



SAN DIEGO COMMUNITY COLLEGE DISTRICT

CITY COLLEGE • MESA COLLEGE • MIRAMAR COLLEGE • CONTINUING EDUCATION

Student Services

Lynn C. Neault
Vice Chancellor, Student Services

March 21, 2018

Leadership Essentials

- Preparation
 - Education
 - Experience
 - Engagement
- Effective Relationships
- Understanding the Big Picture
 - Context
 - Connecting the Dots
- Value of a Strong Team
- Leadership Philosophy
 - *“Can’t lead what you don’t know”*



DISTRICT STUDENT SERVICES

District Student Services Responsibilities

- State Reporting and Compliance
- Student Information Systems
 - Currently transitioning to a new system (PeopleSoft Campus Solutions)
- Student Records Maintenance/FERPA Compliance
- Policy Development and Oversight
- Evaluations
- Institutional Research & Planning
- Outreach and Relations with Schools
 - San Diego Promise
- Disability Support Programs & Services
- Title IX Compliance

Student Services Responsibilities

District Office

- Program Coordination
- Policy Development and Oversight
- State Reporting and Compliance
- Student Information Systems
- Student Records Maintenance
- Support for Student Trustees and United Student Council

College and Continuing Education

- Program Development
- Policy Development and Implementation
- Student Engagement
- Delivery of all support services to students
- Collaboration/coordination with other departments on campus
- Student Discipline
- Student Services Operations
- Student Clubs & Organizations

Student Services Council

One of Eight (8) Districtwide Shared Governance Councils

Reports to the Chancellor's Cabinet; comprised of the Chief Student Services officers and academic senate leadership from each college and Continuing Education

Council Charge

- Coordinate all student services programs, services, and activities districtwide
- Identify student needs and articulate those needs into programs and services
- Maintain and monitor all student services policies and procedures
- Review and plan for impact of legislative and regulatory changes
- Provide a forum for student participation in the development of policies that affect them



STATE REPORTING AND COMPLIANCE

State Reporting and Compliance

- Family Educational Rights and Privacy Act (FERPA)
- California Education Code
- Title 5 – California Administrative Code
- Board of Governors, California Community Colleges Chancellor's Office
- Management Information System (MIS)
- Funding/Appportionment
- Americans with Disabilities Act (ADA)
- State Audit Compliance
- Title IX and Campus Save Act: Gender Equity in Education

Family Educational Rights and Privacy Act (FERPA)

- FERPA is a federal law that protects student educational records.
- FERPA requires that all information identified as a student record be maintained securely and confidentially. This law also pertains to minor students attending college classes.

Definition of Student Educational Record:

- Information directly related to the student, and;
- Maintained by the institution
 - On file and accessible by others
 - Shared with others in the institution

Family Educational Rights and Privacy Act (FERPA) – Continued

NOT a Student Educational Record

- Sole possession records
 - Maintained in personal file and not shared or intended to be shared
- Law enforcement records
- Employment records
- Medical records – unless maintained as student record
- Alumni records
- Peer-graded papers

Family Educational Rights and Privacy Act (FERPA) – Continued

Legitimate Educational Interest/Need to Know

Education officials have a legitimate educational interest when, in the exercise or completion of their administrative, supervisory, academic, research, or other administrative responsibilities on behalf of the institution, incur the need to know specific information from education records.

Therefore, just because a person is an employee of the institution does not give them the right to access student information.

Family Educational Rights and Privacy Act (FERPA) – Continued

Directory Information

- Language is permissive “an institution may classify certain categories of information as directory information...”
- SDCCD does not classify any student record information as “directory”
- Refer to SDCCD Policy 300I and associated procedures

Family Educational Rights and Privacy Act (FERPA) – Continued

Access to Student Records

- Students have the right to access and view all information about them maintained by the District/colleges.
- Student record information cannot be released without written consent or court order.
- Minor students assume the rights of adults while enrolled, with the same protection.
- Parents of minors do not have the right to access any student information without written consent of the student.

Case Study Example

Information Request

The parents of a student arrive at the campus, looking distraught. They tell you “Johnny” hasn’t been home in over a week and they want to know if he’s been in class.

