SAN DIEGO CITY COLLEGE
STUDENT SERVICES COUNCIL

January 22, 2009
1:00 p.m. to 2:30 p.m.
Conference Room D-102

Summary

PRESENT: Rafael Alvarez, Julie Barnes, Heidi Bunkowske, Leslie Easton, Marilyn Harvey, Denise Hollis, Lou Humphries, Mary Jane Kruse, Bernice Lorenzo, Larry Maxey, Andrea Milburn (for Kathy McGinnis), Bonnie Peters, Alyson Ponomarkenko, DeeDee Porter, Greg Sanchez, Lance Soukhaseum, Peter White, Carol Withers, Debbie Wright-Howard

STAFF: Desiree van Saanen

WELCOME AND ROUNTABLE INTRODUCTIONS:

Council members were welcomed back to campus for the start of a new year. Andy Milburn, representing Kathy McGinnis for Athletics, was introduced. Round-table introductions followed.

A. UPDATE FROM DISTRICT SSC

- District SSC discussed several strategies that may be taken to reduce costs districtwide, including the reduction of sections, implementing a 4/10 work week in the summer, and reduced office hours. If a reduction in service hours is recommended, colleges will need to discuss to what extent hours could be reduced with the least impact to students.

- District SSC reviewed and provided input for the District’s Strategic Master Plan, which has now reached shared-governance circles. It was explained that the District’s plan will be broad in scope and may not integrate with college processes for at least one more year.

- A Customer Service Task Force will be developed to address stress and frustration experienced by students and staff brought on by the economic downturn. The task force will include lead employees in primarily high-traffic areas.

- During the DSPS Council meeting, new accommodation procedures were discussed, including language changes that will affect the definition and scope of “service animals.” Currently, service animals have been limited to dogs that have been trained to serve users with physical impairments. However, many students claim to need the company of a particular animal/pet in order to prevent depression or to mitigate agitation. It is expected that the definition of service animals will broaden beyond service dogs, but all animals certified as service animals will still need to be registered with the DSPS office. Council members also discussed general accommodations and the need to comprehensively assess where improvements are needed at City. This topic will be discussed more thoroughly during the February meeting.
B. BUDGET UPDATE

Council members reviewed a report prepared by Chancellor Carroll for SDICCCA that summarizes the efforts made by each college to address the budget crises. Per Terry Burgess, the report indicates City College has reduced its winter session (intersession) by 50%, only offering online courses, and has reduced its spring session by 70 sections as compared to spring 2008. Hourly expenditures, including non-classroom adjunct faculty (librarians and counselors), have been reduced by 10 percent. Contract vacancies have been frozen and non-contractual reassigned time has been reduced by 12 percent. Where it is legally possible, categorical funds will be used to offset General Fund expenses. District-wide reductions total 500 sections and 90 frozen vacant positions. The future of IELM funds is tentative; therefore, no requisitions will be going forward at this time.

C. ACADEMIC SUCCESS CENTER

The move-in date for the Academic Success Center is March 31. However, Peter advised that since it will take time to move in the new furniture and install the electronics, departments may need to wait to move in until spring break to ensure continuity of services. Other issues, such as key/access issuance and secondary effects, will also need to be resolved in the near future.

D. CATEGORICAL SITE VISITS

Categorical site visits at City College have been scheduled for March 2 and 3. Julie Barnes will take the lead on coordinating their visit and related interviews with CARE/EOPS, DSPS, CalWORKs, and Matriculation. Peter reported that to date, we do not know whether a team leader has been assigned; however, the schedule has been confirmed and a tentative schedule was distributed. Julie will work with area leaders to ensure they have studied their reports and will be ready to discuss their area’s needs and strengths.

E. STUDENT LEARNING OUTCOMES

Peter reminded Council that the accreditation site visit is 20 months away. It is imperative that all departments and programs document SLOs and know what phase each is in (development, assessment, implementing changes, etc.). In the interim, the District is committed to manage SLOs and will purchase SLO “Task-Stream” software that will help with information storage and strategic planning. City and Mesa Colleges have agreed to implement the software, but Miramar has declined.

