

SAN DIEGO MIRAMAR COLLEGE  
**Student Services Committee**

Wednesday, February 7, 2018

3:00 – 4:30p.m.

K1-302

## Minutes

**Present:** Gerald Ramsey, Naomi Grisham, Alice Nelson, Cheryl Barnard, Dana Stack, Kandice Brandt, Kirk Webley, Lezlie Allen, Lonnie Pham (for Vincent Ngo), Mardi Parelman, MaryAnn Guevarra, Mona Patel, Sonny Nguyen, Tonia Teresh,

**Absent:** Joseph Hankinson, Judy Patacsil

### Goals

**Call to Order:** Called to order at 3:07p.m.

**1. Approval of Minutes for November 1, 2017**

**Ramsey** asked for a motion to approve the minutes, **Teresh** moves to approve minutes, **Stack** seconds. Motion passes.

**2. Approval of Agenda**

**Ramsey** asked for motion to approve agenda, **Guevarra** moves to approve agenda, **Barnard** seconds. Motion passes.

**3. Spring Meetings and Hours**

**1,2,3**

**Ramsey** noted that future meetings may be canceled if the agenda is too light, or if current state of the campus is too busy. Confirming current meeting time works for everyone's schedule for the spring semester. Meetings are scheduled to be the first Wednesday of the month from 3:00 – 4:30p.m. There were no objections by the committee to the current date and time.

**4. Accreditation Recommendations (Ongoing)**

**1,2,3**

**a. Status of responses**

**Ramsey** The College received 8 recommendations. A number of other items in the college's QFE (Quality Focus Essay). The outcome of this resulted in numerous assignments. Starting in January 2018, the college is now required to provide monthly updates at PIEC (Planning and Institutional Effectiveness Committee), those are then sent to CEC (College Executive Committee), this is in preparation for annual report.

--Referred to Handout regarding Student Services Recommendations and progress.

In July 2017 the Student Services Leadership team met on a weekly basis to review the recommendations that impacted Student Services. Since then, we have received our final letter from the Accreditation commission. Some of the previous issues that were addressed have since changed.

**b. Committee review and input**

**Ramsey** this item was brought forward to this shared governance committee for review and for action to move forward if items need to be revised. Will then further address these items at Student Services Leaders Meetings and incorporate into next report due on February 15, 2018. (Committee was given 5 minutes to review document). Clarification, colors coding on document does not signify anything. **Grisham**, question: first blue section, regarding SLO disaggregation, does it need to be brought forward to SS/SLO. **Ramsey**, yes. The information stated on the document is the input from the Vice President's office of Instruction. Student Services will report their comments on March report as SS/SLO committee will meet on the third Wednesday of the month, will report their input to PIEC. **Grisham** some of the recommendations are part of the QFEs as well. The parts that need to be addressed by specific departments or areas will go to them specifically. The SLOs/outcomes that are associated with this group will be brought forward by her. **Guevarra** asked if there will be any actions moving forward with the online counseling

(Addressed under “Action Plan” in document: under “Consider how the College wants to address and communicate its commitment to distance education through its mission and planning efforts”). **Teresh** will be going back to the Counseling department to see who is already trained with new technology and the logistics of online counseling. Will evaluate what needs to be done in order to provide these services. Longer term, need to discuss how to provide these services in general since some of our student population are strictly online students. Mojica is the lead for online mentor training in making sure faculty are fully trained on services. The VPSS has targeted March 30, 2018 as the training completion date. **Ramsey** will report at PIEC that the first report was reviewed by Student Services Committee and will work with SS leadership, No further observations or comments, document reviewed by committee. Do not foresee anything changing for the 2/1/18 report. *Recommendation for this item is to report that committee had the opportunity to review.*

**5. Instructional Administrator 1,2,3**

**Ramsey** reminded members that part of this committee’s membership structure has an instructional administrator. We have yet to identify that person. Will check on the President’s appointment and follow up.

