

Student Services Planning Council



SSPC Meeting Minutes

Date: February 26, 2025
 Time: 2:00pm - 4:00 pm
 Location: Building 13, Room 233
 Zoom: <https://smccd.zoom.us/j/85493321520>
 Department reports: Update [here](#)

Item	Presenter	Time (minutes)
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I. Call to Order	Co-Chair Juan	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 Juan
1	

Quorum=14

✓ Adolfo Leiva	(SparkPoint)
○ Autumn McMahon	(Classified Representative)
✓ Bob Haick	(Career Center)
○ Danielle Pelletier	(Faculty)
✓ Breanna Castro	(Financial Aid)
✓ Gonzalo Arrizon	(COLTS-U Transfer Center)
✓ Jasmin Padilla Valencia	(Undocumented Community Center)
○ Jinmei Lun	(Faculty)
✓ Lizette Bricker	(VPSS)
✓ Juan Vera	(Veteran Resource & Opportunity Center)
✓ Kathy Kohut	(International Student)
○ Keith Wan	(Welcome Center)
○ Krystal Martinez	(Classified Representative)
○ Lorraine Barrales-Ramirez	(EOPS, CARE, CalWORKs, FYSI)
✓ Max Hartman	(Counseling Dean)
✓ Mary Ho	(Post-Secondary Success)
○ Maria Huning	(TRIO)
✓ Maria Lara	(Admission & Records)
○ Mayra Arellano	(Promise Scholars)
✓ Michiko Kealoha	(Cultural Center Representative)
✓ Olivia Cortez-Figueroa	(College Recruiter)
✓ Ruth Jimenez	(Disability Resource Center & Personal Counseling Center)
✓ Sergio Suarez	(Student Life & Leadership)
○ Vijeet Upadhyay	(Student Representative)
✓ Wissem Bennani	(Enrollment Services Dean)
Vacant	(Student Representative)

Advisory

✓ Karen Engel	(Dean of PRIE)
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- Ron Andrade (Library and Learning Center)
- Vacant (IPC Representative)
- Vacant (Puente)

III. Adoption of the Agenda	Co-Chair Juan	1
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Adoption of agenda for February 26, 2025

IV. Approval of the Minutes	Co-Chair Juan	1
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Adoption of the minutes for January 22, 2025 & February 12, 2025

Kathy Kohut moves to adopt the minutes

Maria Lara seconds the move

Approved unanimously by consensus of all those in attendance

V. Reports		
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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.

Danielle Pelletier: Shared a student testimonial from the highest level of ESL (ESL 400, which focuses on helping students write research essays. In a class hallway, the professor ran into students from a previous ESL course from last fall. The students expressed gratitude to Professor Pelletier for preparing them very well, as they had just completed a midterm in English 100 and felt very confident about it.

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

Career Center: As usual, we are in full-go mode for the upcoming job fair on April 9th. So far, we have 35 employers registered, and are on track for 55-60 day of. We also have 3 on-campus departments which are promoting their open positions, too. **Please keep an eye out for an email asking for help with the event; it's always needed and greatly appreciated.**

Financial Aid: The Financial Aid Office has been providing Scholarship Workshops in the Writing Center Tuesdays-Thursdays from 2pm-3:30pm to assist students through the scholarship application process. The last Scholarship Workshop will be Thursday, February 27th and the deadline to submit SMCCCD Scholarships is March 3rd at 4:30pm. Please encourage students to apply! Priority deadline to submit the 25-26 FAFSA and CADAA is March 3rd. We are holding a Financial Aid Application Assistance Workshop on Thursday, February 27th from 1pm-3:30pm in Building 9, Room 110. Save the date for our 24-25 Student Recognition and Achievement Ceremony on Friday, May 16th from 2pm-4:30pm at the Main Theater/Grove.

International Department: Spring is almost here! The International Center is excited to announce several upcoming events this Spring: April 9th = 2nd Annual Eid-al-Fitr (celebration of the end of Ramadan), with support from the Cultural Center and ASCC; May 7th De-stress Ice

Cream Social; May 16th, International Student Achievement Ceremony (12:00-1:30 PM). Please join us!

