

Student Services Council Minutes
October 13, 2020 | 2:30-4:00 p.m.

Present: Emily Barrick, Maggie Barrientos, Lizette Bricker, Karen Chadwick, Tabitha Conaway, Alicia Frangos, Estela Garcia, Fauzi Hamadeh, Deborah Laulusa, Mike Mitchell, Karen Rose Naval, Luis Padilla, Patrice Reed-Fort, Aubrey Kuan Roderick, Nicole Salviejo, Jackie Santizo, Aaron Schaefer, Christine Su, Steven Trinh, Carol Ullrich, Tiffany Zammit, Natalie Zamora

Guests: Priscilla Menjivar, Deborah Nguyen, Warren Shelby

Welcome, Updates

Lizette welcomed all to the meeting and thanked everyone for their dedication to our students, acknowledging that working in a remote environment is challenging.

The Board approved that the District will continue to operate remotely/online in the spring. San Mateo County is currently in the red tier and as we move through tiers, the District will provide updates through IPC and College Town Hall meeting, which are both recorded and posted online. Conversations are currently taking place of which services can be brought back on campus as we move through to less restrictive tiers, being mindful that social distancing and safety protocols must be observed. There is recognition that students' needs include providing study space on campus.

Reminded all of Flex day on October 14. Whenever Flex Day occurs during the middle of the semester, Student Services is closed so all can attend. Lizette encouraged all to attend, especially Classified Staff.

The Deans are currently discussing prioritizing of Resource Requests, after which the discussion will continue with Cabinet. The campus community will most likely know which Resource Requests are granted before the winter break.

Undocumented Student Week of Action is on October 19-22 and the Bulldog Bulletin will publish a detailed list of activities during the week. Lizette reminded everyone to utilize the Bulldog Bulletin for any announcements for our students. Recently Lizette and Dave McLain brainstormed with the Associated Students to find ways to increase readership.

The Faculty/Staff Service Awards is scheduled Thursday, October 29 from 2:00-3:30 pm. If there is anyone that you know that have worked in the District in increments of 10, 20 or 30 years that are not on the list, please let VPSS Office or CR and Marketing know as soon as possible.

SSC Membership and Mission

The original intent of the Student Services Council was for the Program Leads to communicate with the VPSS. Lizette reviewed the purpose and function of SSC, as stated in accreditation materials and reviewed at the September 22nd SSC meeting. Lizette welcomes an evolution of the purpose and functions of SSC, though one of the functions – “to oversee student services program review and assessment” – will remain the same. If there is a need now that could be met through SSC, it should be explored.

Lizette reminded the Council that Equity work and the IMPACT Grid should be incorporated in program review and assessment. Professional development is another area that was suggested.

Lizette asked the Council how the time at SSC should be spent. What should we be discussing at the meetings? Should Council membership be expanded?

Patrice appreciated the opportunity to get updates as to what is happening in their respective areas. She likes hearing the new and innovative things people are doing so others can make some adaptations and applications in their areas, if necessary.

Carol U. suggested that SSC should include more than the Program Leads as this is an opportunity for all student services to be involved. There are no “programs” in Admissions and Records and Cashiering, but they are front-facing services, and their input at SSC can be helpful. She suggested that all student services staff attend the meeting.

Tabitha suggested that we may consider inviting staff who work in Instruction but function more on the Student Services side.

Many of the Council members agreed that SSC meeting should include all of student services for now, and members of the Instruction staff may be identified later to join.

Jackie suggested that we look at other college’s Student Services Council (or the like) meetings look like and what their best practices are. Different models of SSC can be reviewed to find the best fit for CSM.

Nicole suggested a shared calendar of important Student Services events. This could eliminate planning conflicting events for student as well as a way to support with outreach. Tabitha added that although the College has an event calendar, the activities on the College Event Calendar are ones that have been finalized. There is a need for a calendar which also includes events that are tentative so departments are able to plan activities around each other. Suggestions for a shared events calendar included a Google calendar and a student services event email. Lizette will reach out to Dave McLain to see which types of calendars can be integrated with the College’s Event Calendar.

Lizette reminded that Program Review is due in Fall 2021, and all should start thinking about what types of research and data collection should be done during spring and summer. Emphasis was put on how data can tell a story of how programs currently support students and which areas need more support in order to meet the metrics of the program and the needs of the students. Must incorporate equity in Program Review, and will invite Jeremiah Sims to an SSC meeting to discuss the IMPACT Grid.

Program Updates

Tiffany reported that Concurrent Enrollment served 712 unique students in Fall 2020. Dual Enrollment served 111 high school students in 5 sections of classes. 20.8% of 485 Promise students in first cohort graduated within two years. This number may increase once summer degrees are conferred. They are currently working on a Wellness Week in partnership with the Wellness Center.

