



SAN DIEGO COMMUNITY COLLEGE DISTRICT

CITY COLLEGE • MESA COLLEGE • MIRAMAR COLLEGE • COLLEGE OF CONTINUING EDUCATION

Approved

**Student Services Council
Thursday, November 4, 2021
10:00 a.m. – 11:30 a.m.
Via Zoom**

Minutes

Present

Victor DeVore	District Office
Georgina Garcia	San Diego College of Continuing Education
Ashanti Hands	San Diego Mesa College
Marciano Perez	San Diego City College
Cat Prindle	San Diego College of Continuing Education
Cynthia Rico	San Diego Mesa College
Susan Topham	District Office
Kirk Webley	San Diego Miramar College

Absent

Adrian Gonzales	San Diego Miramar College
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Guest

Poppy Fitch	District Office
Krystal Henderson	District Office
Brian Weston	District Office

1.0 Minutes

- The October 7, 2021 SSC meeting minutes were approved by consensus.

2.0 Class Schedule Terminology

- Dean Brian Weston presented about standardizing class schedule terminology.

- The two main purposes are consistency and human language. This is currently being discussed with the Districtwide Distance Education Steering Committee (DDESC) and they are now sharing the project districtwide.
- They have a survey to ask for input about what to call the various modalities.
- If the definitions can be made consistent across the district, then Student Services can provide the definitions in the class schedule.
- Presentation is provided by the DDESC, which has representatives at all of the colleges. The DDESC representatives are presenting to the Academic Senate. Dr. Susan Topham, Vice Chancellor of Educational Services has asked that the Student Services Council (SSC) help with sharing the information at their colleges.
- The information needs to be transparent for students when they sign up, which is the goal of standardizing the terminology.

ACTION - The Counseling Chairs will work with the Chair of Chairs at their colleges to determine a date for Weston to present.

3.0 Cranium Café/ConexEd

- Acting Dean Krystal Henderson shared that changes will take place to Cranium Café's platform. The changes were slated to take effect today, November 4th. However, ConexEd will communicate soon that the new user interface release will now take place this Sunday night, to minimize disruption to operations during the work week.

4.0 District Student Survey (Jess to send blurb)

- Susan Topham shared the results of the District Student Preferences Survey. She will be sharing the information with Chancellor's Cabinet and will send copies of the results to each college's President and Vice Presidents.

5.0 Clockwork (Poppy Fitch)

- Technology Integration: DSPS is pre-launched for the integration of the Clockwork system, a workflow management software designed specifically to support the disability request, accommodation and service provision processes that are managed by DSPS. Leveraging technology to improve

DSPS systems and student support will increase departmental efficiencies and self-service opportunities for students and faculty, particularly in light of remote student support and operations. The outcome will be more efficient and effective services to students, and more real time access to data about students with disabilities! Our go-live is Nov 15!

6.0 Accessibility Project (Poppy Fitch)

- San Diego College of Continuing Education (SDCCE) is working on a page and would be interested in having someone take a look at it for accessibility. Cat Prindle will send Poppy Fitch an email to connect about what is available.
- Accessibility, Design & Usability Project Update: The Accessibility, Design & Usability Project is a collaboration between San Diego Community College District's Online Learning Pathways and DSPS to support compliance with Section 508 of the Rehabilitation Act through enhanced accessibility, usability, and universal design within the District's Learning Management System (Canvas). The project's scope will involve the procurement and implementation of accessibility evaluation software, funding staff to develop, market, and support faculty professional development that will infuse Universal Design principles as it relates to accessibility and use-ability.
- The [Accessibility Resource Page](#) has been developed and the site is now live!
- The PopeTech tool is being used in conjunction with Canvas accessibility tools.
- Donna Eyestone, an expert in accessibility, has been hired to develop and deliver the first set of four accessibility trainings planned for Fall, 2021.
 - Alt Text (October)
 - Headings (November)
 - Canvas Accessibility Top 5: Alt Text, Headings, Lists, Links, Accessibility Checkers (December)
 - Office365 Accessibility (TBD)
- One Online Accessibility Mentor has been hired at each college to help support faculty. Recruited via the VPI Offices they are as follows:
 - Denise Maudli-Williams (San Diego Miramar College)
 - Sarah Dunn (San Diego Mesa College)
 - Tucker Grimshaw (San Diego City College)

- Iris Lowe (San Diego College of Continuing Education)

7.0 What is the turnaround time for uploading vaccination information and having it available to use?

- 1-2 business days is the general response. Once the student is in the system it can be as quick as ten minutes. It's a manual process that take an employee to physically update.
- There is a new video available that will walk the students through the steps to take to load their information.
- There is confusion with students because from the SDCCD landing page students are clicking on the main district COVID-19 Information which is not the same as the student COVID-19 Information page.

ACTION - Dean of District Student Services Victor DeVore will look into simplifying the student COVID-19 Information page. He will also reach out to District Communications to ask if the student page can be more prominent on the landing page.

- Consider adding a list of what is available on the page at the top so that students can click a link to be taken directly to the information they are looking for.

8.0 Spring 2022 Hours Grid

- The VPSS group will discuss how the hours will look across the district, taking into consideration the different populations and who they serve.