



SAN DIEGO COMMUNITY COLLEGE DISTRICT

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CITY COLLEGE | MESA COLLEGE | MIRAMAR COLLEGE | CONTINUING EDUCATION
Student Services

**Student Services Council
January 29, 2009
9:00 – 11:00 a.m.
District Office, Room 110
Minutes**

APPROVED

PRESENT:

John Bromma	Academic Senate, Continuing Education
Rick Cassar	Academic Senate, Miramar
Brian Ellison	Continuing Education
Peter Fong	Miramar College
Shelly Hess	Instructional Council
Barbara Kavalier	Mesa College
Guillermo Marrujo	Academic Senate, Mesa
Lynn Neault	Student Services
Peter White	City College

GUEST:

Otto Lee	Instructional Services
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- 1.0 Approval of Minutes
- January 22, 2009
 - Approved

2.0 Strategic Master Plan (Otto Lee)

- At the request of the Council, Otto Lee attended the meeting to discuss the Strategic Master Plan and provide clarification of his request for metrics and outcomes.
- Otto Lee shared with the Council that there have been some significant strides made in the last year, in collaboration with the colleges and Continuing Education, that were part of developing the final draft Strategic Master Plan.

- Otto shared that last Spring, the committee was able to identify 7 strategic priorities. From those priorities, the next step is to zero in on performance indicators (metrics). He stated that the committee felt it was important to be able to measure how student services is going to achieve its goals, year after year. In addition, he stressed that the expectation is that the performance indicators are tracked.
- Otto Lee confirmed that he received the initial feedback from Student Services; however, he stated that he shared the feedback with the committee and the Chancellor and essentially what they were looking for was measurable metrics and objectives. The Chancellor felt the goals submitted by the Council were very general and abstract. She asked Otto to go back to the Council and fine tune the plan.
- The Council had much discussion and provided feedback. The Council shared that it was not their understanding that the priorities would be measured. In addition, the Council questioned whether it, as an entity, would be tasked with the responsibility to measure these goals on an annual basis. It was felt that a strategic plan is a long-term vision, where the colleges work on their own goals and objectives at each college, based on the priorities.
- Otto Lee agreed to take the suggestions and feedback to the committee and incorporate them into the final document. He will also propose the reorder of the priorities to the committee.

3.0 Customer Service Training Task Force – Revisited

- At a previous meeting, the Council agreed to begin discussions about customer service training with the Admission Supervisors and Matriculation Deans at the next Admission Supervisors meeting. The meeting was confirmed for February 23rd at 11:30 a.m. The Vice Presidents agreed to invite their Matriculation Deans.

4.0 Fee Deferments (Peter Fong)

- The Council was provided with a copy of the total number of deferments between Fall 2005 and Fall 2007, by college. The Council reviewed the data and reviewed the procedures.
- It was shared that if a student does not pay by the deferment date, a hold is placed on the student's record.

- The Council discussed how to reconcile the amounts that are never collected.
- Peter Fong is concerned that deferments are routinely granted rather than on an exception basis and many are never collected. He inquired as to how it benefits the college if these students never pay, take the class and never come back for their transcript.
- Lynn Neault shared that there are no provisions in the regulations that allow the district to defer the fees indefinitely. It was intended to be a mechanism to temporarily permit students to enroll while waiting for other resources.
- The Council agreed to return the item to the next meeting and discuss the actual practice at each college.

5.0 Alumni Association Database – Subcommittee

- Deferred

6.0 Title 5 Update

- Lynn Neault provided the Council an update on the proposed Title 5 changes for repetition and withdrawal. She stated that all indications show that the changes will go forward to the Board of Governors.

7.0 Report on Mental Health

- The Council agreed to invite the mental health professionals to the next Student Services Council meeting to begin discussions on a Board report on mental health. It was further agreed that the Vice Presidents would bring the following information:
 - Number of students served
 - Has there been an increase?
 - Staffing levels
 - Early alert/crisis prevention activities
 - Promotional/outreach activities

8.0 Student Equity Reports

- The Council was provided with copies of the Student Equity Report for their respective college. The report is also posted on the Institutional Research website. It was reported that the data can be used for program review, as well as for student equity planning.

9.0 Student March

- It was shared with the Council that the “March in March,” rally will be held at the State Capitol on March 16th. The “March” is being organized by the state student leaders to get students, faculty, staff, administrators, and other supporters to “March” the capitol in support of the California community colleges.
- Lynn Neault reported that the student trustees will participate in the event and will rally other students to attend. They plan to charter a bus and leave early Sunday morning and drive back immediately after the rally.
- The Council agreed that one advisor per college should attend with the students.

10.0 AB540 Students – Spring 2009

- The Council was provided with a copy of the AB540 student report for Spring 2009. The report shows total count by college and GPA.
- The Council asked for additional information including units enrolled.

11.0 Information

- The Council was provided with an article from California State San Marcos regarding the current budget situation and the impact on transfer students.

12.0 Academic Senate Reports

- None

13.0 Curriculum Instructional Council Report

- Shelly Hess shared that CIC had a virtual meeting and that math 84, 85 and 46 were approved by virtual vote. She further shared that the next two math courses will be approved at the February meeting.

14.0 Other

- Peter Fong shared he received a request from a doctoral student for data. Lynn Neault shared that when the request is for access to employee data, it is at the discretion of the President of the college whether to grant the request. She also referred him to *Policy 0400, Research Involving District Students*.

- Peter Fong announced a new “Vets to Jets” program at Miramar. This program was established with a military education grant from WalMart. Veterans will be invited to the campus for an orientation; a veterans club will be established for organizing events and activities. He will also get DSPS to work with them in the event there are DSPS veterans.