

Student Services Planning Council



Minutes

Date: January 24, 2024
Time: 2:00 - 4:00 pm
Location: Building 3, Room 104
Zoom: <https://smccd.zoom.us/j/88106114533>

Item	Presenter	Time (minutes)
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I. Call to Order		1
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Time Keeper – Krystal Martinez

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!](#)

II. Roll Call		1
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Quorum=14

- | | | |
|-------------------------------------|---------------------------|---|
| <input checked="" type="checkbox"/> | Adolfo Leiva | (SparkPoint) |
| <input type="checkbox"/> | Bettina Lee | (Disability Resource Center & Personal Counseling Center) |
| <input checked="" type="checkbox"/> | Bob Haick | (Career Center) |
| <input checked="" type="checkbox"/> | Danielle Pelletier | (Faculty Rep) |
| <input checked="" type="checkbox"/> | David Vera | (Financial Aid) |
| <input checked="" type="checkbox"/> | Gonzalo Arrizon | (COLTS-U Transfer Center) |
| <input checked="" type="checkbox"/> | Jinmei Lum | (Faculty Rep) |
| <input checked="" type="checkbox"/> | Juan Vera | (Veterans Center) |
| <input checked="" type="checkbox"/> | Kathy Kohut | (International Student) |
| <input type="checkbox"/> | Katie Hasse | (ASCC Rep) |
| <input checked="" type="checkbox"/> | Krystal Martinez | (Classified Rep) |
| <input checked="" type="checkbox"/> | Lorraine Barrales-Ramirez | (EOPS, CARE, CalWORKs, FYSI) |
| <input checked="" type="checkbox"/> | Mahitha Rao | (Post-Secondary Success, Interim) |
| <input checked="" type="checkbox"/> | Manuel A. Pérez | (VPSS) |
| <input checked="" type="checkbox"/> | Maria Huning | (TRIO) |
| <input checked="" type="checkbox"/> | Maria Lara | (Admission & Records) |
| <input checked="" type="checkbox"/> | Max Hartman | (Counseling Dean) |
| <input checked="" type="checkbox"/> | Mayra Arellano | (Promise Scholars Program) |
| <input checked="" type="checkbox"/> | Michiko Kealoha | (Cultural Center) |
| <input checked="" type="checkbox"/> | Nimsi Garcia | (Undocumented Community Center) |
| <input type="checkbox"/> | Olivia Cortez-Figueroa | (College Recruiter) |
| <input checked="" type="checkbox"/> | Sarah Cortez | (Welcome Center) |
| <input type="checkbox"/> | Sergio Suarez | (Student Life & Leadership, Interim) |
| <input type="checkbox"/> | Vijet Upadhyay | (ASCC Rep) |
| <input checked="" type="checkbox"/> | Wisse Bennani | (Enrollment Services Dean) |
| <input type="checkbox"/> | Vacant | (Classified Rep) |

Advisory

- | | | |
|-------------------------------------|-------------|-----------------------------|
| <input type="checkbox"/> | Karen Engel | (Dean of PRIE) |
| <input checked="" type="checkbox"/> | Rod Andrade | (Library & Learning Center) |
| <input type="checkbox"/> | Jose Manzo | (IPC Representative) |
| <input type="checkbox"/> | Vacant | (Puente Representative) |

Guest

✓ Jose Zelaya

III. Adoption of the Agenda

Co-Chair Vera

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Adoption of agenda for January 24, 2024

Lorraine Barrales-Ramirez motions to adopt the agenda for January 24, 2024

Maria Lara seconds the motion

Approved unanimously by consensus of all those in attendance

IV. Approval of the Minutes

Co-Chair Vera

1

Approval of November 8, 2023, and November 29, 2023 minutes

Krystal Martinez motions to adopt the SSPC minutes from November 8 and 29, 2023

Kathy Kohut seconds the motion

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.

