



SAN DIEGO COMMUNITY COLLEGE DISTRICT

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CITY COLLEGE | MESA COLLEGE | MIRAMAR COLLEGE | CONTINUING EDUCATION

Student Services

Student Services Council

May 14, 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
Peter White	City College

1.0 Approval of Minutes

- May 7, 2009
- Approved

2.0 DSPS Issues (Barbara Kavalier)

- Barbara Kavalier shared that Mesa sends out a congratulatory letter to all DSPS students that have received scholarships. This has been a practice for Mesa and they have never had any complaints in the past. Recently a DSPS student was very upset when receiving the letter alleging breach of confidentiality and is demanding that the college delete all of her records from the system. The student had been in the program and did receive services this year.
- Lynn Neault stated that it is not a breach of confidentiality; however, she can understand the sensitivity and the student's concerns.
- Peter White feels that sending a letter is a great idea and would like to see such a letter sent out from his TRIO and/or EOPS department. He feels that if the student signed up for the program and has been accommodated with services, he cannot understand why we could not send the student a congratulatory letter.

- John Bromma agreed, however, felt that he could see both sides.
- The Council had much discussion. Lynn Neault stated that the student does have a right to request that her DSPS account be terminated. She further stated that the student's DSPS screen can be closed out and her status deactivated from any affiliation with the DSPS program. However, the student's file should be maintained for the prescribed amount of time required by audit.

3.0 Fall Schedule Production (Revisited)

- At a previous meeting, Shelly Hess agreed to review the savings if the quantity of schedules were reduced and get back to the Council with estimates.
- Shelly Hess shared that she has not looked into this and will email Lynn Neault. [After the meeting, Shelly Hess emailed Lynn and stated that the estimate would be a \$1,700 savings per 5,000 schedules reduced.]

4.0 California Foundation Scholarship Endowment (Osher Foundation) – (Revisited)

- It was shared with the Council that the Financial Aid Officers have been working as a team to develop a process for communicating and awarding the scholarships at each campus. The Council was provided with the scholarship application and criteria, as developed with the Financial Aid officers. The Council reviewed and approved the application form and criteria.
- The application will be emailed to all financial aid students who have completed, or are in the process of completing, 24 units on Friday, May 8th. It was shared that approximately 3,000 students will be getting the email.
- It was further shared that the Financial Aid office at each campus will have the scholarship process in place and the funds will be disbursed to students and maintained by the Financial Aid office. The scholarship award will be included with the College's scholarship process each year.

5.0 Fee Deferment Practices – (Revisited)

- At a previous meeting, it was agreed that the Vice Presidents would bring forward their fee deferment practice at their college for discussion.
- The Council reviewed the various processes and had much discussion. It was agreed that the practices are somewhat similar. City needs to tighten their process and the percentage of upfront payment for non-resident students should be consistent among the colleges. Currently, City and Mesa require 30% and Miramar 50%. It was agreed to change the down payment to 50%.
- The Council reviewed the number of deferrals at each college. City is fairly high, as is Miramar, given their total student population.
- Peter Fong shared that the process was handled via his office; however, this task has been moved to the Student Affairs office and he feels that the numbers will decline.
- Lynn Neault reminded the Council that there are no provisions in the regulations that allow the district to “defer fees.” Fee deferrals were established as an emergency mechanism to temporarily permit students to enroll.
- Peter Fong inquired as to how the district collects the money from the students. It was shared that holds are placed on their record until they pay. Peter Fong stated that the debit is still there and building as it is simply carried over. He is suggesting eliminating fee deferments completely.
- Lynn Neault feels that the debt can be controlled at each campus if the process was operating the way it was initially intended. She is requesting that the Vice Presidents review the intent of the fee deferral with their staff to ensure they are being granted in accordance with the guidelines.
- Peter White asked if the Council could revisit the numbers in the fall semester and see if the numbers have improved. He is also requesting tightening up the process at each campus with a possibility of eliminating fee deferrals in the fall if the numbers have not improved.

6.0 Military Spouse Career Advancement

- It was shared with the Council that the Military Spouse Career Advancement Center has developed a new process for opening student accounts for participants in the Military Spouse Program and are requesting the district buy-in.
- The Vice Presidents were asked if they would like to change the current process. The Vice Presidents agreed to leave the process as is.

7.0 2008-2009 Degrees Awarded (Preliminary)

- The Council was provided with a report on the June 2008 graduates. The Council reviewed the information and agreed to discuss the results of the proactive degree effort once the final numbers of degrees awarded is finalized.
- Lynn Neault shared that the proactive degree pilot has not had a great response thus far. Although many efforts were made to contact all students that qualified for a degree. It was further shared that an Online Graduation Petition has been completed for students that can easily be submitted online and sent directly to counselors and evaluators. There has been a significant interest in the new petition online.
- Guillermo Marrujo stated that the Online Graduation Petition was not clear and students were completing it too early in the process. Lynn Neault presented the Council with revised instructions for completion of the petition. The Council reviewed and agreed to the modified instructions with a minor change.
- It was also shared that when students complete 45 units, they are sent the link to the online petition.
- Guillermo Marrujo asked if a student portal could be developed for students so they know how many classes they have left to graduate. Lynn Neault shared this is also on the "to-do" list; however, there are other projects ahead of this one due to state mandates and various projects for Continuing Education.

8.0 Academic Senate Reports

- Guillermo Marrujo shared a copy of the “Standards of Practice for California Community College Counseling Programs.”
- It was agreed that the Council would discuss at a future meeting.
- Peter White shared that he is pulling together a quick snapshot of City’s Counseling Center staffing. He agreed to send the template to Barbara Kavalier and Peter Fong so the three campuses can get a clear picture, districtwide.

9.0 Curriculum Instructional Council Report

- Shelly Hess shared that CIC will have their last meeting today as they do not meet over the summer. She further shared that they will be voting on the renaming of the GE patterns to align with changes at CSU for next year and the curriculum changes.
- Shelly Hess shared that new guidelines came out for coding basic skills courses for MIS. Faculty and administrators will be trained on the new coding between now and September with new codes due by September 5th. (English, Math, ESL)
- Lynn Neault stated that there is still some confusion on the catalog preparation process. Shelly Hess stated that they will be discussing this issue at CIC and there is a plan to convene a districtwide catalog committee.

10.0 SSC Subcommittee Reports (Standing)

- Lynn Neault stated that there is a need to revisit possible district policy changes due to the Title 5 changes related to withdrawal and repetition. A joint meeting with the Vice Presidents of Instruction, Student Services and Academic Senate was suggested to discuss proposed changes.
- Barbara Kavalier inquired as to the budget situation and how it will affect frozen positions. Lynn Neault shared that she does believe all positions will remain frozen.
- Lynn Neault further shared that if the propositions do not pass, the district is looking at an additional \$8 million budget reduction.