SAN DIEGO CITY COLLEGE
STUDENT SERVICES COUNCIL

Thursday, November 14, 2013
1:00 – 2:30 p.m.
Conference Room D-102

Summary

PRESENT:  Alisia Acevedo, Dotti Cordell, Helen Elias, Marilyn Harvey, Denise Hollis, Lou Humphries, Bonnie Peters, Star Rivera, Greg Sanchez, Nesha Savage, Denise Whisenhunt

STAFF:  Desiree van Saanen

I. REPORT FROM DISTRICT SSC AND PRESIDENT’S EXEC. CABINET

**Student Services Hours** – Denise W. expressed thanks to council members for their patience during the planning process for Spring 2014 Student Service office hours. Hours during spring break were under consideration in order to expand access to services. However, a larger district-wide discussion revealed a variance in services hours. Denise reminded council that in the event employees need to work over spring break, the doors must remain open to the public and a supervisor and/or manager must be present. Working employees must come prepared to work on projects and to stay busy.

The following service hours will be observed:

- **Thanksgiving** – Service areas closed; the E-Building will remain open November 25 – 27 (Denise will supervise in E-bldg. Nov. 25-26; Michael Paul will supervise in E-bldg. Nov. 27).

- **Spring Break** – Financial Aid will be open (Alisia A. will supervise). All other service areas will be closed.

Council members expressed the need to know further in advance of mandated closures in order to provide time for planning.

**Enterprise Resource Project** – The district will be providing software demonstrations to key student support area employees in an effort to implement the most effective software for our needs. Demonstrations of programs such as People Soft and Banner have been provided—or will be provided—to various departmental end users such as Admissions, Financial Aid, Counseling and Accounting. Participants are asked to take good notes and provide related questions.
I. REPORT FROM DISTRICT SSC AND PRESIDENT’S EXEC. CABINET (continued)

High School Dual Enrollment – Council discussed the pros and cons of High School Dual Enrollment to determine whether the program should be grown or eliminated. The program is important for districts that need the enrollment; however, several problems were cited including:

- Not enough resources for additional student processing
- HS dual-enrolled students take seats away from college students
- HS dual-enrolled not eligible for financial aid, BOGG excepting
- Students often not prepared for college-level courses and receive “F” grades that hurt their GPA later on
- MOUs need stricter criteria (i.e. limit to AP/Honors students or students)
- HS students often lack in maturity, which leads to behavioral issues
- Liability issues surrounding health matters. SHS requires consent parental consent forms in order to treat minors).

Council also noted that the support of HS dual enrollment may divert funds from the college’s student success efforts and suggested HS students might best be served if the college courses were offered at the high schools.

Personnel – Perla Viscara will be re-joining the Student Services Counseling team after having served as SDCC’s articulation officer for several months. She is due to return to her counseling position in August. Welcome Back Perla!

II. SLO / PROGRAM REVIEW UPDATE

Some areas still need to finish SLOs. Review of the latest report status, some areas are incomplete in that findings have not been entered for last year, nor what was done with findings. A report was sent to VPs that summarizes outstanding work needed by program. Denise W. will send out letters to program leads where specific detail is missing. Dotti reminded Council about accreditation implications. There are also gaps in Master Planning. It was noted that the entire Program Review process/instruments need to be customized for Student Services.

A workspace in Taskstream is currently under development whereby VPs and Deans can provide summaries for their schools (2014-15 summary of activities, equipment/materials needed, staff needs, facility needs, research needs, technology needs). A handout of the “Scholl Program Review and Planning Master Plan, 2014-2015” was distributed for review. Council agreed to convene a subgroup to address needs that are specific to Student Services. It was noted that Mesa has revamped program review SLO process. Jill Baker (Mesa) will be meeting with City College VPs and key staff to demonstrate their process and strategies in the future.
III. REFERAL CARDS - Tabled

IV. STUDENT SUCCESS

Denise W. distributed the SDCC Student Success and Support Program Action Plan for 2013-2014. The plan addresses the four key components to student success: Connection, Entry, Progress and Completion. Council members were asked to review the matrix and to provide feedback to Denise by next week. Thus far, three meetings of the Student Success Steering Committee have convened. The committee will plan a half-day Student Success Summit to include participants/representatives from a broad spectrum of areas.

V. ROUND TABLE

EOPS/CARE & CalWORKs - The SDCC Student Food Pantry has moved from CalWORKs to Enactus (formerly SIFE) under Professors Brady and Disnew. It will be up and running by Spring 2014.

Student Health Services – Dotti C. announced that SDCC, in partnership with the San Diego County of Health and Human Services and Cal-Fresh, is now a “Live Well” college. A Live Well proclamation will be presented today preceding a K-2 run for SDCC students, staff and children from the Child Development Center. The partnership will also insure healthier food options in our cafeteria. Dotti noted SDCC is the first college in the region to be given this designation.

Admissions/Records – Lou H. emphasized the need for employee training for interacting with irate students and identifying students in crisis. Registration began on Monday and Admissions has already encountered problems with angry students and/or irrational threatening behavior. Denise will work with Student Affairs and Michael Paul W. to schedule an afternoon training session this spring semester, which would include Campus Police and Mental Health participation.

Financial Aid – Greg S. reported that the SDCC’s FAO processed over 5,000 student Pell grants totaling $10.9 million on time. Other colleges in the region are as much as 13 weeks behind schedule. Council briefly discussed SDCC’s increasing default rate. Greg indicated that Lynn Neault signed an agreement with a third party consultant to review our loan delinquencies and loan defaults. The consultant will review our data and determine a course of action for our school/office to take to help reduce our default rate.

FYE – Bonnie P. reported that the FYE program recruited/processed over 200 students for spring 2014. She also reported that students who showed up for an orientation on Saturday were met with a locked room. The evening/weekend dean had to be contacted and it was 10:30 a.m. before the Dispatch unlocked the door. Students could not stay late as many had other obligations. Essentially, these students did not receive the full benefit of an orientation due to a facilities issue or miscommunication. All of the necessary
V. ROUND TABLE (FYE, continued)

paperwork/authorizations had been completed prior to the orientation date. Denise asked council members to report problems to her when they occur so she can work with Facilities/Jacque B. to insure these problems are addressed.

Transfer Center – Marilyn H. encouraged council members to complete the Transfer Center Survey. The survey consists of six questions and should only take a few minutes to complete.

Center directors agreed to support students during finals week by providing sweets to students at various support centers. Marilyn urged others to take part in “Operation Sugar Rush” by bringing candy/sweets to work December 10-16.

USA Funds - Helen Elias reported that USA Funds will be publishing an article on SDCC and City’s FYE Program. USA Funds representatives will be on campus next week (Nov. 21 & 22) to take photos and conduct interviews. The article will be incorporated into the USA Funds Annual Report. Helen will forward the report to SSC once she receives it.

Other - Council briefly discussed a possibly arranging a Student Services holiday potluck in December.

Long-time student advocate and DSPS counselor, Pamela Finkel, passed away after a life-long battle with muscular dystrophy. Pamela was an inspiration to all who knew her and she will be sorely missed.

V. SSC MEETING SCHEDULE - UPDATE

Fall 2013 Meeting Schedule (Meetings are held 1:00-2:30pm, D-102)

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<tr>
<th>General Session:</th>
<th>Direct Report Only:</th>
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<td>September 12</td>
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