



California Member Advisory Committee (English)

Date: March 26, 2025
Time: 10:00 AM – 11:00 AM (PST)
Location: Zoom (online)

Agenda

Topic	Presenter	Description
Attendance 10:00-10:05 (5 minutes)	Gabriella Djuarna Project Manager Intern	
Introduction 10:05-10:10 (5 minutes)	Gabriella Djuarna Project Manager Intern	
Question #1 10:10-10:25 (15 minutes)	All Members	“If you have called SCAN Member Services, what was positive about the experience? What would you change? Can you share your thoughts on the responsiveness of our SCAN Member Services?”
Question #2 10:25-10:40 (15 minutes)	All Members	“What issues has SCAN Member Services resolved for you? How was your experience?”
Question #3 10:40-10:55 (15 minutes)	All Members	“SCAN is launching a new member portal in April, what would you want to be able to do through the member portal? How was your experience with your PAL?”
Closing Remarks 10:55-11:00 (5 minutes)	Gabriella Djuarna Project Manager Intern	



California Member Advisory Committee (Spanish)

Date: April 8, 2025

Time: 10:00 AM – 11:00 AM (PST)

Location: Zoom (online)

Agenda

Topic	Presenter	Description
Attendance 10:00-10:05 (5 minutes)	Roxana Ayon PAL Specialist	
Introduction 10:05-10:10 (5 minutes)	Roxana Ayon PAL Specialist	
Question #1 10:10-10:25 (15 minutes)	All Members	“If you have called SCAN Member Services, what was positive about the experience? What would you change? Can you share your thoughts on the responsiveness of our SCAN Member Services?”
Question #2 10:25-10:40 (15 minutes)	All Members	“What issues has SCAN Member Services resolved for you? How was your experience?”
Question #3 10:40-10:55 (15 minutes)	All Members	“SCAN is launching a new member portal in April, what would you want to be able to do through the member portal? How was your experience with your PAL?”
Closing Remarks 10:55-11:00 (5 minutes)	Roxana Ayon PAL Specialist	