



SAN DIEGO COMMUNITY COLLEGE DISTRICT

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CITY COLLEGE | MESA COLLEGE | MIRAMAR COLLEGE | CONTINUING EDUCATION

Student Services

**Student Services Council
March 26, 2009
9:00 – 11:00 a.m.
District Office, Room 110
Minutes**

APPROVED

PRESENT:

John Bromma	Academic Senate, CE
Rick Cassar	Academic Senate, Miramar
Brian Ellison	Continuing Education
Peter Fong	Miramamar College
Shelly Hess	Instructional Services
Barbara Kavalier	Mesa College
Guillermo Marrujo	Academic Senate, Mesa
Lynn Neault	Student Services
Bonnie Peters	Academic Senate, City (for Cathi Lopez)
Peter White	City College

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- 1.0 Approval of Minutes
- February 10, 2009
 - Approved

2.0 SDSU Writing Scores

- The Council was provided with a copy of the passing rates for SDSU's upper division writing test for transfer students from the Region X colleges. The information was provided to the Presidents at SDICCCA and then to Chancellor's Cabinet.
- The Council reviewed the data and had some serious concerns with some of the low passing rates.
- It was recommended that a task group be established of the English faculty together from both SDSU and the community colleges to strategize. Peter White said that he feels that Instructional Services should take the lead since it is an instructional matter. Student Services can help with tutorial support and assessment.
- Peter Fong agreed and added that he feels it should also be addressed by the Basic Skills committee, as these initiatives are in English and Math.

- Bonnie Peters feels that it really is an issue with the English department. She agrees with Peter Fong that if a student passes English 205 but does not pass the test, this should be a sign of concern.
- Guillermo Marrujo shared that City did a workshop last year on the writing assessment and felt that workshops are a good idea.
- Shelly Hess agreed to take the recommendation to Otto Lee.

3.0 Service Hours Reduction Plan

- The Council discussed the service hours reduction plan, as well as the communication that will be sent out to the campuses and students.
- The Council was provided with a communication plan. The draft package included the language for new service hours for the schedule of classes, the email blast that will be sent to veterans and active duty military students, the updated online schedule resource pages with links to the new service hours matrix, as well as the hours grid that will be posted on Student Web Services. It was also shared that the processing calendar has been changed to reflect the new dates.
- Peter White inquired as to why the Accounting office is open on Fridays during the summer when all the other offices are closed. He is suggesting that the Accounting offices also close. Lynn Neault agreed to contact the Vice Presidents of Administrative Services and propose that they close down on Fridays, so as to not confuse students. [This was later confirmed.]
- The Council further discussed possibly closing on December 21st and 22nd. The Council agreed to close services on those dates and permit staff to take vacation.

4.0 Transfer Task Force Issues

- Lynn Neault provided background on the Transfer Task Force, which was formed by SDICCCA to address policy matters and issues related to transfer. The vision of the Task Force was to collaborate on transfer as a region. The group continued to attempt to be proactive by changing the structure, goals and priorities but it has not been successful. The Task Force eventually stopped meeting and made a recommendation to SDICCCA to discontinue entirely. It has now been scheduled to meet.
- The Council had further discussion.

- The Vice Presidents agreed that it is too premature to meet but felt that the Vice Presidents should meet to discuss the recent issues with SDSU.
- It was suggested that the Task Force meeting be cancelled and that the 9:00 a.m. be used to meet with the colleges to strategize on transfer issues throughout the region.
- The Council discussed the current issues with SDSU and the negative emails flying around regarding the rejection letter that was recently sent out to students by mistake. Lynn Neault informed the Council that she has been in discussions with Sandra Cook and Ethan Singer from SDSU and they are working to correct the problem. She urged the Council to advise their counselors to be patient.
- Lynn Neault informed the Council that SDSU has been looking at the list of students that were denied admission and are evaluating each individually. She did share however, that the students were rejected because: 1) they were part of a glitch group (where there was only one check box, but two courses required, i.e., economics and oceanography), 2) they did not have a high enough GPA for the major and 3) they were missing information on the supplemental. The other issue is that SDSU received over 14,000 applications to fill 2,400 slots.
- Guillermo Marrujo asked Lynn Neault if she could ask SDSU to remove their email message to students that states, "...we are not entertaining any appeals." Bonnie Peters agreed that it is a negative message for students and counselors.
- The Vice Presidents agreed to send Joe Marron an email to suggest that the Transfer Task Force meeting be redirected.
- Lynn Neault also clarified with the Council that SDSU is postponing their workshops, not cancelling them. The postponement is due to the fact that they are not certain of transfer guarantees for fall and would like to discuss.

5.0 Fee Deferment Practices (Revisited)

- Deferred.

6.0 Subpoena Processing

- The Council was presented with the procedure for processing subpoenas at the campuses. The item was placed on SSC at the request of Peter White as there have been some concerns about how subpoenas should be handled. The document should provide clarity.

