AGENDA

Members Present:  Salley Deaton (Faculty), Masahiro Omae (Faculty), Desiree van Saanen, Xi Zhang (Researcher)

1. Point-of-Service (POS) Surveys

POS Surveys were done six years ago (in 2009) in preparation for the 2010 Accreditation. New POS surveys must be administered for the next accreditation cycle (2015-2016). In 2009, surveys were conducted in 13 key service areas:

- Admissions
- CalWORKs
- Counseling
- DSPS
- EOPS
- Financial Aid
- Library
- New Horizons
- Student Accounting
- Student Health Services
- Transfer
- Tutoring Veteran’s Affairs

For 2015, several new service areas will be added to the POS list as follows:

- Assessment
- FYE
- MESA
- Outreach Student Affairs
- Price Scholarship

To date, 18 service areas will be surveyed (The New Horizons Program has since been discontinued).

Committee members reviewed and discussed the survey instruments. Xi Zhang noted that each department’s survey will include a set of core questions in addition to questions that are customized to each department’s function. The surveys will be launched in spring 2015 and will be made available online and in a pencil/paper format, where needed. Xi indicated during the 2009 cycle, surveys were administered via paper/pencil, which was logistically tedious and ineffective (receiving a response of 3-percent). Each department’s webpage will include a link to the survey.
1. Point-of-Service (POS) Surveys (continued)

   Committee members discussed strategies to encourage student participation, and the following recommendations were shared:

   - Attach survey to electronic sign-in/out
   - Place a link to surveys
   - Place surveys on Blackboard
   - Encourage staff/faculty to prompt students to take the survey
   - Send students a web link to survey

   Concern was raised with regard to evening students, who do not have equal access to service as compared to day students. It was suggested that evening students are likely to be full-time employees and may not need access to the same resources. It may be useful to survey evening students to find out which services they need (i.e., have them prioritize a list of services based on need). Then, we can address those needs that appear to be priority to most evening students. Committee members also discussed the possibility of tele-counseling/on-line counseling to assist evening students who have limited access to counseling services.

2. Cultural Climate Survey

   The last Cultural Climate Survey was administered Spring 2014. Xi distributed a report that showed the results of these data compared to data from a Cultural Climate Survey administered three years ago. The SDCC Diversity Committee reviewed the comparison and discussed some areas that may be of concern. Xi and the Diversity Committee will present the data and conclusions at a campus-wide meeting to be held on Thursday, December 4, 2014, 2:00-4:00pm, (room TBD). This meeting will be held in lieu of the December Research Committee meeting and all Research Committee members are strongly encouraged to attend and facilitate discussion.

3. Measure Understanding of Social Justice

   President Beebe is interested in knowing the campus community’s understanding and definition of “Social Justice.” Committee members discussed methods of soliciting feedback from employees. It was suggested that the solicitation accompany President Beebe’s definition, as well as an introduction that addresses the intent of the inquiry and how the information will be utilized.

   **NEXT MEETING:** Thursday, December 4, 3:00-4:30 p.m. (room B-104).