SAN DIEGO CITY COLLEGE
STUDENT SERVICES COUNCIL

February 12, 2009
1:00 p.m. to 2:30 p.m.
Conference Room D-102

Summary

PRESENT: Rafael Alvarez, Dotti Cordell, Denise Hollis, Lou Humphries, Mary Jane Kruse, Bernice Lorenzo, Kathy McGinnis, Christina Monaco, DeeDee Porter, Greg Sanchez, Megan Soto, Lance Soukhaseum, Peter White, Denise Whisenhunt, Debbie Wright-Howard

STAFF: Desiree van Saanen

WELCOME AND ROUNTABLE INTRODUCTIONS: None

A. UPDATE FROM DISTRICT SSC

Mental Health Services - Lynn Neault will prepare an informational Board Docket to be presented in April reporting on Mental Health Services provided at the colleges and Continuing Education. The docket will focus on the breadth and degree of student needs, types of services offered, promotional strategies, and strategies for serving a growing population with limited resources. It is anticipate these reports will become a regular item on the Board’s future dockets.

Student Health Fees – Students will likely see student health fees increase from $16 to $17 per semester as early as Fall 2009. The State’s maximum health fee is set at $17/semester, but SDCCD has kept its charge to students at $16/semester. It is anticipated that the increase will help address costs associated with increases in demand and supply costs.

Reduction of Printed Schedules - District SSC discussed reducing the number of printed schedules distributed to campuses and to the community. It was noted that while some people rely on the printed schedule as their main class resource, an increasing number of students are utilizing the online schedules and should be directed to do so whenever possible. It was further noted that the on-line schedule is up-to-date, while the printed schedule often does not reflect recent changes in class status. City College currently receives 25,000 combo schedules, but the district would like to see that number reduced by 50% or more. Council members made several recommendations including 1) determine if students use the printed schedules to acquire non-course information (i.e., maps, office hours, office locations) and provide them with single-page fliers or handouts; 2) provide recycling receptacles for discarded schedules; 3) mail out postcards that direct students to online services; and 4) direct students to use campus computers.

Reduced Office Hours – Chancellor’s Cabinet will meet on February 23 to discuss the reduction of service hours for Spring 09 and Summer 09 sessions. Discussion will include the possible implementation of a 4/10 workweek during summer and strategies for reducing office hours during spring 2009. Peter emphasized that in the event we move to a 4/10 workweek, we will need to act quickly to revise staff work schedules. Fortunately, most summer classes occur Monday-Thursday, with Fridays used primarily for instructional labs.

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B. BUDGET UPDATE – (Postscript – Based on the latest report from the Governor’s office, there will be no reduction in Student Services Categorical funds).

C. ACADEMIC SUCCESS CENTER

Peter reminded Council that it is not too late to tour the new “L” Building. Those interested can still arrange a tour by contacting our facilities consultant, Tom Fine. Mr. Fine will need to know how many people are participating in the tour so he can reserve a sufficient number of hard hats. Peter further announced that Rafael Alvarez will be taking the lead on coordinating “user groups” that will work together to ensure students are served efficiently.

D. CATEGORICAL SITE VISITS

Julie Barnes is coordinating the Categorical Technical Site Visit and will work with department leads of CalWORKs, DSPS, EOPS/CARE and Matriculation to identify the many ways our departments coordinate services. She is also responsible for scheduling orientations, meetings, and interviews for the 8-member team. The visit is scheduled for March 2-3.

E. STUDENT LEARNING OUTCOMES

In an effort to ensure Student Services departments are prepared to address Student Learning Outcomes by our next accreditation visit, Peter requested SS representatives give brief SLO presentations during each SSC meeting. Each presenter will discuss the SLO(s) identified by their department, as well as the system(s) they will use to measure their strengths and deficiencies, and methods of assessment. Today’s presenters: Bernice Lorenzo for CalWORKs and Dotti Cordell for Student Health Services.

CalWORKs: Bernice indicated that the CalWORKs program at city will focus on four SLOs:

1) CalWORKs students will be able to gain knowledge of counseling services for Student Educational Planning;
2) CalWORKs students will complete a Student Education Plan
3) The program will increase CalWORKs unduplicated student count to 275;
4) The program will increase CalWORKs program awareness with faculty, staff and county.

CalWORKs will employ the MIS system to gain unduplicated headcount and will utilize a student survey to ascertain the number/percentage of students completing an Ed. Plan and the types of counseling services they have used.

Student Health Services: Dotti indicated that SHS will

1) Demonstrate an increase in the utilization of SHS for wellness matters, not solely illness; and
2) Demonstrate tangible increase in assertiveness and self-advocacy in interactions with health care providers as measured by faculty-developed rubric.

Measure of success will be a 50% increase in students utilizing SHS for care, which will be assessed by counting log-in numbers.

Dotti’s report details that the student count is expected to increase significantly as the SHS and Mental Health Counseling departments partner in their outreach to students.
F. DISTANCE SERVICES

Peter will soon request from Department Managers/Deans /supervisors information regarding on-line (distance) services available to students. He noted the accreditation team will review closely on-line accessibility of student services in all programs, as well as the quality and breadth of each on-line service. Peter asked Council members to review and identify the ways in which students may interact with the department/program on-line. Activities may range from completing an application online to providing online tutoring and/or counseling. The accreditation team may also inquire as to the quality of on-line technical support and maintenance.

G. ROUNDTABLE

**Athletics** – Kathy McGinnis announced that the Men’s Basketball team—the City College Knights—has won last night’s game against MiraCosta and is now ranked 5th in the state. *Go Knights!* She urged Council members, staff and faculty to attend next Wednesday’s games—a double-header featuring Men’s and Women’s basketball competitions.

**Student Affairs** – Denise Whisenhunt encouraged supervisors to release staff so they may volunteer for this year’s graduation ceremony on May 22. The ceremony is scheduled to begin at 6:00 p.m.; however, volunteers are asked to arrive at the Organ Pavilion by 3:30 p.m. and should expect to stay until 9:00 p.m. Faculty are also encouraged to attend and celebrate the successes of their students. Kathy indicated that the Harry West Gym has been reserved for the day of Graduation, just in case we experience bad weather.

**TRIO** – Nesha Savage was welcomed as the incoming TRIO Director. She is currently transitioning into her new assignment and her new office.

**CalWORKs** – Bernice Lorenzo distributed a copy of a letter that was sent to CalWORKs recipients, and other families receiving assistance from an anonymous source from the County of San Diego, warning them of possible reductions to their aid due to the reductions of State funds. The letter urges people to contact their congressional/local representatives to forestall cuts to services. Unfortunately, many aid recipients interpreted the letter to mean their aid would be either drastically reduced or terminated in the coming weeks. Bernice explained that while aid may be reduced in some areas, there has been no official word from the County of San Diego. It is believed the letter was simply intended to insight people to action. DeeDee Porter indicated that Foster Care families received the same letter. It is likely many others who receive cash assistance from the County of San Diego received the same message.

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

**2009**

March 12
April 9
May 14
June 11