

## College of San Mateo Management Council Meeting

Monday, July 20, 2020 | 11:00 AM – 12:30 PM

Location: <https://smccd-hipaa.zoom.us/j/99431034606?pwd=LOtKb3IMZEdpUU4wVTZwaG9mM0hHQT09>

**Members:** Emily Barrick, Maggie Barrientos, Lizette Bricker, Tarana Chapple, Tabitha Conaway, Robert Dean, Laura Demsetz, Heidi Diamond, Krystal Duncan, Allie Fasth, Charlene Frontiera, Hilary Goodkind, Robert Gutierrez, Mike Holtzclaw, Elnora Kelly Tayag, Aubrey Kuan Roderick, Letran, Kim Lopez, David McLain, Claudia Menjivar, Carol Newkirk- Sakaguchi, Ashley Phillips, Ludmila Prisecar, Patrice Reed-Fort, Kristi Ridgway, Richard Rojo, Michele Rudovsky, Aaron Schaefer, Jeremiah Sims, Steven Trinh, Janis Wisherop, Andreas Wolf, Tiffany Zammit

**Co-chairs:** Micaela Ochoa and Alex Kramer

**Guests:** Daman Grewal, Chris Smith (IT); Chris Strugar-Fritsch, Heidi Rank (Facilities); Jonathan Bissell, Julian Branch, Pcyeta Stroud, Andrea Vizenor (Workforce)

### Meeting Minutes

#### 1. Welcome and Check-in

Alex Kramer called the meeting to order at 11:02 am and welcomed members and guests to the July 20<sup>th</sup> Management Council Meeting.

#### 2. Review and Approve Agenda

Alex Kramer presented the July 20<sup>th</sup> Management Council Meeting Agenda for review and approval. The agenda was approved as presented.

#### 3. Announcements, Sharing of Important Information

Alex Kramer opened the floor for announcements and sharing of important information.

- Reminder to complete the CSM Antiracist Climate Survey Campus Climate Survey – Hilary said that the survey was sent via email by Acting President Kim Lopez on July 8<sup>th</sup> and it has also been included in the Bulldog Bulletin. She mentioned that the results of the survey will be shared with the entire campus to promote further dialogue and action, including focus group discussions to gather additional feedback. The results will also be used to identify things we do well in the interest of educational equity while also identifying areas that need to be strengthened.
- ICE's Student and Exchange Visitor Program (SEVP) – Lizette reported that the Trump Administration has pulled back its decision that would have required international students to leave the country if they were only enrolled in online classes. She said that the SEVP policy announcement was very dramatic for international students and some students decided to go home as a result. She shared that CSM is working with students to provide the support they need. She stated that the reversal of this policy has been very good for international students but also for the campus at large. Micaela shared that CSM has updated the Fall enrollment to an estimated number of 205 international students but will continue monitoring and updating it.
- 2019-2020 Year-End Closing. Ludmila shared that Business Office is closing the 2019-2020 books. She asked managers to respond to any year end approvals immediately to avoid delays. She thanked managers for their support.
- Krystal invited Management Council members to partake in the traditional classified employee

appreciation celebration, which due to COVID-19, this celebration has not taken place. She said that following this meeting, she was going to send an email to all members asking for suggestions and hoping that they are available to plan this event together.

#### **4. Approval of July 13, 2020 Meeting Minutes**

This item is being carried over to the August 10<sup>th</sup> Meeting.

#### **5. Zendesk Information & Update**

Chris Smith, Director of Web Services, provided an update on Zendesk. Chris said that ITS is looking into Canvas/single sign-on help center for students and they are looking at Zendesk among other helpdesk providers. He said that ITS expects to have a short-term solution for students and to rollout the new helpdesk center during the Fall. He stated that this new helpdesk center won't be replacing the current ITS helpdesk center.

Chris said Zendesk helpdesk provides support in different ways such as via phone, email, chat and a webform which provide different ways to create a help ticket. He said that students that have used the Zendesk helpdesk have reported they have liked the different levels of communication it offers.

Chris shared that ITS wants to provide a platform like Apple Genius Bar to students to answer questions immediately by an expert by either phone, chat, email, or even Twitter. He said that ITS is looking for one solution for students and to integrate something like Genius Bar to the online [Virtual CSM Campus](#). He said that he would come back to present the new helpdesk for students services once they have the new system in place.