Action

What should you do?

- a. Advise them to contact San Diego Police department and report a missing person.
- b. Provide the parents with the information.
- c. Send the parents to the Admissions Office.

State Reporting and Compliance

California Education Code

Educational law for all segments of education in California enacted by the State Legislature.

Example: §78212 (2) *The institution's responsibility under the agreement includes the provision of student services to provide a strong foundation and support for their academic success and ability to achieve their educational goals.*

State Reporting and Compliance

Title 5

Board of Governors' implementing regulations of the California Education Code.

Example:

§55520 Required Matriculation Services (Student Success and Support Program)

- §55521 Orientation
- §55522 Assessment
- §55523 Counseling Advising, and Other Education Planning Services
- §55524 Student Education Plan
- §55525 Student Follow-up
- §55526 Accommodations

State Reporting and Compliance

California Community College Chancellor's Office

- Responds to all legislative inquiries about the California Community Colleges
 - Student outcomes (degrees, certificates, grades, etc.)
 - Student demographics (age, ethnicity, gender, etc.)
 - Budget expenditures
 - Background information for legislature
- Oversees Title 5 regulatory requirements
 - Reporting
 - Student equity plan
 - Categorical programs reporting
 - Staffing reports
 - Publishes Implementation Guidelines
 - Operationalize Title 5
 - Provides legal opinions on state-wide issues



Role of District Student Services Regulatory Change

EXAMPLE

Title 5 Student Success and Support Program

- SB § 1456 – Seymour-Campbell Student Success Act of 2012
- Changes Title 5 – §51024 to §55534
- Mandates that all new students participate in orientation, assessment of math and English/ESL and creation of a student education plan
- Ties to priority registration

ACTION

Two-year Planning and Implementation

- Collaborate with the State Chancellor's office to review and interpret legal changes to Title 5
- Implementation in the Student System:
 - Creation of Student Success screen (SS)
 - Develop mechanisms to track completion of orientation, assessment and education planning to operationalize
 - Operationalize priority registration to fully matriculated students
 - Implement a 3-semester limit to create a comprehensive education plan
- More than 20 notifications sent out to students

Role of District Student Services

Regulatory Change

Campus Save Act and Title IX

- Campus SaVE Act requires that colleges implement sexual assault and harassment policies and procedures
- Colleges must provide education on sexual assault and harassment awareness, prevention and victim support

ACTION

Two-year Planning and Implementation

- Create Title IX Compliance Office
 - Title IX Coordinator
 - Title IX Investigator
- Develop and maintain a new Title IX web page
- Work with appropriate committees to update SDCCD board policies and procedures
- Provide training on Title IX processes to employees and students
- Research and implement a student-friendly education module
- Secure grant funds for a Victim Advocate on each campus

State Reporting and Compliance

320 Report

320 is the report submitted to the State Chancellor's office to receive state apportionment funding for all classes/student attendance

- First period (P-1) – Summer & Fall actual enrollment, projected Spring; due January 15th
- Second period (P-2) – Summer & Fall actual enrollment, projected Spring; due April 30th
- Final/Annual – Summer, Fall and Spring actual enrollment; due July 15th

Full-Time Equivalent

1 FTES =

Credit: 1 student enrolled in 15 units for 2 semesters

Noncredit: 525 contact hours

State Reporting and Compliance

Management Information System (MIS)

- Respond to Legislative expectations for accountability and information about community college programs, services and students
- Consists of over 200 data elements
- New elements added annually

MIS is required reporting to the State Chancellor's Office and includes information regarding:

- Student demographics
- Student enrollment (courses, grades)
- Courses offered
- Degrees and certificates awarded
- Special program enrollment and student demographics (DSPS, Financial Aid, EOPS, etc.)
- Student Success and Support Program services (SSSP)
- Employee data



