



SAN DIEGO COMMUNITY COLLEGE DISTRICT

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

**Student Services Council
August 5, 2010
9:00 – 11:00 a.m.
District Office, Room 110
Minutes**

APPROVED

PRESENT:

Joi Blake	Mesa College (for Barbara Kavalier)
Cynthia Rico Bravo	Mesa Academic Senate
Brian Ellison	Continuing Education
Cathi Lopez	City Academic Senate
David Navarro	Miramamar Academic Senate
Lynn Neault	Student Services
Peter White	City College

GUEST:

Julie Barnes	City College
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1.0 Approval of Minutes

- July 29, 2010
- Approved

2.0 Evaluations Office (New Business Processes)

- The evaluators, deans and Vice Presidents, as well as the support staff have been meeting regularly to define the business processes at the district office and the campus to support evaluations.
- The Council was provided with a draft of the business processes, including, phones, email, workflow, campus support, forms, deadlines, new website, FAQs and pending processes. The Council reviewed the process and discussed in detail.

- One of the items discussed was Service Opportunity College Agreements (SOCs). It was noted that Miramar evaluators are proposing that the process at Miramar align with that at City where education plans for SOC students will be done by the counselors instead of the evaluators. Peter Fong agreed to support the new process.
- The Council discussed Letters of Completion that are sent to students who need verification of a degree in advance of posting and asked if they would continue doing letters of completion. Lynn Neault agreed to follow-up. [Note: It has been determined that the business process will continue.]
- It was shared with the Council that an Evaluations website with FAQs, as well as various forms, is being created to help support student self services.
- The evaluators will formally report to the office on Monday, August 23rd; however, the physical move will take place on Friday, August 20th. Terry Davis has been working with the business managers for the internal campus move.

3.0 DSPS Interpreting Costs and Possible Reliance on College Budgets (Peter White)

- Peter White expressed concern that the colleges were told to set aside a certain amount of money in their 2010-2011 budgets to cover a potential shortfall for interpreting. He further shared that he is down to 1.0 counselor. In addition, his .8 contract counselor has health issues and has not been at work. He has been using that salary savings to hire adjunct counselors to cover the student need. He is concerned that he may be asked to provide funds for an unknown obligation and not have it available for counseling. He inquired if the other campuses were experiencing the same thing.
- Lynn Neault shared that all of the campuses are experiencing the same situation. She further shared that there is no opposition to City hiring adjunct backfill; however, the college is requesting to fill a contract position.
- Joi Blake stated that we need to look at what our legal mandates are and money needs to be set aside at the district level for interpreting services. Lynn Neault stated that money has been set aside by the district; however, interpreting costs for last year exceeded \$1 million.
- Lynn Neault shared that the district submitted a request for additional deaf and hard of hearing funds (DHH). She suggested scheduling a DSPS Council meeting to further discuss the DSPS interpreting costs issues.

4.0 Update on Intervention for W's (Cynthia Rio Bravo)

- At a previous meeting, the Council discussed interventions for excessive withdrawals as required by Title 5. It was agreed that beginning fall 2010, students will be prevented from enrolling in any course in which 3 withdrawals have already been earned and required to meet with a college counselor for an intervention and approval to enroll again for that course (if appropriate).
- The Council agreed that due to workload and availability, counselors will **only** be available to meet with students regarding excessive withdrawals for fall 2010 registration from June 21st to July 9th. It was further agreed that October 25th through November 5th will be the window period to clear excessive withdrawals for spring registration.
- Cynthia Rico Bravo asked for an update and inquired as to how the window period worked out for the campuses. Peter White stated it was hard to distinguish at City as students were also coming in for math and English repeats; therefore it was difficult to separate.
- Peter White shared he has been approving re-enrollment after excessive withdrawals for fall 2010 or spring 2011. He is clearing them after they have their intervention. Lynn Neault stated that next year the process will be automated.
- The Council was reminded that the campuses should be honoring each other's approved repetitions and W's. Only unfunded repeats will not be honored.
- Lynn Neault agreed to send something out in writing to clarify the issue and for consistency.
- Joi Blake stated that at Mesa if they approve a petition, it is only for Mesa. Lynn Neault shared that the unfunded petitions are campus specific but the funded ones should be accepted at all three campuses. Peter White would like to see the unfunded ones accepted as well.
- Joi Blake stated that Mesa does not want unfunded students taking up Mesa seats.

5.0 Draft Procedure 3108.1 - Accessibility Standards for Electronic and Information Technology (EIT) – Section 508

- The Council was provided with a draft copy of AP 3108.1 for review and approval. The draft has been through a districtwide committee.
- The Council agreed to review for approval at the next meeting.

6.0 SDSU Spring 2011 Transfer Opportunities

- The Council discussed the latest email from SDSU regarding accepting applications for Spring 2011 admission, if additional funding is available. Peter White reported that the counselors are recommending that this not be promoted as it will only set students up for disappointment and there is a cost. There was also a question as to why they did not go to the fall rejects first, particularly those waitlisted.
- David Navarro stated that at Miramar they are already doing workshops. He shared a flier announcing Spring 2011 admission for SDSU. Lynn Neault felt that the flier should advise the students that SDSU is only accepting applications in the event they receive additional funding. Neither Mesa nor City are promoting SDSU's Spring 2011 possible enrollment.

7.0 Transfer Center Annual Report

- The Council discussed the memo from the State Chancellor's Office regarding data collection for the 2009-1010 Transfer Center Annual Report.
- It was shared that the campuses are coordinating and will send Lynn Neault a copy for the file.

8.0 Telephone Greetings (Barbara Kavalier via Joi Blake)

- Joi Blake shared that she recently discovered that the phone greeting on the main phone lines is updated at the district office. She stated that due to all the schedule changes, Mesa would like to take control for updating their own greeting.
- Lynn Neault stated she would follow-up.

9.0 Fall 2010 Class Schedule Augmentation Status Report

- Lynn Neault shared that the class augmentation email campaign was successful and no further emails will be sent to students. As of now, an additional 250 sections were added for fall, not including Continuing Education. Additional classes will be added in the spring and summer. There will be no intersession.
- Cathy Lopez stated that intersession is very helpful to students and inquired as to why we are not considering intersession. Lynn Neault gave a history of the issues and concerns with the intersession courses and the fact that intersession is only 3 weeks long. David Navarro shared that it created chaos at Miramar, as it started running into spring.

10.0 BootCamp – Mesa College

- Joi Blake shared a Mesa “Boot Camp” booklet with the Council. She stated that Mesa participated with various organizations, including SeaWorld that provided mentors, events and activities for students. The program was paid for by the organizations and Mesa hopes to continue participating every year.