#### Student Services Planning Council

Cañada College

SSPC Meeting Minutes Date: April 12, 2023 Time: 2:00-4:00 pm Location: Join Zoom Meeting

https://smccd.zoom.us/j/86191634450

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Item	Presenter	Time (minutes)
I. Call to Order		1
Time Keeper – Manuel Pérez		1

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

Quorum=14

Adolfo Leiva	(SparkPoint)	Goal 1.1
Aricka Bueno	(Faculty)	Goal 1.1 (Excused)
Bettina Lee	(Wellness Center)	Goal 3.3
Bob Haick	(Career Center)	Goal 3.3
Danielle Pelletier	(Faculty)	Goal 1.1 Chair
David Vera	(Financial Aid)	Goal 1.1
Gonzalo Arrizon	(Transfer)	Goal 2.1
Kathy Kohut	(International Student)	Goal 2.11
Lorraine Barrales-Ramirez (EOPS, CARE, CalWORKs, FYSI) Goal 1.14 and Goal 3.2		
Manuel A. Pérez	(VPSS)	Support all goals as SSPC Co-Chair
Maria Huning	(TRIO)	Goal 3.2 Chair
Maria Lara	(Admission & Records)	Goal 1.1
Mary Ho	(Post-Secondary Success)	Goal 2.12
Max Hartman	(Counseling Dean)	Goal 1.1 and Goal 1.14
Mayra Arellano	(Promise)	Goal 3.2 Chair
Michiko Kealoha	(Student Life)	Support all goals as SSPC Co-Chair
Nimsi Garcia	(Dream Center)	Goal 2.11 Chair and Goal 3.2
Noah Liu	(Student Senate Rep)	Goal 3.3
Olivia Cortez-Figuer	oa (College Recruiter)	Goal 3.1 Chair and Goal a 3.2
Sarah Cortez	(Welcome Center)	Goal 1.1
Wissem Bennani	(SS Dean)	Goal 1.1
Vacant	(Classified Rep)	

Advisory

Dean of Planning, Research and Institutional Effectiveness – Karen Engel Learning Center Representative – Adriana Lugo

Jose Manzo (IPC Representative)

Guests: Juan Vera (Veterans Program Services Coordinator) Kai Gorman (Retention Specialist for Art Design and Performance in Learning Center) Jia Chuan Lu (International Students Program Services Coordinator)

**III.** Adoption of the Agenda Michiko Kealoha 1 Maria Huning motions to approve the agenda for April 12, 2023 Kathy Kohut seconds the motion Approved unanimously by all those in attendance

**IV. Approval of the Minutes** Michiko Kealoha 1 Approval for the minutes of March 8 and March 24, 2023 is postponed to the next SSPC meeting

#### V. Reports

a. "Why" We Do What We Do - 2.0

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.

"As we're putting together our list of transferring students, yesterday I came across a familiar name, Joshua Jimenez, who is my cousin's son. He started out in the Promise Program very active engineering major and is now applying for transfer so that made me very, very happy. This is just a reminder that we keep bringing our community and our families together and really making an impact. This really made me happy!"

#### **b.** Department Reports

Thank you for sharing your department reports in the chat.

#### Admissions & Records

Yesterday was our first day of priority reg for the summer 2023 term! It was smooth! Maria Lara

#### **Dream Center** Updates

1) RE-Save the Date! Migration Celebration was moved to Saturday, May 20 from 11am1-pm and at Cañada!! We are finalizing the details of the event and will send that information out once available, but in the meantime, we save a save the date flyer to share. We welcome all to attend and help us celebrate and acknowledge the accomplishments of our undocumented students and students from mixed status families.

2) We have an ongoing Financial Literacy Series in partnership with the NFO UndocuSupport Initiative. There are two workshops remaining, on the following dates and topics:

•April 17th from 6-7:30pm – Managing Debt and Credit Cards

•May 1 from 6-7:30pm – Home Buying

Both workshops are being hosted at the Fair Oaks Community Center, and we have a number of incentives for students who attend. Please distribute the attached flyers!

