

SAN DIEGO MIRAMAR COLLEGE
Student Success Committee

Wednesday, April 8, 2026 • 3:00 – 4:30 p.m.

[Zoom](#) only

Note: This meeting will be conducted fully online via Zoom (not hybrid).

Attendees will be placed into breakout rooms.

Committee Members:

Nessa Julian, Michael Odu, Adrian Gonzales, Jacqueline Hester (absent), Allison Douglas-Chicoye (absent), Daniel Miramontez, Jessica Aguilar (absent), Shelly Parks, Carol Sampaga (absent), Steve Slatten (proxy for O’Conner), Brenda O’Connor (absent), Malia Kunst, Ken Reinstein, Becky Stephens, Emi Kawafuchi (absent), Ali Gonzalez, Carmen Carrasquillo, Elizabeth Hubert, Josh Alley, Rodrigo Gomez (absent), Tieu Pham (absent), Anchal Verma (absent)

Vacancies: Administrators:(0), Classified Senate:(1), Academic Senate:(0), Student:(0)

Guests: Anne Gloag, Meredith McGill, Jeff Orgera, Dan Roberts

MINUTES

I. **Approval of the Agenda.** Motioned by Parks, second by Odu, approved.

II. **Land Acknowledgement**

II. **Approval of Past Meeting Minutes – [3/11/26](#)** Motioned by Gonzales, second by Parks, approved.

III. **Old Business**

#	Item
1)	<p>Workgroups Update</p> <p>The committee met in breakout rooms facilitated by Julian, Stephens, and Kunst. The committee agreed that the next meeting will continue to be held fully online via Zoom, with breakout rooms designated for workgroup discussions.</p> <ul style="list-style-type: none">● Permission Numbers (lead: Stephens):<ul style="list-style-type: none">○ Gonzalez shared that the Permission Numbers workgroup is working on standardizing language for permission codes and ad codes, as well as exploring the possibility of adding instructor email availability in the MySDCD interface. The workgroup would follow up with the Academic Advising Council and Victor DeVore to clarify standard language for permission/permit/add codes and confirm whether instructor emails can be displayed in the MySDCCD class search.● Student Journey (lead: Kunst):<ul style="list-style-type: none">○ Kunst shared that the workgroup is finalizing the student journey map, and she would send an updated version to the workgroup for final review and continued revisions.● Cohorts (lead: Julian):<ul style="list-style-type: none">○ The cohorts group discussed identifying best practices for course selection, curriculum design, and program design, focusing on non-academic outcomes like mental well-being and community empowerment.
2)	<p>CRM Implementation Update (Element 451) - Dan Roberts</p> <p>Roberts provided an update on the implementation of the Element 451 CRM system at Miramar College, highlighting its communication and engagement capabilities, including personalized</p>

	<p>messaging. Roberts explained that a pilot is underway with BTCWI, featuring tailored welcome emails based on student programs and pathways.</p> <p>The system has automated commencement communications and is generating over \$120,000 in annual savings by replacing the previous chatbot vendor and reducing staff time. Although the annual cost has increased to \$60,000, the system will remain in place for several years.</p> <p>The project is now in the institutionalization phase, beginning with key areas such as BTCWI, Outreach and Retention, LEAD, Academic Services, and Institutional Effectiveness. Roberts said the goal is to streamline communications to one message per week per student.</p> <p>Roberts noted next steps include continuing the BTCWI personalized welcome email pilot in the fall with more tailored messaging and sharing results with the group; meeting one-on-one with Josh and others to review CRM functionality and address questions; and monitoring and following up on enhancement requests to Element 451 regarding segmented opt-out functionality.</p> <p>Parks raised concerns about the all-or-nothing opt-out feature; Roberts confirmed this limitation but noted that manual workarounds are available.</p>
3)	<p>BP and AP Updates No BP and AP updates.</p>

IV. New Business

#	Item
1)	None

V. **Other** - Julian shared that the upcoming Pathways to Equity Conference is scheduled from April 27-29 in San Diego. Kunst was recognized for her contributions to the committee, and it was announced that this was her final meeting as tri-chair.

VI. **Next Meeting** – Wednesday, April 22, 2026, fully online via [Zoom](#)

VII. **Adjourn** - Meeting adjourned at 4:15 PM.

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

* [San Diego Miramar College 2020 – 2027 Strategic Plan Goals](#)

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 \(Adopted 2024\)](#):

- I. Institutional Mission and Effectiveness
- II. Student Success
- III. Infrastructure and Resources
- IV. Governance and Decision-Making.