

Student Services Council Minutes
December 8, 2020 I 2:30-4:30 p.m.

Member Present: Emily Barrick, Maggie Barrientos, Lizette Bricker, Karen Chadwick, Tabitha Conaway, Gloria D’Ambra, Jennifer De La Cruz, Krystal Duncan, Allie Fasth, Alicia Frangos, Estela Garcia, Fauzi Hamadeh, Deborah Laulusa, Claudia Menjivar, Carol Newkirk-Sakaguchi, Luis Padilla, Patrice Reed-Fort, Aubrey Kuan Roderick, Nicole Salviejo, Jackie Santizo, Aaron Schaefer, Christine Su, Steven Trinh, Makiko Ueda, Carol Ullrich, Tiffany Zammit, Natalie Zamora

Guests: Priscilla Menjivar, Deborah Nguyen, Warren Shelby

Welcome

Lizette acknowledged that things are increasingly difficult for our students and staff. She shared a podcast Unlocking Us with Brene Brown (<https://brenebrown.com/podcast/brene-with-emily-and-amelia-nagoski-on-burnout-and-how-to-complete-the-stress-cycle/>) in which she talks about burnout. The podcast discusses what causes burnout, what it does to our bodies, and how we can move through the emotional exhaustion. Three things happen that lead to burnout. They are:

1. Emotional Exhaustion: Fatigue that comes with carrying too much for too long
2. Depersonalization: The depletion of empathy, caring and compassion
3. Decrease Sense of Accomplishment: Feeling that nothing you do makes a difference

All three things not only cause burnout, but also impact our bodies; it shows up physically. The podcast points out that it is about caring for each other rather than self-care, we should lean on/lean with/pick each other up and that stress is not the problem, it’s being stuck in it.

The cure for burnout isn’t and cannot be self-care, it has to be caring for each other. “Self-care requires a bubble of protection of other people who value your well-being at least as highly as you do.” Encouraged all to listen to the podcast to gain strategies to deal with the stressors. Reminded all that they ways to complete the stress cycle include physical activity, breathing positive social interaction, laughter, affection, a big ol’ cry and creative expression.

Before Makiko led the group through a mindful breathing exercise, she emphasized that stress is not a bad thing, and stressors are usually out of our control. She pointed out that we don’t necessarily have to complete the stress cycle so you are back to 100%; incremental progress is good. Don’t stress out about stress management!

The Educational Master Plan and Equity Metrics was sent out to all membership with the intent of collecting data this spring in preparation of submitting Program Review in the fall 2021. Last year, the campus was working on a simplified Program Review template. Academic Senate is the governing body for Program Review, and they had some concerns about the format, so worked stopped on the template until they could review and address their concerns. Lizette will be reaching out to Arielle Smith and continue the conversation.

Lizette will work on getting an Academic Senate approved template in January, and will refine what is needed for Program Review in the spring.

Program Updates

Maggie reported that CDC has been working on reopening the Center. They made a presentation to EOC reopening plan as to how they would keep the children and staff safe for a reopening. They are hoping for a spring reopening to bring back some children and families and then moving forward through summer and fall to bring program back to capacity. They continue to support families through parenting workshops, dad cafés and community meetings. There is still time make a holiday donation to support our CARES and CalWorks student families. <https://foundation.smccd.edu/CWS-CDC-HolidayDonations.php>

Tiffany reported that dual enrollment is expected to be double in size from fall semester. They will start spring registration next week. The concurrent enrollment team has been presenting workshops and will continue to do them in January to onboard students. Promise is currently conducting transition meetings. Also working with students that have been disengaged and doing wraparound meetings with counselors. Promise applications for the fall 2021 cohort will open in January 1, 2021.

Aubrey reported that the International Program is keeping students engaged and enrolled especially during COVID. They currently have 343 students in the program. They have 20 new students who are enrolled in their online orientation. Spring has always been smaller number. However, because of COVID and other restriction, we can only enroll new F1 students if they are in California which is an additional factor in the small number of new students in the spring. International Education Week was successful; over 200 people attended and eight countries were represented. As a result of International Education Week, they are working on implementing a CSM Alumni Speaker Series. The goal is to get alumni to virtually engaged with our students, and will use the Guided Pathways six communities as the template. Students will be able to see the pathways alumni have taken with their college majors. This platform will also engage prospective students.

Fauzi reported that the student government and clubs wrapped up their meetings this week. The students are actively planning the welcome week and club fair in the spring. Elections will take place in April; please encourage your students who would like to be involved or need to be at the table when decisions are being made to run for student government office.

Steven Trinh reported that Admissions and Records will have open Zoom hours, starting off with an hour a day and increase time, as needed. In the spring, Admissions will go back to having extended hours on Tuesdays and Wednesdays (until 7:00 pm). Admissions will create a workshop that their student worker will lead and educate students on topics such as application process and registration process. Steven is working with Valerie Tyler to revamp Admissions web page to reflect new hours.

Claudia reported that they awarded over \$200,000 through the CARES fund, prioritizing foster youth, Promise, veterans, and undocumented students, and will continue to disburse funds every week. She reminded all that students who receive these funds do not need to complete a financial aid application but need have high school diploma, register with selective services (males) and must be enrolled in six

units. Also received over \$50,000 additional funds under the disaster relief emergency funds. They are working with the other two colleges and the district to see out how they will distribute these funds. More information about the CARES fund can be found on the Financial Aid website.

