SAN DIEGO CITY COLLEGE
STUDENT SERVICES COUNCIL

September 10, 2009
1:00-2:30 p.m.
Conference Room D-102

Summary

PRESENT: Alisia Acevedo, Debbie Berg, Leslie Easton, Marilyn Harvey, Denise Hollis, Lou Humphries, Mary Jane Kruse, Bernice Lorenzo, Barbara Mason, Larry Maxey, Kathy McGinnis, Bonnie Peters, DeeDee Porter, Gerald Ramsey, Greg Sanchez, Nesha Savage, Megan Soto, Lance Soukhaseum, Peter White, Denise Whisenhunt, Debra Wright-Howard

GUEST: Officer Jordan Mirakin

STAFF: Desiree van Saanen

WELCOME AND ROUNTABLE INTRODUCTIONS: None

A. UPDATE FROM DISTRICT SSC

For Spring 2010, as was the case for Fall 2009, students will be capped at 16 units (excepting PE courses). However, once classes begin, student can enroll in up to 20 units. Requests to enroll in 21+ units must be approved by the vice president. Enrollment statistics for the Fall 09 semester were shared with Council. It was noted that 43,664 students enrolled district-wide, with only 564 students carrying more than 16 units representing 1.3%.

B. CAMPUS SAFETY (Denise Whisenhunt and Officer Jordan Mirakin)

Denise Whisenhunt introduced Officer Jordan Mirakin to Council to discuss how the economic downturn has affected tension on campuses, what behavioral issues we can expect from some students, and what we can do to help identify when police and/or administrative intervention is needed. To ensure safety in the classrooms and offices, several recommendations were discussed as follows:

**Determining when a student has “crossed the line.”** Often student behavior is interpreted subjectively and is not clearly identified as threatening. When do you know when to call the police or send the student to Student Affairs? It is important for all faculty and staff to know the Student Code of Conduct, which is published in the schedule and catalog. When students breach the code of conduct, the behavior should be reported and, if necessary, the student should be removed from class.

**Document Everything.** Denise indicated that she frequently receives emails from faculty complaining about a student’s behavior only after the student has behaved inappropriately numerous times. She emphasized the importance of documenting these events as they occur and addressing inappropriate behavior immediately. Maintaining a record of events is also necessary in legal matters where a suspension or an expulsion is disputed.

[Type text]
B. CAMPUS SAFETY (Denise Whisenhunt and Officer Jordan Mirakin) Continued

   **Be prepared.** Faculty and staff (especially supervisors, managers and lead personnel) should program the phone number to Dispatch into their cell phones for easy and immediate access. Officer Mirakin further suggested that faculty identify one or two responsible students in each of their classes to do likewise. It is important that someone in the classroom besides the instructor be able to contact the police when needed.

   Faculty and staff should also be aware of where panic buttons and emergency phones are located. It is important to note that a call for help via a panic button will render a different response than a 911 or Dispatch phone call. Officers responding to panic buttons do not generally know the nature of the call and may need to assess the building/room from the outside before entering. When calling Dispatch, always provide your location and a description of the problem as well as of the suspect. It is also recommended that personnel develop verbal cues and/or manual signs that warn others of danger and to summon the police.

   “**Crime Prevention through Environment Design**” is a program whereby officers assess one’s working environment for safety purposes. A session may include assessment of furniture design and placement, panic-button and phone placement, and emergency exit strategies. To find out more about this important service, contact Officer Mirakin at jmirakia@sdccd.edu.

   Denise stated that the Student Affairs office works closely with Campus Police/Dispatch and our SDCC mental health counselors to address inappropriate behavior and to ensure safety. However, given increasing stressors in our environment, it is important to note that not all unacceptable behavior should be addressed punitively. In order to ensure the safety of everyone, it is important that police, Student Affairs, and Mental Health Counseling personnel be kept in the loop.

C. SDSU TAG (Bonnie Peters and Marilyn Harvey)

   Students will be required to complete all prep work for their major, and if the required courses are not available at the TAG institution, the courses will need to be taken at SDSU. This is a problem if City College students are unable to find the courses they need here at City. Bonnie and Marilyn emphasized that City should not have TAG agreements with SDSU unless they (SDSU) can actually guarantee admission to our students. Also, SDSU is currently advertising on their website that they offer a TAG with City, but if there is no actual guarantee, SDSU should not be advertising it as such. It is basically false advertisement, and students are coming to the Career/Transfer Center wanting to sign up based on the ads. This may be an issue that Lynn Neault will need to address.

D. FALL 2009 AND SPRING 2010 OFFICE HOURS

   Peter urged Council to begin working on spring 2010 office hours by speaking with staff and identifying resource and staffing needs, as well as by reviewing student traffic trends. He will speak with individuals in the coming weeks; then as a group before he takes our spring 2010 hours of operation recommendations to District SCC. He reminded Council that while individuals’ schedules can vary, the office hours must be the same as other campuses for continuity sake. Individual schedules could utilize 4/10, 9/80, or 8/5 work weeks.
E. BUDGET UPDATE

Peter distributed copies of a SDCCD Impact of Revenue Losses and Inflation report spanning 2008-2011. Nearly $10 million in continuous funding reductions and over $4 million in one-time reductions are projected as budget reduction goals over the three-year period. The reductions take into consideration not only revenue loss, but also increase in STRS/PERS, inflation and workload adjustments.