#### **6. Gartner on Remote Proctoring Information & Update**

Daman Grewal, Chief Information Officer, provided an update on Proctorio. He explained that Proctorio is a designed program that looks into the integrity of a virtual exam and prevents cheating on a test. He said that when ITS uses tools like Proctorio, they have to make sure that they are using all the safety protocols. He said that the goal for this product is to be in a lock state when the student is taking an exam online so they won't be able to be switching screens on the computer preventing any cheating during the exam. He said that this platform is new for ITS and they are exploring it. He stated that all the sessions locked by Proctorio during a test are destroyed at the end of the week. *He also mentioned that if a faculty member is planning on having the camera on during the class, it has to be stated on the course description so the students are aware of it. He shared that this procedures and guidelines are being discussed at the Faculty Senate.*

#### **7. ADA Assessment**

Chris Strugar-Fritsch, Director of Capital Projects, provided an update on CSM ADA Assessment Plan and introduced Heidi Rank, ADA Plan Project Manager. He said that the ADA Assessment Plan has two main components: 1) Transition Plan which is the part that addresses the built environment such as door openings, sidewalks, toilet rooms, grab bars, etc., and 2) Self-assessment which is the part that evaluates how services are delivered such as instruction to students, services to the general public, successful sport events, effective website, etc. He said that it provides a very comprehensive look on how services are delivered throughout the campuses including access to purchasing, professional services, community services, medical services, emergency services, evacuations, assistance to people that need help in medical emergencies, etc. He said that to complete this part, surveys were sent out last Fall semester to the different constituent groups for their feedback and comments. Heidi then collected survey responses and Sally Swanson analyzed and processed them. Thereafter, they produced a draft report from the self-

assessment survey results. He said that Sally Swanson and Associates are consultants for the district that has also provided a physical inspection of all the facilities and checked all the grounds to make sure that all toilet compartments, sinks, door knobs, signage, etc., were in-compliance. He shared that 6,000 barriers were identified to be mitigated districtwide and an action plan has been produced to mitigate the physical barriers. The implementation will take approximately 10 years to complete. A funding plan with resources is to be determined.

Chris shared that there will be two public presentation webinars to present the draft of the ADA Assessment Plan and after that it will be posted on the college and district websites in early September. They will be available for public review and comment. He said that the public will be notified and they will be able to review and submit questions and receive answers. The ADA Assessment Plan will then be taken to the Board of Trustee for adoption in November or December 2020. He said that they want to make sure that all the stakeholders have the opportunity to participate in this process.

He said that ADA Assessment Plan is a requirement from Title II, as part of the US Department of Justice and Civil Rights Department and the district is complying with it because it is the right thing to do. He said that this plan will be a live document that will be in a centralized location and it will be updated constantly to be in-compliance.

## **8. Guided Pathways**

Allie Fasth provided a summer update on Guided Pathways. She said that the steering committee has been meeting during the summer and working on the clusters. She shared the Guided Pathways Clusters timetable and said that the cluster proposal will be finalized in August and it will be taken through the governance process for feedback and comments: ASCSM, Classified & Academic Senate, IPC; September will be focused on modifications if needed and in October, Cluster proposals will be brought back to the governance committees for adoption. She said that one of the goals is to skill the support team to master the clusters so they can provide support to student around academic, career and community support associated with the clusters. She shared that GP is still building a student advisory committee and asked for recommendations. She said that students can email Allie directly at [fastha@smccd.edu](mailto:fastha@smccd.edu). She invited management council to their Transformation Team Meeting scheduled for Wednesday, August 26th and said an invitation with details will be forthcoming.

## **9. Workforce Taskforce**

Alex Kramer welcomed and introduced the Workforce Taskforce: Jonathan Bissell, Executive Director, Community, Continuing & Corporate Education at CSM; Andrea Vizenor, Dean of Strategic Partnerships & Workforce Development at Skyline; Pcyeta Stroud, Director of Bay Area Entrepreneur Center at Skyline; and Jonathan Bissell introduced other members of the team from Cañada College: Julia Branch and Tammy Robinson; Skyline College: Andrea Vizenor, Pcyeta Stroud and Michael Kane; CSM: Alex Kramer, Heidi Diamond and Jonathan Bissell.

Alex shared that to date, COVID-19 has had an impact in the Bay Area with a dramatic number of job losses estimated at 169,500 in San Francisco and San Mateo Counties and 555,100 job losses for the entire Bay Area, as of April 2020. He said that the three colleges are working together to find a plan to serve those affected by the pandemic.

Julian Branch described the overall mission of the taskforce and said that the taskforce's goal is to act as a vital resource in the response to ever changing workforce development needs in San Mateo County as a result of the COVID-19 Pandemic and an emphasis will be made to serve displaced workers through the

delivery of short and long-term training, development opportunities along with customized services and supports that lead to a prepared workforce for the future, and to support initiatives to return economic and business activities to a healthy state and develop new business and employment opportunities. San Mateo County leaders have created a strategic plan identifying 7 Goals to establish long-term recovery and SMCCCD has been identified as a strategic partner able to support Goal 4: “Support initiatives to return economic and business activities to a healthy state and develop new business and employment opportunities.”

