



Student Services Planning Council Minutes

Meeting Date: April 22, 2020

Meeting Time: 2:00-4:00

Location: ZOOM Meeting

Present: James Aganon III, Melissa Alforja, Mayra Arellano, Margarita Baez, Lorraine Barrales-Ramirez, Tianna Chan, Andy Cuevas, Manny Delgado, Manasi Devdhar-Mane, Alison Field, Nimsi Garcia, Yuri Goda, Bob Haick, Max Hartman, Mary Ho, Maria Huning, Candice Johnson, Michiko Kealoha, Kathryn Kohut, James Aganon, Ruth Miller, Saul Miranda, Manuel Perez, Gena Rhodes, Nadya Sigona, Soraya Sohrabi.

Topic	Discussion/Outcomes
<p>1) Approval of Minutes (Action) (2 minutes) April 8, 2020</p>	<p>Michiko Kealoha moved to approve the minutes as is from April 8, 2020. Max Hartman seconded the motion. Motion passes.</p>
<p>2) Timekeeper Assignment Rotation (3 minutes)</p> <p>3) Discussion Items</p> <p>I. Resource Request Prioritization/Part two – Update (5 minutes)</p>	<p>Mary Ho offered to be timekeeper. Manuel and Ruth requested that updates were put into the chat.</p> <p>Max Hartman discussed the PBC resource request process. PBC has been working to review the resource request process. The next PBC meeting will look at remaining resources, has already reviewed the 1st level requests. This is all dependent on budgets available. This process is going slower than expected because of the COVID-19 transition. Max says that his has been more streamlined and is close to being the tightest possible process, in his experience as a reviewer. Ruth asked about the anticipated end to the process, Max indicated that it should be next meeting. But since things have been changing quickly, it might get shifted. This is a priority for them.</p> <p>Max Hartman discussed the Program Review Task Force. The group created a list of ideas for changes:</p>

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<p>II. Student Services Program Review Task Force – Max Hartman (15 minutes)</p>	<ol style="list-style-type: none"> 1. Each program creates 1 program review. 2. Eliminate the Executive Summary section. Is redundant and does not appear to be presented to Board. 3. Make it every 3 years instead of 2, and annual update would be required if resources are requested. Every 6 years there will be a presentation to joint SSPC and IPC meeting. 4. 200 word limit to all sections. 5. Review feedback and how its provided. 6. On looking back there will be a 500 word limit. <p>Max shared this with the larger group on his screen. He mentioned that there are still questions for Allison Hughes on how this works with our online systems like TracDat and that the programs will have to be staggered so that there are fewer done all a the same time. Manuel asked if Guided Pathways is mentioned in this? Max says there is a way to do that and highlight how it works in their program review. They don't specifically name Guided Pathways in the program review suggestions. Manuel asked how often we will be reviewing this process? Max said that a Success Team in itself looks like a program and it should be evaluated in much the same way our other programs are. Nimsi asks how this will look for Grant Funded programs. Max says that it will still run much the same, they should work with their manager to meet the requirements for the program. Max will share this out with the larger group and will be voted on next meeting.</p>
<p>III. COVID-19 (30 minutes)</p> <ul style="list-style-type: none"> • General Check-in (Manuel) • Outreach and Recruitment (Mayra) 	<p>Manuel gave the COVID-19 update. We will likely have another town hall next week. The district wide vice president's council meets regularly (2-3xwk). Soon there will be information for the Cares Act. Faculty should have received a survey for how prepared they are in the transition to remote work/services. This will help us also look at the resources and supplies. There will be one sent out soon to the Classified staff soon. A lot of the heavy lifting has been happening, especially since we are moving into registration period.</p> <p>Mayra gave an update about our outreach and recruitment process. She encouraged us to look at the website which is constantly being updated. New students have access to resources on how to connect and apply for the college. Information sessions are scheduled in the</p>

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- EW, Pass/No Pass, Refunds (Ruth and Ariackna)

evening and there are opportunities to have 1 on 1 meetings. There are new pages for high school students, especially for our concurrently enrolled students. PEP will be held online via Zoom. They will be able to talk to counselors and learn information about the Guided Pathways Interest Areas. There is still more work to be done with our website, but we're doing a work in process. Post cards are being sent to incoming students as well as webinar style for Connect to College May 14th.

