



# SAN DIEGO COMMUNITY COLLEGE DISTRICT

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

**Approved**

**Student Services Council  
Thursday, March 7, 2024  
10:00 a.m. – 11:30 a.m.  
District Office, Room 220**

## **Minutes**

### Present:

Jennifer Aase	San Diego Miramar College
Shakerra Carter	San Diego College of Continuing Education
Ailene Cua Crakes	San Diego Mesa College
Victor DeVore	District Office
Allison Douglas-Chicoye	San Diego Miramar College
Bernice Lorenzo	San Diego City College
Georgina Garcia	San Diego City College
Adrian Gonzales	San Diego Miramar College
Carolina Gonzalez	San Diego College of Continuing Education
Roberta Krauss	San Diego College of Continuing Education
Marciano Perez	San Diego City College
Susan Topham	District Office

### Absent:

Poppy Fitch	District Office
Kevin Gallagher	San Diego Miramar College
Bernice Lorenzo	San Diego City College
Larry Maxey	San Diego Mesa College
Reem Putrus	San Diego College of Continuing Education
Cynthia Rico	San Diego Mesa College

### Guest:

Aimee Gallagher	District Office, Acting Vice Chancellor of Human Resources
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#### 1.0 Welcome

- Vice Chancellor Susan Topham called the meeting to order at 10:04 a.m. and welcomed the council to the meeting.

#### 2.0 Approval of Minutes\*

- The February 1, 2024, SSC meeting minutes were approved by consensus.

3.0 Summer and Fall Registration; Confirm Dates are Correct (Rico)

- Summer and Fall 2024 class schedules will be posted on April 15<sup>th</sup>.
  - Summer 2024 registration begins on April 22<sup>nd</sup>.
    - The question was raised whether parking will be enforced.
- Fall 2024 registration by appointment begins on April 29<sup>th</sup>.
- Students who may owe fees for Spring 2024 will have a hold to register for the subsequent session.
- The target date for the 2024-25 catalogs to be online is April 1<sup>st</sup>.
  - The question was raised if the catalog will appear online first or if the hard copies will be available first.
- Processing Calendar Resource\*

*ACTION: Vice Chancellor of Educational Services Susan Topham added the parking question to the Chancellor's Cabinet for clarification. Topham will confirm whether the hard copy will be available before or after the catalog is available online. Jess will send out the link to the processing calendar.*

4.0 Remote Work (Aase)

- For the "all hands-on deck" period, students can select in-person or online appointments, and additionally, there are many walk-ins.
- Per the contract, the faculty can decide where to take the appointment if there is an online assignment. Regarding scheduling an all-day remote day, the manager can determine if there is a remote day and can schedule when the remote day occurs. There is no entitlement to a remote day at all. However, faculty can still take their online assigned appointments from another location.
- There is a heavy walk-in number during the "all hands-on deck" period, so there is an expectation that counselors are available to address the student's needs and be present and available on campus.
- Ultimately, if there is no contract violation, it is an allowable event that occurs and is a need that the Chancellor's Cabinet approves. Additionally, there is a push for more of a campus presence to help build enrollment and serve the community, making it essential to be on campus during the critical first weeks of the semester.

5.0 Other

- SoftDocs Update: Conversion of the imaging data is taking longer than anticipated. The latest go-live will be the week of April 1, 2024. Counseling Supervisors should have all of the accounts set up. Everyone should confirm they can log into eTrieve. If they can log in successfully, they are ready for training.
  - Mesa's training is scheduled for March 20, 2024.
  - The Educational Services team is working to schedule training dates for San Diego City College, San Diego Miramar, and San Diego College of Continuing Education.

*ACTION: Dean of District Student Services, Victor DeVore, will send an update, timeline, and next steps.*

- Program Codes: The difficulty is that this is a manual process that the Evaluators currently handle. Topham shared some of the barriers and the long-term plan.
- New Dismissal Process: Per the administrative procedure, a written agreement between the student and the counselor is required. A comment should be added to the student's page so anyone who meets with the student will know there is a contract and what the counselor recommends. The process and how the student academic contract looks can be discussed at the Academic Advising meeting. The goal is to have the new process implemented beginning in Fall 2024. The administrative procedure is currently in the approval process and is scheduled to be decided on at the April DGC meeting.

*ACTION: DeVore will follow up with Dean of Instructional Services, Shelly Hess, on the next Academic Advising meeting date and will ensure this topic is added to the agenda.*

(\*) See attachment.