Sarah Cortez shared her excitement about welcoming students back to campus and the Welcome Center providing students with the resources they need to complete all their steps to be fully enrolled.

b. Department Reports

All

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

VI. Standing Items

a. Planning and Budgeting Council

Mayra Arellano

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The first PBC meeting for the semester is scheduled for Wednesday, February 7.

b. Vice President of Student Services (VPSS) Updates

VPSS

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The VPSS Office is having an Office Warming on Monday, January 29. Please invite your team and stop by and say hi.

We encourage you if you are on campus to attend SSPC, Workshops, and Meetings in person.

On February 2, CCC Apply will be updated with ID verification through ID.me for all new students applying to the college.

Manuel attended ALAS in Half Moon Bay for the 1st anniversary of the mass shooting in the farmworker community. The event was emotional, uplifting, and motivational for change to be made. ALAS has a new art piece added to the entrance of their office to remember those who have passed. The event was well-supported and attended.

c. Enrollment Services Committee Update (ESC)

Wissem/Maria

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The first ESC meeting for the semester is scheduled for Friday, February 2.

Enrollment Services attended a webinar that shows how ID.me will work for students. Undocumented students at Cañada had the opportunity to experience the application and provide feedback on the process. Students can opt out of the ID verification if they choose to. Wissem will share more information and resources on ID.me with SSPC.

d. Instructional Planning Council (IPC) Updates Jose Manzo 3

The first IPC meeting for the semester is scheduled for Friday, February 2.

VII. Special Presentations

VIII. New Business

IX. Old Business

a. Drop for Non-Payment Follow-up Presentations SS Deans/Danielle/Maria 45

Proposal: The drop for non-payment will exclude continuing and returning students if they have previously completed at least 1 unit with a C/Pass or higher at SMCCCD.

Balance limit at the time of drop: Not more than \$499

Next Steps: Review the messages that go out to students who are dropped for non-payment.

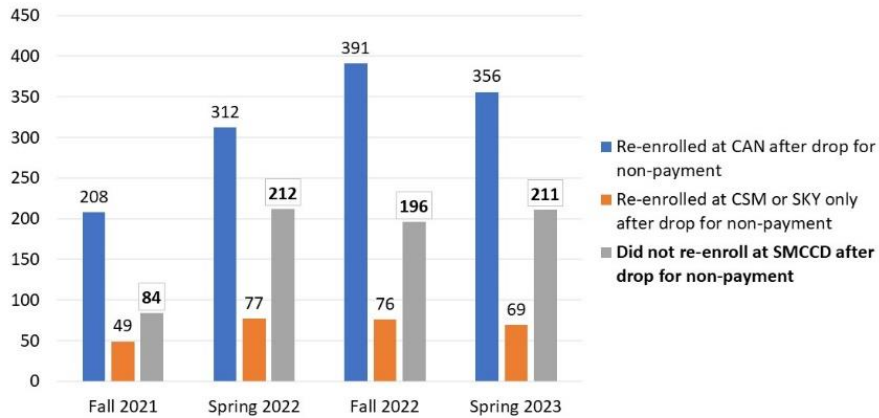
SSPC action item: Support the recommendation to the ESC to incorporate the following changes in the SMCCCD drop for non-payment policy: Exclude all continuing and returning students from drop for non-payment if they have previously successfully completed at least 1 unit with a C/Pass or higher at SMCCCD.

Data to support drop for non-payment policy:

Cañada College Students Dropped for Non-Payment
by Term

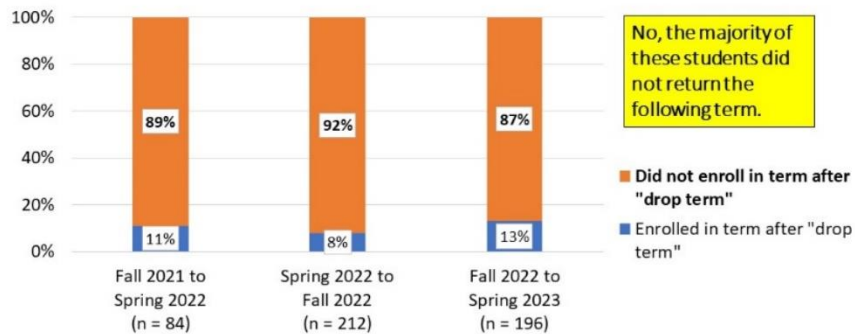
Term	Unduplicated Headcount	Enrollments	Average # Enrollments per Student Dropped
Fall 2021	341	623	1.8
Spring 2022	601	1119	1.9
Fall 2022	663	1301	2.0
Spring 2023	636	1373	2.2

How many Cañada College students were dropped for non-payment and did not re-enroll in the same term?