**6. Update on Integrated Plan (Standing Agenda Item) 1,2,3**

**Ramsey** as a campus we were required to submit a plan for BSI, SSSP and Student Equity. **Teresh** no update at this time regarding plan. The deadline to submit the report to the State Chancellor’s office was January 31, 2018. Our plan was submitted on 1/27/18. Original submission date was in December 2017, colleges received extension statewide. Our College had already completed the plan and received all respective approvals beforehand. No indication at this point to receive feedback regarding plan. The College is now moving forward with implementation of plan for 2017-2018 academic year. One benefit of the Integrated Plan is now the college has 2 years to spend funding. No additional plans due to the State Chancellor’s office, current plan will suffice until 2019. At this point there are no further state requirements for updates; Campus requirements are to provide quarterly reports of implementation and progress. Last update was completed in December. The continuous reporting status will make it easier to do a comprehensive annual report for state. Annual review will include student population data, retention.

**7. Evening and Saturday Hours 1,2,3**

**Ramsey** this item is coming to this committee for its recommendation. Extended service hours were initiated to accommodate Friday classes. Previously had a reduced schedule on Fridays due to funds being cut due to a decrease in resources. Loss of funds included: EOPS 40%, Matriculation 62%, DSPS 40%. We now have increased class offering on Saturdays therefore we need to extend services, the 8:00 – 12:00p.m. open office hours will continue throughout the Spring 2018. Continuing with same service hours as in Fall 2017 to properly evaluate traffic patterns. **Ramsey** made a commitment with AFT to follow-up with an unofficial report regarding staff coverage. Plans to do this sometime between now and spring break. This will include a plan on how to move forward with coverage. Will take these ideas to PC (President’s Cabinet) and CEC. Recommendations: **Nelson** Counseling services during peak times services were utilized properly by students. During the regular semester, office saw very low numbers. In general, Fridays from 4:00 – 5:00p.m. are very quiet. Students utilizing services on Saturday are not necessarily Saturday students, simply using the services because they found out they were available. If future plans are to keep these hours, a suggestion is to promote hours to students. One of the challenges of the current extended hours is staffing. Classified staff offered opportunity to work Saturdays, but the employees are not always offering to work. Therefore, offices are being run by hourly employees, not always appropriate. Counselor staffing is also a challenge. **Webley** counselors (contract) schedules do not currently reflect for Saturdays to be part of the workdays/ calendar. Have a few counselors that are willing and able to work on Saturdays. **Ramsey** counselors are different, can work on Saturdays if working overload. Classified contract employees are different because they cannot be assigned to work on the weekend, have to agree to work for compensation time unless these hours are advertised as part

of their job. **Stack** risk of having employees working 6 days and doing repetitive movements such as data entry may lead to health risks/ issues. **Nelson** if offices were to solely target peak time and put all staffing toward this it may benefit students and use resources appropriately. Suggestion to reduce Friday services hours until 4:00p.m. Other campuses in our district stay open late 2 days a week. Miramar could do opposite days than City and Mesa. **Allen** in the Health office, there is not a huge contingency for services from students on Fridays after 1:00p.m. Once the EMT students are set in their courses after the beginning of the semester, services slow down significantly.