Ruth emphasized that WE is live as of April 14th. Student can get the WE which shows up different on their transcript and allows them to get some reimbursement. Pass/No Pass is an availability for students to put on Websmart up until the end of the class. No Fs will be given, instead it will show up as No Pass. There are new welcome letters for exempt and non-exempt students, this was lead by Max. Max mentioned that this year we've eliminated the requirement of a registration ticket for a registration date. It will automatically be done for these students. The rest of the steps are still the same. Exempt students have fewer steps. These letters are also available in English and Spanish. For now these letters will not be mailed, until we are back on campus. This is meaningful for students, though so it will be sent along with Interest Area information. There will be a drop for non-payment of fees. The cashier's office is working on a process where students can pay their fees in cash at a bank. Manuel discussed the return to Title IV. We are not holding students responsible for returning funds who have withdrawn due to COVID-19. Ruth mentioned that students with a W will be taken care of and retroactively cleared. Candice asked what the length of time is to do this drop. Ruth said its 5-7 business days. Max mentioned that the drop date goes away if you have completed financial aid process. Ruth mentioned other groups are dropped as well. You can get that from her.

For those students for whom the only mean of payment is cash, we have arranged to process such payment by visiting one of the five Union Bank branches located within our District boundaries:

Union Bank branches -

Daly City

95 Southgate Ave

Daly City, CA

M-Fri 10:00AM - 4:00PM

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Burlingame

1887 El Camino Real
Burlingame, CA
M-Fri 10:00AM - 4:00PM

San Mateo Main

390 South El Camino Real
San Mateo, CA
M-Fri 10:00AM - 4:00PM

San Carlos

799 Laurel Street
San Carlos, CA
M-Fri 10:00AM - 4:00PM

Redwood City

675 Jefferson Avenue
Redwood City, CA
M-Fri 10:00AM - 4:00PM

Instructions for processing such cash payment will be provided to students directly upon contacting Cashiering Office (information to contact Cashiering Office will be posted online) who will then forward to students detailed information as to what information will need to be included on bank's deposit slip (sample will be provided in email as well).

Cashiers will enter a new code(s) to temporarily lift either hold or drop for non-payment to allow for sufficient time to process cash payment by the bank. We agreed that 10 working days is sufficient for this transaction. Students will receive an email reminder to pay the balance on their account so they are not dropped from classes.

As we work through this challenging time we would like to request that Cashiers are the only staff that use the new code(s) to lift hold or drop for non-payment as this will help District Office and colleges with reconciliation between bank and student accounts should any issue surface.

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<ul style="list-style-type: none"> • Community Market (Adolfo) 	<p>Adolfo gave an update on the community market. This week is the 4th. We have served over 1700 families. There will be an update to the flyer saying weekly, and we can serve about 700 families each time. There are volunteers and managers can help these families sign up. The items given are pantry, refrigerated, and fresh produce. Its an opportunity to get healthy nutritious foods. Manuel mentioned that this is a huge process and gave kudos. He also mentioned that the majority of families served are Spanish speaking and it shows our disproportionately impacted communities.</p> <p>Manual mentioned we are in conversations to have translation services. This means that everyone can get the same level and quality of service. Max says that this is a shift of a change in our priorities and thanks to the changes in the major disruption to our services. Adolfo mentioned that messaging and tone is very important. There are many ways of saying things and making it uniform is extremely helpful.</p> <p>Adolfo brought up the Food Grants that there are 300 students 75-100 gift cards. Each college has its own pool for their students. This gives them the opportunity to support their families and shop at Safeway.</p>
<ul style="list-style-type: none"> • Summer Session/Fall Semester – Updates (Ruth) 	<p>Ruth provided an update in registration: Registration opens for certain groups on April 24, May 4th for all other students. Summer session will be online We will be working remotely through July. Fall Semester is still up in the air.</p>
<ul style="list-style-type: none"> • Communications (Manuel) 	<p>Manuel wants us to expect the best but prepare for the worst. This means that we should prepare to serve and support students and not be caught off guard if this remoteness continues.</p>
<ul style="list-style-type: none"> • CARES Act Funding 	<p>Manuel provided a Cares Act funding, emergency relief funds. It was discussed at the most recent Town Hall, which provides 50% of funds for students. It is based on Pell Eligibility and the Presidents, VPs, directors of financial aid, and others are looking at the formulas to support these students. The hope is to get the policy out asap. It would provide cash aid to students and there should be certain amounts and levels per semesters. There will not be support for undocumented, international, or fully online students. We will find some level of support for these students in some way, shift resources, and support our communities. This</p>