Andrea Vizenor presented the 4 Response Strategies that the Workforce Taskforce identified:

#1) Response Strategy focuses on serving our community members facing job elimination due to the COVID-19 pandemic. The approach is to offer an alternative to our regular education programming that integrates a career focused pathway, course acceleration, a late start date (Mid-September or early October) allowing for parents to get their children situated in their new school environments and finishes in 16, 18, or 24 weeks depending on the program. She said that the programs have been selected based on current and projected long-term labor market trends. They will include integrated employer partner involvement to support access to a job upon completion. She shared that they have started putting together community outreach and marketing ideas and the first resource was a postcard that highlights all the training programs and short videos to promote the training programs as part of Google ads along with Facebook, Instagram, LinkedIn and others.

# 2) Response Strategy focuses on small business recovery to build visibility across the communities of the many services, financial resources, grant funding and one-on-one coaching available to directly support small businesses, especially during this complex time. It also includes a marketing campaign to increase exposure to the many opportunities.

# 3) Response Strategy focuses on the changing workplace due to the Pandemic and culture shifts as a result of remote working, highlighting our community, continuing and corporate education services and customized training packages in critical areas such as “building teams in a remote environment, core technology skill development and leadership concepts such as leading through change and others.

# 4) Response Strategy focuses on lifting our campuses work to support Career Readiness and Job Placement activities as a direct response to community members who need jobs immediately, increasing awareness of how community members can get assistance with job search, resume design, development, interview preparation and expanding their professional networks through LinkedIn.

## **10. WiFi in Parking Lots**

Micaela shared that they continue to work on a districtwide initiative to provide Wi-Fi access to students in college parking lots. Micaela thanked ITS for their support on providing wireless access points in different areas of our campuses. She shared data on access points and said that the access points can accommodate about 100 people within 150’ radius to connect. She shared that they have been working on this initiative and that there are a few items such as bathroom access, that are in discussion. She said that there’s general support for this initiative and hopes to have another update at the next Management Council meeting.

## **11. CARES Funding**

Micaela provided an update to the last CARES funding distribution.

She shared that on June 17<sup>th</sup> the United States District Court issued a preliminary injunction that stated that money can be distributed to undocumented students. She emphasized that it is a preliminary injunction and

at this point no money has been distributed to undocumented students districtwide. She said that they are having conversations districtwide and are waiting to find out if there is an appeal from the Trump administration on this injunction. She said that SMCCCD would be able to adjust the Fall distribution if there's no appeal. She clarified that the models that were presented at the May 11<sup>th</sup> Management Council meeting didn't include undocumented students. She said that CMS received \$2,042,860 of CARES funding and is allocating \$1,532,145 in direct student aid.

Claudia shared that approximately \$974,000 has been disbursed to 1,200 CSM students. She said that CARES Funding Disclosures are required to be publicly disclosed; Public disclosures also provide enhanced transparency, and SMCCCD public disclosures can be found at: <https://covid-19.smccd.edu/department-of-education-required-disclosures-for-the-receipt-and-use-of-cares-act-funds/>

Micaela shared next steps including completing the distribution of the Spring 2020 \$47K balance to Veterans students, continue to monitor updates regarding Oakley v. Devos, Northern District of California, continue discussions with district office and other two campuses about student categories that will be included in the Fall 2020 distribution, continue to update the website for disclosure and transparency, and begin preparing for Fall 2020 distribution

## **12. Other Informational Items:**

Required trainings before returning to work: Micaela said that everyone should have received a Keenan Safe Colleges Online Training Module from the district. This email contains the trainings that each individual needs to complete as a district employee. She asked members to take the time to complete the training(s) and to let their staff know they need to complete the training during work hours. She said that if they didn't receive the email from the district, to contact HR. The trainings are mandatory.

## **13. Draft agenda items for Monday, August 10, 2020**

Alex shared the draft of the agenda for the August 10 meeting and called for agenda items.

- Dual Enrollment Update, Tiffany Zammit
- Cleaning of workplace and safety –Micaela Ochoa

There were no additional items identified. Alex asked that agenda items for the August 10 meeting be emailed to Micaela Ochoa at [ochoam@smccd.edu](mailto:ochoam@smccd.edu) or Alex Kramer at [kramera@smccd.edu](mailto:kramera@smccd.edu).

## **14. Adjourn**

Alex Kramer adjourned the meeting at 12:29 pm and thanked everyone for participating in the meeting and wished everyone to have a good week.

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## **Future Meetings**

August 10, 2020, 11:00 AM – 12:00 PM