

Student Services Council Minutes
January 12, 2021 I 2:30-4:30 p.m.

Member Present: Emily Barrick, Lizette Bricker, Karen Chadwick, Tabitha Conaway, Rob Dean, Krystal Duncan, Allie Fasth, Alicia Frangos, Estela Garcia, Fauzi Hamadeh, Deborah Laulusa, Claudia Menjivar, Mike Mitchell, Carol Newkirk-Sakaguchi, Luis Padilla, Patrice Reed-Fort, Aubrey Kuan Roderick, Nicole Salviejo, Jackie Santizo, Aaron Schaefer, Christine Su, Steven Trinh, Carol Ullrich, Jennifer Yang, Tiffany Zammit

Guests: Priscilla Menjivar, Deborah Nguyen, Warren Shelby

Welcome

Lizette reported that during the spring semester, SSC will get together data and more information used for Program Review. Last year, the Program Review template was being revised to be more user friendly but because it is under Academic Senate purview the proposed changes could not happen. Lizette will meet with Arielle Smith, Academic Senate President, to check the status of the Program Review template revisions.

Lizette suggested that we need to love each other more than ever now, given the recent events and the long-term pandemic. She recognized how all Student Services have continued to showed up for our students and community even though many are going through a lot of personal stuff. She thanked all for their dedication, and encouraged all to move forward this semester with love for ourselves, for each other and for our students.

New staff include Dr. Jennifer Yang, physician for the Health Center; Irma Vasquez, Staff Assistant for Enrollment Services; Elizabeth Magana and Stephanie, temporary substitutes in Admissions and Records.

Flex Day is on Friday, January 15. Encouraged all to at the very least attend Mike Claire's Town Hall on Thursday, January 14 from 9:00-10:00 am.

CSM is planning a College Town Hall meeting on Friday, February 5. Carol U. asked if the College Town Hall meeting can be sent straight to Outlook calendars as an invite. Lizette will give that feedback to Dave McLain and Kim Lopez to see what they could do.

The Governor released the State budget and it is not as bad as we thought it would be. There aren't the drastic cuts that were anticipated. Vice President Micaela Ochoa will take the new information, apply it to the scenarios that she has put together, and provide that information to the campus.

Pronoun Training

Tabitha provided a slightly truncated version of the pronoun training that was offered at the College last semester. Tabitha encouraged all who are interested in more training to attend the SafeZone training during January Flex Days.

Fauzi commented out that though students change their name, their my.smccd email address does not necessarily change. Steven reported that when a student changes their name, he reaches out to IT to update the student's my.smccd email address as long as all the documentation is on file. Lizette thanked Tabitha for condensing and presenting the pronoun training.

Program Updates

Before moving to Program Updates, Lizette welcomed Dr. Jennifer Yang to the campus. Dr. Yang is a Board-certified pediatrician who has been practicing in the field for the past 19 years. She joined the Wellness Center staff in November, and considers working with college population an extension of her pediatrician practice. She was born and raised in the bay area, completed her undergraduate and residency at U.C. Davis. She will host telemedicine hours on Wednesdays from 3:00 pm-4:00 pm. Nurse practitioners are available for all other telemedicine hours from Monday through Thursdays, 9:00 am-3:00 pm.

Steven reported that Admissions and Records now have open Zoom hours on Mondays and Wednesdays from 3:00-4:00 pm. and Tuesdays, Thursdays and Fridays from 11:00 am- 12:00 noon. Their OA II is manning the hours.

Claudia reported that Financial Aid disbursed over \$4.4 million in grants, loans and scholarships to students last semester. This included \$500,000 for the CARES grant; they are finished awarding the CARES grant for this academic year. This Friday, January 15, Financial Aid will disburse over \$1,799,000 to 664 students for Pell grants.

Karen reported that there will be nine more scholarship workshops, beginning January 25th and continuing until the deadline date (March 2). Please encourage students to attend the workshops. The flyer and zoom link are located on Scholarship's website and also on Financial Aid's home page under "Workshops and Presentations." There will also be two more high school workshops for financial aid for El Camino HS and SMUHSD. This is a last-minute push for high school students to complete FAFSA and Dream applications.

Jackie serves as the coordinator for MCCDC and does a lot of social justice work related to LGBT students, undocumented students, ESL and foster youth. She reported that their Additional Services application is now available. This program is a small cohort of students who may not qualify for EOPS or Promise Scholars, but need additional support. It requires that the student be enrolled in a minimum of 6 units at CSM. The application is located at <https://forms.gle/r4bPctZSC4uYCYE78>. Reminded all that the SafeZone training will take place on Friday, January 15 as a flex day activity.

Luis reported that currently veteran students are submitting all their certification documentation so they can get their benefits on time. This also includes counseling appointments with students and updating their Student Education Plan. Luis has also been working with Daniel Ryan, CSM personal counselor, who works with Veterans. They are working to create a VROC open social hour, so students can check in and ask questions about benefits, classes, counseling appointments, health benefits for Veterans, etc.

