

Student Services Planning Council



SSPC Meeting Minutes

Date: March 12, 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)
------	-----------	----------------

I. Call to Order	Co-Chair Juan	1
-------------------------	---------------	---

Time Keeper –Mary Ho

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)
---------------	----------------

Ron Andrade	(Library and Learning Center)
Vacant	(IPC Representative)
Vacant	(Puente)

III. Adoption of the Agenda	Co-Chair Juan	1
------------------------------------	---------------	---

Adoption of agenda for March 12, 2025

Maria Hunting moves to adopt the agenda

Mary Ho seconds the move

Approved unanimously by consensus of all those in attendance

IV. Approval of the Minutes	Co-Chair Juan	1
------------------------------------	---------------	---

Approval of minutes for February 26, 2025

Wiseem Benanni moves to adopt the minutes

Lorraine Barrales seconds the move

Approved unanimously by consensus of all those in attendance

V. Reports

a. “Why” We Do What We Do – 2.0	2
--	---

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.

Maria Hunning: The Project Change and Next Up Program is hosting a Wednesday Wellness event today, March 12, 2025, featuring Stand and Deliver. The students found the movie very entertaining. It’s an impactful generational movie; if you haven’t had a chance to watch the film, it’s recommended that you do so. Students can relate to the movie, connecting with the math problem-solving concepts presented in the film.

b. Department Reports	All
------------------------------	------------

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

Outreach: Outreach has been busy leading campus tours the past two weeks to various groups of middle school and high school ages. Some examples are Peninsula High School students from Burlingame, Pescadero High School students, Kipp Forwad from East Palo Alto, a group of disabled students and a group of home-schooled high schoolers and their parents (this last group was particularly interested in our Concurrent Enrollment options). Thank you to everyone who has shared with our visitors about (y)our programs as we walk by on our tours. Outreach also continues to host Information and Application workshops at various locations ranging geographically from East Palo Alto to Millbrae and to Hayward. We are also gearing up in planning for our next Super PEP Reg event in May for our local high school seniors that are planning to attend Cañada in the Summer/Fall semesters. Additionally, Olivia is an OYE Conference Planning Committee member - this conference is hosted here at Cañada College and is on May 22nd. Please let her know if you’re interested in volunteering that day. She is also beginning to prepare for our Summer programming, in collaboration with The Boys & Girls Club Peninsula. Finally, we continue to table and be the face of Cañada College at multiple events and community meetings. Check our webpage under 'Community Connections' for more details.

Disability Center: Joined High school outreach event on 3.10.25 we love collaborating with outreach to present on the DRC services offered to new incoming high school students. DRC classroom presentation on 3/11/25 in ESL 912 class with Professor Danielle Pelletier. We have officially hit our goal of having over 300 active students in the semester. Our numbers as of today are 308 active students for the spring 2025. This is the highest number of students for the **spring semester ever**, taking a look back at data since 2015 we have not been able to reach 300 students in any spring semester. I am glad to say we have hit this goal. This is thanks to the outreach efforts of our staff and counselors.

Faculty Representation: Our annual ESL Recognition Ceremony is taking place on Thursday, May 8 from 7pm-8:30pm in THE GROVE! Please come! Flyers will be available soon. It's a wonderful, festive event of recognition for our esteemed ESL students.

Financial Aid: The priority deadline for state aid has been extended to April 2nd! Students may apply at FAFSA.gov or dream.csac.ca.gov/. Canada had 344 scholarship applications submitted which is a big increase from last year. We are still in need of scholarship reviewers. If anyone is interested in being a scholarship reviewer, please reach out to Breanna or Patty Flores at the District Foundation Office.

International Department: We're adding a few additional events this spring, including a transfer workshop (3/27), American Culture workshop (4/30), and Annual International Picnic (4/25). Continuing to admit new international students for the fall 2025 semester and transfer/change of status students for the summer 2025 session.

Student Life & Leadership Development: 2 - ASCC senators and 1 - Student Life advisor attended this year's African American Male Education Network and Development (A2MEND) Conference in Los Angeles (03/06-03/07). ICC and the Student Life Office just onboarded several more Clubs, taking the total on campus clubs to 39. The Student Life Office launched a weekly arts and crafts workshop on Wednesdays from 10am - 12pm. The Student Life Office and ASCC is preparing for student elections for the 2025/2026 academic year.

