

# Student Services Planning Council



## SSPC Meeting Minutes

Date: May 24, 2023

Time: 2:00 - 3:00 pm

Location: Join Zoom Meeting

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

Item	Presenter	Time (minutes)
------	-----------	----------------

### **I. Call to Order** 1

**Time Keeper** – Maria Huning

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

Quorum=13

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
Juan Vera	(Veterans Center)	
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-Figueroa	(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:

Melissa Maldonado

### III. Adoption of the Agenda

Michiko Kealoha 1

Maria Huning motions to approve the agenda for May 24, 2023

Bob Haick seconds the motion

Approved unanimously by all those in attendance

### IV. Approval of the Minutes

Michiko Kealoha 1

Max Hartman motions to approve the minutes for May 10, 2023

Lorraine Barrales-Ramirez seconds the motion

Approved by those in attendance with Maria Lara abstaining

### V. Reports

#### A. Department Reports

All

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

**Financial Aid** report: We completed our scholarship ceremony last week. It was a great event! In two weeks, we will have 2 new PSCs that will start on June 5th. Also, we are beginning to process files for 2023-24 so students can get their aid paid a week before fall classes begin. We will be super busy, but we finally have a full team for the first time in a long time.

David Vera

The **Food Distribution** served 174 individuals/ families on Tuesday... Both the food distribution and the food pantry will be open throughout the summer to students, staff, faculty, and the community. Also, 543 students received at least one, \$100 Student Aid Meal (SAM) Cards (cafeteria + Tango). Finally, look out for new food support resources to be available during Fall 2023!

Adolfo Leiva

#### Outreach Updates

Super Friday Registration Event on May 12 was a success with 114 students that checked in that day to do various matriculation steps. The Ambassadors are currently making follow-up calls to all students that attended and we expect to be done by the end of this week. We will further look at data on these students to better help us plan for future registration events. The next Super Saturday Registration event is scheduled for Saturday, August 5th.

Outreach has wrapped up high school visits & workshops and we have begun scheduling our visits and application workshops for next academic year with the high school counselors.

Requests for summer group tours continue to come in and are being scheduled into our calendars.

Olivia is in the midst of meeting with community partners (BGC, LifeMoves, SMCOE, PAL & College Advising) to plan summer and fall events/programming.

Please join Olivia for our first monthly “Outreach Cañada Crew” meeting on Thursday, May 15 at 2pm. This is for folks that would like to participate in outreach/recruitment planning for the upcoming academic year 2023-2024. This will also be a space for folks to “drop-in” to share about their own program events and would like Outreach to help them promote and to communicate with Outreach more consistently. (This group will evolve as the group continues to meet).

Lastly, Outreach is hiring new ambassadors! Please send interested students to Olivia OR here:

<https://canadacollege.edu/outreach/become-ambassador.php>

Olivia Cortez Figueroa

**Promise** Please stop by. Great food, music and most importantly will be celebrating our 68 Promise graduates! Today at 5:00-7:00 pm at Building 23, rooftop.  
Mayra Arellano

**VROC Update:** Please join us tomorrow for Paws for Purple Hearts. VROC will be inviting service dogs-in-training to VROC to provide social therapy and help educate students about the programs offered. Tomorrow, May 25, 11am - 12pm in VROC. Stop by and say hello!  
Adolfo Leiva

## VI. Standing Items

### a. Planning and Budgeting Council

Maria Huning 2

PBC approved the Annual EMP Priorities Progress Report as it stands and the Midterm Report to the ACCJC will be submitted to the Board of Trustees as it stands. We heard about the Guided Pathways Work Plan for 2022-2026. The Technology Committee Bylaw draft update was tabled until Fall. There was an update from VPA Prisecar on the 2022-2023 Resource Requests and you should be receiving an email related to your requests from Mary Chries Concha Thia sometime in June to know whether your requests were approved. Remember we don't put staff or faculty positions through using Resource Requests. These go through a different process so make sure when doing your Program Review be very clear these are two different processes. PBC also reviewed the Governor's May Revised Budget and you'll be able to see more in the PBC minutes.