STUDENT INFORMATION SYSTEMS

Student Information Systems

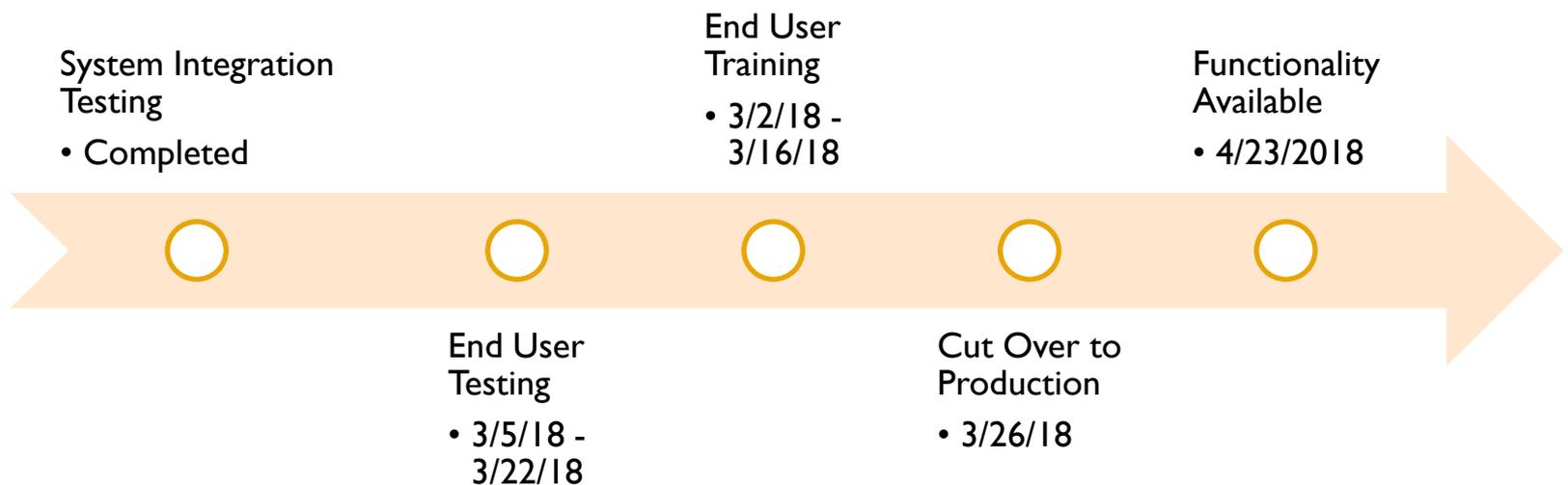
PeopleSoft Campus Solutions

- Currently a team of 110 key users have been meeting daily to implement the new system
- Records converted from the current system to Campus Solutions
- 2.5 million Student Records
- 10 million Student Enrollment Records
 - Spanning 73 years
- 500,000 classes cancelled
- 37 years of course catalog information

Release I: Financial Aid Pre-Packaging Functionality Available – April 2018

Business Process Performed in ISIS	Business Process Performed in Campus Solutions
<ul style="list-style-type: none"> • Fall 2018 Schedule Production • All Fall 2018 Enrollment Activities • Course Catalog (Dual Entry) 	<ul style="list-style-type: none"> • Majority of Initial Data Conversions • Loading Financial Aid Applications (Pell, California Promise Grant, Dream Act) • Financial Aid Pre-Packaging Activities • Financial Aid Communications (3C's) • Duplicate ID Management • Course Catalog (Dual Entry) • Academic Structure & Maintenance (Dual Entry)

