

Student Services Council Minutes
April 13, 2021 **I** **2:30-4:30 p.m.**

Member Present: Maggie Barrientos, Lizette Bricker, Karen Chadwick, Tabitha Conaway, Gloria D’Ambra, Rob Dean, Jennifer De La Cruz, Krystal Duncan, Alicia Frangos, Fauzi Hamadeh, Deborah Laulusa, Mike Mitchell, Carol Newkirk-Sakaguchi, Patrice Reed-Fort, Aubrey Kuan Roderick, Nicole Salviejo, Jackie Santizo, Aaron Schaefer, Christine Su, Makiko Ueda, Tiffany Zammit

Guests: Priscilla Menjivar, Warren Shelby

Welcome, Updates

The Child Development Center recently went through the workplace assessment to reopen the CDC. It was a lengthy process but she did a fantastic job in getting all the pieces together. If you want to start the process of returning to campus in the fall, speak with your supervisor.

The CSM presidential candidate will be going through a closed session at the Board meeting this week, so an announcement should be released soon on who will be our next College President.

We received another funding package for HEERF (higher education relief fund) with totals \$8.2 million. At least 50% of this amount must be spent toward direct student aid. We also received the Immediate Action Package which is divided among three categories: direct student aid (\$360k), student retention (\$91k) and Cal Fresh (\$13k).

Makiko reminded all that CSM TalkNow is available, which offers students free virtual counseling once they register for the service. This allows students to talk to a licensed therapist on demand, 24/7. Students can read therapists’ profiles, pictures and their availability before starting their visit. Staff may use the service at a cost. Students may view a video about CSM TalkNow on the personal counseling web page, and may download the mobile app. Makiko suggested that students register for an account way before their time of crisis as there are multiple steps needed to register. The District purchased TalkNow for two years to see how many students will use the service, so please encourage all students to use it if they need it.

Tabitha reported that Academic Senate and Personal Counseling have been working on how to support our internal processes for 5150 and how we can work with the county to get better support. Currently when we call the county, they send police officers. We are working with county to identify options available. San Mateo County Health is working on a San Mateo County Health Clinicians Pilot Program where clinicians will partner with law enforcement. In this pilot program, a clinician will accompany law enforcement. Police officers will ensure that the scene is safe for the clinician, and the clinician will evaluate the situation. Makiko added that when 911 calls are made, the caller should ask for a trained officer who can deal with mental health and a social worker.

Deb reviewed that Full Measure is the company that is producing both 2020 and 2021 virtual Commencement ceremonies this year. Both ceremonies will be streamed on Friday, May 28th at different times of the day. The process to produce the event includes Full Measure contacting

graduates for information to go on their individual presentation slides and connecting them with the Bookstore to order any regalia the students' might want. Admissions and Records will supply Full Measure with the list of 2020 and 2021 graduates. The VPSS office is also starting to accept requests for participation in the 2021 Commencement ceremony for those students who will complete their degree requirements in summer 2021, but wish to participate in May's ceremony. She shared the form with the Council and stressed that the deadline to submit the form and required documents (copy of DegreeWorks and summer 2021 registration) is Friday, April 30th. The early deadline is so that Full Measure has enough time to gather the information needed from students and produce the event. The form will be sent to all student services by the end of the week, and Deb will notify all when the form is available online.

Program Review

Lizette quickly reviewed the Academic Senate approved Program Review form. Some of the revisions to the form is that the number of words required is limited in sections and the inclusion of grids rather than an extended narrative so that descriptions can be concise. VPSS will create grids for section 1 and 2 so folks can opt to complete the grids rather than complete a narrative for those sections to upload into the Program Review form. Encouraged all to review the document as well to familiarize with what is expected.

Lizette shared examples from VROC's and Financial Aid's 2018-19 Progress Reports which showed how their program mission and goals aligned with the College and District goals, results/progress on previous program review goals, program data and their plans for the future.

In section 3 of Program Review, you will compare your program data to the College Stats so gaps can be identified. Who are we serving? Who are we not? What are some areas we need to look at when doing those comparisons? If your program serves a specific population, you may send a request to PRIE for data. The request should include students' G#s and your Dean or VPSS should be copied on the request. If your program serves all students you could look at different aspects or keep it general.

Parts A (student population equity) and B (modes of delivery equity) are areas you'll be comparing your program data to the 2020-21 College Stats populated in section 3's grid. For example, if your program data reveals that you are not currently serving First Gen students but the College Stats indicate that 47% of our students are First Gen, you may want to explore what you can do to reach this population. Completion of the grids should be done through an equity lens.

Part C of section 3 also addresses SLOs and SAOs. It is recommended that you have 2-4 outcomes, whether it's SLOs, SAOs or a combination of both. The outcomes should be meaningful to your program, and you may work with your Dean or supervisor to develop your outcomes that show learning or an outcome from your area. You may collect data by surveys, interviews, event/activity evaluations, focus groups, etc. If you will do a survey, please contact PRIE as soon as possible for their support.

