

Student Services Planning Council



Agenda

Date: November 29, 2023
Time: 2:00 - 3:00 pm
Location: Zoom only: <https://smccd.zoom.us/j/82586664992?from=addon>

Item	Presenter	Time (minutes)
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I. Call to Order		1
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Time Keeper – David Vera

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

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

Advisory

Karen Engel	(Dean of PRIE)
Ron Andrade	(Library & Learning Center)
Jose Manzo	(IPC Representative)
Vacant	(Puente Representative)

III. Adoption of the Agenda	Co-Chair Vera	1
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Bob Haick moves to adopt the agenda for December 29, 2023
Sarah Cortez seconds the motion
Approved unanimously by consensus of all those in attendance

IV. Approval of the Minutes	Co-Chair Vera	1
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Minutes were not completed and will be reviewed at the December 13th meeting.

V. Reports

a. “Why” We Do What We Do – 2.0	2
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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.

Juan Vera “I have a gentleman who has been deployed three times. The Army retired him and so now he’s majoring in fashion design. He is 100% disability rated which means that after his deployment he’s been diagnosed by the Department of Veteran Affairs with 100% PTS from post-traumatic stress and with a TBI, traumatic brain injury, so he has some issues with getting things situated. This entire year, he was a recipient of the tango card and he hadn’t agreed to accept the cards. So Adolfo told me about him and how he hadn’t used the gift cards that would soon expire if not used. Yesterday for some reason, I end up walking this other route and I see him in a classroom and we wave at each other. I said to him, you’ve got to come to VROC because we’ve got some gift cards that you need to claim. So he comes with me and he said, I’ve been having a hard time trying to figure out how to claim them. I don’t have a printer at home. So I said I’ve got you. So turns out he claimed 13 cards from this entire year which came to \$1,400. So he’s going to have a great Christmas dinner and break! It was really awesome to be able to help him by sheer coincidence and to see how appreciative he was of Cañada and how we take care of our students.”

b. Department Reports	All
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Thank you all for sharing your department reports in the chat.

VI. Standing Items

a. Planning and Budgeting Council	Mayra Arellano	0
b. Vice President of Student Services (VPSS) Updates	VPSS	0
c. Enrollment Services Committee Update (ESC)	Wissem/Maria	0
e. Instructional Planning Council (IPC) Updates	Jose Manzo	0

VII. Special Presentations

VIII. New Business

Link to the feedback form

<https://docs.google.com/document/d/1rkI6qRdInyVYNKaywX-7viGpfT6LVVpt/edit>

Complete one form per Program Review team.

The Feedback form is organized to follow the Program Review sections.

Comment: I believe the Executive Summary was part of last year’s Program Review but not this year’s. We can change the Executive Summary to say Overall Summary so we can still summarize the program’s strengths, opportunities/challenges, etc.

Adolfo Leiva motions to adopt the [Student Services Comprehensive Program Review Peer Review Assessment & Feedback form](#) in our shared drive folder as amended and discussed today per SSPC

David Vera seconds the motion

Motion approved unanimously by all those in attendance

IX. Old Business

X. Discussion

a. SSPC Peer Review Process

40

immediately

SSPC Fall 2023
Comprehensive Program Review
Peer Review Teams

Disability Resource Center

Maria Lara
Mahitha Rao
Gonzalo Arrizon

Financial Aid

Bob Haick
Nimsi Garcia
Mayra Arellano
Juan Vera

Health Center

Krystal Martinez
Lorraine Barrales-Ramirez
Adolfo Leiva
Manuel Alejandro Pérez

Personal Counseling Center

Jinmei Lun
Katie Hasse
Sarah Cortez
Maria Huning

TRIO Student Support Services

Michiko Kealoha
Danielle Pelletier
Vijeet Upadhyay

Veterans

Max Hartman
David Vera
Sergio Suarez

Welcome Center

Wissem Bennani
Kathy Kohut
Olivia Cortez-Figueroa
Bettina Lee

Example: The Disability Resource Center is going through Program Review. The team that is part of that peer review process is Maria, Mahitha and Gonzalo. The leads for this team are

Bettina and Max. The leads are typically, in almost every one of these teams, either the lead staff person, coordinator or manager of that space. The role of the leads in this context is to make sure there is one zoom meeting scheduled for this team next week. The zoom meeting can be any time next week that works for everyone on the team. Send the zoom link with day and time information to Juan, Manuel and Debbie.

