



SAN DIEGO COMMUNITY COLLEGE DISTRICT

3375 Camino del Rio South
San Diego, California 92108-3883
619-388-6500

CITY COLLEGE | MESA COLLEGE | MIRAMAR COLLEGE | CONTINUING EDUCATION

Student Services

Approved

Student Services Council

April 9, 2020

10:15 a.m. – 11:45 a.m.

Zoom Meeting

Minutes

Present:

Antonio Alarcon	Instructional Services Representative
Rick Cassar	Miramar College Academic Senate
Georgina M. Garcia	City College Academic Senate
Adrian Gonzales	Miramar College
Ashanti Hands	Mesa College
Catrina Hixon	District Student Services
Leroy Johnson	Mesa College Academic Senate
Ramon Knox	District Student Services
Cat Prindle	Continuing Education Academic Senate
Star River-Lacey	Continuing Education
Denise Whisenhunt	City College

Absent:

None

1.0 Approval of Minutes

- February 6, 2020
 - Motion to approve the minutes by Ashanti Hands; Seconded by Rick Cassar
 - Minutes approved

2.0 Enrollment Update – *Standing Item*

- Ramon Knox, Interim Vice Chancellor, Student Services, presented the Council with a snapshot of enrollment trends for each institution, for the dates of March 15, 2020 to April 5, 2020.

3.0 COVID-19

- The Council received updates on how the District and other partners are responding to COVID-19.

- **California State University (CSU) Transfer Changes**
 - CSU transfer changes are related to first-time college transfers and related to grading components. As the District receives information, organizations are pivoting to respond.
 - The California Community Colleges Chancellor's Office (CCCCO) has not received specific information, from the University of California (UC) system, in response to the Pass/No Pass (P/NP) option for students in the state Chancellor's Office Executive Order 2020-02.
- **Grading policy**
 - The state Chancellor's Office released a statewide Executive Order 2020-02 on March 27, 2020, related to grading policies and term extension in response to COVID-19. The processes of Early Withdrawal (EW), Pass/No Pass (P/NP), Incomplete, and course repetition are impacted.
- **Student Communications**
 - Student emails are being sent:
 - To create awareness for students
 - To provide information on grading, refunds, commencement
 - To provide information on other support services.
- **Commencement**
 - The Chancellor has communicated the decision to postpone commencement.
 - The Chancellor's Cabinet is in discussion to identify a modality and determine cost options for alternative commencement celebrations.
 - The Vice Presidents of Student Services are in communication with the campus Presidents to determine the best approach and options for commencement ceremonies.
- **Campus Student Support Initiatives**
 - The Council received updates from City, Mesa, Miramar colleges and Continuing Education on support initiatives for students.

City College:

- Implementing laptop loan program for students
- Providing Wi-Fi capability and access as well as securing hotspots
- Revamped Student Services website with key contact information
- Using multi-communication modality with all resources to access students

Mesa College:

- Implemented laptop loan program for faculty, staff, and students
- Launched COVID-19 emergency response grants. The Associated Student Government and Foundation contributed \$30,000. The college raised an additional \$8,000.
 - By the end of the first day of the launch, Mesa College received over 1,700 applications
- Working with local vendors to contribute with and give back to local businesses.
 - Purchased meal vouchers, made available for STAND students to use vouchers to get meal
- Created online Student Services webpage
- Held community forum with Mesa College President
- Connecting students to programs (EOPS, former foster youth, peer navigators, outreach coordinators)
 - Isolation remediation: connect via ZOOM to have 1-1 conversations with students
- Combined San Diego Community College District (SDCCD) meetings to coordinate districtwide how each counseling department sees students, share about workshops and connect resources

Miramar College:

- Vice Presidents of Student Services are meeting daily to share strategies and plans on how best to serve students in the District
- Working on release of application for laptop loan program and emergency funds
- Preparing President and student community forums

Continuing Education:

- Shared unique challenges with funding for noncredit
- Using multi-faceted approach including phone calls in addition to emails to ensure contact coverage for students with varying degrees of technology skills and those with high barriers (e.g. low SES)
- Updated all websites, focusing on technology
- Sending student survey for basic needs
- Distributing 700 laptops starting with special populations
- Hosting virtual town halls
- Created Google Voice phone number to contact beyond email
 - Plan to make available to students
 - Resource centers active in updating resources
- Public thank you from Continuing Education to Catrina Hixon, District Student Services Director, for her support with positive attendance and registration.

- Ramon Knox shared additional means of support including:
 - CARES Act
 - \$14 million for District; 50% resources go directly to supporting students (based on Pell recipients)
 - Additional AB 19 funds will be provided to provide relief for the campuses
 - Application for FEMA relief for resources for COVID-19 offset
 - Chancellor's Office Foundation secured \$5 million to offer student grants, funds were exhausted in one day of the launch

4.0 Transcript Processing (Catrina Hixon)

- Catrina Hixon presented the Council with the current transcript processing process and provided recommendations to modify the transcript evaluations in how incoming transcripts are processed.
- Catrina Hixon shared that discussion began briefly during the Counseling Business Process Review meeting and suggested to continue the discussion and bring recommendations back to Student Services Council for review.
- The Council supported for recommendations to be brought back regarding modification of the current transcript evaluation process.

5.0 Cranium Café / Other Online Modalities to Support Students

- The Council discussed Cranium Café and other online modalities to make processes as seamless as possible for students to manage the COVID-19 remote platform.
- The Council agreed that Cranium Café is a valuable platform to provide similar services for our students.
- The Council agreed to look into the possibility of Cranium Café as a new online tool and modalities to help support students, with the goal of long-term implementation.

6.0 AB 1313: Prohibited Debt Collection Practices

- Amendment to CA Code of Regulations, Title 5
 - Language change

- Ramon Knox, District Student Services, provided an update to Title 5 proposed language change for AB 1313.
- Community colleges can no longer hold transcripts and grades for students as part of a debt collection process.
- Catrina Hixon, District Student Services, share that the District no longer holds transcript/grades (unofficial), but will hold diploma.

7.0 Ongoing Forms Review and Update

- Supplemental Application and Certification of Special PT Joint HS Diploma
- The Council reviewed the Supplemental Application and Certification of Special PT Joint HS Diploma and had the following changes:
 - Include: adult high school program representative
 - Include: language on page two to indicate the student is referred to on the reverse side of the form
- Catrina Hixon, District Student Services, will add the proposed changes to the form.
- The Council agreed that the form would be sent to the Council for approval after the changes are made.

8.0 Proposed Meeting Schedule – Fall 2020

- The Council approved the fall 2020 meeting schedule.
- The Council will receive upcoming meeting invitations via Outlook.

9.0 Other

Next SSC Meeting: May 7, 2020