Emily reported that the Wellness Center is rolling out the pyramid portal that is connected to our electronic medical record system, so now everything is done electronically. Students create an account, and are able to schedule appointments with our nurses or doctor online. Students are able to access their records, and the Wellness Center team will be able to send secured messages to students. This is similar to the platform that Kaiser and Sutter use. The District has a new policy that if an essential worker or student that attends class on campus is exposed to or contracts COVID-19, they are required to have a COVID-19 clearance letter in order to return to campus. This letter must state that they have completed their appropriate quarantine time. Emily and Dr. Yang trained the CSM nurses to do this. Please send anyone in this situation to email the Wellness Center. They will need to complete a questionnaire, complete a telemedicine appointment and then send a secured message clearing them. The first Spring Wellness week is February 8-11, and will include 11 different interactive workshops led by the Wellness Center staff.

Nicole reported that Bulldog dollars is increasing to \$500 this semester. The interest form for Round 2 of the rental assistance program has opened and will close on January 29. Fifteen students will be awarded \$1750 assistance. Nicole will reach out to the first-round applicants to ask if they are still interested in the program so they won't need to reapply. The community markets at CSM and Skyline opened last week and are approved to open through May 2021. These drive through community markets are at CSM on Fridays from 11:00 am-1:00 pm, and Skyline on Wednesdays from 11:00 am-1:00 pm. All student who participated in the hunger initiative (food voucher program) in the fall will automatically be enrolled in the spring, provided that they are registered in 1 unit. Students in this program receive a \$75.00 gift card monthly. The first spring disbursement will be in February, and will include January and February funds; the total amount of the gift card will be \$150.00 for this installment only. The application for the hunger initiative is now open.

Carol U. asked if there was a limit on personal counseling appointments for students. Emily responded that we currently offer 12 sessions per academic year. If a referral for ongoing care is necessary, the Wellness Center is able to support the student with the referral.

Carol U. reported that they are working on ESL section of AB705. Although challenging, they are testing students, guided self-assessment and meeting with students via Zoom. During spring semester, the Welcome/Assessment Center is working on structuring PEP to meet the needs of high school students in a virtual format.

Christine reported that they are ready to roll out the micro-internship initiative. February is Fall in Love with a Career/Major month as well as Black History month. She is working with Melissa Rohlfs in the alumni office to bring in some speakers from some Black business on the peninsula.

Lizette reminded all to send a list of any events or activities related to Black History month to Dr. Jeremiah Sims, who is compiling the information for the students.

Alicia reported that they've reinstated about 150 students for the spring semester, and approximately 52 students that came back to good standing for the spring so far. At the end of January, On Track will be up and running again at the end of January. On Track will connect students to College services.

Mike reported that they have the transfer application updates notices posted on the website. Students can reach out to an academic counselor or Mike if they don't see a notice for their transfer college. They will not do their traditional college spring tours this semester. Hopefully they'll have a modified virtual version of the college tours during the first few days of spring break in late March/early April.

Carol N. reported that DRC is currently getting accommodation letters out to students and instructors. DRC is also working on their PEP for spring for their feeder high schools. They are restructuring PEP to be remote, and are hoping to keep their numbers around 100 to be consistent with past DRC PEPs. They will be having drop-in hours when faculty return.

Patrice reported that they are in the process of determining eligibility for continuing students, but are also looking for new students. Please direct any students that may be eligible for EOPS to their website where students can submit an application. EOPS staff is doing their best to review applications and respond to students within 24 hours. Please refer any student parents to Patrice as they may be eligible for CARES/CalWorks.

Aaron reported that the student government is continuing to try to provide activities for students and will be offering a Reboot Week, as they do every semester, on January 25-27. Student elections will also hold student government elections in the spring. Please encourage all students who may be interested in student government, becoming involved in the college process or lending their voice to what is going on at the College to contact Student Life and Leadership. Students have three boards that students can join: Programming, Cultural Awareness, and Advocacy Boards.

Tiffany reported that they are continuing to refine their Promise fall blocking, and registering students for the spring. They are looking forward onboarding their 4th cohort (fall 2021). Dual enrollment is deep into registration for students for the nine sections they have in the spring. They will host two Concurrent workshops for parents this week.

Aubrey welcomed Dr. Jennifer Yang to the College. She reported that because of COVID-19 the traditional F1 students could not travel overseas to start a new program this year. However, they have 34 new students enrolled in their online orientation. She thanked Carol U. and the Welcome Center for helping with the ESL assessment. They had a mini-conference last week to train their new student ambassadors. They are working to organize events that serve multiple purposes and audiences (i.e., engaging current students, alumni, prospective students and the community). Aubrey shared a new Unibuddy feature on the International Education Program's website where you can chat with a student ambassador or staff member by clicking on the speech bubble. This will enable students from all over the world to connect with CSM's student and staff.

Lizette thanked everyone for all that they do, and for supporting each other.