The table above shows how many Cañada College students were dropped for non-payment. The gray chart shows us the number of students who were dropped and did not re-enroll. We don't have the information on WHY students did not re-enroll. There could be many factors we are not aware of for students not being able to re-enroll.

What happened to students who were dropped for non-payment and did not re-enroll in the drop term? Did these students return the following semester?



We are still asking the big question, WHY are students not re-enrolling after being dropped? Our hope with the dropped for non-payment policy is to solve a portion of the problem of why students are not re-enrolling.

Balance Due When Dropped for Non-Payment by Re-Enrollment Status

Balance Due	Did student re-enroll at SMCCD in same term after being dropped?			
	Yes		No	
	Count	Percent	Count	Percent
Less than \$100	309	20%	113	16%
\$100 - \$499	742	48%	375	53%
\$500+	487	32%	215	31%
Total	1,538	100%	703	100%

The chart above shows us how much student balance was when they were dropped for non-payment. The data helped us agree on the balance due for students to not be dropped. Students can have no more than \$499 in their balance to be exempt from being dropped.

Research question: Of the students who were dropped, how many were continuing students?
How many completed units did they have within our district?

Enrollment Status & Cumulative Units Earned

Enrollment Status	Count	Percent
Continuing student	1,431	63.9%
First-time transfer student	283	12.6%
First-time student	187	8.3%
Returning transfer student	174	7.8%
Returning student	98	4.4%
K – 12 student	68	3.0%

**76% =
Continuing/
Returning**

The data above will help with the proposal. Students will be protected from being dropped. 76% of students will be supported and be able to re-enroll.

Questions from Juan Vera: What is the GPA of continuing students? How many students had between a 2.0 and 2.5 GPA that were dropped for non-payment compared to students with a GPA higher than 3.0?

Answer from Max Hartman: For this proposal, we are hoping to capture our students who benefit from community college and avoid getting dropped for non-payment. If students pass 1 unit with a “C” at SMCCCD they can benefit from not being dropped for non-payment.

Lorraine Barrales-Ramirez: This policy will help students who have paid for their classes and decide to add one more at the beginning of the semester. Currently, students are being dropped even if they paid for 90% of their tuition.

Maria Lara: It is important to work on communication being sent to students.

Questions from Jinmei Lun: How many days does the student have before they are dropped for non-payment?

Answer from Wissem Bennani: Students have 7 business days to pay their balance before they are dropped. Students are sent an email to their my.smccd.edu email with payment reminders. If a student enrolls 3 days before the semester starts, they will have 3 business days to pay their balance. Students who have a Financial Aid Application on file for the term are exempt from the 7 business day policy. After the semester has started and students add a course with an add code, they are not dropped for non-payment, the student will incur a new balance.

Sarah Cortez has a suggestion: It will be helpful for students to see a note in big red letters after they register that they have 7 business days to pay their balance before they get dropped for non-payment. This will save the student from the headaches and stress of not knowing they have 7 business days to pay their balance.

Demographics	Non-Returning Students (did not re-enroll in drop term or term after) n = 440
Female	67%
Male	32%
First Generation	33%
Financial Aid Recipients	26%
International Students	2%

*Non-Returning Students from slides 16 & 17

The table shows the demographics of our students who were dropped for non-payment.

Race/Ethnicity	Non-Returning Students (did not re-enroll in drop term or term after) n = 440
American Indian / Alaskan Native	0.5%
Asian	19%
Black Non-Hispanic	3%
Filipino	3%
Hispanic	38%
Multiraces	9%
Pacific Islander	0.5%
White Non-Hispanic	24%
Unknown	3%

*Non-Returning Students

The table shows the race/ethnicity of our students who were dropped for non-payment.