3) Our April 20th Dreamers Task Force meeting has been canceled since it coincides with Flex Day, and in place of a meeting, the Dream Center is facilitating a morning session titled

#### A11

Gonzalo Arrizon

2

"Pathways and Barriers to Status for Undocumented Students". We hope to see you there! More details are on the Flex website: <u>https://canadacollege.edu/professional-dev/flexday.php</u> Nimsi Garcia

**ESL** Recognition Ceremony is Tuesday evening, May 2 @ 7:00-8:00pm in Building 6 101/102. All are welcome! It's a lovely and exciting event. Danielle Pelletier

**Financial Aid** Update: We are close to finishing up our scholarship awarding for our students. Our ceremony will happen on May 19th. Also, we have hired a new FA Tech and he will be starting on May 1st. We are close to assembling our FA team at our campus. David Vera

**Library**: We are now providing reference appointments at the library in Spanish, with me! Spread the word please. Also, therapy dogs will be at the library on May 18th from 12-1pm. Encourage the students to come hug them or pet the friendly peacock! Adriana Lugo

#### Outreach

PEP Events are almost wrapped up with our last PEP Event next week for Woodside HS (which was re-scheduled due to the power outages). Over 104 students will have completed their onboarding requirements (orientation, counseling appt.) and have their class schedules ready for Fall 2023 registration.

Please help us share that our Annual Connect to College is on Thursday, April 27 fr-7:30om 5 and will be in our new STEM Building 23. If anyone would like to table that evening and has not yet let me (Olivia) or Nicki know, please reach out asap. There will be appetizers, workshops, a resource tabling fair and an opportunity for the community to see a live classroom in progress that evening. Folks can RSVP for C2C here: https://canadacollege.edu/connect/ Please save the date for our Super Friday Event scheduled for Friday, May 12 from 9-1pm. This event is for high school seniors only. Incoming students can RSVP here: https://canadacollege.edu/outreach/registration-support.php

The Outreach Office is hiring new ambassadors in hopes to train them & the summer for Fall semester. (We will lose 4 ambassadors that will be graduating/transferring).. If you know any interested students, please send them my (Olivia) way or to our new page here: <u>https://canadacollege.edu/outreach/become-ambassador.php</u>

Super Friday Registration Website is up and running here: <u>https://canadacollege.edu/outreach/registration-support.php</u> Attendees can RSVP in the link Olivia Cortez Figueroa

**TRIO** Updates: We had a wonderful Tea Tim with our students on 4/4 and have a few more planned for the semester. I will attach the flyer so everyone can join our next event on 4/18. We also have our next TRIO workshop today at 3pm on Maximizing Academic Advising, again see attached flyer. Our video of the event will be on Canvas next week for those of us who will miss it. Thank you!

TRIO Spring Teatime (online or in the DREAM Center, 9-118) April 18, May 2 and May 16



Maria Huning

University Center: NDNU B.A. Completion workshops in April. Please share with students.

I'm recruiting AANAPISI ARC Peer mentors. I would like to complete hiring by end of semester. Joint June orientation and August training with CSM and Skyline. Please share with students.

Mary Ho

VI. Standing Items
a. Planning and Budgeting Council Maria Huning 5
PBC was requested to provide input for the Midterm Report and the Strategic Enrollment
Management Plan for ACJC.

I highly encourage everyone to provide feedback for the Midterm Report to ACCJC and the Strategic Enrollment Management Operational Plan (feedback due TODAY, 4/12)!

Midterm Report draft feedback: <u>https://docs.google.com/forms/d/e/1FAIpQLScn0fg\_qKPPXInPV7eCdUdB8qHqQawsDR5ZGK</u> <u>q-00FqJFSV3Q/viewform</u>

Strategic Enrollment Management draft feedback: <u>https://docs.google.com/forms/d/e/1FAIpQLScZrPT67y5hW9qIunGVW5FZehPVMQ4ve7c53u</u> <u>4 kh4ihwavw/viewform</u>

The Core Scheduling presentation was very interesting. If you would like to see the presentation. It can be found under 4/5 at the link below <a href="https://canadacollege.edu/planningbudgetingcouncil/meetings.php">https://canadacollege.edu/planningbudgetingcouncil/meetings.php</a>

**b. Vice President of Student Services (VPSS) Updates** Manuel Pérez 5 Our mural is up and in the process of being painted! Today and tomorrow are the final days for us to have community paint days. The sign up is listed and posted on the What's Happening at Cañada College as well as sent out in the Weekly Updates. Please feel free to sign up! There may be additional opportunities to paint depending on how much is finished this week.

