



SAN DIEGO COMMUNITY COLLEGE DISTRICT

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

APPROVED

**Student Services Council
February 19, 2015
9:00 – 11:00 a.m.
District Office, Room 110
Minutes**

Julie Barnes	Mesa College
Rick Cassar	Miramamar Academic Senate
Ailene Crakes	Mesa Academic Senate
Brian Ellison	Continuing Education
Lynn Neault	Student Services
Gerald Ramsey	Miramamar College
Denise Whisenhunt	City College

GUEST:

Victor DeVore	Student Services
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- 1.0 Approval of Minutes
 - February 5, 2015
 - Approved

 - 2.0 Online Delineation of Complaint Processes Demo - Revisited
 - At the February 5, 2015, Student Services Council meeting, the Council made changes to the online complaint fillable form and agreed to revisit the revised form at this meeting. The Council reviewed the form and made some final minor adjustments.
 - The Council also reviewed the Complaint Process flow chart and made a couple minor changes. The goal of the flow chart is to guide students through the various complaint processes.
 - The Council agreed to consult with their constituents to verify who the emails should be redirected to when a certain complaint type is submitted. It was agreed to submit each college/campus list by next week. The Vice Presidents were reminded to send Lynn Neault the list of individuals to whom the complaint form should be routed.

- The Council complimented Victor DeVore's work.

3.0 Value of the Associate Degree Campaign – Revisited

- The Council revisited the value of the Associate Degree Outreach campaign. Lynn Neault reported that the district Public Information Officer proposed a new tagline "Earn More Than a Degree" and draft posters. The Council reviewed the plan and agreed to the concept design.

4.0 Student Success Planning (Standing Item)

- Deferred

5.0 State Approval for Online Enrollment for Out-of-State Students

- The Council was provided background on the state approval for online course enrollment. A copy of the information for students posted on student web services was distributed. The plan is for the list of states without authorization to be dynamic since it may change in the future.
- Lynn Neault also reported on the process monitoring enrollment. The district office pulls a report opening day and at census of all students with addresses in states that are authorized for online enrollment. The college admission supervisors follow up with the students to verify their residency and drop them from their courses if necessary.

6.0 Draft Policy and Procedure - Student Success and Equity

- The Council was provided draft board policy 3050 and procedure 3050.1.
- The Council was asked to review the drafts with their constituents and bring back to a future meeting.

7.0 Proposed International Student Budget Increase Revisited (Denise Whisenhunt)

- At the February 5, 2015, Student Services Council meeting, the Council agreed to consult with their staff and provide feedback at this meeting on a proposed increase to the international student budget to align with the financial aid budget each year. The increase for 2015-2016 would be from \$18,000 to \$24,000. The recommendation is to provide a more realistic estimate of the cost of attendance.

- The Council revisited the discussion. There were some concerns about the large increase and the impact it would have on prospective international students. It was agreed to gather more data and revisit the item at the next meeting.

8.0 Summer 2015 Service Hours

- At the February 5, 2015, Student Services Council meeting, the Council agreed to review a draft of the summer 2015 office service hours at this meeting and to continue posting the hours on student web services.
- The Council reviewed and agreed to provide their final office service hours at the next meeting.

9.0 ERP Update (Standing Item)

- Lynn Neault reported that the Campus Solutions team is continuing to finalize the gap analysis and resuming their preparation for implementation.

10.0 Accreditation (Standing Item)

- Lynn Neault reported that the district accreditation website is being finalized and will be online by the end of the month.

11.0 Other

- Gerald Ramsey requested that the Council have a future discussion to develop districtwide definition for concurrent enrollment, dual enrollment, the Advanced College Placement (ACP), middle college and early college. He indicated that there is currently not a common understanding or use of these terms.