Aubrey reported that COVID-19 has had a big impact on the international student population because of travel and immigration restrictions, and CSM has experienced a decrease in international student enrollment for Fall 2020. However, student retention is currently at 100% for the fall. The Global Online Learning pilot program has 34 students enrolled, 100% are overseas. She reminded the Council that International Education Week is November 16-20, and there will be many speakers and interactive activities.

Aaron reported that student government involvement has increased approximately 30% compared to last year. Participation on ASCSM's Boards have been consistent with very little drop-off. The Club Fair will take place on 10/13 and 10/14 from 5:00-6:00 p.m.

Steven reported that Evelyn Bench was recently hired as A&R's Office Assistant II. Evelyn will be the liaison for different programs and cohorts. Approximately 196 students applied for Summer 2020 degrees, and A&R will start conducting final degree audits soon.

Jackie reported that MCCDC has five interns who have been attending meetings and working with Jeremiah on the anti-racism survey. The Center's interns are collaborating with EOPS, MESA for Transfer Tuesdays. Undocu-week is October 19-23 and flyer and activities shared with the group including workshops on Human Rights, Mental Health, a Q&A session regarding immigration policy and MCCDC's "At the Root" podcast launch.

Luis reported that the VROCs from the three campuses have partnered with San Mateo County Veterans Office and the EDD to organize an Online Open House on November 10 at 12:00-1:30 p.m., which will focus on basic needs resources. This will be the first in a series of open houses. CSM VROC had an increase in student Veterans in the summer and a slight dip in the fall.

Karen reported that between June - September, financial aid has held nine virtual workshops in which 294 students were served. Financial Aid is hosting a FAFSA and Dream Act presentation-style workshop on October 14. All subsequent workshops will be hands-on workshops, will focus on either FAFSA or Dream Act, and will run through March 2, 2020.

Emily reported that Wellness Week, Part 2 will take place on October 26-29 with workshops on a number of health and wellness topics. Students are now able to schedule telemedicine appointments, view records or submit forms – including intake forms – online. Personal counseling appointments will still need to be made by phone call or email. An analysis of the type of visits the Health Center has been experiencing during this remote environment showed that students visited the Center for illnesses, TB screenings, family PACT services, injuries and birth control. Health Center follow-ups comprised approximately 50% of student engagement.

Nicole reported that SparkPoint recently hired a student assistant to help with social media. 485 students are enrolled in the food voucher program and receive a \$75 monthly benefit at the end of the full 3rd week of the month. This semester, 22 CSM students have self-identified as being homeless.

However, only five students responded to the College's repeated outreach to provide resources and services. All five students were connected to programs and received financial aid.

Natalie reported that ASCSM's Advocacy Board is dispensing information and encouraging students to vote. ASCSM is having some fun challenges for students during October.

Carol U. reported that the Welcome Center Advisory Committee will meet in November to start thinking about getting HS seniors on campus. Since going remote, ESL students now are going through guided self-assessment with Carol or Karen Rose through Zoom, connecting students with MCCDC or setting counseling appointments. Over 95 ESL students have been serviced.

Christine reported that she's been working with faculty on student outreach and engagement as well as career services. 40 faculty requests were made to outreach to students. To date, 36 students have been contacted and issues resolved. Career services will conduct a resume workshop on October 22, as well as upcoming workshops on how to use Road Trip Nation and Job Seeker.

Patrice reported that EOPS experienced a little over 20% decline in enrollment, which is expected since some of requirements can be challenging to maintain in an online learning environment. The State Chancellor's Office relaxed the full-time status requirement to 9 units, but that still has been challenging for some students. However, engagement with the students has been consistent. Progress reports were sent out in September and they received 80% response rate. Feedback from progress reports will help inform programming moving forward. EOPS is working collaboratively with MCCDC on Transfer Tuesdays and is providing additional dedicated time on alternate days to assist students with transfer application. In partnership with Star Vista and Maggie Barrientos, EOPS organized the first monthly Dad Café.

Alicia reported that there are fewer probation and dismissal students because there are fewer students registered. 631 students are on some level of academic probation or dismissal. 63 students are now in good standing after going through the On Track Program. 210 students are currently registered voluntarily in the On Track Program, and approximately 130 students returned to good standing after participating in the Program in the last year. Student Support Services is sponsoring a workshop on balancing work life and school on October 14.

Mike reported that the first virtual Transfer Day was a challenge, but 70 college representatives attended, which is more than CSM typically has when holding the event on campus. Close to 400 students submitted TAGS, which is about 100% higher than what CSM has had in previous years. The Transfer Center has been presenting in classrooms and has offered workshops on transfer and TAG for AGS, PTK, Promise, Umoja and Transfer club. The Transfer Club officers have been leading workshops at club meetings from a student perspective.