



SAN DIEGO COMMUNITY COLLEGE DISTRICT

3375 Camino del Rio South
San Diego, California 92108-3883
619-388-6500

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

**Student Services Council
March 25, 2010
9:00 – 11:00 a.m.
District Office, Room 110
Minutes**

APPROVED

PRESENT:

Cynthia Rico Bravo	Mesa Academic Senate
Stephen Flores	Continuing Education Academic Senate
Adela Jacobson	Miramar College (for Peter Fong)
Barbara Kavalier	Mesa College
Cathi Lopez	City Academic Senate
David Navarro	Miramar Academic Senate
Lynn Neault	Student Services
Peter White	City College

1.0 Approval of Minutes

- March 11, 2010
- Approved

2.0 Class Schedule Intercept Survey (Revisited)

- At the last SSC meeting, the Council discussed the plan to not mass mail the class schedules this summer, along with a reduced quantity on campus. It was agreed that research would be conducted on the impact of not mailing the schedules. The campus-based researchers will take the lead on the project. The research will focus on how the printed schedule is being used and the specific content that students rely upon, along with whether the paper schedule influences students' decision to enroll.
- The *Intercept Survey* will be administered by each college throughout the registration periods in summer and fall. The short survey will focus on the value of the class schedule and will be distributed to individuals who come to campus to pick up a class schedule from designated locations. The Vice Presidents agreed to provide Lynn Neault with the designated areas where schedules will be distributed at each college. The Council reviewed the timeline for the survey dissemination, data collection and analysis.

- It was shared that the fall schedule will be mailed to the community. In lieu of a summer schedule, postcards will be mailed to all household in the service area.
- Another component of the research is a “stop out” survey administered to students that attend in the spring and do not attend in the fall. These students will be sent a survey via email inquiring if not receiving the schedule in the mail had any impact on them not returning.

3.0 Interventions for Multiple Withdrawals (Revisited)

- At the previous SSC meeting, the Council discussed the issue of identifying “interventions” for multiple withdrawals. Students with 3 withdrawals in the same course will be blocked from registering in the course; students will still be able to enroll in other classes. It was agreed that the senate representatives would discuss with their Counseling departments and bring back some recommendations to the next meeting.
- The Council discussed possible interventions. David Navarro does not want the student to fill out a petition without first meeting with a counselor because many students are taking classes they do not need.
- Some of the possible interventions discussed were as follows:
 - Students will be referred to Counseling between June 21-July 9, for fall 2010 registration. Students who come to counseling after this date will be advised that they have missed the window for fall and they will have to return during the “window” for spring registration (to be determined);
 - Registration for a class in which a student has had three withdrawals will not be permitted for summer;
 - If a student is denied registration for a class after meeting with a counselor, they can file a student petition. The petition will go to the academic review/standards team/committee at each college for final decision;
 - Counselors will put a comment on the AC screen as to the reason for approval/denial;
 - Approval for readmission after the 3rd withdrawal will remain the sole responsibility of counseling and will be accepted for two consecutive semesters, districtwide;

- Students who have 3 W's in a course after spring grades, will be sent an email advising of the process and the "window" to see a counselor for fall registration.
- Cynthia Rico Bravo requested a report of the top 10 courses with three or more W's.
- The Council agreed to finalize the interventions at the next meeting. Lynn Neault will develop the process for how the student will be "cleared" by a counselor for readmission and bring it back to the next meeting.

4.0 Bookstore Rental Program (Revisited)

- At the previous meeting, the Council discussed the new book rental program that will launch in the summer. Students will be provided an online link on the bookstore page to rent their books online from a third party vendor. The bookstore has negotiated that the books can be returned or refunded if the class is closed or cancelled; however, the rental transaction will be directly between the vendor and student.
- Discussion followed. The following issues were identified:
 - Late delivery of items;
 - Shipping problems;
 - Books mailed but not received;
 - Students without permanent/stable addresses;
 - Process for financial aid students;
 - Process for handling complaints;
 - Extra "shipping" envelopes should be available in the bookstore;
 - Need information page for students on the website.
- It was shared with the Council that the bookstore is developing a special process to accommodate financial aid students.
- The Council agreed that even though it is a third party, if it is embedded into the bookstore website, it will give students the impression that it is a district program and students will file complaints with the college.
- Lynn Neault made note of the concerns and will share them with Terry Davis.

