



SAN DIEGO COMMUNITY COLLEGE DISTRICT

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CITY COLLEGE | MESA COLLEGE | MIRAMAR COLLEGE | CONTINUING EDUCATION

Student Services

**Student Services Council
March 11, 2010
9:30 – 11:00 a.m.
District Office, Room 110
Minutes**

APPROVED

PRESENT:

Cynthia Rico Bravo	Mesa Academic Senate
Brian Ellison	Continuing Education
Stephen Flores	Continuing Education Academic Senate
Peter Fong	Miramar College
Cathi Lopez	City Academic Senate
Barbara Kavalier	Mesa College
David Navarro	Miramar Academic Senate
Peter White	City College

GUEST:

Julianna Barnes	City College
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- 1.0 Approval of Minutes
- February 25, 2010
 - Approved

2.0 Evaluations Proposal and Planning

- The Council discussed a proposal to centralize evaluations due to significant budget reductions, particularly in the categorical programs. The Vice Presidents of Student Services met with the evaluators and the matric deans to review the proposal.
- The Council reviewed the concept only because there are still many details to be worked out if the proposal were to move forward and agreed to bring it back to a future meeting. The proposal is broken down by District Office Operations, College Evaluations Office Operations and recommended changes to duties.
- Peter Fong shared that the evaluators summarized some of the issues they have, including losing face-to-face contact with students. They also expressed the various other duties they are involved in on campus, such as

student academic standards, course substitutions, degree exceptions, etc. He shared that these issues came out repeatedly. The main concern, however, was meeting student needs.

- Peter White stressed that we may no longer be able to do business as usual and advised the evaluators to identify those duties that cannot be done remotely.
- It was shared that the plan retains interaction with the chairs and departments as needed and that not all the details have been worked out. The proposal is more of a conceptual plan looking at efficiencies in the system and the possible negative impact on students.
- Cynthia Rico Bravo feels that it is one more thing that is being taken away from the students. She stated that having the evaluators on campus makes her job easier. She feels strongly that having the services centralized just compounds the delay in response time for the student.
- Lynn Neault shared that the model that is being suggested is trying to build a team that can do all facets of a job from a centralized location.
- David Navarro shared that this issue was brought up at the Curriculum Committee at Miramar and it was not responded to very well. He feels strongly that he was under the impression that the colleges were going to remain “status quo,” however; the Counselors are now being asked to do more for less. He further shared that this is coming at a difficult time.
- Cathi Lopez shared that City is doing crisis management. Counseling at City is looking at programs such as Puente and UMOJA, etc., and moving counselors from those programs and assigning them to assist regular students. Peter White agrees that these programs can be looked at but that does not resolve the evaluator issue at City.
- David Navarro shared that he spoke with the evaluators and they are not happy with the proposal. He stated that he has proposed putting a resolution through the senates in opposition of the proposal. He further added that the evaluators are a tremendous resource for the counselors.
- Cathi Lopez did share that she cannot speak for the department, however, her and Bonnie Peters spoke and they do agree that there can be some positives from the centralized proposal.
- Peter White added that the same service will be provided just not as quick, which will be the only difference. It will not be as personalized; however, the outcome will be the same.

- Julianna Barnes shared that there has been much discussion about this from a practical standpoint. It may not be the most ideal but it may be the most efficient and best way.
- Lynn Neault asked the Council, as part of this leadership team, to look at the issue and have a discussion on a broader scope of student services. Look at how student services will function in the next couple of years. This is not a plan to solve an immediate problem but rather long-term.
- Peter Fong stated that the issue was raised at CEC and there is a fair amount of student unrest at the campus. He understands that the evaluators have a relationship with the students that he did not understand.
- Barbara Kavalier shared that she met with her evaluators one on one to obtain their feedback. She expressed that the Student Services Council members have a tremendous responsibility as leaders. She further stated that Mesa's evaluators acknowledged that components of the proposal made sense; however, they identified many gaps and concurred about impact to students. She would like to have everyone look at the plan with an open mind and move forward.
- Peter White stated that he feels it is a very good proposal and he is supportive. Barbara Kavalier asked the Council to have an open mind and look at the need to do business differently.
- David Navarro inquired if all SMART transcripts will be sent to the district office. Lynn Neault stated they would be as there is a plan to get all the transcripts for active students, currently on files on campus, imaged.

