

**Student Services Council Minutes**  
**March 9, 2021                    I                    2:30-4:30 p.m.**

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

**Guests:** Dave McLain, Priscilla Menjivar, Madeleine Murphy, Deborah Nguyen, Warren Shelby

**Welcome, Updates**

The Presidential forum feedback is a big component of the Board’s and Mike Claire’s decision-making process. The feedback forms are due on Wednesday, March 10<sup>th</sup> at 5:00 p.m. The finalists’ forums can be viewed at <https://collegeofsanmateo.edu/presidentiaalsearch/finalists.php>.

Dave McLain updated the Council on the 2020 and 2021 virtual Commencement ceremonies. It is the plan to run all District Commencement ceremonies on Friday, May 28<sup>th</sup>. The District’s six ceremonies will be at different times of the day. Full Measure is the company that will produce the event. This year all students who earned degrees and certificates will be invited to participate in the ceremonies. Please encourage all students to submit their petition for degree or certificate by the April deadline. Lists of graduates will be forwarded to Full Measure to start communications with students. Students will have the opportunity to submit a photo or short video clip, an audio file with pronunciation of their name and affiliation(s). Full will produce students’ slides and professionally produce the speeches. The final video will be loaded into YouTube for streaming as a premiere event on May 28<sup>th</sup>, and the College will promote through social media. The College will encourage faculty and staff to put video clips together congratulating graduates. An example of a commencement ceremony that Full Measure produced for San Bernardino Valley College can be found at <https://www.valleycollege.edu/current-students/commencement/index.php>.

Lizette added that the Bookstore will be reaching out to various groups (Learning Communities, programs, etc.) that may have specialized regalia to collaborate on how they can help these programs order these items.

Tabitha informed the Council that the hard deadline to submit a petition for degree is April 1<sup>st</sup>. Admissions and Records is being flexible and accepting applications much later this year since students now have to see an academic counselor when completing a petition.

At the last Board meeting, the Board approved for instruction to continue online during the summer and fall 2021. Approximately 30% of our programs currently have some portion of their classes on campus. Student services can remain online for summer and fall. If there are opportunities for us to return in the summer and fall, we are open to it. However, if folks do not feel comfortable returning to campus, it’s okay. Returning to campus can be either an individual or program-level decision. Lizette encouraged all who are interested in returning in summer or fall to discuss it their supervisor so information can trickle up to VPSS. A workplace assessment needs to be done before anyone is able to come back to campus.

As vaccinations roll out and become more available, the District may be looking at a spring 2022 recovery.

Lizette encouraged all CSEA members to complete their Return to Campus survey by tomorrow's deadline. The Council was surveyed on how they felt about the District's decision to stay online for the summer and fall and their comfort level in returning for the summer and fall. As a whole, the group felt comfortable with the decision and felt very uncomfortable with returning during the summer and fall. The group felt that safety protocols had to be firmly in place when we return to campus. It was expressed that there are many benefits in continuing to offer some aspects of online engagement when we return to campus.

### **Program Review**

In the last three SSC meetings we will cover Section 2: Assessment – SLO/SAO Workshop (March 9<sup>th</sup>), Review Section 2: Assessment (April 13<sup>th</sup>) and Section 4: Planning (May 11<sup>th</sup>).

If you are doing a survey for your SLO or SAO's, PRIE is available to support you now. For program data, send PRIE G#'s of students that are in your program/cohort and please be sure your Dean or VPSS is copied on the email. Lizette will meet with the Deans to update a list of all the contacts for programs so they all know who will be submitting data requests. Programs like Admissions and Records don't need to submit data requests because it's a campus-wide service. Lizette will reach out to Hilary as to how PRIE wants those requests made and will notify the Deans.

Carol U. asked if prior years' data should be used, Lizette responded yes. Lizette suggested that we use three years' worth of data.

Lizette shared the 2021-22 program review form that Academic Senate will review to approve. She will send the form to the Council for feedback, compile the comments and forward to Arielle Smith.

Madeleine Murphy reviewed that the point of Program Review is to make plans for improving our programs, to discuss what happened to our old plans for improving our programs and to share out problems, gaps and successes. The point of SLO/SAO assessment is to support continuous improvement through purposeful inquiry, to improve student learning (SLOs) or to improve services to students (SAOs).

Lizette explained that when developing a SLO or SAO, you are developing something to assess your program or area. As a program lead, you are also coming up with how to assess through data. For example, if students are learning what is taught in a workshop, you may do a pre- and post-survey so you can see if they learned. You are identifying how to collect that data whether it be by survey, by interviews, etc. PRIE does not provide data for SLOs and SAOs; programs provide their own data.

Madeleine added that you should start with the inquiry: you want to find out something or test if something is working. The data follows from the inquiry. You could examine some of the data that PRIE provides to inform some of the gaps. For example, if PRIE supplies data to the Health Center that indicates that few women have used the service, you might inquire how we can get more women to use the service. You may follow that up with surveys, etc. If you can answer question with the data

supplied by PRIE, then use that data. If you can answer your question by interviews or by gathering other data, then use that. If you need to put together a survey, PRIE is available to help you.

Lizette encouraged all to talk it through with your supervisor, Dean or VPSS about what types of data you may need and if your approach is moving you in the right direction. Madeleine added that we can get too hung up on things or get too worried about if we're using the right instrument to assess. We're not shooting to get a perfectly clear result, but rather taking the temperature to see how things are going. Student achievement data is good when looking for something concrete.