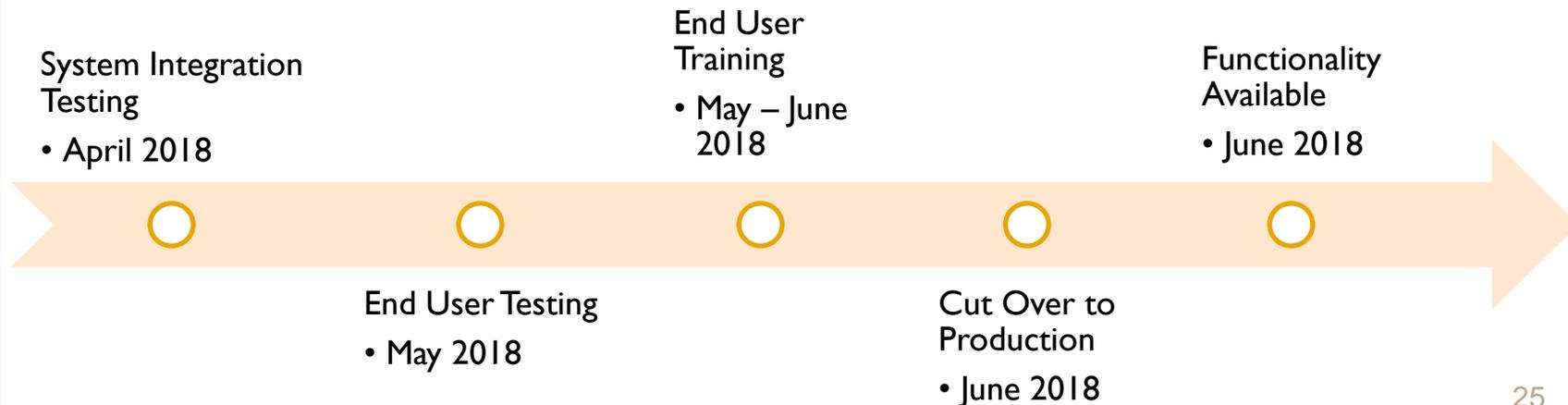
KEY MILESTONES



Release 2: Admissions, Curriculum, and Financial Aid Functionality Available – June 2018

Business Processes Performed in ISIS	Business Processes Performed in Campus Solutions
<ul style="list-style-type: none"> • All Fall 2018 Enrollment Activities • Fall 2018 Application for Admission • Fall 2018 Class Schedule Production and Maintenance • CalWORKs • DSPS 	<ul style="list-style-type: none"> • Course Catalog & Maintenance (Dual Entry) • Faculty Tentative Assignment Offer (TAO) • Ad Astra (Room Scheduling) • Schedule Production for Spring 2019 • Academic Advisement Configuration for Spring 2019 • Financial Aid Processes for Fall 2018 • Portal for Student and Faculty (Including CE) • HCM Integration • Financial Aid Standards of Academic Progress (SAP) • San Diego Promise • EOPS/CARE • Nebraska Bookstore Interface