### b. Vice President of Student Services (VPSS) Updates

Manuel Pérez 2

We have our Promise graduation coming up this evening! We had a nice Puente ceremony this morning and had a beautiful Migration celebration for our three campuses hosted at Cañada on Saturday. Big ups to our Undocumented Community Center Coordinator and our Undocumented Center Coalition for all the work they do there. There's a lot going on, a lot of happiness and a lot of celebration! Please, please, please join us Friday, 11:30-1:00 in 2-10 for our Student Services Huddle. This is a time for us to celebrate Student Services accomplishments and talk about things that went well and milestones, things we're looking forward to. We share food, we have fun, we play games and there are prizes. This Friday's theme is in honor of The Little Mermaid being released on Friday. It is groundbreaking in a few different ways. Come dressed as your Little Mermaid or undersea character. Commencement is on Saturday!

### c. Program Review Workgroup Updates

Wissem Bennani 2

We did not meet since our last SSPC meeting so there are no new updates.

## VII. Special Presentations

a. None

## VIII. New Business

a. Fall 2023 – Peak Time, In-Person Coverage 20

c. Fall 2023 – Student Services Evening Program (Sept. Oct. Nov) 30

With permission from SSPC, we'd like to combine both "Peak Time, In-Person Coverage and Student Services Evening Program" for a total of 50 minutes to discuss both items.  
Thumbs up from the majority of Council.

We began discussing this "Student Services Peak Time Coverage" at our last SSPC meeting.

This topic originally came up at our 2023 Listening Session and emerged from our own Student Services team as an interest in inviting all student services to be in the office (in-person) during peak times.

## Student Services Peak Time Coverage

- SSPC support for all Student Services staff and faculty to maintain an in-person schedule during Fall 2023 peak times in order to (1) support student in-person needs, (2) support way-finding during a critical time of the semester, and (3) build community among student services.
- Peak time schedule:
  - Week before the start of Fall 2023 classes
  - First week of Fall 2023 classes
  - Second week of Fall 2023 classes
  - Does NOT include December 2023

Fall 2023 Peak Times  
Monday, August 7 – Friday, August 25, 2023

Not including December is a clarification from our last SSPC meeting. There was input given that said December is not a high peak time.

Manuel is seeking support from the Council as an advisory body to the Student Services leadership and vision of the entire College because we'd like to take Student Services in this direction.

## Evening Student Services

1. LEVEL ONE – Evening Student Services Lobby (B9)
  - Appointments Only (general counseling, personal counseling)
  - Quick Question Counter (A&R/FA/Welcome Center/Doc Drop-off)
2. LEVEL TWO – Drop-in Evening Student Services (B13)
  - Counselor (1) - informed by student type/enrollment
  - Staff Support (quick question counter)
    - PCC/DRC focus
    - FA/A&R focus
  - Food: Grab & Go Fridge + storage locker (ETA Spring 2024)

Fall 2023 Evening Student Services  
September – October – November

Our standard for Peak Times would be through August 25 and then a small gap until the Evening Student Services begins in September.

The majority of classes for Fall 2023 from 4:30-9:30 are in building 13.

The email that went out to evening Faculty asked what the number one issue is for evening students and it appears to be not having access to food so we're working on strategic refrigerated grab and go food lockers or refrigerators.

## Evening Student Services

- SSPC support for Student Services modified set-up for evening student services which will be flushed out and operationalized over the summer and shared at the first SSPC meeting of Fall 2023.

### Fall 2023 Evening Student Services September – October – November

*Question:* We already have the evening covered for Tuesdays and Wednesdays. Are you talking about adding Mondays and Thursdays?

*Answer:* This would be in lieu of Tuesdays. This would be the evening coverage. We still need to iron out the details during the summer. In a perfect world this would be our evening coverage Monday through Thursday. We want to be sure to centralize the support so our students know where to go to get the support they need.

*Question:* Are we presenting this now as a potential framework and do we have the days and the times set? I wonder if there's opportunity to think about appointments for other evening spaces too; like Admissions, like Financial Aid?