VI. District & College Highlights

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

Michiko, there are no updates, as the EAPC meets once a month.

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

Wissem-ESC meets on the last Friday of each month. The first update is that WEBSMART and Banner 8 went live on March 8th. If you encounter any bugs or issues, please get in touch with the SSL team. If you don't know the direct contact, please send your questions to Maria Lara or me, and we will direct you to the correct person. Forms in SSL are being transitioned from paper or PDF to the CRM. Training will be provided; Megan will send the dates this Friday. The training will be for Deans and various offices. There was a discussion about transcript updates and a change in GPA calculation, which is related to reverting to the Baseline. There are good questions and conversations we are trying to figure out in this process.

Maria Hunning-As there is transition with WEBSMART and Banner, students workers need training or help them understand their timesheets, as the portal appears differently. Student workers were not able to access their work timesheets. To whom should I forward the questions?

Wisse: Send the questions to me.

Maria Lara- Communication was supposed to go out to students for Banner 9. I thought that in the email there would be Q&A for students. For each question there are videos. Please see links below:

Maria - Included is communication regarding Banner 9, was intended to be sent to students. See the information below for useful links.

Contacts for assistance:

1. **STUDENTS:** Contact the Help Desk at: <https://smccdhelptest.zendesk.com/hc/en-us>

2. **EMPLOYEES:** Contact ITS at: <https://helpcenter.smccd.edu/requestform/>

Website with student focused videos can be found:

https://smccd.edu/webmart_upgrade/faq.php

Word on the street is College Marketing departments and student programs are also creating some additional materials for students.

[WebSMART 9 Upgrade FAQs](#) | [SMCCCD Home](#) | [San Mateo County Community College District](#)

Danielle Pelletier: Are you also talking about the upgrade in WEBSchedule?

Wisse: Yes, the upgrade includes WEBSMART and Webschedule 9. Transitions are happening, working one step at a time.

Danielle Pelletier: I was introduced to Webschedule. There are many questions about Webschedule from counselors, students, and faculty. Why did we change what was working before? Will there be training for students, as they use it to look up schedules? There are multiple steps involved in finding the information. In some ESL classes, we cannot see specific courses, even though they are open.

JinMei: I would like to share that I supported a student who attempted to update their personal information, including address and phone number. There is no place to update this information on the student portal.

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 Arellano- PBC met last Wednesday. There were presentations from EMP regarding updates on creating and scaling the first-year experience. Michiko presented on providing a comprehensive onboarding for all new employees. Wisse also spoke with us about the work that Olivia and him organized to gather more feedback from our Belle Haven site. These presentations are available on the PBC website for those who would like to learn more. Karen Engel has been gathering feedback from ISIRs.		

e. Vice President of Student Services (VPSS) Updates	VPSS	3
Lizette: I have done a complete cycle of meetings. Regarding the changes happening with WebSMART and Webschedule, please maintain open communication and provide feedback. Some folks attended the President Advisory Council. Thank you, Wisse, for facilitating the listening sessions and coordinating efforts. Part of the effort involved conducting listening sessions in the North Fair Oaks, East Palo Alto, and Belhaven communities. The data was gathered, and a presentation was created for the President's Council. We had community members to solicit more feedback. Some of the key highlights included the need for technology,		

outreach, addressing basic needs, community courses, and childcare. The community seeks partnerships and a presence within their community. By including more summer programs and youth on our campus, such as the Boys and Girls Club and PAL, it is never too early to start college exposure.

VII. Old Business

- | | | |
|---|-------|----|
| a. Review Accreditation substandard 2.9 & 3.2 | Group | 20 |
|---|-------|----|

SSPC members will meet in groups of 3 to review sub-standards 2.9 and 3.2. You will have 10 minutes to read and discuss each substandard and break it down into groups. We will reconvene as a group in 20 minutes to report back. You can suggest changes to the document.