- The Council reviewed and provided feedback.
- Lynn Neault shared that the only issue that still needs to be addressed is how to handle response to court orders for medical and health records. She is currently working with the district's attorney for clarification. She further shared that HIPPA distinguishes between therapeutic and mental health notes. She stressed that it is important that our professionals do not mix the two in the student's case notes. They can still be filed in the student's file but separately noted.
- Lynn Neault agreed to bring the item back to the Council as soon as she has the write-up from the attorney.

7.0 Health Fee Agenda Item

- It was shared with the Council that the Health Fee agenda item will be going to the Board tonight. Copies were distributed to the Council.

8.0 Strategic Plan Input

- Barbara Kavalier gave the Council an update on the draft Strategic Plan. She shared that she emailed the Vice Presidents the most current version of the plan and asked for feedback. The committee will be having their final meeting in April and she would like to bring any feedback to the meeting.
- Barbara Kavalier further shared that Otto did incorporate the majority of the Council's suggestions into the latest version. The others were left off due to space constraints.
- Peter Fong shared he read it and it looks fine. He is requesting a template for feedback. He feels a template is necessary to get any meaningful and consistent feedback returned.
- Peter White inquired if the Strategic Planning Committee has provided clarification as to what they expect from the colleges. He also needs clarification on the annual updates and what is expected. He stated that updating a strategic plan annually is not a good approach. A review of the plan would be okay but not an update.
- Brian Ellison agrees with Peter White. He also feels that there should be a link with what they are doing at the colleges and Continuing Education to the district's Strategic Plan.

- Barbara Kavalier agreed to send the document to the committee in advance of the meeting and get back to the Council.

9.0 SS Organization Structure – Admission/Records

- At a previous meeting Barbara Kavalier shared with the Council that Mesa is in the final stages of converting its former Director of EOPS position to an Associate Dean for Student Development and EOPS. She had shared that this decision was based on much research and best practices that supported reorganizing this component of Student Services.
- At today's meeting, Barbara Kavalier shared that Mesa is moving forward with the proposal on the reorganization. The new position will provide administrative support to Admissions, Registration and the Veterans department. Mesa feels that it is a much better use of resources.
- Barbara Kavalier further shared that this reorganization had been placed on hold in December when the budget challenges came up; however, Mesa is ready to move forward because of a recommendation from the site visit.
- Lynn Neault shared that the Chancellor has advised that the reorganization needs to be consistent throughout the colleges, not only at Mesa. Lynn stated that Mesa needs to institute the same formal process that was used for outreach; it needs to be done formally and mapped out with organizational charts for all 3 colleges.
- Barbara Kavalier stated that she has already mapped it out for Mesa and agreed to send the proposal to the Vice Presidents via email. It was agreed that the item will be placed back on the agenda for a future meeting.

10.0 Request for Interpreters (Barbara Kavalier)

- Barbara Kavalier inquired as to the funding source for the use of interpreters for college events. She shared that they had a situation at Mesa College where a deaf student wished to attend the grand opening of the new parking structure. Barbara stated that she found out that only classroom interpreting is funded via DSPS. She feels that college events should be included in the interpreter funding and should be covered.
- Peter White shared that at City College if a deaf student decides to go to Counseling rather than DSPS, then Counseling has to pay for the interpreter.

- Lynn Neault shared that providing an accommodation at a community college event is a college responsibility; not a DSPS program responsibility. It is the institution's responsibility to accommodate disabled students.
- After much discussion, the Council agreed to add the item to the upcoming DSPS Council meeting.

11.0 College Source (Barbara Kavalier) – Revisited

- At a previous meeting, the Council discussed Mesa's proposal to expand the College Source service and purchase TES (Transfer Evaluation System) software, which will provide a much improved functionality. At that meeting it was agreed that City and Miramar would discuss it at their campus and bring back their suggestions to the next meeting.
- Bonnie Peters shared that City likes the upgrade and supports it. Peter Fong shared that the Evaluators at Miramar love the upgraded system; however, he is unsure if Miramar has the funds. Peter White agreed to a tentative yes and stated he would double check.

12.0 Academic Senate Reports

- None

13.0 Curriculum Instructional Council Report

- Shelly Hess shared that the first proofs of the catalog will be out on April 16, 2009.

14.0 SSC Subcommittee Reports (Standing)

- Peter Fong inquired if the Vice Presidents can meet with Lynn Neault and discuss/strategize on the categorical site visit recommendations.
- Lynn Neault suggested using a Friday in the summer to meet and brainstorm.
- Peter Fong requested that the Matriculation Deans be invited to attend. Lynn Neault felt that inviting the Matriculation Deans would be premature as the formal recommendations have not been released.
- Peter White feels that it is premature to meet as City has not seen the final recommendations in writing. He would like to see the report first.
- Lynn Neault feels that an initial meeting would be beneficial to everyone.