



Resolution S2025.08

Elimination of Cancellation and No-Show Fees at the Santa Ana College Health and Wellness Center

Moved: Susan Hoang

Seconded: Annie Knight

Whereas, the Santa Ana College Health and Wellness Center charges students fees for late cancellations and missed appointments, and until March 2025, imposed registration holds on students accounts—practices that were not clearly communicated in student-facing materials, thereby compromising transparency and informed decision-making; and

Whereas, these practices directly impact student access to essential support services, affecting standards and policies regarding student preparation and success—a core area of faculty purview under Title 5 §53200(c)(5) of the California Code of Regulations, commonly referred to as the ASCCC 10+1;

Whereas, the *Student Fee Handbook* (March 2024) specifies that **student fees must be expressly authorized by statute** and connected to the actual cost of a direct service—a standard these penalties do not satisfy (*Ed. Code* § 70902(b)(9); *Cal. Const.*, art. XIII C, § 1(e)); and

Whereas, *Vision 2030: A Roadmap for California Community Colleges* directs institutions to proactively remove barriers to student support and eliminate practices that place unfair financial or administrative burdens on historically marginalized students ; and the imposition of cancellation and no-show fees by the Santa Ana College Health and Wellness Center disproportionately affects students facing emergencies, mental health challenges, caregiving duties, or transportation issues—all common barriers among underserved populations;

Whereas, Santiago Canyon College—Santa Ana College’s sister institution—does not charge similar cancellation or no-show fees, demonstrating that accessible and equitable student health services can be sustained without punitive penalties;



Therefore, be it resolved, that the Academic Senate and Associated Student Government jointly call for the immediate elimination of all cancellation and no-show fees at the Santa Ana College Health and Wellness Center, with specific emphasis on terminating the current \$5 penalty;

Be it further resolved, that this resolution acknowledges the creation of a student-centered workgroup to review the impact and legality of these fees and affirms the group's findings;

Be it further resolved, that the Health and Wellness Center revise its procedures to align with the equity-driven goals of *Vision 2030* and applicable state guidelines, ensuring all student fees are lawful, equitable, and transparent;

Be it finally resolved, that if immediate elimination is not achieved, the \$5 fee will be fully rescinded no later than June 16, 2025, coinciding with the start of the Summer 2025 session, and that this resolution be shared with the Health and Wellness Center leadership, the Office of the President, the RSCCD Board of Trustees, and other relevant stakeholders to advocate for swift and equitable reform in support of student wellness and access.

Presented: May 13, 2025

Approved: May 13, 2025