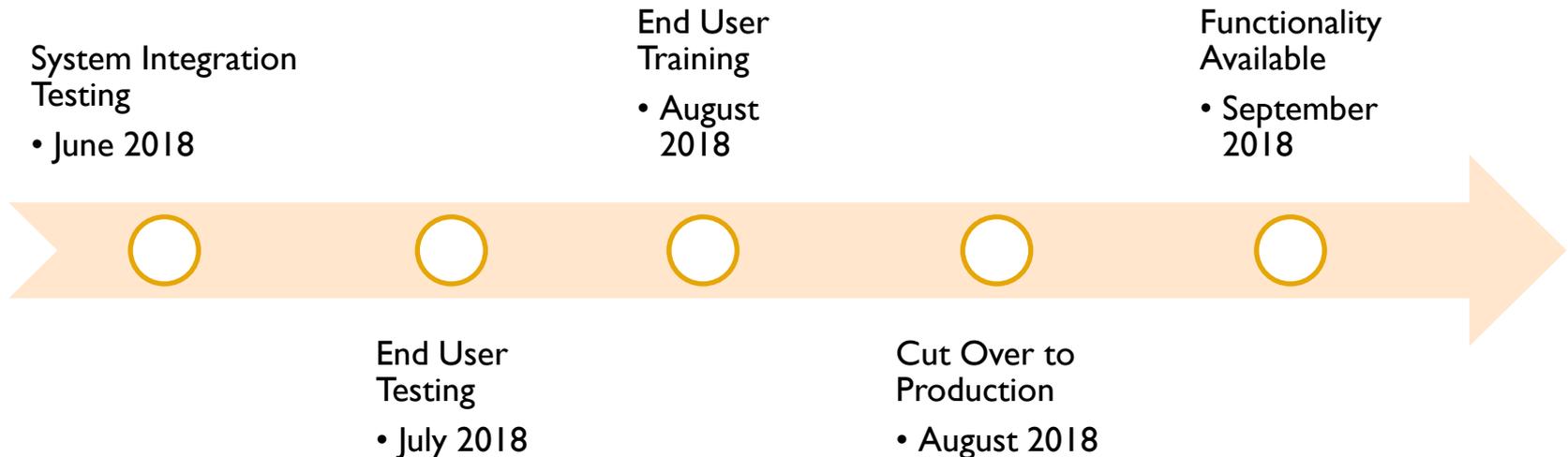
KEY MILESTONES



Release 2.1: Financial Aid Disbursement Functionality Available – August 2018

Business Process Performed in ISIS	Business Performed in Campus Solutions
<ul style="list-style-type: none"> No Changes 	<ul style="list-style-type: none"> Disbursement of Fall 2018 Financial Aid Bookstore Accounts for Financial Aid students FINANCE System Integration

KEY MILESTONES

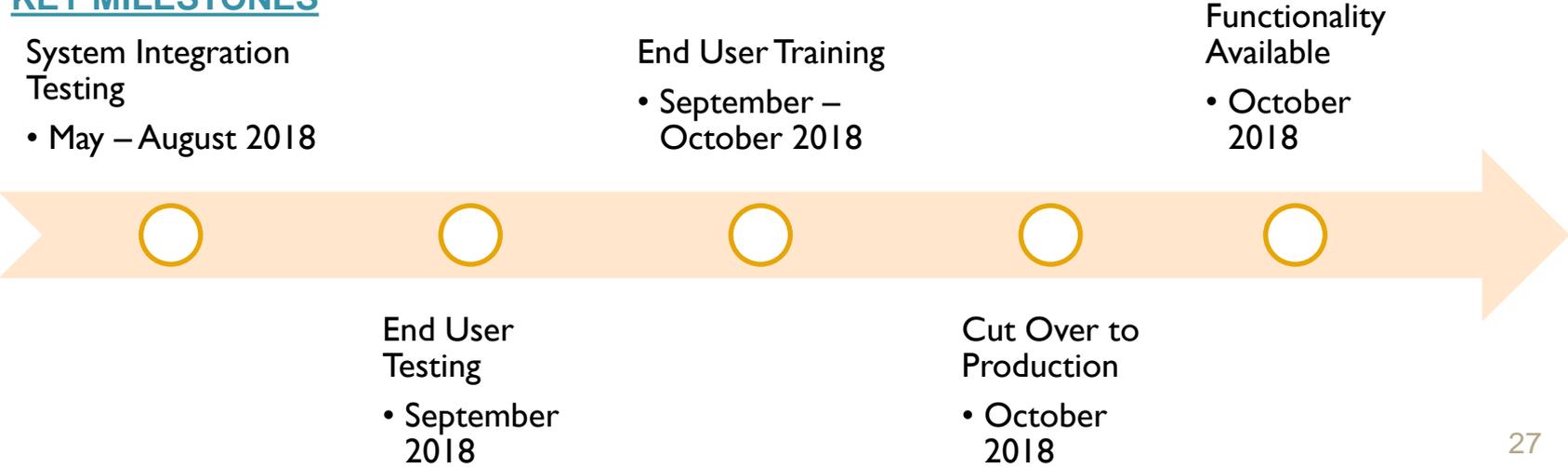


Release 3: enrollment & student accounting

Functionality Available – October 2018

Business Processes Performed in ISIS	Business Processes Performed in Campus Solutions
<ul style="list-style-type: none"> • Preparation for Fall 2018 End of Term Activities • MIS Reporting (grades, reporting academic standing, etc.) • 320 Preparation 	<ul style="list-style-type: none"> • CCCApply for Spring 2019 • All Spring 2019 Enrollment Activities (credit & non-credit) • Student Accounting • Fee & Non-Resident Tuition Calculation (Spring 2019) • Touchnet (credit card interface) • CE Schedule of Classes for Spring 2019 • FA Return to Title IV (R2T4) • Canvas (learning management system) • Academic Advising