Please pull up the email you received from Human Resources which states we have an opportunity to rethink our summer schedules. You will have the option of a 4/10 work week, working a regular work week or working a regular work week and using vacation or comp time for Fridays off. There will also be options for working one remote day from home. Also specified in the email are the three holidays we have in which we have adjusted schedules (Memorial Day, Juneteenth and the Fourth of July). Please be sure to inform your supervisor of your intent to participate in the four-day work week no later than May 12.

Student Services is heavily implicated in the Strategic Enrollment Management Operational plan and need to hear from Student Services. As of two hours ago there was no feedback from Student Services. Does that mean everyone is happy with what is in the plan?

Connect to College is coming up later this month Thursday, April 27. This is an open house opportunity for prospective students so they can understand all the ways they can connect with us at the college.

On Friday, May 12, we have a big opportunity for our High School seniors and have our singlestop registration event. If you were involved with our Super Saturday event at the end of last semester, this is similar except we're tailoring it specifically to high school seniors. For this event, we're offering to reserve and request shuttle service for our high school seniors. For example, if there are 30-40 students from Woodside and they need a bus, we'll help them with funding for the bus. As of yesterday, we have no high school counselors that have expressed interest in using our shuttle services. Please bring this service up with your high school contacts!

#### c. Enrollment Services Committee Update (ESC)

Wissem Bennani 5

The ESC met Friday, April 7.

The ESC and Student Services in general are working on implementing all of our forms on the CRM. Maria Lara is part of this district-wide team. They have prioritized the FASFA and Financial Aid forms but we've just found out the 24-25 FASFA is undergoing major revamping. The Team will be waiting to put the FASFA on the CRM. So rather than the Financial Aid forms the forms from Admissions and Records will be prioritized in the CRM.

The Board Policy for SB 893 was approved at the March 22 Board meeting. This new policy was approved for Fall 2023. The Summer 2023 criteria is the same as the Spring 2023 criteria. With both there are level one and level two students. ITS is working on the communication so students will know which level they are. The administrative procedure has not been finalized yet but the Board has provided guidance to proceed in addition to the tuition waiver which provides support for text books, transportation and technology.

The new website with the FAQs is being created with the new criteria. We're also working with an outside agency to work on the new enrollment ads.

**d. Program Review Workgroup Updates** Wissem Bennani 5 The Program Review workgroup met on March 24. Before the Spring break we were able to provide updates and finalize the program review questions and the annual update questions, as well as, the timeline.

The Program Review 2023-2024 timeline was presented to PBC by Karen Engel and Ludmila Prisecar at the last PBC meeting. https://www.canadacollege.edu/programreview/index.php

#### e. Instructional Planning Council (IPC) Updates Danielle Pelletier/Jose Manzo 5

SSPC would like to begin having the notes presented during the Standing Items at each meeting. Jose Manzo is not an SSPC representative so Jose gives Max the notes he takes from PBC. Jose's happy to share those notes with SSPC for the minutes if we would like to include them. Dean Max Hartman will help smoothing the transition getting the notes to SSPC. We can also think about asking the Counselor who sits on SSPC to attend PBC as part of their representative requirements moving forward so they can block the PBC meetings out on their

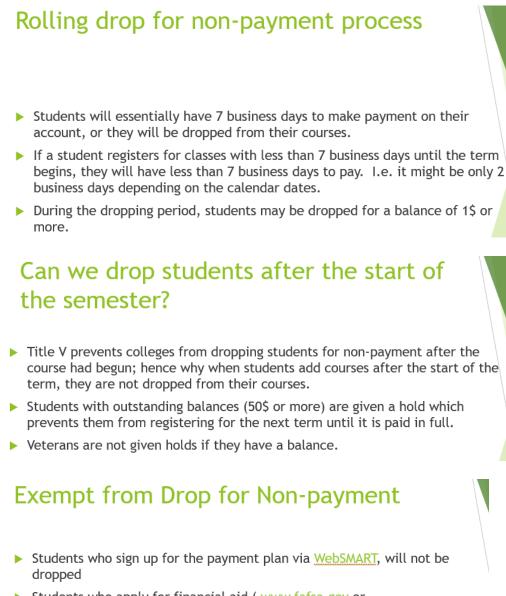
schedule.

#### **VII. Special Presentations**

a. Drop for Non-payment Presentation

This presentation is so we can understand how, why and when students are dropped for non-payment and will provide us an overview of our current drop for non-payment processes, including any nuances with SB893 (free college).

