

Student Services Planning Council



Minutes

Date: September 23, 2026
 Time: 2:10 pm - 4:00 pm
 Location: Building 9, Room 154
 Zoom: <https://smccd.zoom.us/j/83383664513>
 Department reports: Update [here](#)

Item	Presenter	Time (minutes)
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I. Call to Order	Co-Chair DeVon	1
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Time Keeper –

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	Co-Chair DeVon
1	

Quorum=14

✓ Adolfo Leiva	(SparkPoint Representative)
✓ Kristopher Disharoon	(Classified Representative)
○ Aricka Bueno	(Faculty Representative)
Vacant	(COLTS-U Transfer Center Representative)
Vacant	(Career Center Representative)
✓ Breanna Castro	(Financial Aid Representative)
✓ DeVon Scott	(Disability Resource Center & Personal Counseling Representative)
✓ Jasmin Padilla Valencia	(Undocumented Community Center Representative)
✓ Juan Vera	(Veteran Resource & Opportunity Center Representative)
✓ Kathy Kohut	(International Student Representative)
✓ Keith Wan	(Welcome Center Representative)
✓ Lizette Bricker	(Vice President of Student Services)
✓ Lorraine Barrales-Ramirez	(EOPS, CARE, NEXTUP, CalWORKs, FYSI Representative)
✓ Max Hartman	(Dean of Counseling)
Vacant	(Post-Secondary Success Representative)
✓ Maria Huning	(TRIO Program Representative)
✓ Maria Lara	(Admission & Records Representative)
✓ Priscilla Menjivar	(Promise Scholars Program Representative)
✓ Michiko Kealoha	(Office of Equity Representative)
✓ Olivia Cortez-Figueroa	(College Recruiter)
✓ Paul Gaskins	(Classified Representative)
○ Sergio Suarez	(Student Life & Leadership Development Representative)
✓ Juan Alvarado	(Student Representative)
Wisse Bennani	(Dean of Enrollment Services)
Vacant	(Student Representative)
Vacant	(Instructional Faculty Representative)

Advisory

Karen Engel	(Dean of Planning, Research and Institutional Effectiveness)
✓ Jason Ramos	(Library and Learning Center)
Vacant	(IPC Representative)
Vacant	(Puente)

III. Adoption of the Agenda

Co-Chair DeVon 1

Approval of agenda for September 23, 2026

Maria H adopts the agenda for September 23, 2026

Juan Vera seconds the move

Approved unanimously by consensus of all those in attendance

IV. Approval of the Minutes

Co-Chair DeVon 1

Approval of minutes for September 9, 2026.

Michiko adopts the agenda for September 9, 2026

Adolfo seconds the move

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.

Jasmin: Two weeks ago, Maria Segarra, who supports the UCC legal clinic, came in person for a legal clinic. It turned out to be a celebratory clinic, and I was not prepared. The student officially received their green card. Despite all the bad, good things are still happening for our undocumented students. This is why we do what we do: because of moments like these. Now this student feels safe going out. Before, they couldn't go out as much because they feared for their safety.

b. Department Reports

All

Thank you all for sharing your department reports using this [link](#).

Outreach: The Outreach Team has been having so much fun connecting with community partners and high schools. We led a What To Expect When You Go To College Workshop at the Fair Oaks Community Center; we tabled at Menlo City's Teen College & Career Fair at Belle Haven Campus, we participated in RWC Fiestas Patrias, we helped launch The City of RWC's Welcome Week and accepted the Proclamation at the City Council meeting, we tabled at The Community Alliance to Revitalize Our Neighborhoods (CARON) Resource Fair, we presented and then tabled during Terra Nova High School lunch period in Pacifica and tonight we are tabling at Campbell Union High School District College Fair. All the while continuing to host our Cañada Connect Office Hours in EPA, NFO & Belle Haven.

EOPS/CARE/NextUp/ FYSI/CalWORKS: EOPS is still accepting applications for this semester. Please continue to refer students to us. Our combined EOPS/PSP CRER 137 class started yesterday and the EOPS CRER 127 Job Search class starts Oct. 13, 2006 (6 weeks). Jose Romero retired and Sarah Cortez is doing a Retention Specialist detail position at NOW through March 2027. Viri Garcia is subbing for our AO II while Sarah is out. We are awaiting to see when we can refill Jose's PSC position. NextUp & Project Change are collaborating to have “Meet Your Counselor Day” today 2:30-3:30pm.