Student Life & Leadership Development: ICC now has 37 clubs! ASCC will be attending this year's A2MEND Conference in Los Angeles. We are fortunate to be able to send 2 student senators to continue learning and building upon our commitment to supporting and elevating our African American Male student on campus. The Student Life Office also supported the Afro-Colombian Carnival event via funding request, setup and participation. The BSU is also leaning on the Student Life Office for support during their Poetry Night event - via funding request, volunteering, and DJ support. The Student Life Office is also looking towards visiting other Student Life Offices in the region to learn and understand best practices and policies.

VI. District & College Highlights

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

EPAC Meeting held on 2/25/2025 The meeting discussed the EPAC Ramatosh Ohlone scholarship. We've researched and reported on how we can start that and what we need to do. Our next step is to talk to Dr. Cordero of the Ramatosh Ohlone Association. We also had a presentation from Dr. Mary Ho. On our Student Equity and Achievement metric 3 Updates on how we serve our Filipino students. We also provided similar information to what we will do today for SSPC feedback on infusing equity into the instructional program review process. We also updated our bylaws. Changes include 6 classified members to 5 because we haven't been able to fill many slots, so it could also match our faculty. We've gone from being humanities-heavy to ensuring representation from each division at EPAC meetings.

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

ESC Meets every 1st Friday of each month. They did not meet since the last ESC meeting. The graduation petition will be changed on baselines via the student's WEBSMART account. The change is that students will no longer be required to meet with a counselor to submit a graduation petition. Students will need to submit the petition themselves. It is highly recommended that students still meet with a counselor to make sure things are in place, like course substitutions, etc. The finalization process for this change is still being worked out. We don't know what this process will look like until it is finalized. Communication is also being drafted for students and counselors on the process. As a reminder, WEBSMART Live is going live as of March 8, 2024. If you have any questions, links are provided from February 24 through March 6 as in-person labs from 2-3. I encourage you to visit the links and use the labs as needed.

c. Instructional Planning Council (IPC) Updates Vacant 3

We are still waiting for someone to represent. Will keep you posted on an update.

d. Planning and Budgeting Council Mayra Arellano 3

Mayra is not present today. We will pass on updates of PBC.

e. Vice President of Student Services (VPSS) Updates VPSS 3

There are three updates. The VPSS is looking at the calendar. We want to set an open house event to meet with different departments on campus. We are looking into identifying dates to make this event happen. In the meantime, we are working with Deans and Directors to invite them to each perspective area, or Lizette will be in your area in the next couple of days.

May celebrations: If you would like to include the VPSS or say some words to students, and if you see any opportunities, please work with Jackie Flores to get this on the VPSS calendar.

We received a Dear Colleague letter from the federals and an email from Melissa Moreno. Even though we received this notification, we still support DEI and want to support the students who are being impacted. I attended a League of California webinar from a legal perspective, which was very informative. Kim Lopez is requesting that if you receive any notification from a federal agency that indicates a change. Please send the email to Kim Lopez right away and cc Lizette Bricker. Kim Lopez and Lizette Bricker want to be as responsive as soon as possible. It should be fine if it is a regular message, but please inform them immediately if it is different or there are changes.

VII. Old Business

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| a. Review Accreditation substandard 2.7 & 2.8 | Group | 20 |
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SSPC members will meet in groups of 3 to review substandards 2.7 and 2.8. You will have 10 minutes to read and discuss each substandard and break it down into groups. We will reconvene as a group to report back in 20 minutes. You can suggest changes to the document.

ISER Draft Feedback	Karen/Hyla	20	SSPC
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Karen Engel: The first prompt for 2.7 is that we have a process for identifying student needs. Are we doing that, and how are we doing that? We do that, but we can do a basic needs survey. Are there any other ways at the program level? In 2.7, 2.8, and some 2.9, the effectiveness of each service is discussed, along with how we determine whether what we do is effective.

Wissem Benanni: The ask is to come up with a paragraph that considers what you just mentioned rather than going to descriptive program tasks.

Karen Engel: We want a brief description of what we do, why we do it, and how we know if it is working. For example, we would like to know how we are serving students to create equitable outcomes.

Wissem Benanni: Regarding the student satisfaction survey, how do we meet the criteria for students? Do we mention that in our portion?

Karen Engel: You can mention that in your section, outlining your actions to address it. I know Maria has been surveying for the past couple of years, so she can reference what adjustments were made based on the survey results in her response.