This presentation was written by Wissem and Karrie who, unfortunately, couldn't join us today. Wissem will take any questions that can't be answered today to Karrie to help with figuring out the answers.



- Students who apply for financial aid (<u>www.fafsa.gov</u> or <u>www.caldreamact.org</u> as eligible) at least five days prior to registering for classes, or complete the CCPG Fee Waiver via <u>WebSMART</u>
- First time international students
- Middle College Students
- > Students enrolled in an exempt coded class, i.e. no fees on the course
- ▶ Those with 3<sup>rd</sup> Party payers
- Chapter 33 veterans

#### Free College (SB 893) and Drop for Non-Payment?

Free College (SB 893) may not cover all college associated fees. Students will be dropped if they have any outstanding fees unless they have a Financial Aid application on file Or have one of the above listed exemptions.

Questions and Answers:

*Question:* Who determines who gets dropped? Who sets the guidelines? For example why is a first time international student not dropped but a first time ESL student is dropped? In this time of equity, how are these decisions made regarding who gets dropped and who the exceptions are? *Answer:* These are policy level decisions. Some of the decisions are driven by regulations.

*Question:* What are the things currently in place to warn students of pending drops? Are their text messages are phone calls?

*Answer:* The CRM will send multiple notifications reminding students to pay their balance via email (even daily) but if a student doesn't look at their student email, they won't see their notification. Soon the CRM will be sending out text messages to students to be sure they see the notification.

*Question:* If a student is covered by free college and has all their tuition paid except the \$17.00 for associated fees which is on their balance at the time of their first registration and they go in and add another course, we know the tuition will be paid but will it start the clock on the \$17.00 fees that still need to be paid?

Answer: The \$17.00 fee is only once but you will be dropped after 7 days if it's not paid. The clock does not restart if another class is added.

*Question:* Who do we go to advocate for inquiries or changes to our policy and procedures? *Answer:* The District route would include going to ESC first to request changes. They ESC will make a recommendation to the VP Council and then it would be taken to the Chancellor's Cabinet. The second way would be to go from IPC or SSPC where it's discussed, reviewed and decided on and then to PBC as a recommendation before it would go to the President's Office. The President, if approved, would forward it to the Chancellor's Cabinet. If the Chancellor's Cabinet is in agreement, it would then go to the Governance Council or directly to the Chancellor for the Board to consider.

Danielle Pelletier motions to add 7 minutes to this presentation Maria Lara seconds the motion Approved unanimously by all those in attendance

*Question:* It's not clear how students make payments to the Nelnet payment plan. Do they need to put in a credit card? Sometimes payments aren't made. Are they supposed to be automatic payments? What happens if the credit card expires and there are no funds available? *Answer:* Wissem will check with Bernata Slater to answer the question.

*Question:* Regarding the drop for non-payment can we create a discussion where we have ESC and all applicable players together. Include PRIE because we're looking for data in order to look to see where we might find solutions. We could identify the problems, i.e. how many students have been dropped, how many re-enrolled, what percentage of those are fraudulent, and for those that did or did not re-enroll what was the frustration level? How do we go forward with this and then take it to the place we feel we can move forward with a recommendation to PBC? *Answer:* Let's continue to use the <u>canvpss@smccd.edu</u> to collect these different types of questions specifically that have to do with enrollment fraud or financial aid fraud.

If the students register with Nelnet even if they don't make a payment, they will not be dropped from their classes. If they don't pay, they won't be able to register for the following semester.

SSPC will request our Cañada Cashier's, Mary or Ludmila to come answer the question of how the Nelnet Payment plan works and if they don't have the information, we'll ask Bernata to come to the SSPC meeting.

*Answer:* Mario, (Cañada Cashier) can answer the question what happens if the credit card expires and there are no funds available? If the student has a payment plan and the credit card did not go through, there is a fee of \$10 or \$20 and Nelnet will try again. If it happens a second time, Nelnet cancels the payment plan and the student needs to start paying at the Cashier's Office.

*Answer:* Mario answers the question what happens if the credit card expires within the middle of the payment plan. Nelnet is good about notifying students but if the students don't reply or place a new credit card, the payment plan will be cancelled. The problem is students not looking at their college email and missing the notification. Mario will research how many times Nelnet tries to contact students before the payment plan is cancelled.

