

Student Services Council Minutes
November 10, 2020 | 2:30-4:00 p.m.

Present: Emily Barrick, Lizette Bricker, Karen Chadwick, Tabitha Conaway, Krystal Duncan, Alicia Frangos, Allie Fasth, Deborah Laulusa, Claudia Menjivar, Mike Mitchell, Karen Rose Naval, Carol Newkirk-Sakaguchi, Luis Padilla, Aubrey Kuan Roderick, Nicole Salviejo, Jackie Santizo, Christine Su, Makiko Ueda, Carol Ullrich, Tiffany Zammit, Natalie Zamora

Guests: Priscilla Menjivar, Warren Shelby

Welcome

Lizette reminded all that the Faculty/Staff Service Awards was rescheduled to Thursday, December 3rd from 2:00-3:30 p.m.

Post-Election Check-In

Lizette wanted to all to check in with each other, not only about the recent election, but also about how all are generally faring in this extended remote environment and through the recent public social justice awareness/uprising. How is everyone doing? How have the last few weeks impacted you? Lizette gave the Council some time to check-in in small groups.

Lizette polled the Council the following questions:

- In one word, how are you feeling today? Responses included relaxed, overwhelmed, tired, worried and grateful.
- What do you miss most about being on campus? Responses included interactions with staff and students, lunch hangouts, office parties, the view and being with same-aged people.
- What are our students experiencing these last few weeks? Responses included panic, stress, Zoom fatigue, joy, extra jobs, and hope.
- What more can we do to support our students during this time? Responses included listen to them, reach out to them, continue to communicate, be as flexible as we can and show compassion, and have more staff/counselors available to support.
- What gives you hope today? Responses include faith, family and friends, the next generation, that we will help each other through this, and our students' perseverance regardless of their circumstance.

New Structure of Student Services Council

After discussing ideas of what the new structure of SSC could be at October's meeting, Lizette met with the Student Services Deans and came up with a list of feedback and proposals. Feedback included sharing new and innovative things, a shared calendar of important events, and to open SSC to other student services folks and possibly other programs (i.e., Learning Center).

Lizette proposed that SSC meet from 2:30-4:30 p.m. instead of 2:30-4:00 p.m. The first hour will be spent discussing business. Agendas will be sent out at least a week before the meeting so that people can decide if they want to attend the meeting based on agenda items. The second hour will be spent on

program updates. This format will provide flexibility so more or less time can be spent on business, as needed. We will continue to send Outlook invitation to SSC meeting to the program leads.

We recently met with Dave McLain about shared calendar options. The District is currently in the process of procuring a new calendar system that will address student services shared calendar needs. Dave will demo the calendar once the District finishes procuring the system and the roll out nears.

Data and Promise

How do you show that the service that you're providing or the program that you're developing if (a) serving the population that you want to serve, (b) matching up to other goals and objectives that we have, or (c) if it's effective? Who and how do we service our students? Three areas of consideration are (1) Equity Metrics, (2) Educational Master Plan, and (3) Program Review Template.

CSM's Equity Plan has metrics and goals, identifying who our disproportionately impacted groups are, who we should be focusing on and how are we going to achieve our goals. This document is one of the most important planning documents to start incorporate into our planning.

The Educational Master Plan (EMP) identifies what we are going to do, i.e., create equitable opportunities for all of our students, support our students' aspirations, commit to progressive and innovative teaching and learning. The EMP gives some general overviews of how this was going to be accomplished. It's up to us to incorporate this into our planning and determine how we aligning to the EMP and Equity Plan.

Discussion around data is steering all to get ready for Program Review. Although Program Review is due in Fall 2021, the planning and data gathering should start now. Data could include quantitative and qualitative information. Our current draft of Program Review does not reflect EMP and Equity Plan, so it will have to be updated to include those areas. Lizette reviewed the current Program Review template.

What data do you need to tell your program's data story? How do you make programmatic changes to meet our students needs and address equity gaps? The goal is to create standard data sets, identify program specific data, and use data to help support our disproportionately impacted student populations.

The Promise Program was able to put together a data set that's reflective of who they serve and how they serve students. Tiffany shared a one-page document which contains data about the Promise Program students, and gives a snapshot of who Promise serves. She shared some of the data Promise receives. After comparing data, the program takes a step back to look at the big picture, questions who is missing in some of the success rates, and strategizes how the program could better support students. Data is requested every semester to update data sets and coding. Tiffany also shared a District report that contains Promise data that includes enrollment information, financial aid and promise applicants and retention and graduation rates for each cohort.

If a program serves all students (A&R, Financial Aid, Assessment), there are specific things that can be looked at to measure for Program Review. For example, A&R can look at degree evaluations (who

requesting, denial rate, etc.), and Assessment can look at areas like PEP. Programs may ask what part(s) of the program we really want to know if it is effective or equitable, or doing what we want it to do. We can look at aspect of a program. SSC will provide support to look at areas we can measure for those programs that serve the entire student population

The first hour of December's meeting will be spent discussing what type of data we have that already works for programs and what data is needed. We will then see what data sets are common for most of our programs, and which data sets can be for specific areas. Tagging also needs consideration to identify students in programs. Tiffany offered to help support the Council in looking at their data and tagging.

Program Updates

Nicole If have any students who have had issues accessing their Safeway or Target incentives from the District may email Nicole. The issue was on the vendor side and is reported as resolved, but students may contact Nicole if they are lost with managing their vouchers. Reminded all that January is the only month this academic year that students will not receive incentives; Nicole will contact students and provide them with outside resources.

Emily reported that the Wellness Center is partnering with San Mateo County to offer free drive-up or walk up flu shots at all campuses. Intended for District students, faculty and staff but will not turn away anyone as long as they pass the medical screening. CSM on Wednesday, November 18 from 12:00-3:00 p.m. in Hillsdale parking lot. Skyline will offer flu shots on Wednesday, December 2 from 2:00-5:00 p.m., and Canada will offer them on Wednesday, December 9 from 12:00-3:00 p.m.

Makiko reported that CSM Active Minds is hosting Kyle Roberts next Wednesday, November 18 from 3:00-4:00 p.m. to talk about Mental Health through Music. All are invited to join.

Jackie reported that the student podcast is now live at <https://anchor.fm/at-the-root>. If you missed the Undocu-Week closing event, you can now access the podcast.

Krystal and Lizette reminded all to continue to enter activities/events in the College's calendar. Events that are tagged as Student Services' events will appear on the VPSS calendar at <https://collegeofsanmateo.edu/vpss/calendar.asp>. All events in the College's (current) calendar will be moved to the new calendar system.

Alicia conducted a test anxiety workshop, and will conduct another workshop on December 3.

Mike Mitchell reported that an email had been sent to students in September, reminding them of the TAG process. In October, CR & Marketing emailed students to remind them of the deadlines and also put it in the Bulldog Bulletin. All this is was in addition to the normal presentations and emails that usually come out of the Transfer Center.