Comment: It seems like a lot. For example: Bettina shows up three different times so she'll need to be involved in three different hour long meetings. She's doing a Comprehensive Program Review, leading a team to review and meeting with another group to review. It just seems like its more work. I'm feeling overwhelmed and this is a very challenging time of the semester for student services.

There needs to be a peer review component. In the past the planning councils peer review has been very, very relaxed. It meets the threshold but, in the past there would be a PowerPoint presentation no more than 10 minutes long and then the review but we'd get less than 5 people total to do the review/feedback. The feedback was not extensive. As a council we've acknowledged that we want to do more than that. It's about how do we help our programs get stronger and it's part of our accreditation review cycle. We can talk about other options of how to do the program review process. Timing seems to be the biggest concern.

Question/Comment: Do leads need to be present at the meetings and do they need to be the one to schedule the meeting? I think I would be more comfortable not having the lead at the meeting so we can speak more candidly

During the Instructional Peer Review process, the group that is getting reviewed is not in the room. They do not participate in the process. They get the feedback after the discussion/process but there is no loop back to the group that did the peer review. This has worked for years for Instruction but for Student Services our processes are subject to change because of legislative changes and mandates so I feel, as VPSS, it's important to get the feedback sooner.

Let's give our teams the full two weeks until Dec. 15 to meet without the Comprehensive Program Review unit in the space.

Using the same example: Maria, Mahitha, and Gonzalo would meet on their own, review the Program Review information, the video, they would determine how they want to fill out the form, if they have questions or points of clarification for DRC, they would document it in the form and/or send it to DRC in advance so they can fill out the form with their responses.

My question to SSPC is, when does this loop all the way around? Maybe the first SSPC meeting in January?

Barometer check: by show of thumbs up, the teams would like to meet and let's not have the leads in the room. Extend this to include the Feedback Forms are still due by December 15th. The majority of thumbs are up (not a vote).

Comment: Remind me why we don't want the leads in the meeting?

Comment: It seems like if we have the leads in the room we get the answers we need right away. We can go ahead and meet without the lead with the understanding that if we have questions, we can reach out to the lead to get the answers needed.

Comment: We could also meet, fill out the Feedback form and send the form to the lead. If they lead has questions, they can request a follow-up meeting for clarification.

Comment: There is no expectation that the PDF needs to be updated. If you're trying to make it easier for the team, use a google doc so everyone can add their changes and/or comments. The responsibility to fill out the form is for the specific team. College community members may join in the meeting to listen.

Question/Comment: Are our student representatives able to meet next week? Our members are very busy so finding an hour to meet will be extremely difficulty.

1. Completion of zoom meeting dates and time will be sent to Juan Vera, Manuel Pérez, Debbie Joy and canvpss@smccd.edu by tomorrow, Friday, December 1 to be posted on website.
2. The teams will meet during the weeks of December 4 or December 11 (leads optional or as needed)
3. Feedback forms are due by Friday, December 15 (to be completed by the members of the teams)
4. The Comprehensive Program Review leads are optional to attend the meetings and as needed

SSPC began the Peer Review process on November 29. We took two weeks to meet with the groups and submit the forms. At the first meeting back in January or February we'll find and process how we'll loop the process all around.

Wissem Bennani motions to approve 1-4

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Adolfo Leiva seconds the motion

Motion approved unanimously by all those in attendance.

XI. Open Forum and Feedback

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XII. Adjournment

For Next Meeting: December 13, 2023

At the first meeting back in January or February we'll find and process how we'll loop the process all around for the Peer Review process.