



# San Diego Community College District

City College · Mesa College · Miramar College · College of Continuing Education

**Approved**

## **District Student Services Council**

**Thursday, November 7, 2024 | 10:00 a.m. – 11:30 a.m. | District Office, Room 245**

### **Minutes**

#### Present:

Jennifer Aase	San Diego Miramar College
Victor DeVore	District Office
Allison Douglas-Chicoye	San Diego Miramar College
Georgina Garcia	San Diego City College
Lillian Garcia	District Office
Adrian Gonzales	San Diego Miramar College
Carolina Gonzalez	San Diego College of Continuing Education
Shelly Hess	District Office
Roberta Krauss	San Diego College of Continuing Education
Bernice Lorenzo	San Diego City College
Andrew “Luke” Menchaca	District Office
Guillermo Marrujo	San Diego Mesa College
Marciano Perez	San Diego City College
Cynthia Rico	San Diego Mesa College
Susan Topham	District Office

#### Absent:

Shakerra Carter	San Diego College of Continuing Education
Poppy Fitch	District Office
Larry Maxey	San Diego Mesa College

#### 1.0 Welcome

- Susan welcomed the group to the meeting.

#### 2.0 Approval of Minutes\*

- The June 6, 2024, minutes were approved by consensus with a few minor corrections.

#### 3.0 District Student Services Council (DSSC) Membership and Charge

- Changes to the charge and committee composition must go through the review process at the Academic Senates, College Student Services Councils, Chancellor’s Cabinet, and District Governance Council (DGC).

- The recommendation is to add an additional academic senate representative from each college to the DSSC meeting. Change of the committee composition would be four additional faculty members and four administrators overseeing counseling services at the colleges. The Deans from Educational Services are attending as resources, not as voting members.
  - Faculty appointees are determined by the Academic Senates at the colleges. Faculty can be instructional or student services at the selection of the Academic Senate.
- Vice Chancellor Susan Topham met with the Academic Senate Presidents on Monday, November 4, 2024. The ask for DSSC is for the Academic Senate representatives to ensure they share information from this committee with the college Academic Senates.

*ACTION: Update the committee's charge and push it out to the group to begin discussions at the college level. The topic will return to the DSSC for final discussion and a vote to move the proposed changes through the governance groups.*

#### 4.0 Drop for Non-Payment Spring 2025\*

- The Chancellor's Cabinet confirmed that we can move forward with drop for non-payment for Spring 2025. The timeline was shared with the Council.
  - Communication will include the pop-up window at login, emails, and text messages.
  - Dean of Student Services Victor DeVore will look into including the drop date on the student financial page.

#### 5.0 Petition Process

- DeVore shared the proposed streamlined petition process with the group. This will benefit students by simplifying the process and it also provides the district with actionable data. It would result in JIRA petitions for the following:
  - Late Add Past the Add Deadline
  - Late Withdrawal Past the Withdrawal Deadline
  - Excused Withdrawal (EW)
  - Redirect and add a new section on the Grade Change Form, signature level at the Dean, and Vice President of Instruction (VPI) letter.
    - Faculty would acknowledge on the form that they did not drop the student by the census date, then send it to the Dean for signature, and then the VPI. This would be a faculty-initiated form.
  - Petition for Course Repetition for all colleges

*ACTION: Topham will bring the proposed process and plan to the VPI group and then back to DSSC for further discussion.*

## 6.0 Student Complaint Process

- DeVore shared the current student complaint process.
- Educational Services has created a “Just Report It” webpage with specific reasons to report a complaint.
  - The page is for students, employees, and the community.
  - The Academic dishonesty and disruptive behavior complaints can only be submitted by faculty, who must log in to submit the complaint.
  - The page is not live, as discussions are still occurring with various stakeholders.
  - The Council recommended separating out the student section from the faculty section, even if both sections contain the same forms.
- The complaints will go through Maxient, our online student case management system. This will allow the different areas to be connected to better student support by allowing students to see patterns and have a more holistic perspective.
- The process isn’t changing; only the outward-facing piece is changing. This webpage will also meet compliance requirements for record-keeping of grievances.
- The workflow is still being worked out with the various stakeholders.
- The final product will be presented to the Academic Senates.

## 7.0 AB 789 Satisfactory Academic Progress\*

- One of the asks in AB 789 is for faculty to add language to their syllabus regarding the financial aid appeal process. The Financial Aid Directors helped develop the recommended language.
- Topham shared that she mentioned this information to the Academic Senate Presidents during their recent meeting, so they are aware that the DSSC representatives will bring this information to the Academic Senates for discussion and decision of whether it is supported.

*ACTION: The document will be updated to include the council's recommendation and sent out to the group. The DSSC Academic Senate representatives will return this information to their Academic Senates for discussion.*

## 8.0 BP and AP 5021 CA-MX Binational Agreement

- The BP and AP went to DGC for a first read on November 6, 2024, and will go for a second read and approval on December 11, 2024.
- This is the same BP and AP used across the region. The Admissions Directors provided input and feedback on the language and were heavily involved in regional discussions.

- This allows us to become F3 schools, allowing the students to be classified as commuter students. The students will still go through the international admissions process if they want to take in-person classes. The college Admissions and Records Directors will update the websites after the BP and AP are approved.
- The students are not eligible for CVC OEI if the colleges are outside of the region. If the CVC OEI college is within the region, the students should go through that college's process.
- There is currently no information to share on the reciprocity part of the agreement. A visit is planned for the regional colleges to attend an event in Mexico.

#### 9.0 Online Catalog (Hess)

- Dean Shelly Hess shared the draft of the 2024-25 online catalog. The catalog was also printed, so the look of the online catalog matches the printed version.
- Before CurrlQunet Meta, San Diego College of Continuing Education (SDCCE) was not part of the curriculum process in the former CurrlQunet platform.
- There is a policy module within the platform that can be updated and applied to the college catalogs simultaneously.
- We need to keep the design simple at this time and ensure the information is accurate and mirrors what we are used to seeing in the catalog. Updates can be made as we evolve and as many changes are made.
- Topham mentioned that some of the information and changes that are being requested are available to students in the Program Mapper. Faculty provided feedback that they feel that Program Mapper is not updated.

*ACTION: More discussion will be had regarding the online catalog. Hess will provide the Counseling Chairs access so they can work with their colleagues and bring forward recommendations.*

#### Standing Item

1.0 AB 928

(\*) See Handout