Max Hartman: I am thinking about identifying students' needs. We address students' needs by referring to CARES reports and early alerts.

Karen Engel: For instance, the English faculty found they needed a Writing Center. How did they figure that out? How do we tell that story? How do we see other student needs that may or may not exist? It's not just students in need in times of crisis. What are their general needs during their time with the program and at Cañada College?

Kathy Kohut: I always wonder about the CCC application, specifically the different interest areas students are interested in. Do you know what happens when students check off those boxes? ASCC identifies student needs and coordinates and is the student's voice from the student's perspective. Maybe ask them?

Karen Engel: For the CCC to apply the question, I send it to Wissem, who sends it to the perspective program at the start of every year. We don't do it every term.

Karen Engel: It is not automatic; we download interest and send it out.

Kathy Kohut: Does the applicant who checks receive anything related to athletics? Do they get anything from the athletics department?

Juan Vera: when does that information get sent out? I would like to know when students apply and if they check veterans in the interest area. I want the Veterans Center to contact the student. Does this information get sent out every semester? I used to receive this information.

Wissem: The head of each department used to receive this information. After a while, the feedback was that there was a lack of responses. After that, it became a department request at the beginning of the semester instead of us sending the data to every single head of the department. The head of the department was receiving the data. However, we stopped due to the lack of response. If needed, we can request that data and send it to you.

Karen Engel: The data was sent on August 16. Please let me know when would be a good time for those members of SSPC to send this data.

Juan Vera: It would be beneficial to have this information to help veterans plan ahead for their educational benefits.

Wissem: If departments want this data with this data, I can send this information again.

Juan Vera: Is it worth mentioning that as the district, we changed the name from Academic Probation to Academic Notice?

Mary Ho: The UCOLTS Transfer Center has not designed a survey. The plan is to work with PRIE. Based on each program, how do we have a continuous practice? To understand the students', need to share our survey results, how do we support transfer for veteran students? To understand the needs or patterns of students and to understand if there are any disconnections from specific programs or spaces. Survey response can be low if we try to do it on our own. But then there's so much helpful information out there that we're not sharing right across the program

VIII. New Business

a. 25-26 Program Review timeline

Wissem

30

Wissem: As the representative for the program review subcommittee, I want to provide a timeline. The following programs are up for Program Review: Admissions & Records, CalWorks, Counseling, EOPS, CARE, & FYSI, International Students, Outreach, PUENTE, and Undocumented Community Center (UCC). The program review process starts in June, specifically for data collection. Part of the feedback is professional development; how can we have a refresher on program review training? On August 2025 Flex Day, a Program Review training will be open to everyone. You are encouraged to attend and use that as a refresher.

On November 19, PBC will host a presentation on position proposals. If you submit a request for a position, you will be asked to give a presentation.

June 13	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 17	All Comprehensive Program Reviews, Annual Updates, Goals and Resource Requests DUE in Nuventive
October 31	Supervisors (Deans and VPs) complete their feedback on submitted program reviews in Nuventive
November 7	All responses to supervisor feedback are due and final submittals of all program reviews and materials are DUE in Nuventive
November 21 or December 5	IPC Peer Review session
November 17	Administrative Peer Review session
November 19	PBC Hosts Position Proposal Presentations
Early December	Senates Prioritize New Position Requests and Recommend to President
December 10, 2025	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 11, 2026	SSPC Program Review Presentations
March 20, 2026	IPC Instructional Program Review Presentations
March 18, 2026	PBC Certifies Prioritization Process & Collects Division Summaries

There are two dates below: December 5 & December 10. It was challenging to get folks to meet for peer reviews. The scheduled review deadline is for a non-SSPC meeting. We would not meet for SSPC and dedicated an SSPC meeting to a peer review day. We can do a breakout into groups for 2 hours.

February 11, 2026- assigned to SSPC Program Review Presentations based on the deadline below.

Max Hartman motions to adopt the dates below.

Maria Lara seconds the move.