Karen reported that the Scholarship application for 2021-22 is online. However, they are currently experiencing some technical difficulty. Students who have never used Academic Works before or students who forgot their password and resetting their passwords are not receiving their emails from Academic Works to their my.smccd email. Academic Works' engineers and SMCCCD's ITS department are working on fixing the problem. All three campuses are currently manually retrieving the confirmation and sending the confirmation to the student until the problem is fixed. The first scholarship workshop is December 9

https://collegeofsanmateo.edu/scholarships/docs/2021_2022_Scholarship_App_Flyer2.pdf. Cash for College workshops for the high schools have been highly attended. Cash for College flyer is at FAFSA C4C: https://collegeofsanmateo.edu/finaid/docs/2122_C4C_FAFSA.pdf. Dream Act flyer is at CA DREAM C4C: https://collegeofsanmateo.edu/finaid/docs/2122_C4C_DREAM.pdf

Jackie reported that MCCDC will be cohosting their final Q&A session of the semester. This aligns with the recent DACA reinstatement. The workshop will be offered in Spanish and will cover pathways to citizenship and naturalization. Jackie gave a shout out to Tabitha and the pronoun workshop team for the outstanding workshop they put together on personal pronouns.

Luis reported that they are continuing to communicate with students about deadlines and workshops. Veterans received some funding from the Chancellor's Office, so a redesign of the VROC is in process. All three campuses VROC's websites contain a link that distinguishes which classes offered are in person residency courses and online courses. This is important for veterans as there is a difference in benefits for each type of course, in person providing the greater benefit.

Patrice reported that EOPS is doing their best to keep students engaged and connected. They are scheduling in completing their third EOPS counseling contact for the semester. Their transfer application assistance drop-in hours are extended since CSU is accepting application through December 15. Please refer students who need help with their CSU application to EOPS. Students may apply for spring 2021 EOPS through their online application. They are continuing to offer parenting workshops with the Child Development Center to support our CARE and CalWorks students. Holiday donations are still being accepted to support our students in need.

Emily reported that Dr. Jennifer Yang has joined the Wellness Center team. Dr. Yang has 19 years of experience as a pediatrician. In the spring, she will offer telemedicine hours along with the College nurses. Our nurses will continue to offer telemedicine hours on Monday-Thursday from 9:00 am-3:00 pm, and Dr. Yang will offer telemedicine hours on Wednesday from 3:00-4:00 pm. The drive-through flu shot clinic on November 18 was successful; 90 people were vaccinated, 70% were students. Canada College will hold their flu shot clinic on December 9 in lot 1 from 12:00-3:00 pm. Wellness Week Part 3 will be offered on February 8-12. Dr. Yang, Makiko, counselors and nurses will all offer workshops.

Makiko reported that during fall 2020, there was a 25% increase in the number of students using personal counseling services over fall 2019. While it's great that students are taking advantage of personal counseling services, this may also indicate that overall students are more stressed out and need help. The personal counselors are presenting self-care workshops through the Districts Personal Development Academy (PDA) in the spring. Please encourage your colleagues to register and attend these workshops. Active Minds and peer educators continue to be active; they are offering a stress management workshop for students this afternoon.

Nicole reported that all three campuses have been approved for a second round of short-term rental assistance. They will roll out the lottery and application process in mid-January, and will be awarding 15 grants, each at \$1750. SparkPoint is increasing their Bulldog dollars student incentives in spring, so students are able to earn \$500 total for engaging in financial coaching. Funds are distributed through Financial Aid. They are partnering with VITA in the spring, providing free, remote tax preparation conducted over Zoom. Students who are part of the food voucher program will receive a December award of \$75.00 at the end of the week of December 7th. The program will then be on hiatus in January, then pick up in February again. Students who are enrolled in the fall and maintains enrollment in the spring with at least 1 unit will automatically be rolled over in the spring; they do not need to reapply. SparkPoint is still accepting applications for the food voucher program. The District has set aside \$100,000 for emergency hotel voucher for students at risk of becoming homeless. A basic needs task force has been formed to figure out the logistics, and they are hoping to roll the program out in the spring. The referral process will start with SparkPoint.

Carol Ullrich reported that things are going well and they are continuing to help student with spring registration.

Christine reported that the Career Center will launch Micro-Internships in the spring. These are short, paid assignment that's similar to the kinds of things one would do as an intern, but is a contracted position. These assignments are usually between 5-40 hours. These internships can help build up students' experience, networks and portfolios. Christine is developing a CSM web page that contains available micro-internships and an online application. This is a free service; there is no cost to the students or College, as the employers pay to have their micro-internships posted on the site.

Alicia reported that the reinstatement workshops are done for the fall semester. They reinstated about 95 students. She also offered other workshops focusing on support and include topics such as test anxiety and balancing work and life. She continues to connect students with other support services such as the tech loan program, food market and tutoring.

Jennifer reported that Puente is currently in the process of helping students with the transfer applications. She is looking for Puente mentors, and will have a mentor mixer in the spring along with other events. Jennifer reported that some Puente alumni who will be graduating will be applying to graduate school.

Carol Newkirk-Sakaguchi reported that DRC's numbers have been steady. She appreciates referrals from the college community even if the student may not have disability documentation. On DRC's

website under New Student, students may complete the application and submit their documentation. If they don't have documentation, Carol will still meet with them and determine if she can still give them some temporary accommodations while remote. Carol encouraged all to refer any students who are struggling to DRC.

Natalie reported that the Associated Students are planning Welcome Week for students. Three events are planned for January 26-27. The first will focus on Zoom fatigue and some do's and don'ts and recommendations for Zoom. The second is a student forum where the Associated Students can speak with our student population. The third event is a calendar event where the help students plan their semester using Google Calendar.

Lizette reminded all that the Bulldog Bulletin is another avenue to inform student of our events. She also encouraged everyone to take care of each other.