In student services, as opposed to instruction, the SLOs and SAOs are revised pretty regularly and goals are defined every few years. SLOs and SAOS are more like targets, goals or priorities. Lizette is pointed out that SLOs or SAOs should be meaningful and aim to improve services. If an SLO or SAO has changed anything, doesn't mean anything or hasn't revealed anything, perhaps it's time to change them or look at other areas to assess.

Madeleine pointed out that because of the pandemic some SLOs and/or SAOs had to be put to the side, and it's okay to indicate on the program review that plans changed. Lizette reminded that this document is not to justify a program's worth but rather to reflect at what we've done, look to the future to make plans and to assess our programs to see if we are doing what we said we'd do to meet students' needs. She encouraged all to be gentle with ourselves as we complete Program Review.

Lizette stressed that program review is not punitive. It's okay if you do an assessment and it doesn't reveal what you had hoped. You may find that you want to turn that into a program goal. For example, if your assessment reveals that students are not engaged, you can identify student engagement as a program goal. Madeleine reminded one group that this is setting up what the focus will be for the next two years. You don't have to be massively ambitious; pick a few things that will improve your program in a manageable way and focus on that.

Lizette reminded all that we will focus on the assessment piece in the April meeting. Krystal added that if you want something in your research that is a little different than what was mentioned in today's meeting, you should make the research request now. Also, be sure that if you are asking for any resources in your reflection, that you tie the rationale to that.

Lizette requested that all feedback for the Program Review draft be emailed to her or the VPSS email. She will compile the comments and send them to Arielle Smith. She thanked Madeleine for her work and her support.

### **Program Updates**

Tabitha shared the Dream Center Newsletter, focusing on the announcement of the Migration Celebration on Saturday, May 29<sup>th</sup>. It's a districtwide celebration for graduating and/or transferring AB540 students, students from mixed status families and active Dream Center student allies. Anyone who is interested should complete the interest form or contact Paola. The Dream Center Newsletter is located at <https://www.smores.com/mc9rq-dream-center-newsletter?ref=email>.

Jennifer reported that she is starting to do outreach for the fall 2021 Puente cohort, and will have some information sessions starting in April. Please encourage students who are eligible for ENGL 105 but have not yet completed the course to contact Jennifer for the Puente Program.

Emily shared a preview of a PowerPoint she recently created regarding C-19 Vaccine Update, which covers a lot of information about the vaccine and who is eligible. The slideshow includes resources and websites where you may register to receive a vaccination including [myturn.ca.gov](http://myturn.ca.gov), Stanford, Rite-Aid, CVS and Kaiser. The CDC also released new guidelines for people who are fully vaccinated. The guidelines are located at <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated-guidance.html>.

Tax preparation appointments are available through March 26<sup>th</sup>; students should contact Nicole directly or email the CSM Spark Point email. There is still funding available through the District Hunger Initiative program. Students should contact Nicole for more information.

Lizette added that Costco is also providing vaccinations. Makiko suggested Walgreen's and Dr. B Standby List as other vaccination resources.

Makiko reported that the District signed up for TalkNow, a 24/7 On Demand emotional support services for students. Students can register for the service and can talk to a licensed therapist. Please tell students about this free service. 24 students have already registered and several have already used the service. Students may register at <https://timely.md/faq/csm-talknow-college-of-san-mateo/>.

Luis shared that the VA Hospital in Palo Alto has vaccination appointments available for any veterans that is enrolled within the VA Palo Alto healthcare system. Those that are not part of VA Palo Alto healthcare system can be enrolled on the spot so they can gain access to the vaccine. VROC is getting students ready for priority registration.

Mike shared that the Transfer Club will hold a virtual tour week during spring break. There will be about 10 colleges participating, and activities will include workshops and a student panel.

Christine shared Career Services' March event calendar. Spring activities are focused on alumni, so many CSM alumni will be participating in spring events.

Alicia recently sent out academic standing notices to students, please contact her if students or staff have any questions.

Tiffany reported that Dual Enrollment is currently scheduling for next year. Promise is actively engaged with the CRM/Student Success Link and they are happy to answer any questions about how that feels and looks. They are continuing to outreach for next year and onboarding new students.

Claudia reported that the scholarship committee is currently meeting and reviewing applications. They will start awarding students scholarships during the week of April 5<sup>th</sup>. Over 414 applications were received at CSM. During the week of May 17<sup>th</sup>, a virtual scholarship ceremony will be held.

Financial Aid awarded Over \$6.6 million have been awarded and disbursed to over 4,000 unduplicated students which includes work studies, grants, loans, etc.

Aubrey reported that because of the political situation, our students in Myanmar do not have internet connection which has made it very difficult for them to continue enrolling online. The International Program has provided a lot of personal support to these students as well as communication with faculty. Next week, they will have their first CSM Alumni Speaker Series, featuring alumni from the Digital Media program.

Maggie shared that they are continuing to provide workshops of support for students. CDC and EOPS sent out survey asking what students' needs are and how we can better serve them. Students responses was that they like the workshop topics and would like to attend, but they are juggling too many things at home.

Lizette thanked all for the work done for our students and adjourned the meeting.