F. ROUNDTABLE

**MESA Program** – Alyson Ponomarkenko attended a State Chancellors meeting on the MESA program last week. A budget amendment is in the works that will likely reinstate 10% of funds to the program, which will total approximately $8,000 for City’s program.

**Admissions/Records** – Denise Hollis reported on a new ID template that will be used for special Early College High School (ECHS) students. These high school students participate in a partnership agreement between City College and Unified Schools, which allows students in ninth grade to earn a high school diploma alongside an AA degree. The new ID will allow these students to receive full benefit of the programs and services on campus. This year City College has 40 ECHS students.

**Financial Aid** – Greg Sanchez announced the hiring of a new Student Services Assistant in the FAO. Welcome Arlene Oviedo! He is currently conducting the second phase of interviews for the FAO supervisor position.
F. ROUNDTABLE (continued)

Athletics – Andrea Milburn reported that the P-Building remodel is nearing completion and anticipates it will be ready for move-in by August. Andrea also distributed the Athletics Program Schedule for 2009.

Outreach – Larry Maxey indicated that there will be a welcome booth with a bright red canopy on top of A-building cafeteria to welcome students to the campus. City College representatives (faculty, staff and ambassadors) will be on hand to field questions and direct students over the next two weeks. The information booths and help desk in the cafeteria will also be used to assist students during this gearing up period. Larry encouraged everyone to take part by volunteering time in these key areas. Desiree will electronically forward the schedule to Council members.

Counseling – Bonnie Peters indicated that the Counseling Office is very busy. Feedback on the Rise program thus far has been positive and the Personal Growth 140 courses are filling up fast. The RISE program is designed to assist multiply disqualified students by providing counseling intervention and oversight of at-risk students. There was brief discussion regarding multiply disqualified students who wish to be reinstated but have already completed the RISE program. Bonnie clarified that these students will not be allowed to register for classes for a designated period of time. These students should not be referred to the VP, but instead should see Bonnie to discuss their options.

New Horizons – Mary Jane Kruse reported that New Horizons is very busy. Already 55 students have signed up for services and resources. She thanked all who have referred students to New Horizons for textbooks. Unfortunately, Mary Jane indicated several students dropped out from last semester due to financial situations.

CalWORKs – Bernice Lorenzo indicated that since the number of Welfare recipients have increased, their case load of new people has also increased significantly. The State requires welfare recipients to perform a minimum of 32 hours per week in coursework/study. Unfortunately, there are very few course openings available at this time. She is working with Continuing Education to find solutions for these students.

Bookstore – DeeDee Porter reported that she is still missing 35 textbook requisitions. This means that currently, 35-40% of spring 09 books are not in stock. This happens when faculty wait until long after the deadline to submit their requisitions. Many were not received until the week before the Christmas holidays. As a result, many students will not have their required textbooks available to purchase in time for class. In addition, ordering books late causes the bookstore to be charged an additional freight charge of 6% of the net cost of the book. Council suggested that she send a list of names to the appropriate deans of faculty who habitually submit textbook requests late. The deans can then intervene to ensure instructors follow through in a timely manner. DeeDee noted that the bookstore, in an effort to lower the cost of textbooks for students, will move faculty book referrals to cheaper publishers. They are also producing handouts in lieu of textbooks for classroom use. DeeDee also reported that Book buyback is up 17%.

Other – It was noted that several SDCCD faculty and staff attended the Presidential Inauguration. Marilyn Harvey and Greg Sanchez spoke briefly of their experiences in Washington, D.C. during this landmark event.
F. ROUNDTABLE (continued)

*Title V* – Rafael Alvarez reported that the Classified Staff Retreat focusing on the StrengthsQuest assessment model was a huge success. Over 50 classified staff attended the two-day retreat. Rafael recognized those who helped organize the event including Elva Salinas, June Cressy and the Classified Senate. The feedback he received thus far has been positive and he encouraged others to use this self-assessment tool.

*Information/Communications* – Heidi Bunkowske encouraged department heads to provide to her a bulleted list of services/functions their program provides. She will assemble the information into flyers that can be posted for Welcome Back Week and other events.

NEXT MEETING DATES (2009). Meetings are scheduled 1-2:30 p.m., Room D-102.

2009
January 22 (rescheduled from January 8)
February 12
March 12
April 9
May 14
June 11