*Answer:* Yes, we can talk about it more but this is the framework. This is the framing and vision but I need you all to help fill the bucket. Help us figure out how to operationalize it. Based on the feedback from our Evening Faculty and the Student Services Listening Sessions this has absolutely risen as a need. We get to inform what is the most impactful for students and most efficient for our teams.

*Question:* Every weekend the Library hears from students asking about services on the first and second floor of building 9 and we'd love to stay open later, but unless we hire new personnel, that won't be possible.

*Answer:* Yes, we are thinking about weekends but we aren't there just yet. About mid fall we'll be able to look at how the evenings are doing and decide what weekends could look like for support.

*Question:* At this time we have our evening support in our offices. Does this change how we provide our support? Do we now work from building 13 or is building 13 a check-in area and pointing to where the services are being held in building 9?

*Answer:* I think of it as building 13 is the drop-in and building 9 is the appointment. Remember this is just the framework. We have a lot of details to iron out. We still need to talk about what makes the most impact for our students and is efficient and kind with our staffing as well.

*Question:* Have students been surveyed to see exactly which services they'd like to have available as far as dates and times too? For departments that are well staffed we can see how it would be more feasible than departments that don't have the staffing. What do they do? Where will those resources come from in order to pay for additional staffing?

*Answer:* Data has been informed, absolutely. We've had a few survey's that have gone out to students over the last year from our PRIE office. This is also why we want to use the data for the fall courses in the evening to see who is actually filling those courses so we can ask them. Some departments aren't able or haven't staffed for evenings but that's why we want to look at what is the most impactful for students and, again, efficient for staffing.

*Comment:* Consider keeping Building 9 first floor open on Tuesday and Wednesday evenings but house other services on the Learning Center or Library floors where there is more room and since they are already open in the evenings. Students would be able to get services and also stay there and study. It would be nice to utilize the Learning Center and Library to promote them and have students become more comfortable in those spaces.

*Answer:* We have the framework and the buckets and we'll look at what's the most impactful for students.

*Comment:* Does the community really know we're already open Tuesdays and Wednesdays? We're here. Maybe we need to advertise more. Maybe we have a webpage that says these are the evening departments and programs in Student Services that are available in the evenings. Maybe on the survey there is a question that asks "Did you know we offer these services in the evenings at Cañada College?" The idea of moving away from our office where we have all are paperwork, etc. makes it especially difficult. Keep in mind too about CSEA because those staff members already have set hours and no differential.

Can we make an evening support website for Summer 2023 too?

*Answer:* <https://canadacollege.edu/campushours/> Your good idea is already on the website and it was born out of Student Services. It's a good idea to talk to our PIOs so all the District knows where this information can be found. We want this information to be individualized for our evening students so a website just for evening support. We're trying not to use the word "more" because we don't know if it's more but instead it's about impact and efficiency. We want to be sure and tell our story louder and market it wider if the information is not getting to our students.

*Comment:* Good question Maria! That was going to be my question. Will we have marketing materials to advertise our new hours?

*Comment:* I also get the sense that some students think we are closed during the summer, too. Even though we are open year-round.

*Comment:* When students or the community is providing feedback about folks not being here in the evening? What specific services? Do we know?

*Comment:* Can we brand our evening hours? Noches a Cañada?

*Comment:* As an evening faculty member, we need bodies in the offices to help students. To be available! Can we hire staff specifically to work evenings? I like the idea of consolidating services so the student really only needs to go to one location or one hub. Making them feel as though they are a community.

*Comment:* Marketing evening hours where students see it: Ideas: flyers in every office during the day and also promote it on Instagram and other social media outlets.