The payment plan information below: <u>https://mycollegepaymentplan.com/canada/</u>

One of the biggest frustrations for students is when they are dropped for non-payment try to sign back up for the dropped classes and the classes are full, they want staff in Admissions & Records to get them into the classes but there is nothing A&R can do to help.

Since COVID there is a large problem with admissions and financial aid fraud in community colleges state-wide. Dean Bennani reports the College's fraud report monthly to the State Chancellor's Office. Most students who have had their classes dropped do get back into their classes but dropping students for non-payment is the best way to keep the fraudulent students away. Most students who don't try to get back into their dropped classes or don't pay their balance are most likely fraudulent students.

Planning and Budgeting Council is interested in hearing this presentation as an FYI for information only and would like to hear if SSPC has a particular recommendation. SSPC has three ESC representatives on its council and these representatives can take this back to ESC and ask to have the policy looked at again. ESC might look at the policy and say there is nothing we can do about it right now but they may decide to look at it again with our recommendations.

Max Hartman moves to add 3 more minutes to this discussion Maria Lara seconds the motion Approved unanimously by all those in attendance Based on this last piece of information shared Max is not comfortable moving a recommendation forward to PBC to increase the limit for drop for non-payment to above the \$17.00 fee. Once we have more information, we can discuss the possibilities of raining the limit. Before this presentation goes to PBC is it possible to present the data showing the drops and re-enrollments to show how the drop for non-payment looks in context. Is there data that can be shared that says that the students that were dropped that didn't re-enroll we suspect are not "real" students? This is compelling information and not really hurting our students but at the same time using it as a check and balance which is protecting our institution from fraud. This data would be important information to consider when planning on a recommendation to forward to PBC. *Comment:* Considering barriers, dropping for non-payment is another. This can be good if it stops fraud; however, what about students who are real? Frustration isn't measured as data.

Nest Steps:

If you have additional questions or information or clarity, please send them to <u>canvpss@smccd.edu</u> by next Wednesday, April 19.

We will collect everything and at the April 26 or May 10 SSPC meeting we will another presentation or just review the new data/information.

We will also let PBC know that we had this presentation and we may or may not have a recommendation moving forward.

#### **VIII.** Discussion

a. Reviewing Our Transformational Anti-Racist Leadership Service Area Outcomes Manuel Pérez & Michiko Kealoha 25

#### SSPC SAOs (from Michiko for today's meeting)

https://docs.google.com/spreadsheets/d/1FFYsoYVCPZV5OUH8FfFJR010oZavpmzqY2aRw-5QVTw/edit#gid=0

Manuel and Michiko will download this document at the link above and they will have a meeting with PRIE to see if there is anyone that needs to have one-on-one feedback to particular groups or departments.

Question: Where can we find the presentation from Karen Engel that was recorded during our SSPC meeting? Answer: Karen Engel's presentation on SAOs Zoom recording: <u>https://smccd.zoom.us/rec/share/-</u> <u>MzQROJiSrp1vjfJyVNz2MEZAkJiKChcgL09ddz\_aNpIUnHtFU636NfgeCVvyGiy.0UdGVtUw</u> <u>eBE1MgWV?startTime=1674689002000</u> Passcode: H0#Z#MeX

Please send any additional questions to <u>canvpss@smccd.edu</u> by next Wednesday, 4/19/23.

Goal: Updating SAOs by Spring Break (We also acknowledge that this time has been very intense with power outages and storms and we'll plan on utilizing time at the next SSPC for peer-review).

#### VIII. Open Forum and Feedback

i. Next SSPC Meeting – April 26, 2023

Next Steps:

Request our Cashier's Leads or Mary or Ludmila to answer additional questions regarding non-payment. Mario will research more information to answer these questions. If they can't answer, ask Bernata. (Did Mario's link answer the questions? <u>https://mycollegepaymentplan.com/canada/</u>

Look at questions that have been sent to canvpss to see if we need to bring any additional people to SSPC

#### X. Adjournment

3

All



## VOUR CREDENTIAL AWAITS

MAXIMIZING ACADEMIC ADVISING AND FINDING MAJOR REQUIREMENTS

Join us to learn how to effectively use Academic Advising as well as how to use campus tools to identify your Major Requirements

> In-Person & Zoom Wednesday, April 12th 3p - 4p



REGISTER HERE



### NOW HIRING!!! ARC PEER MENTOR ACCESS, RELEVANCE AND COMMUNITY



#### **Position Description:**

- Manage caseload of mentees.
- Provide culturally responsive peer-topeer academic, personal and career support for mentees and participants.
- Recruit new mentees and participants.
- Serve as an ambassador for the ARC Project.
- Build a community through mentoring, activities and events.
- Attend regular ARC Project meetings.
- Maintain records and submit report.
- Other ARC project support duties as assigned.