Financial Aid: Our financial aid outreach calendar is already filling up for the academic year. If you'd like to request a financial aid information session or application workshop for your program or department please submit a request through our form here: <https://app.smartsheet.com/b/form/019db221835475ecb5bdf26f6e743558>. 2027-2028 FAFSA and CADAA applications open October 1st! SMCCCD Scholarship Applications also open on October 1st. Financial Aid Office is hosting weekly application assistance workshops in 9-110 on Thursdays from 1pm to 4pm. We are also hosting a Financial Aid Event, "Blast Off into Your Future with Financial Aid," on Wednesday, October 13th which will include food, games, and application support.

Promise Scholars Program: - Promise Incentive Update: Shell Gas & Uber Cards have been discontinued, starting in October all Promise incentives will transition to Promise (PSP) Incentive Grant regardless if students selected transportation or meal - this is a one-time disbursement, will be modeling this approach moving forward for Spring 2027, more updates to come; Promise staff team working closely to provide clear communication to students, working closely with Betzy Lopez (financial aid technician and Promise liaison) to create Financial Literacy workshops and BankMobile workshops

TRIO Programs: Since our last SSPC meeting TRIO has hosted a Workshop on Navigational Wealth, specifically focused on utilizing time and planning schedules. It was well attended and was recorded so that students who were unable to attend will be able to participate. Additionally, we continue to run biweekly Teatime with TRIO check-in sessions. In Project Change new, we had an Expungement Workshop at the Cultural Center that was very well attended by our students and sister colleges Project Change students. Today 9/23/26 our Project Change students along with our Former Foster Youth are doing a drop-in Meet Your Counselors workshop with Dega Teclemariam and Michelle Lomeli.

VI. District & College Highlights

a. Equity and Anti-Racist Planning Council (EAPC) Michiko 3

EAPC met on September 22, 2026, to discuss updates to the Student Equity and Achievement Plan with Max Hartman, Jackie Gonzalez, and Ron Andrade. We received positive feedback on the classroom visits to English courses. We are still working on our three groups focused on anti-racist policy change, equity professional development, or student voice. Please let Michiko know. We are meeting with the inquiry groups; if you are interested and can join any of these groups as SSPC members focused on policy change, let us know.

b. Enrollment Services Committee Update (ESC) Wissem/Maria 3

Wissem was not present to provide updates.

c. Instructional Planning Council (IPC) Updates Nick Martin 3

- Faculty Handbook redesign is a priority, with interest in both AI-assisted and traditional formats
- AI curriculum discussions centered on awareness rather than expansion, emphasizing responsible integration and workforce relevance.
- Enrollment remains strong with continued improvements in efficiency (load), though overall EMP load goal (500) not yet met (461)
- IPC Members will prepare for intensive Program Review and Reassigned Time review activities later this semester.
- Phase 3 of Common Course Numbering (further implementation) on pause statewide so UC and CSU can ensure better transfer alignment (catch-up on articulation)

Position is currently vacant.

Lizette: We are still also looking for a second SSPC student representative.

Maria provided a recap: 2 guest presenters on capital improvements, including Michelle Radowsky, covered changes on campus, the crane, and road and parking closures. The CFO discussed the statewide budget and how funds are being allocated to Cañada College. We voted to improve the inquiry groups with edits. It is not clear whether the vote was finalized.

e. Vice President of Student Services (VPSS) Updates

Lizette

3

We are in the planning phase of moving the DRC ALT media lab from Building 5 to Room 123 in Building 9. We have spoken with a couple of constituent groups, including Financial Aid, SparkPoint, and programs that use the space. Historically, the DRC has been in Building 5, with the first-floor DRC in Building 9, and has used Learning Center proctoring. For students with disabilities, access is a challenge. The goal is to centralize the DRC as much as possible, with access to counselors, the director, and program staff, and accommodations for testing proctoring. We met to discuss the timeline and share the communication plan with SSPC. We have a list of those who use Financial Literacy, and we will communicate with them. Alternative spaces will be shared with folks on campus.

Max: This will be the first time all DRC staff have been on the same floor since 2014.

DeVon: As we work to improve our service and model for students with disabilities, this will benefit our students. Having a testing facility and using this space as intended are major accomplishments. Thank you for the collaboration.

Lizette: Feel free to reach out to me, Wissem, or Max; we are the ones involved in the DRC move. Let us know if we missed anything that affects you due to the move.