- | | | |
|------------------------|------------|----|
| b. ISER Draft Feedback | Karen/Hyla | 20 |
|------------------------|------------|----|

Karen Engel: This is a continuation of items 2.9 ISIR and 3.2. The 2.9 ISIER is how we access ourselves and how we are doing through service area outcomes. In my group, we brainstormed ideas about examples of things we tried to improve and made a change. For instance, Olivia shared a story about her outreach team, realizing that not all families have smartphones and expecting them to log in using a QR code. The code wasn't always effective, so they changed their practice after receiving feedback from them through a feedback form. Danielle and Maria Lara were discussing the launch of Cañada de Noche in response to the newly launched Cañada de Noche, mainly in response to feedback regarding the need for more evening hours for services and other aspects. Other groups have made significant efforts to simplify registration efforts such as preventing course drops due to nonpayment, allowing us to share the story of how these initiatives evolved from assessments and feedback we provided.

Adolfo: I noticed the prompts are asking for academic and student support. It appears that whoever contributed came from the instructional side. This section would benefit from the student support service side.

Karen Engel: Yes, please; if you have any changes you'd like to make, add them to the file.

Lizette Bricker: 3.2 ISIR is very comprehensive and captures the areas where folks can access funding and ways to access professional development.

Maria Hunning: There is considerable confusion in the section regarding how funding is allocated for professional development. We discussed the sources of funding for professional development, including how it is determined by the District, Board of Trustees, and the State, as well as the process involved. It is not clear.

Karen Engel: We would appreciate your feedback by the start of Spring Break.

Lizette Bricker: Can we use the rest of this meeting time to discuss the SAO?

Wissem- Karen you and I discussed related to accreditation. How to make sure that our SAO's are public-facing and updated per department. We had an idea to have each program update the SAO on its department's website. Then, we could link all SAOs by connecting to one website area. What is expected by accreditation ISIR?

Lizette Bricker: Karen and I met before this meeting to talk about this. We can add more about this to the next SSPC meeting.

Wissem: Michiko, do you remember when you were co-chairing SSPC, and everyone was updating their SAO statements? There was a worksheet provided by the program outlining their SAOs. Can you share this with the group? Right now, they are in Neventu, but no one can see them. And then, you add any results from assessments. I think more about how individuals visit different areas, such as Financial Aid, and come to Admissions & Records, including what services they can expect. Here are the outcomes for our area, which are similar to those of every SLO and PLO, as they are all outlined in the courses. It's in the catalog, program maps, such as instructional learning outcomes, which are very public-facing and widely available. The question concerns how we are implementing this in Student Services. Do we want to do that? And how would people feel if financial aid had its service area outcomes listed at the bottom of its website or any of your cultural centers? Why are you there? How can we maintain consistency in our self-assessment every year? We did a workshop on how to write an SAO.

Michiko- We had a presentation. For those who have just completed a program review, we will need to update the information accordingly.

Link to Worksheet for SAO's:

https://docs.google.com/document/d/1Zv8yLKLQCGnSMtMx6G6KJu_7zz_dtJHCXxPFpznLt1g/edit?usp=sharing

Link from 2023-

https://docs.google.com/document/d/1Zv8yLKLQCGnSMtMx6G6KJu_7zz_dtJHCXxPFpznLt1g/edit?usp=sharing

Wissem: Every program went through this exercise. Some of these SAO's have changed. For example, we have like one thing that we all follow. For example, consider a decision regarding public-facing aspects. Next time, we can have some examples and decide on one option.

Karen Engel: I've added a link to the SAO page in the chat.

Perhaps we can include a matrix that summarizes each area's SAOs. That document could live there or on each program's website.

Link: <https://canadacollege.edu/assessmentsloplo/serviceareaoutcomes.php>

Lizette Bricker: We can explore that at our next SSPC Meeting. We can decide how we want to move forward.

VIII. New Business

a. 25-26 Program Review timeline

Wissem

30

Wissem: Michiko, Mary, Adolfo, and Max worked on the document we discussed at the last SSPC. We reviewed the document. We want to discuss a question that will impact the resource personnel requests. We will vote on this to determine if it is something we can do today.

Michiko- How does this resource request support closing the equity gap? They also included critical questions: How does this resource request support Black, LatinX, and AANHPI students? We should also include our other racial identity groups. The critical question regarding resource requests is about designations as an HSI and AANHPI. How does this resource request support this?

Wissem: When we submit a resource request. We need to address two critical questions. The Resource Prioritization guide includes. 1) How does this resource contribute to closing the equity gap? 2) How does this resource contribute to supporting Latinx student success? Karen confirmed that there is an error on question 2. It will be changed to 2) How does this resource contribute to supporting Latinx and AANHPI student success? It is recommended that this question aligns with the information in the program review. The one question that is not included in the Student Services program Review or resource request: 3) How does this resource contribute to supporting Black and African American student success? Although this is part of PBC as a critical question. The question should align, we have a separate question to include: How does this contribute to the support of Black and American student success? or should we combine by adding a second question to reflect 2) How does this resource contribute to supporting Latinx and AANHPI and Black African American student success?

Michiko Kealoha: Student Services Planning Council Meeting-Review of Updates to Program Review with a TAL Framework. This version is the one presented two weeks ago, without any marks on the document. There are some clarifications on supporting items with data. We eliminated repetition and removed areas a, b, and c. We removed it as it was not showing on Neventu. Are we ready to make a motion?

Wissem: The last question in the personnel resource question.

Mary Ho: We need to question change it back to what we previously discussed. To include the critical question: How does this resource request support LatinX, AANHPI, and Black and African American students? Changes have been made to the document.

Link: https://docs.google.com/document/d/1Zv8yLKLQCGnSMtMx6G6KJu_7zz_dtJHCXxPFpznLt1g/edit?usp=sharing

Lorraine Barrales: For program reviews of departments with multiple programs, I find it creative to enter each program separately. It would be great for Neventu to support a way to distinguish between the programs.

Michiko Kealoha: How do we want to move this?

Maria Hunning: Approves to move to approve to the Transformational Anti- Racist Leadership Lens updates to the student service program review question as linked with changes below:

Link: https://docs.google.com/document/d/1Zv8yLKLQCGnSMtMx6G6KJu_7zz_dtJHCXxPFpznLt1g/edit?usp=sharing

Maria Hunning moves to adopt the motion to move forward

Michiko Kealoha seconds the move

No abstentions to approve this motion.

Wissem: As discussed at the last SSPC, we would like to have either a larger group or a smaller feedback group to take their time from now until next Spring break. It would be one whole year. We want to establish a group now. They would start the work in the summer or fall. The ask is, who wants to take this opportunity?

Lorraine Barrales: Does this include the revamp?

Wissem: The revamp would include resource requests, program updates, and a comprehensive review.

Wissem: We have the following willing to be part of the group: Mayra, Adolfo, Mary, Wissem, and Sergio.

IX. Special Presentations

- | | | |
|--|------|----|
| a. Academic Notice (formerly Academic Probation) Presentation | Juan | 15 |
| Juan is not present today. We will move this item to a later agenda. | | |

X. Discussion

XI. Open Forum and Feedback

Welcome, Breanna Castro, Director of Financial Aid.

Mary Ho: Lorraine and I have been discussing maybe a future agenda item. How can we advocate to address concerns at the district level to help alleviate some of the forms we are required to fill out? This process can be complex.

Lorraine Barrales: The Business Office requires the paperwork three months in advance. Having presenters 3 months ahead is not possible at times.

Maria Hunning: Sometimes, students cannot provide 3 weeks in advance or 3 months. Some students are unable to complete certain paperwork without a specific computer. It has become a challenge with opportunity and technology.

Lorraine: There are times when things come up, but we realize we cannot move forward due to the time frame required by the Business Office.

Lizette: I am hearing it from this group. It would be a great discussion item to have Ludmilla walk us through some of this process and provide feedback.

Lorraine: How can the district modify its policies to make them less restrictive for the program?

Michiko: Suggested making forms mobile-friendly for students.

XII. Adjournment

For Next Meeting: March 26, 2025

Future Item: Business Office to present regarding process and procedure. Academic Notice