



SAN DIEGO COMMUNITY COLLEGE DISTRICT

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

**Student Services Council
July 23, 2009
9:00 – 11:00 a.m.
District Office, Room 110
Minutes**

Approved

PRESENT:

Cynthia Rico Bravo	Academic Senate, Mesa
Brian Ellison	Continuing Education
Peter Fong	Miramamar College
Shelly Hess	Instructional Services
Barbara Kavalier	Mesa College
Cathi Lopez	Academic Senate, City
Dave Navarro	Academic Senate, Miramar
Lynn Neault	Student Services
Peter White	City College

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- 1.0 Approval of Minutes
 - June 4, 2009
 - Approved
 - 2.0 POS Presentation (R&P) @ 10:30 a.m.
 - Cathy Hasson & Jessica Luedtke from the Research & Planning office presented the Council with a briefing on the results of the Point of Service Surveys at each college.
 - It was shared that the Point of Service Surveys were administered in the Spring and were distributed at all the student support offices at all the campuses.
 - Cathy Hasson summarized the results. The Council had much discussion.
 - Cathy Hasson suggested that an online survey be available on the department website throughout the year to allow for data collection.

- The Vice Presidents agreed to follow up on the results with each department.

3.0 Fee Increase Plan Implementation

- The fee increase implementation plan was shared with the Council. It will go into effect as soon as the Governor signs the bill.
- Information on the pending increase has been posted on campus, posted on Student Web Services, Faculty Web Services, as well as on Reg-e and the online schedule. Students have been provided ample notice.
- The Council reviewed the "Fee Increase Action" plan and the "Frequently Asked Questions" handout and had much discussion. It was also shared that a memo was distributed to Admissions, Financial Aid and Counseling regarding the plan. It was further shared that students will receive email reminders and telephone call reminders, regularly, for two weeks alerting them that they owe the difference. Student will be provided two weeks to pay or they will be dropped. This will allow for access to other students since classes are so full.
- Holds will go on all student records that owe the difference so students will not be able to add a class if they have not paid the \$26.00. Students can drop (even with the hold).
- Peter White suggested keeping the Accounting office open until 5:00 p.m. on Friday, August 7th. Barbara Kavalier and Peter Fong agreed to alert their Accounting office to stay open until 5:00 p.m. August 7th is the deadline for payments. If students do not pay by August 7th, they will be dropped. [Note: New date August 14th]

4.0 First Year Experience Program

- Deferred

5.0 Military Spouse Career Advancement Account

- It was shared with the Council that the military has a new program, similar to the California Military Spouse program. The requirements of the new program, called "MyCAA," were reviewed by the Accounting Supervisors and they are in agreement that it is very labor intensive and will be difficult to reconcile. Further, the new program requires an online account with the Department of Defense, with various steps involved in the process.

- It was shared with the Council that this program has been presented to the Council at the May 14, 2009, meeting and it was agreed not to participate given the current budget situation and limited staffing. Now the question is being raised again.
- The colleges currently participate in the California Military Spouse Program; however, the Council agreed that we would not participate in the “MyCAA” program.

6.0 Constitution Day – September 17, 2009

- It was shared with the Council that the Constitution Day agenda item will be presented to the Board on August 27, 2009. The Vice Presidents were asked to provide a one-page flier of activities they plan to have the week of September 17, 2009, for inclusion in the docket.
- The Vice Presidents agreed to submit their final flier by August 13, 2009.

7.0 High School Letter

- The Council reviewed the letter that is scheduled to be mailed to high school students.
- The Council provided feedback and the letter was approved for dissemination.

8.0 Districtwide Counselor Retreat

- The history of the Districtwide Counselor Retreat was discussed. It was shared that the annual counselor retreat came from a recommendation from the Vice Presidents of Student Services a few years ago. In the past, Student Services Council took the lead in organizing the event; however, the Counseling Chairs took over the lead a few years ago. The retreat was not held last year.
- The Council discussed and agreed on the importance of supporting the counselors and getting pertinent and crucial information out to them, annually.
- The Council had much discussion and agreed that a districtwide counselor retreat should be scheduled in the fall with the Council taking the lead.

- After much discussion, it was agreed that Dave Navarro, Cathi Lopez and Cynthia Rico-Bravo would begin preliminary discussions on the event and bring a plan back to Student Services Council. Continuing Education will also be included. Brian Ellison will provide a name to the committee.
- The Council agreed to Friday, October 16th, from 9:00 to 1:00 p.m. for the retreat. Location is TBA. It was agreed that the title for the agenda will be, "Critical Conversations."

9.0 Fall 2009 Assessment Schedule & Steps for Assessment (Peter White)

- Peter White shared with the Council a few suggestions on assessment testing of high school students due to severe reductions in matriculation budgets.
 - Colleges should not test high school students in 10th or 11th grade;
 - Limit 12th grade testing only to those who intend to enroll in SDCCD;
 - For 10th and 11th graders that are part of special program and intend to transfer to SDCCD, charge the special program/grant for the cost of the tests.
- The Council had much discussion.
- The Council agreed to add this item to the Counselor retreat in October, as well as a discussion of multiple measures. It was agreed that Dave Navarro, Cathi Lopez and Cynthia Rico Bravo would come up with suggestions of multiple measures to meet prerequisites for English, Math and ESOL.

10.0 Late Adds and Deferments (Barbara Kavalier)

- Barbara Kavalier shared with the Council that Mesa developed a "Fee Deferral Information Sheet," for students. She distributed a copy of the document to the Council. She feels it is very helpful for students and suggested that the same be developed for Late Adds.
- Lynn Neault agreed to develop an "FAQ" on late adds for students and bring it to the next VPI/VPS meeting.

11.0 Use of Matriculation Funds (Barbara Kavalier)

- Barbara Kavalier raised the issue of use of Matriculation funds. It was shared that Lynn Neault has been working with Terry Davis on a plan to allow for the program to use salary savings in matriculation if positions vacate in 09-10. The proposal is going to the next Cabinet meeting. It was also shared that the colleges were to look at VTEA as a possible source for operating revenue for matriculation.

12.0 Point of Service Surveys – Informational

- Distributed.

13.0 Academic Senate Reports

14.0 Curriculum Instructional Council Report

15.0 SSC Subcommittee Reports (Standing)