In addition, we discussed gift cards for particular programs. For context on the Tango report, it was lengthy and included two audit findings. No internal control tracked whether the cards were used or used for the intended purposes. This affected other programs that gave out gift cards. The good news is that Aaron will email the impacted programs that gave out gift cards, including Free College, EOPS, CalWORKS, NextUp, and Project Change. The messaging will be that they will expand the gift cards for a year or a semester until we figure out the internal controls. The two cards that will not be allowed because there is no internal control are Target and Uber. Everything else, if you know, if you go to Safeway, there are restrictions on tobacco and scratchers.

3 minutes are added to this topic. Adolfo votes, and Maria seconds the motion.

Lorraine, I request that we not call these gift cards. The state chancellor's office instructed us during the pandemic to use the term vendor cards. Gift cards sound like we are giving public funds. I recommend that we use the term vendor cards in the messaging we send out.

Lizette: I will give Kim this feedback to use vendor cards in the communication. I know we use transportation cards in some areas. How about free college?

Maria: We are moving away from the term incentive in Project Change because we do not want it to sound like a gift. It is a vendor card service detailed in our statewide grants.

Breanna: Now that we have this new change, I just found out, and everything keeps changing. Financial aid keeps changing, so we need to stay on the same page.

Lizette: I will provide the recommendation, as Stacy Nojima has taken the lead through Aaron. Thank you to those who advocated during the meetings with Stacy and voiced their concerns. It's different when programs speak out about the impact on students.

Lorraine, I think student voices should still be heard. Students rely on this support to continue their studies and focus on their academic goals. I think the district office chancellor needs to hear about the impact these supports have on our students.

Adolfo: We issue transit cards, but the funding for these cards comes from the chancellor's office. It is not reportable because it does not come through financial aid.

VII. Old Business

VIII. Special Presentations

a. Program Review

DeVon/Lizette

10

Wissem: These programs are due for program review. The programs due are Asian America, Native Hawaiian, Pacific Islanders S.T.A.R., DRC, Financial Aid, Health Center, and Welcome Center.

Program Review Schedu [Who can see your viewing activity?](#) [×](#)

Comprehensive Program Review Due Fall 2026	Comprehensive Program Review Due Fall 2027	Comprehensive Program Review Due Fall 2028
Asian American, Native Hawaiian, Pacific Islander S.T.A.R. (begins in 2029)	Career Services	Admissions & Records
Disability Resource Center	Colts-U Transfer Center	CalWORKS
Financial Aid	Office of Equity & Cultural Center	Counseling
Health Center	Personal Counseling Center	EOPS, CARE & FYSI
TRIO Student Support Services	Promise Scholars Program	International Students
Veterans	Resilience Education Program (Project Change)	Outreach
Welcome Center	SparkPoint	Puente
	Student Life & Leadership	Undocumented Community Center (UCC)

October 16 is the deadline to submit a complete comprehensive program review, which must be sent to your supervisor by October 30th. Your supervisor will provide feedback, and you have a week to incorporate the changes; the review is due on November 6, 2026. After November 6, 2026, you will not be able to make changes to your comprehensive program review or annual updates, or submit resource requests. If you are not submitting or do not have resources or resource requests, both processes must end by November 6, 2026. Another key date to watch is December 9, 2026, when the SSPC peer review is submitted to the programs.

Program Review 2026

June 12, 2026	Nuventive/Improve and Data Dashboards open; PRIE available to provide custom data. PRIE data dashboards are updated.
August Flex Day	Program Review Training open to all
September & October Divisions/Department Meetings	Divisions or departments discuss program reviews at monthly meetings
October 16, 2026	All Comprehensive Program Reviews, Annual Updates, Goals and Resource Requests DUE in Nuventive
October 30, 2026	Supervisors (Deans and VPs) complete their feedback on submitted program reviews in Nuventive
November 6, 2026	All responses to supervisor feedback are due and final submittals of all program reviews and materials are DUE in Nuventive
November 18, 2026	Administrative Peer Review session
November 18, 2026	PBC Hosts Position Proposal Presentations
November 20 or December 4	IPC Peer Review session
Early December	Senates Prioritize New Position Requests and Recommend to President
December 9, 2026	SSPC Peer Review: fully submitted to the programs
February and March Division/Department Meetings	Divisions/departments and VP Offices meet to prioritize non-personnel resource requests
February 10, 2027	SSPC Program Review Presentations
March 17, 2027	PBC Certifies Prioritization Process & Collects Division Summaries
March 19, 2027	IPC Instructional Program Review Presentations

SOP for SSPC Comprehensive Program Review approved in December 2025
Refer to the link for details.