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<p>4) Business – Standing Items</p> <ul style="list-style-type: none"> • VPSS Updates (10 min.) • Enrollment Services Committee (ESC) (5 min.) • Guided Pathways (5 min.) • Other Items 	<p>exclusion of our disproportionately impacted community is antithetical to our purpose of our college. James asked what the percentages will be, but Manuel says that they are still working on it but there are regulations and guidance on how to do this.</p> <p>Business -Standing Items</p> <p>Manuel mentioned that soon we should hear from the Board who our Chancellor will be. Skyline should have an update in Early to mid May on their presidency. The VPSS of Skyline, Angelica Garcia, is leaving. She will be the President of Berkeley City College starting in summer.</p> <p>Ruth provided an update from Enrollment Services. They discussed the items updated for COVID-19. Additionally, they have a plan to create a 3 year rolling academic calendar. There is a form that will be available in Canvas for personal pronouns. This won't be available on Banner until we get another update to banner. EOPS is still using banner 8 for their forms and this needs to be updated. Max will work on this. The district is still working on an embedded icon for embedded support. Max identified that this is still in the works but they are creating mockups and he will update us later.</p> <p>Guided Pathways-Standing Items</p> <p>Mary provided an update on the first-year experience, career exploration, and the way that its integrating the interest areas. Said that its clear how success teams will be integrating into the different areas. Manuel brought up that the steering committee is able to keep moving over the summer and that the interest areas are now being connected to new incoming students. New students will begin to be brought in through the new success navigator process through success teams. It will close the loops on a lot of areas that new incoming students were missed.</p> <p>Heads-up from Max</p> <p>Our college is doing great outreach efforts and individual programs are also working hard. We would like to build on our success to our student survey. We would like to scale that up and reach each of our students. We are in the process of figuring that out. We would provide</p>
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	<p>scripts or bullet points to our programs to inform students via email, text, and phone calls. We are identifying ways to reach out to unconnected students, but this should come out early next week with next steps. Want to make sure that every student has a connection and knows we're here for summer and fall.</p> <p>Lorraine wanted to know about rental books, equipment, and such for how to return things. Is the bookstore sending anything out on how it will work for students? Manuel will be sure to ask the question of the VP group and Max will bring it to the VPA? It will be given to the council.</p>
<p>5) Department Reports (30 minutes) (input your update via Zoom chat)</p>	<p>Admissions and Records: Admissions is working on evaluations for Spring 2020 and working with faculty and students with COVID-19 issues. Ruth asks for patience in getting ahold of them. They're getting deluged.</p> <p>BTO: Peer Mentors are hosting weekly Yoga for 30 min in the virtual Learning Center. Mondays, 1pm. I'll update you all with mindful breathing and meditation as soon as that day/time is set (and a single flyer will be created). Also, Peer Mentors are hosting and participating in a live Zoom panel on Friday, May 1st at 10am entitled Finals Study Skills: Best Practices in the Time of The Rona. It will be recorded and available on the BTO website immediately after the live session.</p> <p>Career Center: Met with Workforce Development to discuss Facebook and Google reaching out to see what they can do to help our students. Discussed seeing if Google or FB has infrastructure and tools to help us provide a virtual district wide job fair over the summer, possibly fall. Also, we want to have Google Day again this summer and are waiting to see if Google is open to doing it virtually. Added the new OnwardCA Website from the state for workers impacted by Covid-19 to the Career Center Home Page and continuing to update the list of employers who are hiring during this crisis. Marketing sent an email to all students providing them with a list of the employers who were scheduled for the Job Fair and are still hiring. The opportunities and links on where and how to apply were provided. Also included was current contact info for Career Center and services as well as links to the job board.</p> <p>EOPS: EOPS is doing drop-in counseling on 4/24/20 for summer priority registration. Staff will be available during that time to sign-in students and answer any other registration questions.</p>

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We are in the process of working on how we will serve students for drop-in for fall priority registration on 5/4/20 since that is a longer day. Personal Counseling facilitated a stress management workshop for our students last week. We are in process of scheduling another one in May.

