



# SAN DIEGO COMMUNITY COLLEGE DISTRICT

3375 Camino del Rio South

San Diego, California 92108-3883

619-388-6500

CITY COLLEGE | MESA COLLEGE | MIRAMAR COLLEGE | COLLEGE OF CONTINUING EDUCATION

*Educational Services*

**Approved**

## **Student Services Council**

**Thursday, May 5, 2022**

**10:00 a.m. – 11:30 a.m.**

**Via Zoom**

## **Minutes**

### Present:

Shakerra Carter	San Diego College of Continuing Education
Victor DeVore	District Office
Poppy Fitch	District Office
Georgina Garcia	San Diego College of Continuing Education
Adrian Gonzales	San Diego Miramar College
Ashanti Hands	San Diego Mesa College
Marc Hollman	San Diego Miramar College (Replaced Kirk Webley)
Marciano Perez	San Diego City College
Cat Prindle	San Diego College of Continuing Education
Cynthia Rico	San Diego Mesa College
Susan Topham	District Office

### 1.0 Approval of Minutes

- The April 7, 2022 minutes were approved by consensus.

### 2.0 Summer and Fall Service Hours

- Close public services on Fridays at 1:00 p.m. but have staff there until 5:00 p.m.
- Confirm with Ashanti before we post the grids. Okay to post otherwise.

*ACTION: Remove the extended hours from the service grids.*

### 3.0 Update on Imaging of Transcripts

- Working with IT to find a replacement for WebExtender for counselors to access transcripts. In the meantime, working with IT to load transcripts into a shared drive with counselors to have a read-only access so they do not need to go through anyone else to get the information. This would be a temporary fix until the WebExtender is in place.
- Ensuring the software will be acceptable for all areas.

## SSC Meeting Minutes

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- Colleges are pleased with the temporary fix.
- Timeframe – job aid will be provided along with training for the counselors on how to access the information.
- Updating in parchment to receive true PDFs, allowing CS to receive electronic transcripts and turn it into a pdf for counselors to access. This will also apply to the college of continuing education. Will ensure the software can read paper data as well, as requested by SDCCE.

### 4.0 Updates to Summer Hours of Operation

- Discussions have taken place at Cabinet and are continuing via email. Vice Chancellor Topham is hopeful information will be shared soon, most likely from the Presidents. It will be a local decision and will be service based. Discussions include ensuring consistency with Student Services so students are not moving around the colleges unnecessarily.
- There are many facets that go into making the decision before communication can go out that will include the framework. The colleges are concerned and hopeful that it will be across the district to allow consistency for the students.

### 5.0 Confirmation of Fall Extended Hours (August 9<sup>th</sup> – September 2<sup>nd</sup>)

- Counselor services will end at 1:00 p.m. on Fridays.

*ACTION: Remove the extended hours from the service grids.*

### 6.0 Course Auditor

- No update.
- Focusing on CampusLogic – Financial Aid software that allows to speed up the process. Once that it running and stable, focus will shift back to Course Auditor. Looking to begin implementing with Spring 2023 registration.

### 7.0 DSPS Leadership Update

- In the spirit of consistency across the district, the leadership teams meets biweekly to make decisions related to operations, technology, etc.
- San Diego College of Continuing Education and City College will be in a situation where either they will have a gap or a change in leadership after Brie Kennedy departs from their role. Director Fitch offers her support without reservation.
- Leadership will be meeting in the coming months to do strategic planning with the intention to focus on consistency across the district.

### 8.0 Title IX Update: BP 3433 Prohibition of Sexual Harassment under Title IX

- Multi-day Title IX training last year. The statewide associations of Community Colleges has collaborated with a new training provider (Grand River Solutions) to access free of charge training. Director Fitch will present the trainings available to each person and will establish the process that will allow notification of completion of training.

- New guidance is expected from Department of Education. Much of the current operation relates to guidance from the prior administration. The new BP 3433 that was recently adopted by the board is likely to be out of date shortly. Director Fitch is waiting for the new guidance to be released before sending out training information.
- Who will be included in the training?
  - Deputy Coordinator of the College and the College Vice Presidents
  - High-level communications with classified and broader groups of users
  - Flex Week presentations at the colleges will be another way to communicate what has changed and what that means for the broader community.
- Educational Services will be recruiting this summer for a Title IX Coordinator.

#### 9.0 Complaint Process Mapping Underway

- Evaluate and update complaint process maps to build out the processes in the Maxient system to have a more efficient and complete process.
- Victor shared the current complaint process that consists of a formal and informal process. Director Fitch is working with the Student Services department to revamp the process using Maxient.

#### 10.0 Maxient System Update

- Maxient is a mechanism to inform through email and collect data. No matter who the person is, they will submit the complaint via Maxient. General, Academic/Instructional, and protected class complaint.
- There are many benefits to the new mapping
  - Clear communication between Student Services and Student Affairs
  - Equity
  - Consistent and clear communication across the board that includes resources while also softening the edge and becoming more accessible to every user
  - Consistency across the District also helps students know what to expect when they are attending multiple colleges.
- Director Fitch asked everyone to share input and feedback to be included in the mapping and integration process of the system. Additionally, as the process rolls out there will be testing requested at the colleges.

#### 11.0 Other

- Thanks to Shelly for work on CPL and Victor for supporting work for Counseling.

*ACTION: Educational Services will provide training on CPL for the Counselors. Susan asked for feedback on timing of the training – during Flex week or earlier. Proposed schedule and training to include Victor, Margarita, Shelly, Cynthia, Marc, Cat, and Georgina.*

*ACTION: Memo with guidance on ethnic studies*