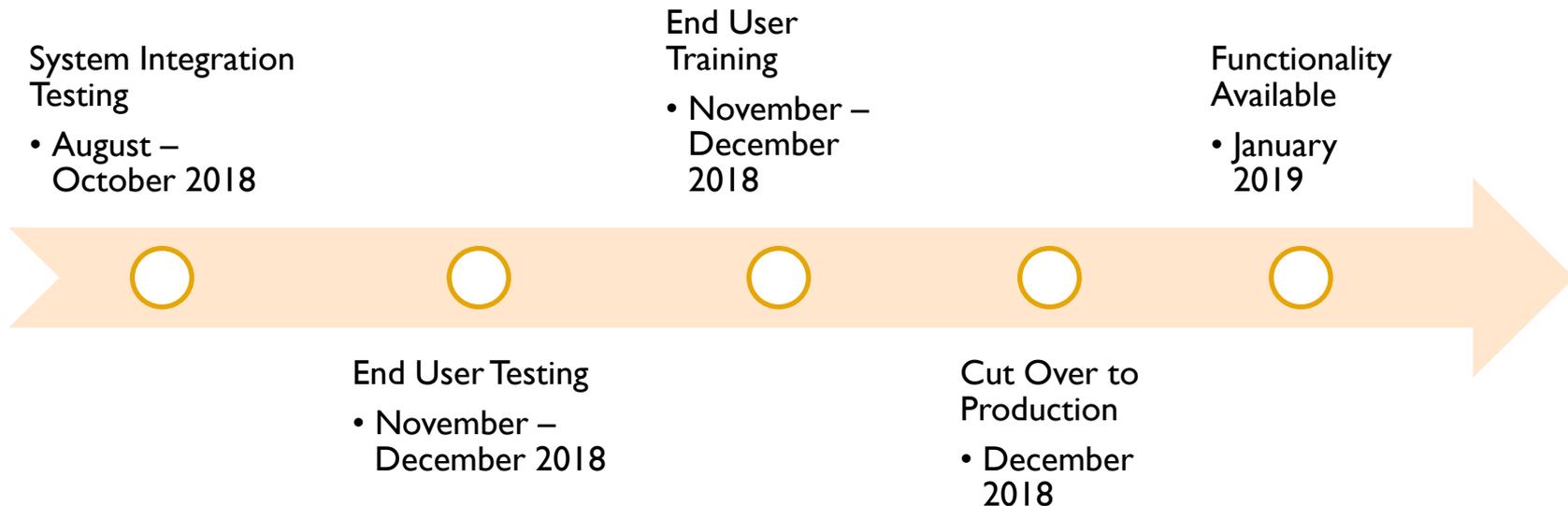
KEY MILESTONES



Release 4: final functionality Available – December 2018

Business Processes Performed in ISIS	Business Process Performed in Campus Solutions
<ul style="list-style-type: none"> • Fall 2018 Grading, Degree Posting • Transcript Requests through Fall 2018 • 1098T Processing • MIS Reporting 	<ul style="list-style-type: none"> • Cutover to Campus Solutions for all Business Processes beginning Spring 2019 • 320/321 Reporting (parallel test run for 2018 first period report) • Transcripts through Credentials beginning January 2019

KEY MILESTONES





STUDENT RECORDS MAINTENANCE

Student Records

Process... Process... Process...

- Incoming Transcripts – receive approximately 2,800 per month (24,000/year)
- Transcript Processing:
 - Prerequisite Evaluation – 200 transcripts per month
 - Request for Transcript Evaluation – 700 per month
 - Petition for Graduation – 400 per month
- Outgoing Transcripts – process 4,250 per month (50,000/year)
- Incoming Standardized Tests – 1,400 per year
- Subpoenas and Court Orders for student records – 100 per month
- Merge Duplicate Student Records – 200 per month
- Grade Changes, Student Petitions – 4,000 per year
- ADT Degree Verifications – 1,800 per year



POLICY DEVELOPMENT AND OVERSIGHT

Policy Development and Oversight

- Intended for orderly maintenance of student services programs, services and processes
- Periodic review to ensure currency
- Modify as laws change
- Develop in response to new needs/laws
- Ensure broad consultation in development and review process
 - Districtwide Councils and Committees