Part D is the area you may identify changes that impacted your program during the evaluation period, such as the pandemic and the resulting modifications to your program that ensued.

Encouraged all who may need PRIE support to contact them as soon as possible to avoid the backlog of requests that may occur as we get closer to the Program Review submission deadline in October.

Program Updates

Karen reported that the scholarship committee wrapped up their awarding process last week over the course of three days. To date they've awarded 310 students out of 414 that applied, and awarded \$221,570. They are still awaiting awardees' names from the scholarship subcommittee and external donors. Notifications to students will go out in May, the names will be uploaded to the Scholarship website and their digital program will be publicized. This year's program will include video snippets of students thanking donors and expressing what the scholarship means to them.

Christine spoke about our micro-internship program, where students can apply for paid internships for short projects. CSM has partnered with Parker-Dewey, who takes care of the paperwork. It's a great program, but we didn't get a lot of employers to sign on this semester. Career Services conducted an information session earlier in the day with 40 employers in attendance. Micro-internships are a way for employers to get short-term projects. It also gives students the experience of internship work without a full internship because some students do not have the experience to get a full internship.

Makiko shared that April is Sexual Assault Awareness Month. Personal counseling and the peer educators will present another Movies for Mental Health event on Wednesday, April 28th from 4:30-6:30 pm. Last month's event regarding mental health issues and underserved populations was excellent. Next month is Mental Health Wellness Month where they will offer workshops during the first two weeks (May 3-14) led by nurses and personal counselors.

Tiffany reported that Promise is continuing onboarding fall 2021 cohort, registering continuing students for summer and fall, keeping students actively engaged and supported and looking toward graduation. San Mateo County is supporting the expansion of Promise districtwide this fall, allocating \$1 million this year and next year in direct aid to students. This will allow CSM to take on an additional 200 students.

Lizette added that the Board supports the expansion of Promise. Promise is actively collaborating with other programs that provide intentional support such as EOPS, Learning Communities and other emerging support communities (Katipunan, Brothers Empowering Brothers, etc.)

Tabitha reminded all that Karen Erickson's last day is Thursday, April 15th, so be sure to email her if you want to wish her well in her retirement. They are currently in the hiring process to fill the A&R Admissions III position. An adjunct personal counselor position has also been approved to start in fall 2021 and the hiring process will begin soon. This counselor position will support MCCDC and our undocumented students.

Mike reported that transfer students should find out within the month if they've been accepted to UCs and competitive CSUs. On the transfer services page, there are student testimonials. If you know any students that we can feature on this page, Mike has a questionnaire that students will need to complete. A virtual Transfer Tribute is being organized and will feature speakers and an alumni panel,

and will be posted on Friday, May 28th on the Transfer and College web pages. Students will be notified of the event through GWAMAIL and The Bulldog Bulletin.

Rob shared that Public Safety has been present on campus throughout the pandemic and has been keeping the campus safe and keeping some measure continuity on campus. The District will have a new Chief of Security probably by May 1st as Bill Woods is retiring. Some new legislation has been passed regarding Title IX and Public Safety will attend a Zoom meeting that will provide an update. Public Safety continues to be trained in different areas so they can continue to provide services that best serve students and the College community.

Fauzi shared that student government elections are coming up. He asked all to encourage interested students to run. All positions are available including President, Vice President, Finance Director and 14 Senator positions. They are also looking for a Student Trustee nominee, which is a stipend position with health insurance coverage. The Allan R. Brown Outstanding Student Service Award announcement will be going out soon. If you know students who have made significant contributions in leadership on campus, please nominate them. There are six awardees each year.

Carol N. reported that DRC had a very successful PEP event. 96 students signed up for the event and completed DRC paperwork, and 86 of those students attended the event. The event was so successful that DRC may continue to offer PEP in this manner when we return to campus.

Maggie reported that this week is National Week of the Young Child. Normally CDC would have activities during the week but since we're in a remote environment, Maggie encouraged all to celebrate and enjoy the week with their children at home. The CDC is going back to tomorrow with their reopening plan and can't wait to get back on campus to serve our students.

Alicia shared that they are making some changes to the Counseling website and has been working on getting content for the chat bots. The CRM went live with counseling appointments and they have been fielding questions from students. CSM is collaborating with the district on the notifications of academic standing and best practices. She continues to revise workshops to better serve students.

Nicole shared that we are wrapping up Bulldog dollars and free tax preparation services. They prepared 48 household returns through SparkPoint. A household could include a student, a parent and a sibling. By the end of May, SparkPoint would be distributing over \$28k in financial aid incentives for students that have completed the program. Separate from the District's electronic food voucher program, SparkPoint has distributed to date \$26k in supplemental gift cards to students who needed additional funds for groceries when \$75 was not enough. We also received approval to participate in a third round of rental assistance. The emergency hotel voucher will roll out on Monday, April 19th for students who need a 3-day respite to figure out their housing situation. Currently, four hotels are participating in this program. Marketing for this program will begin at the end of April. SparkPoint is supporting about 500 students for the food voucher program.