it can look like in interest areas. They plan to go back to talk to students and faculty.

All Guided Pathways meetings are recorded if you want additional details.

6) Special Presentations

a) **Next SSPC** *Michiko / 1 minute*

i) What would we like to do for November 25th?

The majority of SSPC would like to cancel the November 25th meeting.

Our next SSPC meeting will be December 9th which is the last meeting for the calendar year. The December 9th meeting may need additional time to cover all agenda items.

Manuel would like us to add Care, Balance and Wellbeing to our December 9th agenda.

Prioritization for resource requests may be pushed back to the January agenda.

b) **Advertising SafeZone Training**

Candice, Mary, Manuel, Max, Michiko, Nimsi / 5 mins

The SafeZone Training will be this Friday, November 13th. This will be a great workshop and opportunity! The last day to register is this Thursday!

https://smccd-czqfp.formstack.com/forms/safe_zone_training

c) **CRM Update**

Max / 10 mins

Sales Force – The District's been working on this for many years but it's finally live and it will be used for recruitment and matriculation. It can also be used to keep our connection with alumni.

Our counselors will use Sales Force when interacting with students and can store and share student notes.

Students can use Sales Force to schedule their own zoom appointments and in person when we're back on campus.

SARS (our current schedule in program) will be discontinued as we transition to using Sales Force exclusively.

The Task Force to guide implementation for the CRM have been Max Hartman, Jenna French, Richard Saroyan, Sandra Mendez, and Loretta Davis Rascon.

Students are Beta testing now to work out any bugs. Working on this are our Student Ambassadors, Student Life, Peer Mentors and our student leadership teams in various programs. If you have additional students who may be interested, let us know.

As SSPC leaders, please be sure to share this broadly so everyone on campus knows what the CRM is.

For more information, see the flyer below - we will launch in the Spring semester!



Student Success Link (Salesforce)

Counselor Training Series

Fall 2020

About the Counselor Training Series:

In preparation for Counselors using the Student Success Link, we will be holding a training series to refresh and retrain counselors in the Student Success Link. The series will be held over eight weeks, where counselors will have multiple opportunities to attend training sessions. Sessions will be between 60-90 minutes each, with one training theme per week, followed by one make up session the week after. Counselors can review the dates below and register for each session for a total of 7 trainings. Counselors must register before attending the training to receive Zoom information.

Trainings will be recorded. The session offerings are listed below. In addition to the 7 trainings, standing office hours are also available every Tuesday 1pm-2pm and every Thursday 11am-12pm.

Week 1) Training Pre-Requirement/Welcome Letters, Matriculation Letters

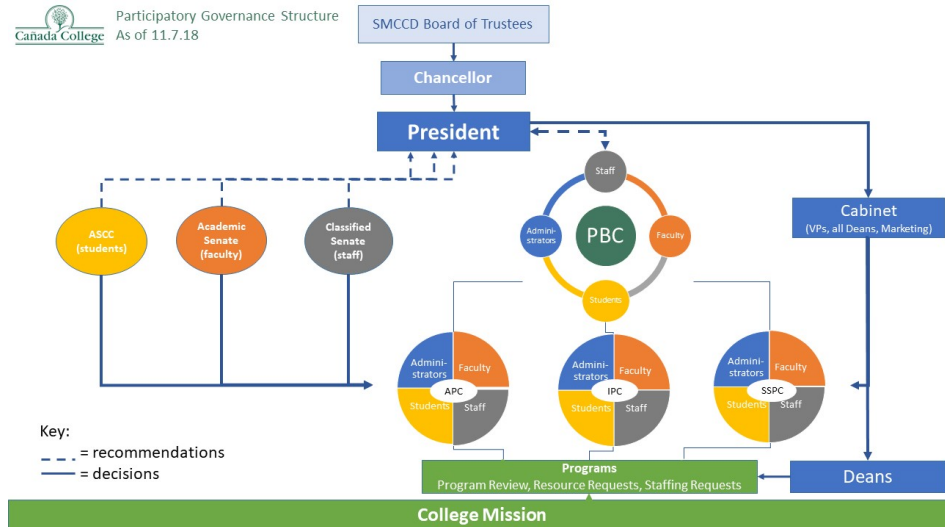
Week 2) Student Success Link Navigation, Tips & Tricks, Record Types and Integration

Week 3) Success Teams and Success Plans

Week 4) Zoom, Availability in Sandbox (drop in/scheduled/flex schedule), Appointments (drop in, scheduled/one off), Calendar sharing, Outlook Sync Demo (90 minutes-Also for Success Navigators)

Week 5) Appointment Manager, Tasks, Notes, Non-Counseling Time

Week 6) Counselor Availability in Production (Also for Success Navigators)



Specific committees don't report to SSPC any longer, however they can still invite them for presentations.

PBC has approved a college-wide plan around transfer and the Transfer Plan group has begun meeting.

The Transfer Plan group members are Karen Engel, Soraya Sohrabi, Mary Ho, Rance Bobo, Diana Tedone, Gloria Darafshi and student Senator Shawn Shang.

7) Business Items

- a) **Chair Duties and Overview** *Maria, Mary, Michiko, Nimsi / 15 minutes*

All college-wide committees have been asked to review the educational master plan and amend their plans according to the new three-year plan template. This will strengthen our bylaw documents.

Max Hartman moved to extend this agenda item by 4 minutes. Dr. Bennani seconded and motion passes.

Max Hartman moved to approve the changes in SSPC section (in red) for selection of co-chairs section, along with the suggestion that each SSPC member review the document and provide feedback to the degree we are able.

Maria Huning seconded.

*CO-CHAIR SELECTION

*Unless determined “by position” or “assignment,” the committee nominates and votes in a co-chair according to their bylaws. Co-chairs may serve for a two-year term. Co-chairs and committee members are to be confirmed by the last regular committee meeting in spring semester (in preparation for service to begin the next year).

Motion passes.

- Seek input and vet SSPC’s 3-year program review plans with Councils
- Draft and submit to PBC the committee’s 3-year plan (usually in spring semester)
- Provide an annual report to PBC based on the 3-year plan

8) Open Forum and Feedback

*An opportunity for anyone to discuss any additional items.
What would we like to cover in the next SSPC?*

Potential Items for December 9th

- Cares Act Funding Updates
- Student Services Organization Chart
- Max, PBC -Vice Chancellor McVean talked about district strategic plan and bring to SSPC for feedback (needed by Nov. 30th)
- Michiko, SSPC Bylaw Updates (30 minutes)
 - Workshop?
- Max, end of the year celebration!

9) Adjournment

Next meeting is Wednesday, December 9th, 2020 2:00-4:00 p.m. via Zoom.

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.