

Student Services Council Minutes
September 22, 2020 | 2:30-4:30 p.m.

Present: Emily Barrick, Maggie Barrientos, Lizette Bricker, Karen Chadwick, Tabitha Conaway, Krystal Duncan, Allie Fasth, Alicia Frangos, Estela Garcia, Fauzi Hamadeh, Deborah Laulusa, Claudia Menjivar, Mike Mitchell, Karen Rose Naval, Carol Newkirk-Sakaguchi, Luis Padilla, Charles Phan, Patrice Reed-Fort, Aubrey Kuan Roderick, Nicole Salviejo, Jackie Santizo, Christine Su, Steven Trinh, Makiko Ueda, Carol Ullrich, Tiffany Zammit, Natalie Zamora

Guests: Alex Guiriba, Kelsey Harrison

Welcome, Introductions

Lizette welcomed newly hired staff and reviewed the purpose and function of the Student Service Council. The purpose is to promote communication between the Vice President, Student Services and Student Services Departments. The function is to discuss matters related to student services across programs and services, to advise the Vice President of Student Services, and to oversee student services program review and assessment.

Lizette shared how closely her family is connected to community colleges and the programs and wraparound services they offer for student success. Because of her personal connection with community colleges, her “why” is serving students. Lizette encouraged all to connect to their why. She shared a video clip in which Michael Jr. stated “When you know your why, your what becomes more impactful because you’re walking towards or in your purpose.”

Lizette’s goals for this academic year are serving students through equity; connecting with staff, faculty and students; centralizing historically marginalized students in every decision and strengthening student connection through the student services council.

Updates

- It was recently announced that CSM is in the top three (3) community colleges in the nation.
- Chancellor Claire outlined the timeline for hiring the new CSM President, which is due to conclude in the spring.
- At the September 23rd meeting, the Board will discuss and decide if spring 2020 will be remote.
- Drive up (parking lot) wi-fi started at the beginning of the week, attendance numbers may be lower because of the bad air quality from the fires
- Bulldog Bulletin for students was first issued in July, and has been released biweekly. If you have an event to promote or student to highlight, email Dave McLain the information. The Bulldog Bulletin for students can be found at <https://collegeofsanmateo.edu/studentnewsletter/>.
- Encouraged all to take advantage of all professional development. Some of the recent professional development opportunities include IMPACT equity implementation, Racial Justice Training Forum, and Creating Gender Inclusive Schools. The District also offers the Professional Development Academy (PDA), which includes a series on self-care. Information and registration for the self-care series is available at <https://www.pda.training/health-mindfulness>.

- Colegas, a professional development organization that works with Latinx professionals, offers an inspiring webinar series. Sign up for any series at website: <https://ccolegas.org/professional-development> or watch some of the past webinars at <https://ccolegas.org/professional-development/webinar-recordings/>.

Tech Share

EOPS started using Microsoft Sway as their student newsletter platform when the College went remote. One of the advantages in using Sway is that it provides a static link; EOPS staff can make updates to the newsletter without any change to the links or how students access the document. Sway also provides analytics such as the number of views, average time spent on a page, etc. to give insight on how students interact with the document. The EOPS Resource and Student Guide is housed on their web site and can be viewed at <https://sway.office.com/FBcMKOkIRLATEdht?loc=swsp>. Sway is available through the District.

EOPS also offers drop-in hours via Zoom. On their website, they list staff with pictures, availability and a hyperlink to their Zoom meetings. This has been extremely beneficial as it gives the student more personal and real-time interaction with the staff. An example of what student see on their website is at <https://collegeofsanmateo.edu/eops/onlinehours.php>. EOPS also forwards their main line to a Google voice number that routes to all staff's cell phones at the same time and is answered immediately. Students appreciate the immediate connection and access to EOPS staff and services.

Admissions and Records activated the Zoom chat feature when staff started working remotely. The advantage of all staff being on Zoom chat is that it mimics an in-person experience for the staff. Staff is able to ask a question and get an answer from their colleagues instantaneously. A&R has also used Microsoft Teams, which is similar. Slack is another app that has been used for communication between staff.

Lizette suggested that ScanPro might be a good option for some. ScanPro is a phone application that converts scanned documents to a PDF, and is useful for low volume scanning.

Lizette encouraged all to look into some of these ideas to implement in their programs. The number one concern from students was the ability to connect with staff. Implementing some of these technological pieces may promote better connections with students.