5.0 SDSU Deferred TAG (Revisited)

- At the previous meeting, the Council discussed the current situation with SDSU's deferred TAG. The colleges have been waiting to get the names of the students so that they can be prepared when the students come to the campus for advising. The campuses have not received any names to date.
- It was shared that the counselors have not seen any students that have been offered a deferred TAG from SDSU.
- Lynn Neault shared that the Transfer Center Directors have provided examples of problems with the supplemental application and she has shared them with SDSU who will get back to us April 5th. SDSU has also not shared the communication that was sent out to students. Lynn Neault stated that based on the examples she has seen, there appears to be a problem with the supplemental again.
- The Council agreed that it is strange that the colleges have not seen one student from SDSU that was denied and offered a deferred TAG. Cynthia Rico Bravo shared that Kearny High School may have the communication that SDSU sent out to students. She will try to obtain a copy.

6.0 District Strategic Planning Outcomes (Barbara Kavalier)

- Barbara Kavalier shared that she serves on the District Strategic Planning Council and the committee is now gathering information for the indicators and measures for the goal in the strategic plan.
- The Council reviewed the five objectives and provided feedback. The Council expressed some concerns with the language "maintain and expand," due to the current budget situation. The Council had further discussion and provided Barbara Kavalier with feedback. She will summarize the feedback and provide it to the Council for review before sharing with the Strategic Planning Council.

7.0 International Student Issues

- It was shared with the Council that there is interest at City College to have "rolling" applications for international students, as opposed to having a set deadline in the Spring and Fall.
- Peter White shared that he is receiving mixed feedback from the other colleges. He further stated that City does not have a firm position right now.

- It was shared that Miramar has somewhat of a rolling application; however, there are timing issues which dictate when students are allowed to begin classes; orientations are held once per semester at a set date to ensure students meet all the federal regulations. Having international students begin classes at other points would create additional issues.
- David Navarro stated that he understands that all the campuses have a different deadline. He would like to discuss aligning the deadline for consistency among the colleges.
- Peter White does not think the programs need to be aligned and he is okay with each campus having a different process. Barbara Kavalier supports a different process; however, is concerned with students denied admission at one campus and getting accepted at another.
- The issue with not having consistency among the colleges is that students are able to “campus shop,” which creates a problem. Lynn Neault shared that it is also a disservice to students to have varying practices. She feels there needs to be a consistent application of the rules at all campuses.
- Peter White stated that he understands that international students cannot enroll in ESOL courses. He would like to know where the practice came from and if there are exceptions. Lynn Neault confirmed that the origin of the limitation is due to the requirement that F-1 students are proficient in English.
- The Council discussed acceptance of IELTS to satisfy the TOEFL requirement. It was agreed that this is worth exploring and would require English and ESOL faculty input.
- Peter White stated that City was not aware Mesa and Miramar ask for both the educational language and native language of the student. City only asks for native language and therefore, they are required to do a TOEFEL, which they may not need.
- The Council discussed use of local language school exit levels in place of TOEFL scores. Mesa and Miramar do not recommend. Currently there is no consistent curriculum standard, as many of the local English language programs are not accredited and the curriculum has not been through the state approval process. The current grid of English and math equivalent skill levels with local accredited colleges is used when appropriate.

8.0 2010-2011 Catalog Revisions

- It was shared with the Council that the catalog revision is a two-part process. There are sections in the catalog that are the same for all three colleges, and sections that are reviewed by the individual departments, i.e., financial aid, etc. Then there are sections that are reviewed by the district office for regulatory changes or changes in district policy, as well as minor changes.
- The Council reviewed changes common to all catalogs for 2010-2011:
 - Remedial Unit Limit;
 - Study Load Limit;
 - Academic Renewal without Course Repetition;
 - Wait List Information.
- The Council discussed and provided feedback. Lynn Neault stressed the need to inform students that registration will be blocked if they have more than 30 units of credit for remedial coursework.

9.0 Academic Senate Reports

- Cynthia Rico Bravo and David Navarro inquired on the status of the evaluations proposal that was discussed at Student Services Council at the previous meeting.
- Lynn Neault shared with the Council that the item will be discussed at Chancellor's Cabinet on April 6th. Further, it was shared that there is an alternative proposal coming from the evaluators as a possible option, which the Vice Presidents have not collectively reviewed.
- Cynthia Rico Bravo inquired as to the options that are going forward to Chancellor's Cabinet.
- Lynn Neault shared the four options that have been identified:
 - 1) Fill the position at City College;
 - 2) Move one of the Mesa Evaluators to fill the vacancy at City;
 - 3) Centralize evaluations;
 - 4) Alternative proposal coming from the Evaluators.
- The Council requested that the Cabinet discussion be deferred until the Council has the opportunity to provide feedback. Lynn Neault agreed to follow-up.

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10.0 Curriculum Instructional Council Report

11.0 SSC Subcommittee Reports (Standing)