SAN DIEGO CITY COLLEGE
STUDENT SERVICES COUNCIL

Thursday, April 24, 2013
1:00 – 2:30 p.m.
Conference Room D-102

Summary

PRESENT:  Alisia Acevedo, Dotti Cordell, Helen Elias, Denise Hollis, Lou Humphries, Cathi Lopez, Bonnie Peters, Star Rivera, Greg Sanchez, Megan Soto, Debra Wright-Howard

GUESTS:  Gail Conrad (District DSPS), Rob Ewell (SDCC, LRC)

STAFF:  Desiree van Saanen

I. REPORT FROM DISTRICT SSC – No District SSC, no report.

II. COMPUTER REPLACEMENT PROTOCOL (Ewell)

Learning and Resource Technology Dean, Robbi Ewell, lead a discussion regarding the status of technology on campus and the protocol for computer/printer replacement.

Robbi E. reported that most systems are out of warranty and many Student Services systems are dying. Administrative systems are more difficult to replace as the cost must come out of GF funds. In most cases, the replacements are also old.

It was noted that City College has approximately 2,000 computer systems that need to be active on campus (includes student and administrative). Most systems have 4-year warranties (3-year warranties for Macs), and extending the warranties is generally not cost effective. In addition, most City computers currently operate at 1 GB of memory. However, Microsoft has just released Windows 8, which is much more resource intensive. Computers will need to be upgraded to 2-4 GB to meet the memory required to run the program.

One positive note: City’s Financial Aid Office has special funds (BFAP) to replace their computers. Once their computers are replaced, we will be able to replace “dying” computers in Student Services. However, even these replacement computers are close to the end of their warranties. Council discussed the importance of developing common sense plans to GF monies for the replacement and repair of our systems.
II. COMPUTER REPLACEMENT PROTOCOL (continued)

Robbi E. emphasized the need to develop a process for computer repair which would prolong the life of computers. In the interim, computer problems should be reported immediately through the Helpdesk. Once the problem is reported, the issue is tracked and recorded. A “Computing Services Request” is required to install a new computer and when downloading new applications/software.

Robbi E. recommended following these steps in order to help prolong the life of a computer system:

- Tune up/clean up your computer regularly
- Turn off/power on your system daily
- If you start to hear a “chirping” sound, call the Helpdesk immediately.
- Avoid leaving valuable documents on the hard drive. Always backup important information.

Council members also briefly discussed Wireless access, replacement prioritization, and replacement of printers and scanners.

III. INTERPRETING SERVICES PROCEDURES (Conrad)

District Director of DSPS Gail Conrad provided an overview of the interpreting services request guidelines. (The Request Form, step-by-step instructions, and interpreting services rates were distributed). She emphasized all requests must include a budget number. Cancellations must be made at least 24 hours before the event, otherwise the account will be charged. The procedure and form will be on the District’s DSPS website by May 1, 2013.

The district currently allocates an estimated $1.2 million annually to serve an average of 200 Deaf students. This budget covers instructional/classroom-related events, including mandated instructional activities such as required field trips, out-of-class assignments, etc. All other services must be paid for out of a separate budget. Gail C. noted that the standard rate for interpreters is $70/hour; however, two interpreters are required for events lasting beyond one hour, which equates to four hours of interpreting services, or $280. She demonstrated that for one Deaf student to attend the Cosmetology Program from beginning to end, the district has spent upwards of $35,000.

It was clarified that some non-classroom/instructional activities (i.e. education plan preparation and assessment) may be funded through the DSPS budget as long as the activity is mandated by the college for admission. Deaf students requesting counseling appointments should be referred to DSPS for counseling services as DSPS does provide orientations and what is now called abbreviated education plans. Except in the case of
III. **INTERPRETING SERVICES PROCEDURES (Conrad)**

blind students, assessment is generally accessible online. However, if the student is in need of general counseling services, a DSPS counselor will request an appointment for the student and will request an interpreter. However, if the student requires interpreting services for participation with specialized programs (i.e., EOPS, FYE), the expense will be funded through the specific program/department.

Council members briefly discussed the benefits of developing a separate account strictly for interpreting services.

IV. **REMODELING – A, D, T DESIGN - UPDATE**

An A, D, T Building Kickoff will be held

**Friday, May 3**  
**10:00 to 11:30 a.m.**  
**D-121A/B, Staff Lounge**

Employees who will be residing in the buildings are encouraged to attend. The event will provide an opportunity for us to meet the new architect, review design plans, and discuss ways we can individually and collectively become involved in the process.

Council members expressed concern that many Student Services personnel will not be able to attend and discussed the option of having the session videotaped. Denise will work with the Multimedia Department to assess the logistics of videotaping the event and making it available online. An email announcement will be sent out in the near future.

III. **PROGRAMS & SERVICES - ROUNDTABLE**

*SLO Workshops/training* – Dotti and Denise will coordinate two or three sessions whereby Student Services supervisors and managers can update their program review status in Taskstream. The timeline for the program review process has been revised via the MPAROC to intuitively align with the budget calendar and fiscal year. Departmental updates (forms A & B) must now be submitted to the appropriate deans by November 1, 2013. The revised cycle will allow for a more informed process whereby departmental needs help to determine budget allocations.

The first of these meetings will be held on May 9, 1:00 – 3:00 pm, Room R-301 (LRC) in lieu of the Student Services Council meeting. Two additional meetings will be held—one in May and one in June. Confirmation of dates is pending room and staff availability in the LRC. In the interim, Dotti will prepare a list of the people who need to attend.
NOTE: An SLO Workshop will be held in lieu (partially) of the next SSC meeting scheduled as follows:

Thursday, May 9
1:00-2:30 p.m.
R-301, LRC