Resource Requests

All resource requests are due October 2, 2020 at 4:30 p.m. with no grace period. The request form may be accessed online. The Budget Augmentation section is a new section for requests that do not fall under Instructional Equipment, Materials and Software, and are more in line with operational expenses. Lizette asked all to work with supervisors so they understand the request, as they will be advocates. Tabitha asked for clarification as to which category would include requests for adjunct faculty. Lizette will check with Mike Holtzclaw and report out to the council. Program Review resources and guidance can be found at <https://collegeofsanmateo.edu/programreview/>

Guided Pathways Update

Allie introduced the Guided Pathways Steering Committee (Alex Guiriba, Kelsey Harrison, Carol Ullrich), and explained that Guided Pathways was formed to examine and assist students' academic journey from start to finish. When mapping out the plan, the committee connected with many student groups, particularly Learning Communities and students from disproportionately impacted groups, Student Ambassadors, etc. to inform and guide investigation work. The committee also worked in collaboration with strong work force and equity to be part of the EMP implementation group.

Guided Pathways also worked closely with instructional faculty and examined data that included course overlap and math alignment to construct clusters. It was also clear that CSM encouraged student exploration of pathways. The six clusters identified are Arts & Media, Applied Technology, Business Management & Public Service, Health & Wellness, Language Arts & Social Sciences, Science & Engineering in addition to Student Exploration. In each of the six broad areas, there is a list of programs available in those areas as well as career information. The six areas will have a support team that may include classified staff; faculty from instruction, counseling and library; a student representative and administrative support. Allie asked for feedback on support team membership, revision to language that will be student friendly and information that should be included for students' support systems (family, etc.).

Lizette asked if students will be required to identify the community/cluster they want to pursue when onboarding, and how Student Explorers will be identified. Allie responded that students will identify an area, but have not yet discussed if Student Explorer would be an option up front.

Allie added that career and salary information at a national level is not accurate information to give our students in the bay area, and conversations are currently happening on how to acknowledge that. The Guided Pathways team is soliciting feedback on the draft of Academic and Career Communities. Encouraged all to provide feedback by completing the questionnaire at <https://forms.gle/QtRTq5iSZvsEyu188>.

Program Updates

Carol Ullrich: Welcome Center went remote about the time they were going through PEP, so high school students completed orientation and group counseling online. 820 students completed group counseling sessions. Because this method of academic counseling went so well, there's potential in continuing the practice when all return to campus. The Welcome Center also conducts open Zoom hours daily. The Center's biggest challenge is the lost opportunity for face-to-face interaction with students.

Jackie Santizo: The Multicultural Center and Dream Center lost Sylvia to retirement, which was a challenge, but is now fully staffed; Paula is back and Jenny is now their permanent counselor. Although the MCCDC serves undocumented/AB 540 students, LGBTQIA+ students, foster youth and ESL students, they are also trying to fill the gap to serve students who are not connected to any program. The Center is also transitioning to being a consciousness development center. MCCDC is hosting digital drop-in hours for academic support and to engage in consciousness development conversations. Jackie invited all to join the October 30 Safe Zone meeting, the upcoming meeting to plan activities for Undocu-Week and the Educational Equity Committee meetings on the 1st and 3rd Tuesdays of the month

from 2:00-4:00 p.m. Please subscribe to the MCCDC newsletter at <http://eepurl.com/dG9VOD> and check out MCCDC on Instagram @csm_mccdc.

Tiffany Zammit: Dual Enrollment coordinated efforts with an outreach team from the Welcome Center, A&R and college recruitment to do virtual student presentations, and streamline work by moving some forms to Form Stack. There are currently 5 sections of dual enrollment in the fall and Tiffany is looking at offering 7-8 sections in the spring. Recently Warren Shelby was hired as the Promise retention specialist. Reported that from the original 2018 Promise cohort of 485 students, 20% are two-year graduates.

Luis Padilla: Luis reiterated that going remote has changed the way students are serviced. Because of the way Veterans are awarded benefits, he had to monitor the VA and Congress' actions. Initially student benefits from taking a remote class would be the same as taking an online class. This meant benefits would be substantially lower for veterans during this remote environment. Congress finally approved that they would not change veterans' benefits. The Veteran's Centers at all three colleges formed a Veteran's Task Force and is now working with San Mateo County to create a resource line for veterans that satisfy basic needs (food, transportation, etc.). An event which will provide veterans details on how to access these grants will happen soon.

Alicia Frangos: The amount of emails and inquiries have been a big challenge in the student success area. Some processes were streamlined, and a Zoom front desk was set up to serve students. Over 300 students were reinstated and are now in classes, and many workshops are being offered. Alicia is also looking to program students who are not connected with a particular program, much like MCCDC.

