



# SAN DIEGO COMMUNITY COLLEGE DISTRICT

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CITY COLLEGE | MESA COLLEGE | MIRAMAR COLLEGE | CONTINUING EDUCATION

*Student Services*

**Student Services Council  
December 13, 2007  
9:00 – 10:30 a.m.  
Room Z-405  
Minutes**

**APPROVED**

**PRESENT:**

Marcia Biller	Continuing Education (for Brian Ellison)
John Bromma	CE Academic Senate
Rick Cassar	Miramar Academic Senate
Gail Conrad	Interim VP, Mesa College
Shelly Hess	Instructional Council (for Henry Ingle)
Edwin Hiel	City Academic Senate
Guillermo Marrujo	Mesa Academic Senate
Lynn Neault	Student Services
Gerald Ramsey	Interim VP, City College
Peter White	Vice President, Miramar

**GUESTS:**

Ivonne Alvarez	Mesa College
Julie Barnes	City College
Joi Blake	Mesa College
MaryAnn Guevarra	Miramar College (for Joan Thompson)
Anne Heller	Continuing Education
Erika Higginbotham	Mesa College
Lorie Howell	Continuing Education
Adela Jacobson	Mesa College
Bernice Lorenzo	City College
Barbara Mason	City College
Nick Mata	Miramar College
Julie Pludow	Mesa College
Sandy Smith	Miramar College

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- 1.0 Approval of Minutes
- December 6, 2007
  - Approved

## 2.0 Categorical Site Visits - (Matric/EOPS/DSPS/CalWorks)

- At a previous meeting, the Council agreed to invite the CalWorks, EOPS, DSPS and Matric Deans to an SSC meeting to begin planning for the categorical site visits scheduled for Spring 2009. It was agreed that it would be helpful to identify the information needs early so that the data can be pulled all at once for the three colleges and Continuing Education.
- The Council discussed the exact data that the Chancellor's Office is requesting for the review as there was confusion as to the specific request.
- Joi Blake stated that the program review section is clear as to the information that is being requested; however, she shared that the challenge is that the data submitted to the Chancellor's office, via MIS, does not match the college data and is being reported. She stated that the Chancellor's office informed her to begin looking at the data and to reconcile or ensure that what we are reporting is being submitted.
- Lynn Neault shared that the data that the State Chancellor's office has is incomplete because the data is not being consistently input into ISIS, which is the source of the MIS data.
- Adela Jacobson shared that she attended a training session on the upcoming visits and she is aware of some questions that will be asked. In addition, the visiting teams will be interviewing staff from different areas so it is crucial to make sure that the communication is consistent across the college. Adela agreed to make copies of any information that she receives that would be helpful to the group for the upcoming site visits.
- The Council discussed the dates for the visits. It was shared that the State Chancellor's office is expecting the dates to come from the colleges. They are not prescribing dates. The Council agreed to have the site visits scheduled on the same week. It was agreed to an early March date in Spring of 2009.
- It was agreed that the data or information requested from the research department would be as follows:
  - How many students are served by more than one service area?
  - Who are students across all programs? Demographics?
  - Services received by students (broken down by student and program).
  - Success for under prepared and under represented students (comparison with those served/not served)

- In addition, it was agreed to update the student equity plans and pull the MIS data for review.
- The Council agreed to convene quarterly meetings in preparation for the 2009 site visits. The next meeting will be held the 2<sup>nd</sup> week of April. Adela Jacobson agreed to bring forward a more detailed report from the State Chancellor's office as to what is expected from the colleges. She further agreed to e-mail the list of questions that will be asked for review at the meeting.

### 3.0 I.D. Card Printers (Revisited)

- At the previous meeting, the Vice Presidents were advised that there have been problems with the quality of the student I.D. cards. The vendor is recommending laminating printers to protect the cards from wear. Student Services has enough funds to replace 3 existing machines with laminating machines; however, it will cost \$5,000 per college to replace additional machines.
- The Vice Presidents agreed to see whether they can purchase additional printers at \$5,000. Gerald Ramsey stated that City has the funds to purchase one printer. Peter White shared that he would not know until January. Gail Conrad also was not certain.
- Lynn Neault shared that Mesa will need two additional printers; City will need two and Miramar will need one additional printer.
- The Council agreed to trail the item to the first meeting in January.