*Comment:* At least, since 2018 we haven't had this conversation with about what makes the most sense for us in providing evening services across student services. We've been consistent on the first floor of building 9 staying open until 7:00 on Tuesdays and Wednesdays but this isn't consistent with other student services departments and programs outside of building 9 first floor. I think because of our Monday Wednesday and Tuesday Thursday class schedule, I think staying open on Tuesday Wednesdays are the right days but I don't know if staying open until 7:00 is the right time and I think this conversation has to happen in concert with instruction because we know students show up for support before and after their classes. Instruction has tried to consolidate our evening classes by putting them in building 13 for the Fall semester. And just as a reminder, this is in our EMP as a goal to promote an evening and weekend hub.

*Comment:* Good point, Max. Our ESL classes begin at 7:10pm and end at 9:30pm.

*Comment:* We want to remember that not all students come on campus on days they have classes. Sometimes they're here to find a place to study or to do homework outside of the home environment or to build and create community on campus. We have lots of students who come to campus just to have a place to study with their peers or friends to study together or to work on an exam. We want to think bigger picture and not just offer evening hours on days we think students are here for their classes. Think more about how we want to create a welcoming environment to thrive, to practice their leadership and have co-curricular activities because I think students want more than to just have a few questions answered. They also want to connect with one another and in some ways we in student services help to facilitate that and we're part of that community building process.

Lorraine Barrales-Ramirez motions to add 10 additional minutes to this conversation  
Maria Lara seconded the motion  
Approved unanimously by all those in attendance

*Comment:* Would students prefer evening hours to be in person or would it be virtual? Maybe our Thursday or Saturday hours could be virtual. San Diego State has a zoom room that students can use to talk to staff in different departments. Maybe we could try something like this to see if the need is there. Students may not want to come all the way to campus if they're not already going to be here because of class or other reasons. Maybe just being available in a virtual zoom room may be enough; Counseling would be available, Financial Aid, Admissions & Records and have someone from the Welcome Center filter the students to wherever they need to go. I still have students taking courses from me that don't live in the Bay Area.

*Comment:* I like the idea that it is one zoom room and then breakout rooms for the different areas! That way we aren't losing people transferring to different links.

*Comment:* In terms of data; we do have data from our past semesters, including this year, in terms of what students have asked for and what modalities they've asked for. What we don't have is explicit student services, departmental kind of data. We don't have, would you like more hours in our Financial Aid office, would you like more hours in A&R. We've not done that deep level. We're watching enrollment trends and looking at which student classes are filling for the Fall and trying to make sense of which types of classes are filling. Part of our commitment to Transformational Anti-Racist Leadership; I love that we're being reflective and asking what about this and why not this. I'm proud of us and I think we do a phenomenal job of lifting our student population. We can always do more to remind folks of when we're here, why we're here and what we're doing. What I'm asking is that we have a deep moment of introspection around if the Board of Trustees is broadly setting these goals, as they did at their last board meeting, of a

15% increase in enrollment across the board, what is our contribution? And in this case, I'm only thinking about evening but I'm asking us to think about what we want to do? I'm asking for your support on these two items; Peak Time Coverage and Evening Hours which we'll explore more throughout the summer months; have some very intentional meetings around it and go from there. We want to have something to bring back to SSPC at our first meeting in August.

*Comment:* Yes, marketing is key. If people don't know about it, they won't know they can use the services.

*Comment:* I like Danielle's idea of surveying past evening students because they've been here and they understand what they would like to access or would've liked to access when they're here on campus. We should survey the evening students who are here now and the evening students from last semester and maybe Spring 2023, as well.

Survey: You took evening classes; what are some of the services you wish were available to you on campus or virtually that you would like more of?

*Comment:* That's what I was envisioning on the flyer Maria or add this to the survey: "Did you know we are open evenings and we have these services?!"

Our evening staff were hired to work in the evening so they know they always work in the evening. If we continue this after the pilot, we want to be sure we worry about our school and not the other two schools. We don't want students coming from the other two schools to use our Counselors and A&R staff because we're available when they're not at the other schools then our students won't have access. After the pilot program we should survey the students again. If the pilot program is successful we share best practices with Skyline and CSM.

*Comment:* I just opened up WebSchedule and looked at what evening classes are scheduled for and what time they end. I only got as far as Community Ed but we're talking about 20 classes and we can take a look at what percentage of our monies are going to day vs. evening classes and maybe divide resources accordingly.