Federal ARRA “backfull” money will be structured differently and will not be tagged as “categorical” but as General Fund. Categoricals will be hardest hit due to the 50% Rule, which mandates that at least 50% of General Fund be used for classroom purposes. Peter reminded Council to expect mid-year cuts to all funds.

F. MASTER PLANNING FORMS

Council members were reminded to provide Master Planning Forms A, B, and T to Peter as soon as possible if they have not already done so. Several reminders have been sent to date.

G. STUDENT LEARNING OUTCOMES – REPORTS

a. New Horizons (Mary Jane Kruse)

Mary Jane Kruse distributed copies of the Student Learning Outcomes for the New Horizons Program. Three SLOs were cited:

1. Use effective study skills,
2. show motivation to study, and
3. Identify effective time management skills.

Mary Jane discussed a new strategy for assessment and measuring student success. Hit the Books is a new study tool students are given to improve their study habits. The study guide includes instructions and worksheets that students are responsible for completing. Students will meet with staff to discuss various topics pertaining to their study guide such as learning styles, reading skills, memory techniques, note taking, and time management. Data collection will include number of students to receive the study guide, number of students completing the Hit the Books worksheet, and number/percentage of student retaining Hit the Books as a reference tool.

Mary Jane reported the following statistics representing an increase in student traffic and needs:

Fall 2009 semester

- 424 students signed in to see me regarding program services and eligibility during the 3 week period below.

  Scheduled qualified students for appointments, enrollment in program and provided needed services.
  o August 17-21     98 students signed in
  o August 24-28    214 students signed in
  o Aug 31-Sept 4   112 students signed in
          424 udents

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G. STUDENT LEARNING OUTCOMES – REPORTS continued

b. New Horizons (Mary Jane Kruse) continued

These numbers do not include those who did not sign in and the hundreds of answered phone calls.

- **119 students have been enrolled** NH and received textbook loans and/or transportation assistance since August 17. (83 new and 36 returning summer students-see below)
  - In addition, I distributed and reviewed with each new student the “Hit the Books” Study Skills Guide, the “One Stop” Student Academic Planner and a resource packet of campus/community resources.

**Summer and Fall 2009 student enrollment**

- 135 new students have been enrolled in NH for summer and fall semesters (52 in summer and 83 in fall)
- 36 returning summer students received fall services
- **171 students have received textbooks/transportation assistance one or more semesters** (summer and fall)


c. TRIO (Nesha Savage)

Nesha Savage briefly presented the Student Learning Outcomes identified by the TRIO program as follows:

1. Transfer – Students will have the knowledge of resources available to assist with their transfer goals;
2. Graduation – Students served by TRIO will know the requirements needed to successfully complete Associate Degree requirements;
3. Persistence – Students in the TRIO program will be more socially and academically connected to the campus through club involvement and TRIO-sponsored activities;
4. Good Academic Standing – Students in the TRIO program will receive the necessary support to excel academically; and
5. Ensure that all new TRIO students enroll in the appropriate English and math courses during their first semester in the program. Each student will meet with a counselor to identify a career goal and create an educational plan. Provide tutoring services for TRIO students who struggle in Math and English courses, as well as other subject areas.

H. ACADEMIC SUCCESS CENTER UPDATE – Postponed.

I. PROGRAM REPORTS AND SHARING

*Marilyn Harvey* received a round of applause from Council. Marilyn recently received her Ed..D from USC. Congratulations, Marilyn!!

Peter expressed appreciation to those who participated in the **Student Rally**. The rally was successful and was broadcast on several local stations.
I. PROGRAM REPORTS AND SHARING continued

Peter reported that contract counselors district-wide are encouraged to attend an *All-Counselors meeting scheduled for Friday, October 16, 9:00 a.m. to 1:00 p.m.* The purpose of the meeting is to discuss how reductions will affect services to students and to develop strategies for approaching challenges brought on by the economic recession.

Peter asked Council to bring to the table any issues that arose due to the *elimination of the late add process*. He emphasized that students who do not utilize their add codes by or before the add period will not be able to add. It was reported that in many cases, instructors did not give out add codes until well into the second week of classes, which gave students very little time to process their add codes. Other students who were not able to add missed the deadline for text refunds. It was suggested that faculty be instructed to hand out add codes during the first week of instruction. Council members also discussed giving add codes an expiration date to ensure students use them immediately, or lose out entirely.

Desiree van Saanen indicated that when a student adds a course but does not pay for it immediately, the student is not allowed to add additional courses until they pay for the first course they enrolled in. However, students never receive a prompt indicating the reason they cannot continue to add. This has been the cause of some confusion with many students. Suggestion was made to implement a “pay as you go” policy for all classes.

Peter asked Council to continue to provide feedback that will help reduce the number of students adding courses beyond the add period. He will share our ideas with District SSC.

**NEXT MEETING:** Thursday, October 22, 2009 (rescheduled from 10/8)  
1-2:30 p.m.  
Room D-102