ESO! Adelante: Mary had a successful SF State Teachers/CAD workshop on Monday - video recording of workshop will be posted. All ESO! Adelante mentors are all transferring and leaving us this semester. We are recruiting new mentors. Please let Nimsi know if you have any recommendations. She will reach out. More information on Jumpstarters (pre-orientation) soon. We have about 140 Cañada College students admitted to SFSU. Tianna Chan, an ESO Adelante Peer Mentor, International Student & member of SSPC, was one of the students accepted to UC Berkeley. Go bears!

International Student Office: The International Center continues to provide live advising via Skype Monday-Thursday afternoons, plus appointments as needed. Students are starting to receive transfer acceptance decisions; we excited to hear from 4 students so far accepted to UC Berkeley. Also, we're happy to welcome our international counselor, Richard Saroyan back from paternity leave this week. Congratulations to him and his family! We're completing virtual recruitment fairs for international students; Ukraine and Southeast Asia in the upcoming weeks. Our district international team is looking into other emergency grants eligible for international students. It's unfortunate that the CARES funds will not apply.

Learning Center: A group of 5 LC and Library staff were at the Boys and Girls Club in RWC on Monday to distribute tech. We had 16 students confirm pick up and all of them were able to pick up their equipment!

Outreach: Our first PEP is tomorrow! We have over 20 students signed up for tomorrow from 4:30 to 6:00. These student will complete the orientation, placement, and counseling matriculation steps. For the first time ever we will provided "group-counseling" sessions lead by counseling faculty and aligned with our college identified interest areas. This has been a tremendous effort from our Recruitment, Welcome Center, Counseling, and Guided Pathways Teams!

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	<p>Personal Counseling Center: Personal Counseling and DRC are fully open and have openings for appointments.</p> <p>SparkPoint: If you know of any food insecure students, please send them this link to apply for the Food Grant: https://app.smartsheet.com/b/form/fdab23af23aa4bf7b76f7d10380ae636</p> <p>Student Life: Holding weekly 2.5 hour study halls with students, holding weekly Student Senate meetings and bi-weekly Inter Club Council. Hosted Sexual Assault Awareness and Earth Day virtually and will be able to share with students not able to attend via recording. Leadership Awards is occurring May 1st. Student Senate elections were held virtually and a new Senate for 2020-2021 has been elected. Student Senate will appoint their executive council next week.</p> <p>Transfer Center: The Transfer Center is offering Zoom Workshop assisting student transferring out in fall 2020. Also we added the CSU and UC updates on the Transfer Center website, and when I receive new information, I will update the page and share it with students counseling faculty and staff. There is a Zoom webinar by ORBIS Education presenting Nursing program at their partner universities. This a great opportunities for students to learn about additional option. This will take place on April 27th form 1 to 2 p.m. UC Berkeley representative kept her visit schedule and meeting with student via zoom. She is available on April 27th and May 5th from 10 a.m. to 3p.m. Student may email me to schedule an appointment.</p> <p>TRIO SSS: TRIO SSS is open and available to students who need appointments and will be holding drop in hours for counseling and math tutoring. I will send those dates to you and Debbie for more details.</p> <p>TRIO UB: TRIO UB holds daily tutorial sessions for students and connects them to resources. There will be a UB Grad and former Staff Zoom reunion on 4/30 at 7pm to do check-ins and provide more resources in the time of COVID-19! TRIO UB and Middle College student, Maria Casique, was selected as a UC Regents and Chancellor’s Scholar and now has a full ride to UC Berkeley!</p>
<p>IV. Adjournment</p>	<p>Adjourned at 3:25pm.</p>

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Future Items:

- Foundation Report

Upcoming Meetings:

SPRING 2020: 5/13, 5/27

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