**Brandt** at the beginning of the semester there is a constant demand for services. Has been a challenge trying to spread out services and budget; agrees that later hours only 2 nights a week would be beneficial. **Teresh** need to start tracking. This includes evening and Saturday services of visitors/phone calls, this way an informed decision can be made regarding the hours. Although it sounds logical to do the opposite days of our sister colleges, we might find that those days are also the higher demand days on our campus. Also should look at class taking patterns in the evening, can align these services when students can utilize services. i.e. if class is from 9:00 – 12:00p.m. do not only offer services during these times, offer them before or after where the students can benefit from them. Another item that needs to be looked at is cost of providing these additional services. Currently on the campus there are not enough signs/ postings of hours informing student that services are offered later on Fridays and Saturday. At a recent Management Meeting, found out that the Library is busy on Saturdays. *Recommendations: VPSS analyze current resources and needs for Fridays and Saturday Services. Address these needs with intent to ration those dollars in a more compressed fashion so that revenue will appropriately apply to those resources. In addition, what alternate services do we offer to students at a distance during those non peak times.* **Allen** suggestion to create a “satellite hub of services” for students to ease accessibility **Ramsey** Financial Aid and Admission already housed together. **Teresh** if the library is seeing a lot of traffic on Saturdays; we could create a solution to offer services to students at the Library or ASC (Academic Success Center). **Ramsey** suggestion to station a counselor and a staff member in library. **Barnard** new vending machines bring students into the building. Regarding the Financial Aid department, numbers from the Fall at the beginning of the semester number where high, students were requiring services. As the semester went on, many students no longer required these services. **Pham** agreed with Nelson’s recommendations. Services provided on Saturdays, not technical in their office (only hourly, no contract). *Recommendation: Teresh pull a smaller group together and create a research project to take a look at this. Discuss and find out the appropriate solution.* Guevarra/Teresh utilizing SARS track to check services patterns. Vending machines were just installed and will bring in more people into the building. After the Spring semester, will capture numbers to compare how services were utilized in comparison to before the machines were installed. Recommend to CEC, will be brought forward by Ramsey and Grisham.

## **8. Communication and inreach with students**

**1,2,3**

### **a. Relaying information about office hours, deadlines, events**

**Teresh** would like to recommend meeting with staff, both classified and/or faculty from every office regarding how we are communicating to students the services that are being offered. Discuss how Social media is being used, web portal, and sandwich boards, concerned regarding proper signage and it not easily being able to identify buildings/ offices.

### **b. Venues: websites, social media, email, printed publicity, etc.**

**Barnard** recommended creating a Student Services subcommittee or having this as an ongoing agenda item in regards to communication with students. Signage/ communication can become a bigger issue. An example given was that we do not have any “No Smoking” signs on our campus; they are solely placed on the perimeter of campus near the parking lots.

Recommendation to VPSS re: signage, forming committee. **Brandt** suggested more bulletin boards in K1 building and revisiting electronic signage policies and procedures. **Barnard** agreed. Bulletin boards that are available are currently “free speech” areas. Display cases on the first floor can be utilized, enclosed bulletin boards would be controlled boards by staff.

**Ramsey** District office made discussion not to add student email component to new web portal system. **Parelman** suggestion to have the ability to post online information that is currently

distributed on the DL in on localized area would be beneficial. Information would be concise and easy access. Shared how challenging it is to appropriately communicate information to students. **Teresh** when utilizing Canvas can create shelves to link Student Services to better communicate information to students. When referring to this type of system, departments have to be committed to make sure updates are comprehensive. **Barnard** recommended taking this matter to Communications Marketing Committee. This type of technology would be beneficial to all students and departments. **Allen** mentioned the Technology Committee started a few months ago. **Grisham** recommended exploring partnerships with the Marketing 101 class. **Webley** suggested bringing in Steve Quis (PIO) with assistance to properly communicate information with students. **Ramsey** (information item) met with representative from Full Measured regarding new mobile app for campus use. We have discontinued contract with current mobile app. Meeting has been set up to further discuss with other departments. Meeting is scheduled for 2/14/18 at 12:00p.m.

**c. Signage and wayfinding in Student Services K1** (see section above)

## **9. Agenda Items for Next Meeting**

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1. Follow up regarding Full Measured
2. Instructional Administrator Appointment for Committee

## **10. Roundtable**

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**Admissions: Stack** currently planning on Summer registration.

**Counseling: Nelson** February 9<sup>th</sup>. last day to add/ drop classes (16 Weeks). Counseling appointments will start soon. Will probably offer those until April, when the summer schedule comes out. **Webley** In preparation for Summer and Fall along with Outreach going to out to high schools and preparing students for matriculation process. Will start preparing for the Personal Growth courses for Summer 2018. Finalizing dates for Parent Night and Super Saturday.