Patrice Reed-Fort: Transitioning to remote environment fast tracked a lot of initiatives for EOPS, such as transitioning to electronic notes and files. They partnered with their counterparts at Cañada and Skyline, and now have a district-wide EOPS online application. Once application is completed, students will hear back from staff regarding eligibility within 24-48 hours. EOPS now has a Canvass shell with a module that houses basic needs information for students. The staff also is working collaboratively with the Promise scholar program to streamline processes for shared students. Please encourage students to apply to EOPS, the application will be open for a while.

Karen Chadwick: Financial Aid/Scholarship also had a lot of paper that was converted to electronic documents. They have a DropBox for financial aid, and some forms are now housed in students' WebSMART accounts; once those forms are completed, they move to Form Stack. For scholarships, the three campuses decided to create eight (8) short Financial Aid/Scholarship videos to guide students through the process. They are looking to complete and upload videos to the Financial Aid web sites by November, when the application period opens. Financial Aid workshops have been happening all semester. They are ready to launch 2021-22 new FAFSA and Dream application. Information on the FAFSA and Dream application workshop can be found at https://collegeofsanmateo.edu/finaid/docs/2122_cfc_flyer_4.pdf.

Makiko Ueda: Transition to a remote environment was tough, but personal counseling was able to make a smooth transition with the help of their tech savvy interns. Makiko reported that they offered a series

of workshops during Wellness Week, which went well. They are planning to offer the series again in the spring semester. A video was also produced for wellness services (personal counseling, SparkPoint and health services), and will be available on their web site and Facebook. The video may be viewed at <https://youtu.be/QJhaOh5-7RA>. Makiko reminded all that peer educators are also available for students.

Natalie Zamora: ASCSM is using social media to connect with students. They hosted a welcome week and LMI, but they didn't go as well as planned as some of the activities were at the same time classes were in session. Cultural Awareness Board will hold Native American Day on September 25 to educate community about different cultures.

Maggie Barrientos: The Child Development Center's biggest challenge is that they are currently closed and not able to serve and support children and their families. They are offering workshops and support for families in a remote environment. The staff is planning a Dad Café in a couple of weeks. They have been working with partners to recruit a group of dads to pilot the first café, and hopefully it be a monthly event. Working remotely has allowed CDC to partner more with their counterparts at our sister colleges as well as the EOPS departments in finding ways to provide support and resources to students and their families.

Nicole Salviejo: During Wellness Week, Nicole provided the community with resources regarding tenant rights. CSM SparkPoint participated in a rental relief assistance program which provided rent relief. 248 students applied and 10 were selected for rental relief for October. The students who were not selected were referred to their local core agencies to help guide them through the application process. Skyline continues food distribution every Wednesday, and serves 1000 households. CSM food distribution is every Friday from 11:00 am-1:00 pm.

Fauzi Hamadeh: In spring, the student government held first completely online elections, which was contested. This year's student leadership is very diverse group and is doing a great job in representing students on committees and various groups on campus. The Advocacy and Cultural Awareness Boards each have 15 student participants. Zoom fatigue is a challenge, as is finding advisors for clubs. ASCSM will be rolling out a "Get Out and Vote" and voter education campaign, offering classroom presentations. Reminded all that the deadline to register to vote is October 19.

Christine Su: One of the career center's challenges is not having face-to-face interaction between career recruiters and students. In this environment, she has been working more on the student success portion of her job, working with faculty and outreaching to students who are having difficulty in the classroom. She is also setting up a Canvass shell for career services which will have a "Meet Your Major" option, where students can click on faculty members' pictures and find out more about a particular academic/career path.

Claudia Menjivar: There have been quite a few federal and state changes that benefits students regarding the Financial Aid award amounts, loan amounts and student eligibility. Financial Aid has been working closely with IT to communicate changes and to set up Banner for changes. They also took advantage of various platforms such as DropBox, Form Stacks, and Adobe Sign to provide better services

to students and more security when they upload documents. Financial Aid workshops are ongoing. Cash for College workshops are scheduled for October through March, before the March 2nd deadline. CARES grants will be awarded for fall semester soon, and reminded all that the CARES grants will be awarded to undocumented students as well. One of the biggest challenges is that lenders are still sending paper checks, which requires endorsement. Financial Aid staff is meeting students at locations close to CSM to get checks endorsed, if students owe the College money.

Steven Trinh: Steven reiterated that the loss of in-person interaction has been a huge challenge for Admissions and Records. During this environment, CSM has been working more closely with Cañada and Skyline to be more cohesive in practices. A&R has also been working with other departments as well as Karrie and Will to get the CRM up and running. Dates for spring and summer 2021 have been sent out to departments for distribution, but let him know if you still need them.