Link: See attachment for the SOP document.

Wissem: SSPC co-chairs are responsible, and the SSPC-assigned representative. I will be your representative for program review on the PBC Program Review Subcommittee.
What to expect? The annual peer review is conducted at the first SSPC meeting in December. We will also have a presentation; details and what to include are in the SOP document. Presentations will be scheduled for February 10, 2027.

b. Activity

Michiko

20

SSPC participated in an SSPC icebreaker telephone Pictionary.

Lizette: When things happen on campus, like the gift cards narrative, or off campus, only pieces of the whole story are available. Communication is key to what we do in our areas, and it can be challenging.

Michiko: It's important to return to the sources.

Max: It makes me think of the gift cards or of a person who has the knowledge we are trying to deliver. We have structures where we need to connect folks with the experience and those with the structure.

Maria L: At times, we try to communicate with the student, but they are not satisfied with the response. For example, we once sent Dr. Scott the information we requested from Admissions and Records. However, when Dr. Scott reviewed the student's issue, the student did not disclose the information Admissions and Records provided.

Jasmin- Sometimes students need support on how to advocate for themselves. I try to find out on the back end whether they went to Admissions and what process they need to follow.

DeVon: From our perspective as staff or servants, be mindful of the energy we put into the situation. If you come in without knowing all the details, it can misguide or misdirect. Moderate yourself if you do not have all the information.

c. SSPC Survey Results

DeVon/Lizette

30

SSPC members went around to rooms to suggest topics that we want to bring to the SSPC space. We received several suggested topics for SSPC.

Responses...

- ▶ More ways student services can connect with students, grow engagement, and learn what would help their educational experience and decrease barriers.
- ▶ Appreciate the opportunity to participate in SSPC this past year! So far, I really enjoyed the meetings and opportunities to collaborate with guest speakers, colleagues, etc.
- ▶ Equity Gaps & Student Access - Examine data on equity gaps and identify coordinated strategies across Student Services to address them. Specifically for our Asian and Black students. Cross-Department Collaboration - Identify opportunities for departments to coordinate services, referrals, events, and student communications. How do we ensure we're not duplicating efforts? aka reinventing the wheel, and supporting and uplifting each others initiatives.
- ▶ Supporting students with Academic Renewal
- ▶ Vending machine commission application (what are some examples)

Responses...

- ▶ Timely Care use review for students
- ▶ Learning Center tutoring services refresher
- ▶ Share our new online Progress Report process.
- ▶ Short 2-3 minute, "Power" highlights about our student services programs. An opportunity to "brag" about the services we offer...Often, staff and programs are so busy, they don't have time to "shine".

We posted the topics we shared above on a poster board. Spend about 8 minutes, go to each station, checkmark if you support the topic, and discuss who could present it. What do you want to get out of the topic once it is presented? You can also add any additional topics you suggest.

IX. New Business

a. Conduct Advisory Policy Update

Lizette

15

Link: See attachment for Edited- AP 7.69.2 Student Disciplinary Procedures
Assembly Bill No. 1575

I am the Disciplinary Officer on campus. We have made some changes because of an influx in conduct matters and to support cross-training. Max Hartman is now part of the conduct team and serves as the designee for the student conduct officer. Wissem Bennani is now the Title IX coordinator. We have added an advisor to the conduct process. I want to explain what this is and recruit advisors. I have seen that conduct can be stressful and intense for our students, leading to confusion and anxiety. I am going to refer to a piece of legislation from a Stanford case involving a student who threw coffee at someone, went through the conduct process, did not make it through, and took their life. The family of this person brought forward this legislation in 2024.

We must now inform the student that they have the right to an adviser, or the college can provide one. The college needs to train the adviser. An adviser with written permission from the student shall receive updates along with the student during the adjudication process. If ever an adviser and cc on notifications the student receives.

(b) In order to receive state funds for student financial assistance, the governing board of each community college district, the Trustees of the California State University, the Board of Directors of the College of the Law, San Francisco, and the Regents of the University of California shall adopt a policy permitting a student to be assisted by an adviser if the student receives a notification of an alleged violation of the public postsecondary educational institution's student code of conduct. The policy shall include all of the following:

(1) The initial allegation letter that is received by the student shall include a clause informing the student of their right to select an adviser of their choice or to request the public postsecondary educational institution to provide an adviser to the student.

(2) A public postsecondary educational institution may use any of the following to fulfill its obligation to provide an adviser to the student:

(A) A confidential respondent services coordinator.