Policy Development and Oversight

EXAMPLES OF CORE POLICIES

- Student Services Policies
 - Academic Accommodations and Disability Discrimination for Students with Disabilities
 - Academic Credit for Nontraditional Education
 - Admission of Students
 - College Enrollment Fees/Nonresident Tuition Fees
 - Posting and Distribution of Literature, Political and Vending Activities, Food Handling, and Free Speech on Campus
 - Student Publications
 - Student Records
 - Student Rights, Responsibilities, Campus Safety and Administrative Due Process
 - Harassment and Violence
 - Shower Access and Priority Registration for Homeless Students

<http://www.sdccd.edu/public/district/policies/>



○ **OTHER DEPARTMENTS**
VICE CHANCELLOR
STUDENT SERVICES

Outreach and Relations with Schools



- Coordinate Outreach districtwide to maximize resource utilization
- Ensure consistent District (City, Mesa, Miramar and Continuing Education) presence in the community.
- Design and develop prospective student information
- Community relations
- Advisor to Student Trustees
- Alumni Development
- Promise Program Coordination

Institutional Research & Planning

INSTITUTIONAL RESEARCH AND PLANNING



WELCOME

The Office of Institutional Research and Planning (IRP) is located in the San Diego Community College District administrative headquarters and is the central Research and Planning Office for City College, Mesa College, Miramar College and the Continuing Education Program. The Office of Institutional Research and Planning supports the planning and decision-making efforts throughout the District by providing data and information for managing and maintaining the quality and effectiveness of programs and services. The IRP also provides information that is mandated by external accrediting agencies and legislative bodies and serves as a primary source for information on institutional effectiveness at SDCCD.

Please contact us if you have a request for data or information.
[IRB Review: Investigatory Guidelines For Research Using Human Subjects](#)



Provide data and analysis to support administrative decision making process

- Accreditation
- Program Review
- Chancellor's Cabinet data needs
- Board of Trustees Inquiries
- Culture of Evidence
- Culture of Inquiry
- District and College-based researchers

<http://research.sdccd.edu>

TITLE IX COMPLIANCE



Christopher May
Title IX Coordinator
619-388-6805



Leslee Morris
Title IX Investigator
619-388-6809

- Ensure compliance with Title IX
- Design and conduct training
- Follow up on incident reports
- Conduct investigation
- Policy and procedure development and oversight pertaining to Title IX
- Over 150 reports in 2016-2017

Disability Support Programs and Services

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Director
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DISABILITY SUPPORT PROGRAMS AND SERVICES (DSPS)



WELCOME TO DSPS

The District's Disability Support Programs and Services provide services and courses to support students with disabilities in the achievement of their academic and vocational goals. This program promotes equal participation in mainstream academic programs through preparatory and skill maintenance courses, and offers courses for personal growth.

The District's Disability Support Programs and Services were established to more fully accommodate the academic and support needs of students with disabilities as mandated by Section 504 and 508 of the Rehabilitation Act and the Americans with Disabilities Act. The Disability Support Programs and Services Departments of the Colleges and Continuing Education offer eligible students access to a variety of specialized support services and assistive equipment in a timely manner. These services are intended to assist students with disabilities to more successfully participate in regular programs and activities.



Disability Support Programs and Services

- Disability Support Programs and Services (DSPS) was established to accommodate the academic and support needs of students with disabilities as mandated by Section 504 and 508 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act Amendments Act of 2008.
- Academic accommodations may include, but not be limited to, testing accommodations, note taking assistance, alternate media, and ASL interpretation services.
- The District's DSPS offices are located at each of our Colleges and Continuing Education. Our Interpreting Services Office, three grant programs and the District DSPS Director reside at the District Office.
 - SDCCD serves over 5,000 students with disabilities each year
- Procedures associated with disability-related accommodations and grievances can be found on the District Board Policies website, AP 3105.1.
- Disability law undergoes new interpretation regularly (i.e. service animals)

Leading the Institution Forward



***Alone we can do so little;
together we can do so much.***

Helen Keller

Questions?

