



# SAN DIEGO COMMUNITY COLLEGE DISTRICT

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

**Student Services Council  
January 22, 2009  
9:00 – 10:30 a.m.  
District Office, Room 110  
Minutes**

**APPROVED**

Present:

Lynn Neault	Student Services
Barbara Kavalier	Mesa College
Guillermo Marrujo	Academic Senate, Mesa
Peter White	City College

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## 1.0 Approval of Minutes

- December 11, 2008
- Approved

## 2.0 Strategic Plan Draft

- The Council reviewed the draft district Strategic Plan.
- The Council reviewed the draft and made significant changes to goal #7:
- It was agreed that Lynn would provide the feedback to Otto Lee. In addition, Otto will attend the next meeting to discuss the suggestions, as well as other needs.
- The Council also made minor edits to goals 4, 5 and 6. The changes will be provided to Otto Lee for inclusion in the plan.
- It was noted that Barbara Kavalier is listed as serving on the Strategic Planning Committee. She reported that she was unable to attend the last meeting.

## 3.0 Customer Service Task Force

- At a previous meeting, the Council discussed the results of the Veterans Affairs Department survey. The results were not very favorable for City and Mesa. Miramar showed positive ratings for customer service.
- At the time, the Council discussed creating a Task Force to plan for customer service training.

- Barbara Kavalier shared that Mesa has begun working on customer service for all student services.
- Peter White shared that City is only looking at Veterans services.
- The Council was asked if they would like to leave the training to each college or if they would prefer to form a districtwide Task Force.
- Peter White stated that he is fine with a districtwide Task Force as long as it does not involve offsite retreats and a large number of people. He would like to keep it small.
- Lynn Neault suggested a small Task Force broken down into functional areas, (i.e., Admissions) to address customer service, specifically to each area.
- Barbara Kavalier shared Mesa will be using the “train the trainer” approach; however, she agrees that there are some benefits in the collaborative approach.
- The Council agreed to begin discussions with the Admissions Supervisors and Matriculation Deans. It was agreed that the Vice Presidents and the Matriculation Deans will attend the next Admission Supervisors meeting on February 23<sup>rd</sup> (11:30 – 12:30 p.m.) to begin the discussion.

#### 4.0 Student Workers – ISIS Access Follow-up

- At the December 11, 2008, SSC meeting, Peter Fong raised the issue of providing additional ISIS access to student hourlies due to the workload needs. He asked to revisit the practice.
- It was shared that Lynn Neault checked with the Chancellor and she confirmed that student hourly access should be limited to protect confidentiality.

#### 5.0 Fee Deferments (Peter Fong)

- Deferred

#### 6.0 Categorical Site Visits (Preparation)

- The Council discussed the upcoming categorical site visits. The Council discussed the need to meet with CalWorks, EOPS, DSPS, and the Matriculation Deans in preparation for the upcoming site visits.
- Peter White stated that he contacted the State Chancellor's office to find out if the team leader for the site visits has been assigned and he/she has not. He does not feel that it would be productive to meet with the group at this time. He feels that a meeting after the site visit would be more appropriate. The rest of the Council agreed.

#### 7.0 Registration Calendar Summer 2009

- The Council was provided with a Summer 2009 Registration Calendar.
- The Council discussed and approved the dates.

#### 8.0 Alumni Association Database – Subcommittee

- Deferred

#### 9.0 Title 5 Update

- Deferred

#### 10.0 Information Items

- Honest Academic Conduct Procedure
- The Council was provided with the final copy of AP 3100.3 *Honest Academic Conduct* procedure. The procedure has been posted on the Intranet.

#### 11.0 Academic Senate Reports

- None

12.0 Curriculum Instructional Council Report

- None

13.0 SSC Subcommittee Reports (Standing)

- None