Age	Non-Returning Students (did not re-enroll in drop term or term after) n = 440
Under Age 18	2%
Age 18 – 22	24%
Age 23 – 28	25%
Age 29 – 39	21%
Age 40 – 49	10%
Age 50 – 59	5%
Age 60+	3%
Age Unknown	10%
Average Age	33
Median Age	30

*Non-Returning Students

The table shows the age of our students who were dropped for non-payment.

Cañada College Student Services Planning Council Drop for non-payment proposal

Support the recommendation to the ESC to incorporate the following changes in the SMCCCD drop for non-payment policy:

Exclude all continuing and returning students from drop for non-payment if they have previously successfully completed at least 1 unit with a C/Pass or higher at SMCCCD.

- - Balance limit at the time of drop: NOT more than \$499
- - Review the communication sent to students to make sure they are informed about new changes

Asking to move the action item forward to the Enrollment Services Committee on Friday, February 2.

Nimsi Garcia has a suggestion: Will it be possible to email the balance reminder to the student email they applied with in addition to their student email? A few students don't access their student email until the semester starts.

Nimsi Garcia motions to add 4 additional minutes to this item
 Danielle Pelletier seconded the motion
 Approved unanimously by all those in attendance

Krystal Martinez has a suggestion: Create a campaign mid-semester to encourage students to “Check your Balance” and have reminders in the classroom, workshops, and one-on-one with students, to get a head start before next semester registration opens up and avoid potential holds.

Danielle Pelletier motions to add 10 additional minutes to this item
 Maria Lara seconded the motion
 Approved unanimously by all those in attendance



Possible Implications

Students may end up with registration holds if they don't pay the balance on time.

Students may not be aware that they have to drop the course on their own, or they will end up with a balance.

ESC Discussion (02/02/2024)



Data needed from all three colleges before making a recommendation.



Timeline: ITS would need the criteria by the end of the February 2024, or we're looking at a Spring 2025 implementation.

Next Steps

ESC

VP Council

Chancellor's Cabinet



SSPC action item: Support the recommendation to the ESC to incorporate the following changes in the SMCCCD drop for non-payment policy:

Exclude all continuing and returning students from drop for non-payment if they have previously successfully completed at least 1 unit with a C/Pass or higher at SMCCCD.

- Balance limit at the time of drop: Not more than \$499
- Review the communication sent to students to make sure they are informed about new changes

Sarah Cortez motions to move the SSPC action item forward
Danielle Pelletier seconds the motion
Approved unanimously by all those in attendance

b. Marketing and Social Media Presentation Megan Rodriguez-Antone 15

Marketing and Student Services have partnered in a 3-month pilot program from September – November. During this pilot, marketing worked with student services and students on campus to highlight programs and events through marketing’s social media channels. Marketing held social media brainstorming meetings with students and staff to promote Spring registration. Student inputs were implemented in the marketing materials. Marketing received good feedback from students feeling a sense of community. Through this collaboration, and the idea from our student Mary, Marketing would like to create “a day in our life” for students in various programs on campus. Marketing would like to add two recommendations for SSPC;

- 1) Student Services, Students, and Marketing meet once a quarter (every 3 months) to hold social media brainstorming meetings
- 2) Marketing will create and send calendar invite reminders every 1st and 3rd Friday to the Student Services Lead to encourage individuals to share images, videos, and flyers, and connect with Marketing regarding events happening on campus.

SSPC would like to invite Megan back to SSPC to discuss Marketing recommendations.

X. Discussion

XI. Open Forum and Feedback 3

XII. Adjournment

For Next Meeting: February 14, 2024

Marketing and Social Media Brainstorm - Megan Rodriguez-Antone

Student Fees Notifications - Maria Lara

- i. For students who haven’t made updates to their student records

Program Review - SSPC Co-Chairs

- i. Fall 2023 – Spring 2024 Closing Process
- ii. Fall 2024 – Spring 2025 Timeline
- iii. Updated SAOs & Transformational Antiracist Leadership