



SAN DIEGO COMMUNITY COLLEGE DISTRICT

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CITY COLLEGE | MESA COLLEGE | MIRAMAR COLLEGE | CONTINUING EDUCATION

Student Services

APPROVED

**Student Services Council
February 5, 2015
9:30 – 11:00 a.m.
District Office, Room 110
Minutes**

Julie Barnes
John Bromma
Rick Cassar
Ailene Crakes
Brian Ellison
Howard Irvin
Cathi Lopez
Lynn Neault
Denise Whisenhunt

Mesa College
Continuing Education Academic Senate
Miramar Academic Senate
Mesa Academic Senate
Continuing Education
Miramar College
City Academic Senate
Student Services
City College

GUEST:

Victor DeVore Student Services

1.0 Approval of Minutes

- January 8, 2015
- Approved

2.0 Online Delineation of Complaint Processes Demo

- At the January 8, 2015, Student Services Council meeting, the Council discussed the delineation of complaint processes and agreed to develop a webpage and process. It was also agreed to present the prototype at this meeting.
- Victor DeVore from Student Services office presented the Council with a prototype of the delineation of complaint process webpage.
- The Council reviewed the online complaint fillable form that will assist in streamlining the complaint process (i.e. routing the specific complaint to the appropriate administrator) for each campus. Discussion followed.

- The Council had concerns about the level of specificity of the complaint and suggested changing the complaint categories (i.e. general, academic, disability).
- The Council made changes to the fillable form and agreed to revisit the revised form at the next meeting.
- The Council reviewed and made modifications to the San Diego Community College Complaint Process flow chart. It was agreed to revisit the revised flow chart at the next meeting.

3.0 Proactive Degree Fact Sheet (DRAFT)

- At the January 8, 2015, Student Services Council meeting, it was agreed to develop a fact sheet on proactive degrees and to review it at this meeting.
- The Council reviewed the proactive degree fact sheet.
- The Council agreed that the fact sheet will be posted on student web services, as well as information in the college catalog.

4.0 Value of the Associate Degree Campaign

- At the December 4, 2014, Student Services Council meeting, the Council agreed to a districtwide outreach campaign on the value and importance of the associate degree. It was agreed to come back with a plan at this meeting.
- The Council reviewed the Associate Degree Outreach campaign.
- The Council agreed to the following campaign:
 - “A Degree is the Key...Unlock Your Future.”
 - Develop posters for new (Key to Your Future) and continuing students (Key to Success)
 - Promotional Materials (i.e. key chains)
- The Council suggested the Public Information Officer help with promoting through social media. Lynn Neault will follow up.
- The Council approved the mini campaign.

5.0 Student Success Planning (Standing Item)

- The Council reviewed the monthly report on Student Success and Support Program (SSSP) services for spring and fall. The Council requested for an electronic copy of the reports

- The Council reviewed the SSSP catalog changes (i.e. matriculation, education plan) and agreed with the changes. It was also agreed that the colleges could elaborate in some items as needed.
- The Council discussed the possibility of including the comprehensive and abbreviated education plan definition in the catalog. It was agreed to not include the definitions.

6.0 Common Assessment Initiative: Multiple Measure Assessment Project

- The Council was provided with a draft of the *Common Assessment Initiative: Multiple Measures Assessment Project*. The project was approved at the January 20th, Chancellor's Cabinet meeting.
- The project participation will be conducted by the district office of Institutional Research in collaboration with the College-Based Researcher. The multiple measure design is being modeled after the Long Beach Promise that received accolades a couple years ago. In addition, the project is part of the statewide Common Assessment project. Lynn Neault will keep the Council informed.

7.0 Office Service Hours on the Web

- The Council discussed the continuation of posting the office service hours on student web services since it is constantly changing which is a challenge to manage.
- The Council agreed to continue posting the hours on student web services and abide by the set deadlines to minimize the impact of the changes.
- It was agreed to review a draft of the summer 2015 office service hours at the next meeting.

8.0 Fall 2015, Spring 2016, and Summer 2016 Registration Proposed Timeline (DRAFT)

- The Council reviewed the new proposed options for fall 2015, spring 2016, and summer 2016 registration timeline; discussion followed.
- The Council agreed to the following fall 2015, spring 2016, and summer 2016 registration timeline:

Fall 2015 - Classes begin August 24, 2015

- Fall applications available February 3
- Priority Registration Application Deadline July 01 (Wed)
 - *Students filing an application after this date register during open registration*

- Generate Appointments July 01 (close of business)
- E-mail Appointments July 02
- Mail Appointments (*Students w/o email*) July 06
- Class Schedule on Web June 22
- **Priority Registration: Special Populations** **July 13**
- Registration by Appointment July 14 – 31
- Freshman Experience Registration July 15 (Wed)
- Open Registration Aug 3 – 21
- Opening Day Aug 24

Spring 2016 - Classes begin January 25, 2016

- Applications Available July 6
- Priority Registration Application Deadline Nov 12 (Thurs)
 - *Students filing an application after this date register during open registration*
- Generate Appointments: Nov 12 (close of business)
- E-mail Appointments Nov 13
- Mail Appointments (*Students w/o email*) Nov 16 (Mon)
- Class Schedule on Web Nov
- **Priority Registration: Special Populations** **Nov 30**
- Registration by Appt. Dec 1 – Dec 14
- Freshman Experience Registration Dec 2 (Wed)
- Open Registration Dec 15 – Jan 22
- Opening Day Jan 25

Summer 2016 - Classes begin May 31, 2016

- Applications available February 3
- Priority Registration Application Deadline April 28 (Thurs)
 - *Students filing an application after this date register during open registration*
- Generate Appointments April 28 (close of business)
- E-mail Appointments April 29
- Mail Appointments (*Students w/o email*) May 2
- Class Schedule on Web April
- **Priority Registration: Special Populations** **May 9**
- Registration by Appointment May 10 – 20
- Freshman Experience Registration N/A for Summer
- Open Registration May 23 – 27
- Opening Day May 31

- The Council requested an electronic copy of the final registration timeline.

9.0 Math Fact Sheet (Draft)

- The Council was provided with a draft of the Math Fact Sheet that will be posted on student web services. The fact sheet will be available at the assessment centers.
- The Council approved the fact sheet and requested an electronic copy so they can share with their campuses.

10.0 International Student Budget Proposed Increase (Denise Whisenhunt)

- Denise Whisenhunt proposed to increase the required personal financial resources that international students must verify in order to be eligible to attend (international student budget). It is currently at the minimum cost of \$18,000. However, City College believes that minimum should be \$23,000.
- The Council agreed to consult with their staff and provide feedback at the next meeting.

11.0 ERP Update (Standing Item)

- The Council was provided with an update on the Campus Solutions Implementation. The implementation group has been reviewing the gaps and will resume meetings this month.

12.0 Accreditation (Standing Item)

- The Council was provided with the approved spring 2017 accreditation preparation and visit timeline.
- The Council was reminded that the accreditation visit has been moved to spring 2017.