3.0 SDSU Deferred TAG

- The Council discussed the current situation with SDSU's deferred TAG. SDSU is offering a new TAG to service area students that were CSU eligible but denied admission. The colleges are waiting to get the names of the students so that they can be prepared when the students come to the campus for advising.
- Further, it was shared that there is no information as to what SDSU has told the students. The only information is that students who are denied will be deferred. This makes it difficult for the counselors as they will not know how to advise students properly.
- Lynn Neault stated that she will share any information that comes from SDSU on the matter; however, in the meantime, to advise students to call SDSU Admissions if they have any questions and stress that priority enrollment will not be given.

4.0 Counselor Retreat Follow-Up

- Cathi Lopez shared that she is working on the notes from the meeting.

5.0 2010-2011 Catalog Revisions

- Deferred

6.0 Class Schedule - Intercept Survey

- Lynn Neault shared that the class schedule will not be mailed this summer and that there will be a reduced quantity on campus. Part of the plan is to conduct research on the impact of not mailing the schedule. The campus-based researchers will take the lead.
- One component of the research design is to survey students at the point at which they pull up a paper schedule. The Cabinet agreed the Vice Presidents would take the lead. In essence, schedules should only be available from a "staff person" who will ask the students to complete a short survey asking why they need a paper schedule. The campus based researchers will facilitate the survey distribution plan on campus.
- It was agreed that Lynn Neault will bring the proposed plan to the next meeting and that the Vice Presidents will identify the location on campus where schedules will be available.

7.0 Intercept Survey

- Deferred

8.0 District Shared Governance Self-Assessment (Cathy Hasson)

- Cathy Hasson provided the Council with an overview of the district Shared Governance Self-Assessment plan. She stated that for accreditation, one of the standard requirements for multi-college districts is to assess their districtwide governance structures. She shared that each Vice Chancellor is also looking at their department and doing a self-assessment. The self-assessment will be part of an annual process.
- Cathy Hasson shared that she is meeting with all eight of the districtwide shared governance councils and conducting the assessment, based on the measures established by the District Governance Council.
- Cathy Hasson reviewed the process with the Council. She shared that the assessment instrument was developed in February and will be sent to the Council online; the self-assessment presentations are currently taking place and the results will be calculated in April.

- Lynn Neault thanked Cathy Hasson for her work on this project.
- 9.0 District Strategic Planning Outcomes (Barbara Kavalier)
- Deferred
- 10.0 International Student Issues
- Deferred
- 11.0 Bookstore Rental Program
- Lynn Neault shared with the Council that a new book rental program will be kicked off in the summer. Students will be provided an online link to rent their books online from a third party vendor. The vendor will refund students for their rental if they drop their class or if a class is cancelled.
 - The item will be placed on the next agenda to discuss communicating information to students, what processes need to be in place and how to address student concerns.
- 12.0 Petition for Additional Repetitions (Approved at all Colleges)
- In addressing the Title 5 changes for repetition and withdrawal one outstanding issue is if an approved petition (to repeat) will be valid at the other colleges. Discussion followed. The Council agreed that the petition would be valid, districtwide, and for two consecutive semesters.
 - Lynn Neault mentioned the outstanding issue of identifying “interventions” for multiple withdrawals. She requested the senate representatives go back to the Counseling departments and discuss the matter and bring back suggestions to the next meeting for discussion.
- 13.0 UCSD Event with SDCCD (Barbara Kavalier)
- Barbara Kavalier shared that she met with Robin Lewison and a representative from the Chancellor’s office at UCSD regarding a transfer event that will be hosted at Mesa College and co-sponsored by SDCCD. UCSD would like to start aggressive outreach by reaching out and helping our students transfer to UCSD. They would like to start a pilot, “Afternoon with the Chancellor,” that will involve a ½ day event (paid for and organized by UCSD) at Mesa College.
 - The first event will be held on April 14th at Mesa College at 2:00 p.m. They would like the colleges to help promote the event. Refreshments will be served, tables will be set up and various departments from UCSD (F.A., Academic, Outreach), etc., will be available to answer student questions. The Chancellor from UCSD will also be present, as well as Chancellor Carroll,

along with other speakers. A student panel of transfer students will also speak.

- Barbara Kavalier suggested having an SDCCD table. The Council agreed and asked if the event could be videotaped. Barbara Kavalier asked if the Council could relay the information to the transfer center directors.

14.0 Nisei Diploma Project (Handout)

- Peter White was provided with Nisei Diploma Project handouts.

15.0 Academic Senate Reports

16.0 Curriculum Instructional Council Report

17.0 SSC Subcommittee Reports (Standing)