Can we get a quick poll on how many more people want to speak? Maybe we can add 10 more minutes so everyone has time to speak.

Lorraine Barrales-Ramirez motions to add 10 additional minutes to this item

Maria Lara seconded the motion

Approved unanimously by all those in attendance

*Comment:* In regards to being in person during the peak times, I brought it back to my team and they all agree that this is something they'd support. From the Counselor's prospective they thought it would be beneficial to have other dates added for Peak Times, such as, the last day to withdraw or last day to add or drop. These can be very busy days when students want to talk to students.

*Comment:* I like the idea that there are other times throughout the semester where all hands on deck in-person would make a difference and not just remotely.

*Comment:* I'm looking for support from the Council to go in a particular direction. This is something we need to be doing but there are going to be things we still need to work out but we won't be back as a Council until after we come back during peak times.



*Comment:* I get so many students during finals but I think it's like with Nimsi. Students come because they need space to study, be in a safe space to study, and be in good company.

*Comment:* We hear feedback from students already that we don't have enough counseling appointments until we do drop-in. I don't like that our students need to wait all day to wait for a counseling appointment. We prioritize in-person students to see counselors vs. virtual appointments.

*Comment:* Last day of finals is December 16 and the District closes campuses on December 22 so that gives us 4 days where there is a need for counseling to be sure the students can finish the matriculation process so students can register before the holiday break. When they come back in the Spring there is too little of a turn-around time.

*Comment:* Suggestion we go through the pilot for the first 3 weeks, survey students and staff, assess it and use the information to move forward.

*Comment:* He can definitely add those days, we haven't done that historically! And, we may run to a similar challenge we talked about earlier if we are the ONLY College in the district that has drop in counseling during those days...

*Comment:* Could this be resolved by informing the other campuses of our plan and why we are doing this? Perhaps they may feel motivated to expand their own hours as well?

*Comment:* I like Nimsi's idea. Also, could we perhaps prioritize our students over CSM and Skyline

Lorraine Barrales-Ramirez motions for SSPCs support for all Student Services staff and faculty to maintain an in-person schedule during Fall 2023 peak times in order to (1) support student in-person needs, (2) support way-finding during a critical time of the semester, and (3) build community among student services.

Mary Ho seconds the motion

Approved by those in attendance with the exception of abstentions by Adriana Lugo and Aricka Bueno

Lorraine Barrales-Ramirez motions for SSPCs support for Student Services modified set-up for evening student services which will be flushed out and operationalized over the summer and shared at the first SSPC meeting of Fall 2023.

Adolfo Leiva seconds the motion

Approved unanimously by all those in attendance

*Comment:* Please share the motions of support with your teams. When we come back in the Fall we will have some type of in-person schedule for Fall during peak times.

*Comment:* Can we change the motion to add that we had a lot of valid comments in the discussion regarding this motion? Maybe this will be reflected in the minutes but I think it's important so people don't just think we didn't discuss it before we made this decision.

*Comment:* From an operational place it's helpful to move forward with the support from the Council. The decision on the operational components in Student Services rests with the managers and explicitly with me. I never want to move in a space where it's just Manuel making decisions because Manuel thinks it's a really good idea and my vision. This won't be healthy for us as an organization. The Council is here to inform that so we're using the Council's insights, collective

wisdom, the feedback, the minutes and it wasn't just one vote. We've had two meetings to discuss this and we ran out of time the first meeting and brought it back the second time. This will all build into that evidence. I'll find the best way to message this a couple of times so by the time we get to August no one will be surprised. The Huddle will be the first opportunity to verbally bring this to everyone's attention.

*Comment:* If we're doing this for our students at peak times, would it be possible to not hold weekly meetings during the peak times. For example, let's not hold any meetings during the first two weeks of the semester.

<b>VIII. Open Forum and Feedback</b>	All	2
--------------------------------------	-----	---

Next meeting: Peak Time Coverage  
Evening Hours

<b>X. Adjournment</b>
-----------------------