**DSPS: Brandt** hired new Administrative Technician, Rebecca Nipp. Will be offering two workshops on 2/9/18 in High Tech Center.

**Outreach/Assessment: Nguyen** wrapping up high school enrollment, we have 1,400 students in CAPP program. Working on addressing all the gaps and developing a new process regarding petitions for high school students. Worked with counseling to confirm the dates regarding the Open house. This year it will be on April 26, 2018. New this year, department is working on a “full core press” with Continuing Education students, working with each site and providing counselor support. Plans to combine event with Opportunities Expo. Matriculation at high schools started today. Waiting for details from state regarding FYE and Promise Program. Transitioning FYE/ Promise, transition services with ASC. Goal for ambassadors to present information to students. Solidify services with Charter schools, trying to establish an MOU with Preuss.

**Financial Aid: Pham** Pell grant amount for full time students remains 5920 based on a zero ESE, this is the same amount as the current fiscal 2017-18. Will receive a list from counseling for the completion grant. Still have emergency funds for DACA students, refer students to Randy Claros or Kyle Aquino. One of the new scholarships being offered this year includes Vets to Jets.

**Health Center: Allen** increase in demand of services from High School students enrolled in the EMT program. It is a challenge to provide services to them as their office does not have access to consent forms. Allan and Stack will work together to create a solution.

**EOPS/CARE/CalWORKs: Guevarra** continuing to take new application for Spring semester through 2/9/18. Projected date to complete new student orientations by March 2<sup>nd</sup>, have second appointment completed with counselor by March 16<sup>th</sup> and April 3<sup>rd</sup> final deadline.

**Student Affairs: Barnard** working on commencement. Advertising for students to petition to graduate and register for commencement ceremony. Emails have gone out to students encouraging participation. **Stack** mentioned concern with commencement website not being active.

**Transfer Center: Grisham** currently working through e-verify ADT degrees. Transfer has been offering more workshops with instructional in conjunction with the Career Center. Opportunity Expo will be on April 18, 2018 from 10:00 – 1:00p.m. this will be with CE, Career Center, and Grad Fest. “Transfer Banter” will continue this semester, tabling outside near compass point and

other high traffic areas on campus. Outside of the Transfer Center: Student Services SLO are at 100% Reminder for the Planning Summit being held on March 16, 2018.

**Instructional: Parelman** co-teaching Nutrition course at Scripps Ranch High School. Would like to see an orientation for the process of teaching on a high school campus.

**Career Center: Patel** receiving a lot of inquiries from different employers i.e. Solar Turbines, Hyatt. At the Boeing hiring event had more than 30 students in attendance.

Working on panels, ASC/ Outreach collaboration. Working in conjunction with a lot of different departments. Adjunct counselors are doing classroom presentations. New hire, Adjunct counselor: Karl Cameron

**Student Development & Matriculation: Teresh** hiring updates. Currently undergoing searches for Associate Dean, EOPS Counselor/Coordinator, General Counselor, and wrapping up with Senior Secretary position.

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**Adjourned: 4:32p.m.**

Student Services Committee meetings are scheduled the first Wednesdays 3:00 – 4:00 p.m. in K1-302. Next meeting scheduled for March 7, 2018.

Previous Agendas may be found at <http://www.sdmiramar.edu/campus/governance/committees/ssvc>

SAN DIEGO MIRAMAR COLLEGE

**Strategic Goals**

**Goal 1:** Provide educational programs and services that are responsive to change and support student learning and success.

**Goal 2:** Deliver educational programs and services in formats and at locations that meet student needs.

**Goal 3:** Enhance the college experience for students and the community by providing student-centered programs, services and activities that celebrate diversity and sustainable practices.

**Goal 4:** Develop, strengthen and sustain beneficial partnerships with educational institutions, business and industry, and our community.