



SAN DIEGO COMMUNITY COLLEGE DISTRICT

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San Diego, California 92108-3883
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CITY COLLEGE | MESA COLLEGE | MIRAMAR COLLEGE | CONTINUING EDUCATION

Student Services

APPROVED

**Student Services Council
October 31, 2013
9:00 a.m. – 11:00 a.m.
District Office, Room 110
Minutes**

Julie Barnes	Mesa College
Gail Conrad	Student Services
Ailene Crakes	Mesa Academic Senate
Stephen Flores	Continuing Education Senate
Cathi Lopez	City Academic Senate
David Navarro	Miramar Academic Senate
Denise Whisenhunt	City College

GUEST:

Liane DeMeo	Student Services
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- 1.0 Approval of Minutes
- October 17, 2013
 - Approved

2.0 Finalize Spring 2014 Office Service Hours

- At a previous Student Services Council meeting, the Council was provided with the spring 2014 student service office hours. It was agreed that the service hours will be finalized at this meeting.
- The Council reviewed the changes and agreed to finalize the spring 2014 office service hours. It will be posted on the district student services website.
- The spring break office hours are still under discussion and the Council agreed to finalize at the next meeting.
- The Council also agreed to prepare and plan the student services office hours earlier for the entire year. It was proposed to begin planning in early spring of each year.

3.0 Finalize Limited Student Support Services & Hours of Operation Draft

- At a previous Student Services Council meeting, the Council reviewed the student services office hours for the week of December 16-20, 2013. It was agreed that the service hours will be finalized at this meeting. Discussion followed.

- There were more changes to submit and the Council agreed to finalize the student services office hours for the week of December 16-20, 2013, at the next meeting.

4.0 Student Mental Health Survey

- The Council was notified that the San Diego Community College District (SDCCD) will participate in a *Student Mental Health* survey from the California Community Colleges Chancellor's office. It was agreed at a recent Chancellor's Cabinet meeting that SDCCD will participate since mental health is an important and major issue at our institution.
- The *Student Mental Health* survey will go out to SDCCD students and staff starting the weekend of November 9-11, 2013.
- Stephen Flores addressed his concern that there is no mental health support and/or services at Continuing Education (CE) and inquired if CE students can be directed to the colleges. It was discussed that CE students are not required to pay student health fees and only credit students will be able to use the services at City College. The results of the *Student Mental Health* survey may be helpful in determining support for future action.

5.0 8 Keys to Veterans Success

- At a previous Student Services Council meeting, Gail Conrad shared that each campus is in the process of identifying how they are supporting the eight keys to veterans' success. Their feedback will be drafted in a report and brought back to a future meeting. The eight keys to veterans' success are:
 - Create a culture of trust and connectedness across the campus community to promote well-being and success for veterans.
 - Ensure consistent and sustained support from campus leadership.
 - Implement an early alert system to ensure all veterans receive academic, career, and financial advice before challenges become overwhelming.
 - Coordinate and centralize campus efforts for all veterans, together with the creation of a designated space (even if limited in size).
 - Collaborate with local communities and organizations including government agencies, to align and coordinate various services for veterans.

- Utilize a uniform set of data tools to collect and track information on veterans including demographics, retention, and degree completion.
- Provide comprehensive professional development for faculty and staff on issues and challenges unique to veterans.
- Develop systems that ensure sustainability of effective practices for veterans.
- At this meeting, the Council was provided with a draft of the report. This is currently a work-in-progress. Discussion followed.
- Mesa College suggested adding current and future plans for the eight keys to veterans' success report.
- It was agreed to finalize by the end of November 2013, and present to Chancellor's Cabinet at a future meeting.

6.0 Process for Priority of Appointments after Transcript Evaluation Barriers

- The Council discussed the process and barriers for priority of appointments after transcript evaluation.
- A discussion continued concerning the difficulty in prioritizing and meeting the demands with limited resources.
- The Council suggested changing the language in the email to students that had their transcripts evaluated. It may alleviate the demands and meet the flexibility at each campus.
- The Council agreed to reevaluate the screening process and suggested implementing a priority based screening process.

7.0 Counselor Workshop Fall 2013 Planning

- The Council reviewed and finalized the agenda for the upcoming districtwide Counselor Workshop.
- It will be held on Friday, November 8th, from 8:00 to noon at Continuing Education, North City campus.
- The Council also confirmed the number of attendees to the workshop. The numbers of attendees are as follows: City – 25; Mesa – 44; Miramar 25; and Continuing Education 10.

8.0 Priority Registration Update

- At a previous Student Services Council meeting, the Council was provided with an update on the proposed registration criteria for fall 2014, reflecting the legislation changes to CalWORKs, EOPS, and DSPS.
- At this meeting it was clarified that the DSPS/EOPS priority will not change and remain at the same priority despite the new law.

9.0 1098-T Update

- The Council was provided with a draft student letter requiring colleges to collect Social Security (SSN) or Tax Identification Numbers (TIN) for Federal and State reporting and for students applying for Financial Aid, or paying fees to the college. It was clarified that the Tuition Statement (1098-T) is produced for Internal Revenue Service (IRS) when students pay fees. There were minor changes made to the letter and will be sent out to students.
- The Council reviewed the *Social Security Number Acknowledgement* form. There were minor changes to the form. This form will be available at the Admissions office.

10.0 Other

- The Council was provided with a schedule of the Enterprise Resource Project (ERP) vendor software presentations at SDCCD. The College President, Vice President, Admission Supervisor, and Counselor at each campus are invited to attend. In addition, other key personnel at each campus will be invited by the Vice Presidents Student Services to participate on the student services days of demonstrations.