



# SAN DIEGO COMMUNITY COLLEGE DISTRICT

3375 Camino del Rio South  
San Diego, California 92108-3883  
619-388-6500

CITY COLLEGE | MESA COLLEGE | MIRAMAR COLLEGE | CONTINUING EDUCATION

*Student Services*

**Approved**

**Student Services Council  
August 8, 2019  
10:15 a.m. – 11:45 a.m.  
District Office, Room 245  
Minutes**

Rick Cassar  
Adrian Gonzales  
Kats Gustafson  
Leroy Johnson  
Bernice Lorenzo  
Lynn Neault  
Cat Prindle  
Cynthia Rico  
Carol Wilkinson  
Denise Whisenhunt

Miramamar College Academic Senate  
Miramar College  
Instructional Services Representative  
Mesa College Academic Senate  
City College Academic Senate  
Student Services  
Continuing Education Academic Senate  
Mesa College Academic Senate Representative  
Continuing Education  
City College

---

## 1.0 Approval of Minutes

- May 16, 2019
  - Approved

## 2.0 Payment Plans

- The Council discussed a preliminary business process for the new payment plan system that will be implemented for Spring 2020 registration.
- The Council recommended the following broad benchmarks for:
  - Timeline windows should begin with the first day of registration.
  - Initial payment should be required.
  - Final payment should be made before registration starts for next semester to avoid holds and interruption.

- Adrian Gonzales (Vice President, Student Services - Miramar College) agreed to follow-up with Palomar College on their timelines.

### 3.0 Assessment/Placement Business Process for Foreign High School Students

- The Council reviewed the new assessment/placement business process for students who graduated high school from outside of the United States.
- The Council supported proceeding with the new business process.

### 4.0 Summer Course Limit for High School Students

- The Council discussed the summer course load limit for high school students taking classes on the college campus. The following was agreed to:
  - Two classes
  - Petition for exceptions

### 5.0 Additional Degrees

- AP 5025 – Philosophy and Criteria for Associate Degrees and General Education
  - The Council reviewed changes to the Additional Degree language in AP 5025 and provided feedback and suggestions for Instructional Services regarding ADT exemptions.
  - Lynn Neault will provide the suggested feedback to Instructional Services.

### 6.0 AB 705 Student Services Communication (Whisenhunt)

- The Council discussed the need for a meeting to discuss AB 705 implementation with counselors and assessment staff. It was agreed that the matter has been resolved.

## 7.0 Campus Solutions Update

- The Council was provided with a status update on Campus Solutions. Lynn Neault provided an overview of the functions that students were having the most difficulty with including:
  - Password Self-Service.
    - Students are having difficulty remembering the passwords and security questions since the process is fairly clumsy.
  - The registration process is now a four step process; students are not completing the process.
  - Class schedule search is not intuitive; students are struggling finding classes.
  - Wait-listing is not working properly.
  - Adding classes is not intuitive. Tutorials and step-by-step guides to help students are being widely disseminated.
- Due to the interdependence of the various modules in the system, there is a need to begin to cross-train staff so they have a basic understanding of business processes in other departments. The training team will begin to schedule cross-training once fall settles down. There also needs to be a shift in how we serve students; rather than refer them to other offices/departments, frontline staff should have a basic understanding of core processes.

## 8.0 Other

- Canvas Issue
  - Kats Gustafson (Instructional Services Representative) reported on the issue with Canvas and drop students appearing on rosters. They are working to resolve the issue.