(B) An agreement with a student-based peer support program.

(C) An agreement with an alumni-based support program.

(3) The adviser selected by the student or provided by the public postsecondary educational institution shall be provided training by the institution on the institution's adjudication procedures for the alleged violation. The training may be provided in an online format, and is not required to, but may, have an in-person or interactive element. To the extent practical, institutions within each segment of public postsecondary education are encouraged to collaborate to develop a training that can be used by more than one institution in that segment.

(4) An adviser, with written permission from the student, shall receive updates along with the student during the adjudication process of the alleged

What does that look like in a student letter?

As a student, you have the right to choose an adviser that has completed the college student conduct advisor training, or request that the college provide one for you. This ensures you have appropriate guidance as you navigate the disciplinary process. You will need to notify Jackie Flores at (650) 306-3318 or canvpss@smccd.edu no later than five business days prior to your hearing.

We are also hoping to add interim language at this board meeting noting that we will train them within 5 days.

Maria H: Is the training within those 5 days?

Lizette: The training will be a module developed by a CSU that you will follow. You read a clip and attest that you have read and understand the adviser's role. If you are internal to the college, I will train you. I would like diversity among advisers. I have Sergio and Max, who have served as advisers. If you have capacity, you could let the student know they have the right to be an adviser. We confirm with the student. You support the student through the process and are in the room with them. Max, can you share your experience as an adviser?

Max: Explaining the communication, the process, and the opportunity to share during the process. They asked me to be in the room, but I cannot say anything. I am there with the student. It was helpful for the student going through the process.

Lizette: I hope you know that I take a restorative justice approach before formal levels. If you hear of a problem, we try to address it informally because these processes are hard for students. I try to connect students with people they trust. But students are entitled to a hearing if nothing works. There are some outrageous behaviors that require us to go straight to a hearing.

The VPSS has added interim language in red to our AP, but the law supersedes our student policy. Here is what we have so far:

Step 2. Administrative Conference or Student Disciplinary Hearing

Based on the review of the alleged code of conduct violations, the Disciplinary Officer shall determine if the matter goes to an Administrative Conference or to a Student Disciplinary Hearing. Pursuant Education Code Section 66283, students can be assisted by an advisor of their choice or to request the college to provide an advisor to the student when they are notified of an alleged violation. The conduct process will not be delayed due to repeated or ongoing unavailability of a particular advisor.



We added a definition of an advisor:

Advisor - is a trained individual assigned to support a student in a conduct case. The purpose of an advisor allows students to have a support person or advisor of their choosing present during any stage of a disciplinary process, including meetings, interviews, and hearings. The advisor's primary role is to provide guidance, but they cannot speak on the student's behalf.

Michiko- I am willing to sign up as an advisor.

Max- It is highly likely that we all have connections with students. We should all be available and be trained on how to fulfill the advisor role.

Maria H: Could this be a potential Spring 2027 flex? How is it changing, why is it important, and how can we assemble a group and train individuals, staff, and faculty?

Lizette: We try, but when students get letters, we try to ask if there is someone, they trust on campus to help them navigate the conduct process.

Jackie: The policy and procedures are hard for students to understand. As an advisor, you can support the student through what each step means.

Jasmin: Students gravitate towards certain groups of students. But they might not trust people in the VPSS office, so this can support students. They can pick someone they know to understand the dynamics, and it can be complex. Trust and authority are very important. Students of color do not do well with people of authority.

DeVon: Recognize that you can support the student, but also be cautious with your support.

Lizette: This role can take a lot of time: 2 hours for a hearing, reading the materials, and getting trained. It's okay to say no if you do not have the capacity. We know that students trust certain individuals on campus and recognize this.

Jackie: Once I set a date and time for a student disciplinary hearing, I cannot change it.

X. Discussion

a. Accreditation Visit 9/28/2026

Lizette

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The visit will be on September 28, 2026, with an open forum from 12 -1 in Building 6, Room 101/102. Administrators will not be there. Managers, staff, and faculty may attend, but cabinet may not. There will be an exit report from 2-2:30 pm in the same room. I encourage everyone and anyone to attend; there is no Zoom option.

XI. Open Forum and Feedback

Lorraine: I have a question about the business office not being open in the evening. We have evening services, but I am wondering whether the cashiers don't have the van with them or if this is a temporary change.

Jasmin-It's recent; I believe they do not have enough staff. I think they are short-staffed.

XII. Adjournment

For Next Meeting:

Future Item: