

Student Services Planning Council



SSPC Meeting Minutes

Date: March 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 – Juan 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	Co-Chair Juan
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1

Quorum=14

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

Advisory

- | | |
|-----------------------------------|-------------------------------|
| <input type="radio"/> Karen Engel | (Dean of PRIE) |
| <input type="radio"/> Ron Andrade | (Library and Learning Center) |
| <input type="radio"/> Vacant | (IPC Representative) |
| <input type="radio"/> Vacant | (Puente) |

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

Lorraine Barrales moves to adopt the agenda

Kathleen Kohut seconds the move

Approved unanimously by consensus of all those in attendance

IV. Approval of the Minutes	Co-Chair Juan	1
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Approval of minutes for March 12, 2025

Wisse Benanni moves to adopt the minutes

Ruth Jimenez seconds the move

Approved unanimously by consensus of all those in attendance

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.

Michiko Kealoha: STAR and the Cultural Center hosted the Holi Fest last week. Following the event, a student from foster care who had previously been incarcerated shared that it was their first time experiencing such joy, running around freely, and enjoying themselves while learning about this cultural tradition.

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

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. Here is the flyer:

https://drive.google.com/file/d/1xUgRyy0CzTtL5UrhZ88df_cktAaIjsVM/view?usp=sharing

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/. 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 Students: 1) Kathy returned last week from a STEM recruitment tour to Colombia, sponsored by the International Team at the District Office and organized by EducationUSA Colombia. There is strong interest in Colombia for US Higher Education, and a good visa approval rate. Cañada currently has 2/3 of all of the Colombian F-1 students in the district, so it is a particularly good market for us. 2) The Intl Center, together with the Cultural Center, ASCC, and STAR - will be holding a campus-wide Eid-al-Fitr Celebration on Wednesday, April 9 from 12:30 PM - 2:00 PM; Building 23 Rooftop. Eid-al-Fitr celebrates the end of Ramadan. All are welcome!

Student Life & Leadership Development: ASCC recently approved over 25k to the Multicultural Center, NUCLEI, BSU, and the ASCC to attend this years NCORE Conference. ASCC elections for the 2025/2026 school year is officially underway. The Student Life Office continues to work on updating its Mission statement alongside its student assistants.

Planning for the Student Leadership Award has started. Application for the student commencement speaker is now available and open for all students.

TRIO Programs: We have an upcoming workshop with TRIO - Mental Health Maintenance: What's In Your Toolbox? On Thursday, April 10th from 1:00p - 2:00p in 9-257A (back of Learning Center). This event is a conversation about mental health and support as we prepare for Finals. Please encourage students to register [HERE](https://tinyurl.com/TRIOWkshpHealth): <https://tinyurl.com/TRIOWkshpHealth>.

VI. District & College Highlights

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

EAPC had a presentation on the current Student Equity and Achievement Plan Metric 2 and 5 on transfer rates and completion of Math and English courses for our LatinX students. Shoutouts to our transfer rates, and thanks to Dr. Mary Ho for building the Colt U Transfer Center. Please let me know if you are interested in participating in the development team for the new Student Equity and Achievement 3-year plan. If you would also like to work as a volunteer with EAPC at an upcoming community food distribution this semester, please let me know; we love connecting with our community this way and better understand the fantastic work Sparkpoint does. We also updated our EAPC bylaws to switch faculty roles to be represented by their division and keep six classified roles. Everyone's terms are up, so if you're interested in joining EAPC, don't hesitate to contact Michiko if you're interested in applying.

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

The next Enrollment Services Committee meeting will occur on April 4, 2025. Olivia has been selected as the 2025 Employee of the Year nominee. Olivia will be honored at the Board Meeting.

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; therefore, there are no PBC updates.

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

Lizette Bricker attended the CSSO conference. One of the workshop sessions discussed providing contract services for undocumented individuals. The information from the workshop will be shared with Jasmin Padilla. Dr. Ashanti Hans was the keynote speaker at the CSSO Conference. There have been numerous conversations surrounding the student education plan, particularly regarding its requirement in the SEP. The proposed change to Title 5 went through the Consultation Council on March 20th; the most significant change is letter c. This means colleges must provide a comprehensive education plan by the end of the 1st academic year, which impact some of the work we are doing.

VII. Old Business

a.

VIII. Special Presentations

a. Academic Notice (formerly Academic Probation) Presentation Juan 25

Juan led a presentation regarding academic notice.
The presentation is attached to the SSPC website for reference.

Who can see your viewing activity? X

What is Academic Standing?

- Academic Probation has now been renamed Academic Notice
- The status of overall coursework within the San Mateo Community College District
- Every student's academic standing is determined by:
 - A cumulative grade point average (GPA): a sum of all coursework attempted and completed
- There are 4 different types of Academic Standing
 - **Good Standing**
 - minimum 2.0 GPA, 51% course completion
 - **Academic Notice 1**
 - below minimum 2.0 GPA, below 51% course completion
 - Low GPA, Progress, or Both
 - **Academic Notice 2**
 - below minimum 2.0 GPA, below 51% course completion
 - Low GPA, Progress, or Both
 - **Subject to Dismissal**
 - After 2 subsequent semesters of either/both low GPA or Progress

Danielle Pelletier: Looking at the data from the presentation on academic notice, does this include all students, including ESL students?

Looking at Cañada Students

• Number of students on Academic Probation: 447

AN1GPA	162
AN1P	37
AN1GPAP	111
AN2GPA	60
AN2P	9
AN2GPAP	9
DISMISSEDGPA	81
DISMISSEDP	8
DISMISSEDPAP	26
REINSTATEDGPA	26
REINSTATEDP	9
REINSTATEDGPAP	2

ANG1GPA	Latinx	125
AN1P	Latinx	21
AN1GPAP	Latinx	12
AN2GPA	Latinx	43
AN2P	Latinx	5
AN2GPAP	Latinx	4
DismissedGPA	Latinx	60
DismissedP	Latinx	3
DismissedGPAP	Latinx	14
ReinstatedGPA	Latinx	19
ReinstatedP	Latinx	6

Juan Vera- Yes, I get the data from PRIE weekly.

Jose—Yes, this does include it. Once students have taken 12 units, they're automatically assessed for their academic standing. ESL students are included.

Danielle Pelletier: It has to be 12 or more units.

Lorraine: A total of 12 district units must be completed.

Danielle: The total was 447 was the total in percentages of that of the students we have on campus?

Juan: I can follow up with you regarding the number. Estimating, we have the lowest number behind Skyline and the CSM.

Max Hartman: Thank you, Juan Vera, for being the key individual who collaborated quickly to move from Academic Probation to Academic Notice.

Gonzalo Arrizon: I attended a virtual transfer conference for counselors. Fresno City College presented one of the sessions and discussed decolonizing probation as part of their transfer efforts. It's amazing how much the possibilities and opportunities for transfer increase when you go from a 2.0 GPA to 2.8 or 2.9.

Max Hartman: Our Retention Specialist also engages in some of this work. They are working with students overlapping with those on academic notice to support them. That could be one of our next steps to institutionalize this support.

Juan Vera: We also consulted with Karen to request Academic Standing on SSL to streamline the process.

Jose Zelaya: Are we still using registration clearance forms?

Juan Vera: Yes, we want to make that addition form. We are looking at a process. We still want to be independent of each other as a community college. We do want to move the form online. We are the only college using a hard copy; other colleges use Formstack. At Skyline, Formstack emails the respective program to support the student. I am collaborating with Alberto to gather more ideas.

IX. New Business

a. College for Working Adults and Evening Students

Wissem/James/Jose 60

Link to presentation:



The slide is titled "EVENING STUDENT FOCUS" in large yellow letters on a dark green background. Below the title, there are two columns on a yellow background. The left column is titled "Evening w/ Sync and Async" and features an icon of a calendar and three people. It lists two bullet points: "Prioritize students who take the majority of their classes in the evening." and "Provide information, resources and wrap around services through CWA." The right column is titled "Asynchronous Only" and features an icon of a person with a headset. It lists one bullet point: "Asynchronous-only students may be provided information, technical support, resources and wrap around services through CWA." Below this, it states "Opportunity: Foster campus connection and a sense of community."

Evening w/ Sync and Async	Asynchronous Only
<ul style="list-style-type: none">• Prioritize students who take the majority of their classes in the evening.• Provide information, resources and wrap around services through CWA.	<ul style="list-style-type: none">• Asynchronous-only students may be provided information, technical support, resources and wrap around services through CWA. <p><i>Opportunity: Foster campus connection and a sense of community.</i></p>

Max Hartman: One exciting thing I shared about NOW as a campus to support our evening students. So now, as a campus community, we will be able to engage in conversations about what are the needs of students and those we are not aware of.

Kathy Kohut: I liked Cañada NOW (nights online weekend) as we are marketing nights online weekend. A lot of colleges and universities advertise online programs. Cañada NOW is incorporating those aspects. But this NOW is incorporating coming to campus and learning.

Wissem: There will be an ask through the implementation process to participate as a program. For example, Admissions & Records and Financial Aid would like to receive the messaging from Jose Zelaya. Programs that want to participate can be any part of the listserv, and your commitment would be to support College NOW requests for student inquiries. There is no needed commitment at the moment. Thank you, Jose, for taking the lead on this work.

Danielle Pelletier: I'm excited about Cañada NOW. I've been teaching since 2002, and back in the day, there used to be a rotating administrator who was on duty at night. It was not Public Safety or Custodial. The administrator would rotate shifts. Will this be part of the program?

Wissem: As part of the Canada de Noche pilot, we used to have a Dean who would work the night shifts. The instructional Deans need and Student Services Deans signed on a sheet. However, we determined it was not a good use of the administrators' time. For instance, we would contact Public Safety if you called a Dean. If there is an emergency, Public Safety will assist with these requests.

Danielle Pelletier: Some students responded to Cañada de Noche, who were not aware this was happening. One semester is not enough for a pilot program; you must communicate, educate, and let people know their schedules. Public Safety cannot do it all. I am wondering if we can revisit rotating Dean at night.

James Carranza: We found them participating as dean; it was more socializing with counselors in the evenings. But that does not mean there is no occasional need. We might need to gather a list of what types of requests are needed if it needs a dean's support, or is it administrative or IT support to strategize the needs? My current Division Assistant has shifted hours to stay late in the evening to provide division support. We are still learning and planning; we can discuss some of the evening needs. For instance, this could be something that Jose Zelaya can support.

Max Hartman: I am available for the Counseling Division if needed. I imagine that is a similar practice for other Deans. I want to highly support the Counseling Division that there should be a reason not to be on the smartsheet list. All Counseling Division programs should support the list to follow up with Cañada de Noche requests lists.

Wissem: My earlier comment related to the learning from the student services side. And even though during Cañada de Noche, we had instructional Deans helping with coverage. Part of the responsibilities as Deans is to be there for our program. However, there are different requests, like if a student struggles to get a transcript and requires Dean's support. We encourage folks to call Public Safety always if there is an emergency. If it's emergency-related, even though we have a Health Center, we encourage you to call 911 or the Public Safety and Health Center if they can support you. For emergencies, you want to go to Public Safety. You can also consult with your division for business-related matters; your dean is accessible.

James Carranza- Jose is the point person for Cañada NOW! Wissem and I are helping support student services. On the instructional side, there has been an opportunity to support evening students and programs. Setting aside our instructional student services. It's more like, here's what I can bring. What can you bring to the table? Jose, what can you bring to the table? How can we communicate with the appropriate people to determine how to organize and plan for the evening? For the next steps, Jose has been presenting to bring this idea forward to councils, soliciting feedback, and getting ideas and concerns. If we get a show of hands to support this idea of Cañada Now, this is the direction we would like to move forward with. They ask if this is something that we want to do. Can we count on your support to collaborate to bring these services together? Are we good with Cañada NOW?

SSPC Members raised their hands to support Cañada de NOW: Sergio Suarez, Max Hartman, Wissem Benanni, Gonzalo Arizon, Lorraine Barrales, Kathy Kohut, Jose Zelaya, Lizette Bricker, and Juan Vera.

James: please do not hesitate to contact me with ideas or thoughts or to call or send information.

Jose: - I want all the feedback, good or bad, to include everyone.

Wissem: As part of our process, maybe we can conduct a one-year survey to see what we have learned, whether we need to change anything or implement something, or what is not working.

James: One of the things we will be doing is sharing where we are with the process. Right now, we are finishing a 2-year planning cycle by working on the evening hub and expanding CWS out of the EMP. It was expanded on CWA services. What came out of that was Jose thinking maybe we should expand CWA into something beyond itself. then we can think about a 3-year plan. So then, it's coming out of college. Now, it's on a 3-year planning cycle. We will start looking for better ways to help address the needs of UTU students. To incorporate into our regular college process.

Juan Vera: Yes, we should connect to support, as I have students who have class around 6 p.m. and want to print, and I am usually out of the office by 4:30 pm.

Jose Zelaya: The goal would be a warm hand-off about how we can support students in the evenings. That would allow us to understand who the evening students are.

X. Discussion

Lizette- We have four more meetings left for SSPC meetings: April 9, April 23, May 14, and May 28. What we have already prepared on April 23 is SEAP planning and feedback. Other than that, the meetings are open. We want to have a conversation about if we want to invite folks to learn about different efforts. In the past, we did a CARES presentation, Transfer STARS Program to the TAU for Program Review. I want to open it up to see what you all think.

Max Hartman- We are finishing our Transfer plan. We need to get that under SSPC under the cycle.

Lizette- When would you get that ready?

Max, April 23 would work about 10-15 minutes. We would share the draft ahead of time for feedback. We hope it gets confirmed by the May 7th PBC Meeting.

Michiko- Is May 28th do we need it for Business?

Lizette- Like a mini celebration

Maggie: There will be many celebrations around May 14th through May 16th. Many people in these teams are part of the planning team or are attending. Can we shorten the meeting? But many graduations will need support from folks sitting in this space.

Lizette: I guess we can remove May 28th as an SSPC meeting. On May 14th, we could have an end-of-the-year or term gathering without an agenda.

Lorraine, can we postpone to May 21st?

Maggie provided end-of-the-year celebrations link:

<https://docs.google.com/document/d/1rZQhwy6VXILmp-bsEsDgkzrHuErA9g2jwPXQKfq5Ucg/edit?tab=t.0>

Lizette: What about May 14th, to celebrate ourselves and the work? We can come up with what the celebration can look like. Can we do May 14 from 12:00 pm- 1:00 pm?

Wissem: Do you want to do the meeting on Zoom or in person? I suggest that we have this in-person meeting.

Lizette: Is everyone okay? Yes, we can do lunch. That leaves two meetings on April 9. We have a Transfer Plan, April 23-SEAP. Are there any other agenda items that we recommend?

Michiko: I will keep you updated with the Student Equity and Achievement Plan. I am not sure if we will be ready by April. EPAC final presentations are not done until the fourth Tuesday. Without that information, I am not sure if we can write the new plan.

Lorraine - I am thinking with all the changes with all the changes to BANNER 9 that impact us in Student Services. Can we talk about how these changes affect students, lessen workload, and relay this information to ESC? I wonder how prioritization is done. For instance, TRIO, EOPS, and Promise started the process years ago, and we were told that we were being lowered on the prioritization list. All these changes how things are being prioritized.

Wissem: The prioritization lead is Dr. Mitchel, who sees your request, and during SSPC meetings, they bring someone to discuss it.

Lorraine: It's not the prioritization itself. Changes are happening, and these are big changes. When we work with students after spring break, students come in using a new platform. There are going to be issues. How can we take care of these issues more collectively instead of submitting an IT request? This information can go back to those who are implementing these changes.

Lizette: Given the work being done, what is coming up for prioritization and a feedback session on what students are experiencing? Is Sandy someone we can invite for feedback? Max is the contact for CRM or any requests.

Wissem: There are remote hours for support. 2 things can be done here: training to invite someone on the new form. Maybe we want to collect feedback after 1 month of the new implementation.

Lorraine: It would be better if they received the issues in one central space about what we are experiencing. With new changes on Banner, we need to enter a new helpdesk. Unless, like SSL, we can take screenshots of the issues, there is no room to add an attachment to show the issue on the helpdesk.

Max, I appreciate Lorraine attending the ESC Meeting and having a counselor lens. We are going to have our reassigned-time counselors work and rotate it in the Fall. I think it is a good idea to dedicate time during SSPC to discussing the new registration system. We did such great work in avoiding students being dropped from courses for non-payment. I will do that at our next check-in, Lizette. Maybe there is an opportunity for us to do something different. I don't know

what that could be. But if other folks have similar interests and come up with alternative solutions. I am open to partnering with folks.

Michiko, do you need a planning committee for the end-of-the-year SSPC meeting?

Lizette- We would love to have that.

Michiko and Juan will be part of the planning committee for the end of the year SSPC meeting.

XI. Open Forum and Feedback

XII. Adjournment

For Next Meeting: April 9, 2025

Future Item: SSPC Program review feedback, SEAP plan and feedback