Approved unanimously by consensus of all those in attendance

- December 10, 2025, for Program Review &
- Program Review presentations on February 11, 2026

Wissem: The PRIE Office sends a survey towards the end of the program as part of the program review process. The feedback from the survey comes from Instruction and Student Services. The feedback received was related to the questionnaire and content. The first feedback was that there was a lot of repetition. The repetition is not just in the questions; sometimes, the question is different, but the answers are similar. It is recommended that the questionnaire be reviewed, redundant questions removed, and all questions aligned with the current program and review goals. If we want to implement this item for the next cycle, it must be submitted to the Program review subcommittee before spring break.

The second is leadership and organization—there was confusion about the process. To straighten out the process, a suggestion is to develop a detailed SOP with clear timelines, roles, and responsibilities, which will be communicated and shared with all participants for reference in the future. This is an action item; we do not have a timeline as long as we do it before the next cycle.

The third item is the peer review form—it should include an open-ended field for each question. That is another item that we want to review on the form.

The fourth item is data collection and reporting. Emphasize the importance of using data in program review answers and including evidence-based answers in the questions.

The fifth item is technology, so folks are frustrated with this program. They cannot enter tables and graphs. I will communicate with the PRIE office to work with the team to ensure Neventu is updated before Spring break.

We need to work on the questionnaire before Spring break. There is a group working on that. The second is to create this SOP for the program review process as SSPC. Who would like to support this? We have until now until the fall semester. Max Hartman and Juan Vera have agreed to support the SOP process of program review.

Peer review feedback is the other item we need to change. We adopted the administrative feedback form from the Vice President and President used for their review. One suggestion is to leave it open-ended. Who would like to support it? The timeline is from now until the end of the semester.

Juan Vera—If there is not enough interest right now, we can schedule this for one hour at the SSPC meeting in April or May.

SSPC agreed to schedule a time at a later SSPC Meeting in May.

b. Revised Feedback Form Review

Group

15

Mary Ho: Michiko, and Wissem met to discuss Program Review questions from conversations at SSPC meetings. The questions need evidence-based responses, including qualitative and quantitative data. They should be approached from a transformative anti-racism lens. Also, repetitive questions should be addressed. How do we want to move forward? The options are below.

Link to document:

https://docs.google.com/document/d/1wXOJxhPQwuU06iP7KY5WCrmPow_PnBVG8wt8_iE-05A/edit?tab=t.0

- Option 1: Go in and fix each question and vote as an SSPC
- Option 2: Just work on long-term big-picture program review (with no changes in the next academic year)
- Option 3: Quickly change and update the current ones for this cycle (by spring break) and continue to do big picture process.

Wissem: Do we address the concerns and comments and approve what we have? We would allow time to review it. We submit on time before Spring break and then revamp the questions in the fall semester. Or we can combine the previously mentioned and identify a group to help revamp the questions. The group would have until now until next spring break to recreate questions.

Michiko: Do we want to look at the links or walk through the above document together? Are we aligning with evidence-based goals and having a transformational anti-racist leadership framework within the program review? We have removed some of the unnecessary repetition. Folks will be able to make comments on the document.

Adolfo: We are opening the document up for feedback. When do we come back and agree on disagreements in comments or suggestions?

Wisse: Please enter comments by March 7. Michiko, Wisse, and Mary Ho will schedule a meeting to discuss the suggestions on the document.

IX. Special Presentations

a. Colts U Transfer Program Review	Mary/Gonzalo	15
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Mary Ho and Gonzalo Arrizon presented on the Colts U Transfer Program Review.

Reference Link:

https://www.canva.com/design/DAGdao7-2GE/nIKGdfiobEwFgwI_aqpwhg/edit

- We reported just under 5,000 students served in a 3-year period. This includes personal and active engagements as well as student reach through our program canvas shell, for example, which has really grown.
- These numbers would not have been possible without referrals from faculty counselors to our drop-in hour, and workshops, as well as collaborations with programs for University campus visits partnerships with universities at our transfer day college fair as well as grant-funded activities and events that are dedicated to serving historically marginalized 1st generation and BIPOC students.
- There is an upward trend in transfer applications, especially to the CSU's. Looking at last Fall's data, you'll see over 600 applications to the CSU's.

X. Discussion

XI. Open Forum and Feedback

XII. Adjournment

For Next Meeting: March 12, 2025

Future Item: ISER review substandard 2.9 & 3.2, finalize Program Review feedback form, EMP 1.2 and 4.3