



SAN DIEGO COMMUNITY COLLEGE DISTRICT

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CITY COLLEGE | MESA COLLEGE | MIRAMAR COLLEGE | CONTINUING EDUCATION
Student Services

**Student Services Council
December 11, 2008
9:00 – 10:00 a.m.
District Office, Room 110
Minutes**

APPROVED

PRESENT:

John Bromma	Academic Senate, Continuing Education
Rick Cassar	Academic Senate, Miramar
Brian Ellison	Continuing Education
Peter Fong	Miramar College
Shelly Hess	Instructional Services
Edwin Hiel	Academic Senate, City
Barbara Kavalier	Mesa College
Guillermo Marrujo	Academic Senate, Mesa
Lynn Neault	Student Services

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- 1.0 Approval of Minutes
 - December 4, 2008
 - Approved

 - 2.0 SSC Schedule for (January – June 2009)
 - The Council agreed on a schedule for Student Services Council meetings. The schedule will be e-mailed to the committee.

 - 3.0 Priority Registration Appointments
 - Transfer Credits

 - It was shared with the Council that there has been an increase in complaints from students regarding their registration appointments as demand for classes has increased. It was further shared that some students are complaining because their transfer credits are included, thereby affecting their registration appointment date (making it later).

 - The Council discussed and reaffirmed the current practice to continue to include transfer credits in determining total units for assigning registration priority.

4.0 Veterans Survey

- The Council was provided with a copy of the results of the Veterans Affairs office survey. Each Vice President reviewed the results for their respective college. In general, there were areas where students had concerns about customer service at City and Mesa. However, Miramar showed very positive ratings for customer service.
- Peter White shared that he will review the findings and suggested a follow-up discussion in February. He further shared that City is being proactive and having meetings/conversations on how to improve services to veterans.
- Peter Fong stated that he will be forming a taskforce at Miramar to deal with issues identified in Miramar's report.
- Barbara Kavalier shared that she would like to see some sort of customer service, comprehensive training for first line classified staff. She suggested a districtwide training. She feels that there is a lack of professional, systematic training for line staff on customer service in the district.
- The Council agreed to share the findings on their campus and bring the results back to SSC for a future discussion. The Council will focus on the customer service issues and will look at establishing a taskforce to look at broader service needs.

5.0 Honest Academic Conduct Procedure

- Template Language
- At a previous meeting the Council was provided with a draft of the Honest Academic Conduct procedure, as well as draft template language to be included in the syllabus addressing cheating/plagiarism. It was agreed that the documents would be shared with the college and Continuing Education shared governance groups.
- The Academic Senate Representatives will have the final feedback this month so that the changes can be made before the start of the Spring semester.

6.0 BSI Symposium Planning (Revisited)

- The Council reviewed the tentative agenda for the Basic Skills Forum on February 20, 2009. [The forum has since been postponed as there is general concern that it has been driven by Student Services and that there needs to be stronger involvement by Instruction.]

7.0 Strategic Master Plan (Revisited)

- The Council reviewed the updated Strategic Master Plan Goals developed by the Council that have been provided to Instruction. It was shared with the Council that Otto Lee is asking for specific metrics and performance indicators. The Council was unclear. It was suggested that Otto attend a future SSC meeting to discuss his request with the Council.

8.0 Fee Deferments

- The Council was provided with a report on pending fee deferments that are more than one year old. The Council discussed whether to continue deferments in light of the amount of time they take to follow-up.
- Peter Fong shared that he surveyed other colleges and seven out of the 10 colleges he contacted are not deferring. Peter White stated that many colleges are only using deferments for non-resident and military students.
- Lynn Neault provided the history of deferments, including the fact that they were intended for emergencies and special circumstances where students were temporarily unable to get funds (i.e., waiting on a check from their parent).
- It was agreed to revisit the current practice. The item will be added to a future agenda.
- Peter White requested the total number of deferred students for the same time period, including a breakdown by resident and non-resident.

9.0 Hiring of Hourlies in A&R (Peter Fong)

- Peter Fong inquired why student hourlies are not allowed to work in the financial aid office. Lynn Neault shared that students are permitted to work in the FA office; however, their access to the student information system should be restricted to the basic student information screen (address).
- Peter Fong stated that he feels that the liability is very small and he would like to revisit the practice in light of the current budget situation. Peter White agreed.

10.0 Alumni Association Database

- Lynn Neault reported on an assignment from Chancellor's Cabinet to discuss the creation of an Alumni database. Considerable discussion followed. The Council agreed that in order to create an alumni component, the district/colleges need to identify what activities/services/information (benefits) the alumni will receive. The Council explored various mechanisms to solicit alumni membership, including:
 - 1) Include link to sign up online with diplomas
 - 2) Provide a form at the counter when students request transcripts
 - 3) Provide a link on the web
 - 4) Provide a link on the transcript ordering website (online)

11.0 Academic Senate Reports

- None

12.0 Curriculum Instructional Council Report

13.0 SSC Subcommittee Reports (Standing)