### 4.0 Military Spouse Tuition Reimbursement Program – Revisited

- At a previous meeting, it was shared with the Council that the Navy is launching a Military Spouse Career Advancement initiative. The program is a two year pilot intended to provide financial support to spouses of enlisted military personnel who enroll in specific training programs.
- City College has been working with the Workforce Partnership and the head of the military program and agreed to develop the promotional materials for distribution.
- Peter White inquired if the resources are coming out of the military program or the Workforce Partnership? It was shared that the funds were Department of Defense dollars administered by the Workforce Partnership.
- Gerald Ramsey stated that the bookstore and supplies issue is between the student and the military. The student will be required to pay for the books and supplies up front.

- Gerald Ramsey stated that City is looking at what programs qualify and they are compiling a list and sending the list to the military contact to confirm that these are the applicable courses. Lynn asked the Vice Presidents to get her a list of the programs at each college and she will send them to Lisa Curtin to get them approved.
- Lynn Neault shared that Lisa Curtin has offered to have Ray Sayre, Director of the Navy College Office, come to a future Student Services Council meeting to discuss the program with the Council.

#### 5.0 Approval to use BSI funding for contract positions (Peter White)

- Peter White raised the question of using BSI funding to create new contract positions at each of the campuses to carry out the basic skills initiative plan. He would like to fund a full-time assessment position if approved (Senior Student Services Assistant).
- It was agreed that Lynn would follow-up. However, the challenge is that basic skills money is not seen as categorical (on-going) but as one-time money.

#### 6.0 Student Fee Deferral Process (Peter White)

- Peter White raised the issue of the student fee deferral process. He inquired as to the process at the other campuses. He shared that at Miramar the process is handled by his secretary. Part of the process requires that she collect the fee from the student for processing. He shared that his secretary will process the fee; however, will not take the money to the Accounting office immediately. This means that she can have up to \$1,000 dollars at one time that she is walking to the Accounting office.
- Gerald Ramsey shared that at City the student files the application in his office where he will approve or deny the application. If approved, the student will then take the form to the Accounting office and pay the money. The Accounting office will then provide the student with a receipt which is taken back to the Vice President's office.

#### 7.0 Drop for Nonpayment (Gerald Ramsey)

- Gerald Ramsey raised the issue of dropping students for not paying the health fee. He feels that the numbers are getting very large.

- Lynn Neault provided some history on the drop for nonpayment for the health fee. She shared that the first time the new waiver policy was put in place, it was agreed that financial aid students would not be dropped for Fall, but would be given a “grace” period. The colleges launched a college-wide campaign to notify students that if they did not pay the fee they would be dropped. Even with all the efforts in place, financial aid students still are not paying the health fee.
- Currently, some campuses are still placing calls to students to remind them that if they do not pay the health fee they will be dropped. Gerald Ramsey shared that last semester 700 students were called and 30 students admitted forgetting but would pay the fee and they did. The others stated they had not paid and would pay it. Peter White shared that Miramar will continue to make the calls.
- Lynn Neault suggested that the fee be paid up front. The students could provide a check that would be deposited into their account in the Accounting office. Gail Conrad and Rick Cassar support charging the fee up front.
- Guillermo Marrujo also suggested adding a default screen on Reg-e that once a student registers for a class, a screen pops up that alerts the student that he/she needs to pay the fees.

#### 8.0 Salzburg Seminar (Revisited)

- At a previous meeting, the Council discussed the upcoming dates for the Salzburg seminar and it was agreed that the May 31<sup>st</sup> through June 7<sup>th</sup> would be the best date for student participation; however, it was unclear as to what campuses would participate.
- Last year, only City College participated in the program. The Vice Presidents agreed to follow-up regarding participation. The item will be trailed to the first meeting in January.

#### 9.0 Course Repetition

#### 10.0 Advising to see Counselor Earlier

#### 11.0 Academic Senate Reports

#### 12.0 Curriculum Instructional Council Report