#### About the ARC Project:

The ARC (Access, Relevance and Community) Project is a Title 3 federally-funded Asian American and Native American Pacific Islander grant. The ARC Project is focused on increasing access, enrollment, graduation and career-readiness for underserved Asian and Pacific Islander American and Iow-income students.

# 8

#### APPLY TODAY!

#### TINYURL.COM/58273DWD



- Starting pay: \$19.12
- 10-15 hours per week
- Hybrid (virtual and in-person)

#### FOR MORE INFORMATION, CONTACT: MARY HO (SHE/HER) HOM@SMCCD.EDU

#### COLTS-U TRANSFER STATION BUILDING 9, ROOM 106 (650) 306-3481

For disability-related accomodations, please emai: canvpss@smccd.edu or call (650) 306-3234.



## **ESL Department**





and join in our celebration.

Tuesday, May 2nd, 2023

in Building 6, Room 101/102

Hwards Ceremony

7:00 - 8:00 p.m.

## FOR CAÑADA STUDENTS:

## ATTEND A FINANCIAL LITERACY SERIES WORKSHOP

#### AND CLAIM A FINANCIAL LITERACY KIT FROM THE DREAM CENTER!

This series of workshops will introduce our <mark>undocumented community</mark>, with an ITIN or SSN, to options to manage their finances, gain healthy tools to decrease debt, and gain financial stability!

**DATES FOR UPCOMING WORKSHOPS:** 

April 3 | April 17 | May 1 6-8 pm at the Fair Oaks Community Center

For questions, contact Nimsi Garcia at garcian@smccd.edu or call (650) 306-3481.

SIGN UP TO ATTEND: https://tinyurl.com/fls2023



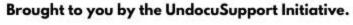


The kits are sponsored by The Center for Student Life and Leadership Development Vending Commission





ONE











## SAVE THE DATE SMCCCD'S 6TH ANNUAL

# MAY 20, 2023 II:00 AM - I:00 PM

## Cañada College Redwood City, CA













# Are you looking to transfer and complete your degree?

Notre Dame de Namur University will be hosting information sessions about our degree completion programs and scholarships to help you get it done!



Information Sessions about our BS Business Administration Degree, BA Psychology Degree, Financial Aid, and the Admissions Process will be hosted by our Transfer Advising Team every Tuesday evening. Stop in and meet your advisor and learn more about how NDNU's programs have been designed for you!

- Learn how a bachelor's degree can be yours in just 2 years.
- See how you can qualify for scholarships up to \$10,000 a year just by applying for admission!
- Get started with our streamlined admissions process, and you can have an admission letter within an hour.
- Online sessions are every Tuesday afternoon from 6:00 6:45 pm (PST)

**April 4, 2023 -** Learn about our completely online BS Business Administration Degree Completion Program.

**April 11, 2023 -** Learn about our BA Psychology Degree Completion Program, a hybrid program where some learning takes place with your classmates and the rest from the comfort of your home.

**April 18, 2023 -** Financial Aid & Admissions Workshop. Bring a digital copy of your transcript and we can get a copy of your admission letter to you before the end of the day!

**April 25, 2023 -** Hear from successful NDNU Alumni about how their NDNU experience launched their career and more about our Mentorship Program.



Questions or concerns?

Contact us at 650-868-5278 (text or call)



# Teatime with TRIO

Teatime is a bi-monthly informal drop-in event TRIO SSS hosts for all Cañadians!

Stop by to get answers to your questions and learn how to navigate college with some refreshments!

From 1-2 PM

February 7th
February 21st •March 7th
March 21st •April 4th •April 18th •May

2nd •May 16th

So register to join us in person in the Dream Center (9-118) or virtually

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If you have questions, please get in touch with us: at cantrio@smccd.edu

FOR DISABILITY-RELATED ACCOMMODATIONS, PLEASE EMAIL: CANVPSS@SMCCD.EDU OR CALL (650) 306-3234.