

SAN DIEGO MIRAMAR COLLEGE  
**Student Success Committee**

Agenda - Wednesday, February 12, 2025  
 3:00 – 4:30 p.m.  
 K1-202 and [Zoom](#)

**Committee Members:**

Nessa Julian(proxy: Gonzales), Pablo Martin(absent), Michael Odu, Adrian Gonzales, Jacqueline Hester(proxy: Odu), Allison Douglas-Chicoye, Daniel Miramontez, Carol Sampaga, Cheyanna Morence(absent), Malia Kunst, Anne Gloag(absent), Emi Kawafuchi, Monica Demcho, Lisa Brewster(absent), Carmen Carrasquillo(absent), Laura Pecenco(proxy: Demcho), Elizabeth Hubert, Josh Alley, Ken Reinstein, Ann Le(absent), Vy Le(absent)

**Vacancies:** Administrators:(0), Classified Senate:(4), Academic Senate:(0), Student:(0)

**MINUTES**

- I. **Approval of the Agenda** - Motioned for approval by Odu, second by Demcho. Agenda approved.
- II. **Approval of Past Meeting Minutes – 12/11/24** Motioned for approval by Odu, second by Sampaga. There were 4 abstentions. Minutes approved.
- III. **Old Business**

#	Item
1)	<p><b>2025 – 2028 Student Equity Plan</b>  <a href="#">Presentation Link:</a>                      Equity Plan <a href="#">Website</a> &amp; <a href="#">Template</a>                      Gonzales lead the meeting in absence of both chairs. He mentioned the equity plan template has been released and Julian will be presenting information to groups among campus. We want to ensure everyone is aware of information campus wide. Guidance of the new plan, assurances, contacts, metrics and reflection of the 2022-2025 plan were reviewed. The challenges of closing the equity gap in student success, particularly for African American and Latinx students was noted. Highlighted the need for a comprehensive approach, involving not just student services, but the entire institution. The new requirement for a comprehensive education plan was also mentioned. Gonzales led a discussion about the education plans, emphasizing the need for alignment with other ongoing projects and the importance of addressing equity issues. Lastly outlined a timeline for the approval process, which includes starting work now, showing draft presentations to constituent groups in May, and final approval by the Board in November 2025. The team is preparing for an Equity Planning Workshop in Long Beach later this month. Will plan to review data in more detail in workgroups.</p>

IV. **New Business**

#	Item
1)	<p><b>Workgroup updates &amp; next steps - <i>tabled for next meeting</i></b>                      a) <a href="#">Student Journey / Milestone</a>                          i. Review <a href="#">GP Student Journey at Miramar</a>                      b) <a href="#">SSC &amp; Committees Coordination</a></p>
2)	<p><b>CRM and Foundational Workflow Communications</b></p>

	<p>Roberts project manager for implementing the CRM (customer relationship management) system at Miramar College, discussed the 14-month implementation process and the need for foundational communications to guide students through the enrollment process. He outlined a series of automated email and text message campaigns to help newly admitted students take the necessary steps to enroll in classes. Roberts also presented the next set of emails aimed at nurturing students through their journey at the college, including a program mapper and counseling appointment. The team discussed concerns about the capacity for counseling appointments and the timing of the enrollment process. Roberts emphasized the importance of feedback on the language used in these communications. The need for a more in-depth approach to the first part of clarifying the path was suggested; Breaking this down into different modules, including career exploration, financial aid, and academic counseling. The committee agreed on the need for individual campaigns for each step.</p> <p><b>Next steps:</b> Student Journey Success Work Group to finalize the student journey steps and connect with Roberts to refine the communication plan. Roberts to explore the checklist capability within the CRM system, will continue presenting CRM overview to various departments and schools.</p>
3)	<p><a href="#">Meeting Schedule for Spring 2025</a> - <i>tabled for next meeting</i></p>

- V. **Other** – none
- VI. **Next Meeting** – February 26, 2025
- VII. **Adjourn** – 4:25pm

Previous Agendas may be found at <https://sdmiramar.edu/governance/committees/student-success-committee>

**San Diego Miramar College Strategic Goals Fall 2020-Spring 2027**

- 1) **Pathways** - Provide student-centered pathways that are responsive to change and focus on student learning, equity, and success.
- 2) **Engagement** - Enhance the college experience by providing student-centered programs, services, and activities that close achievement gaps, engage students, and remove barriers to their success.
- 3) **Organizational Health** - Strengthen Institutional Effectiveness through planning, outcomes assessment, and program review processes in efforts to enhance data-informed decision making.
- 4) **Relationship Cultivation** - Build and sustain a college culture that strengthens participatory governance, diversity, inclusion, and community partnerships.
- 5) **Diversity, Equity, and Inclusion** – Build an environment that embraces diversity, equity, inclusion, anti-racism, and social justice for the benefit of the college community.

\*\* [ACCJC Accreditation Standards \(Adopted June 2024\)](#): Mission, Academic Quality and Instructional Effectiveness, and Integrity. II. Student Learning Programs and Support Services. III. Resources. IV. Leadership and Governance.