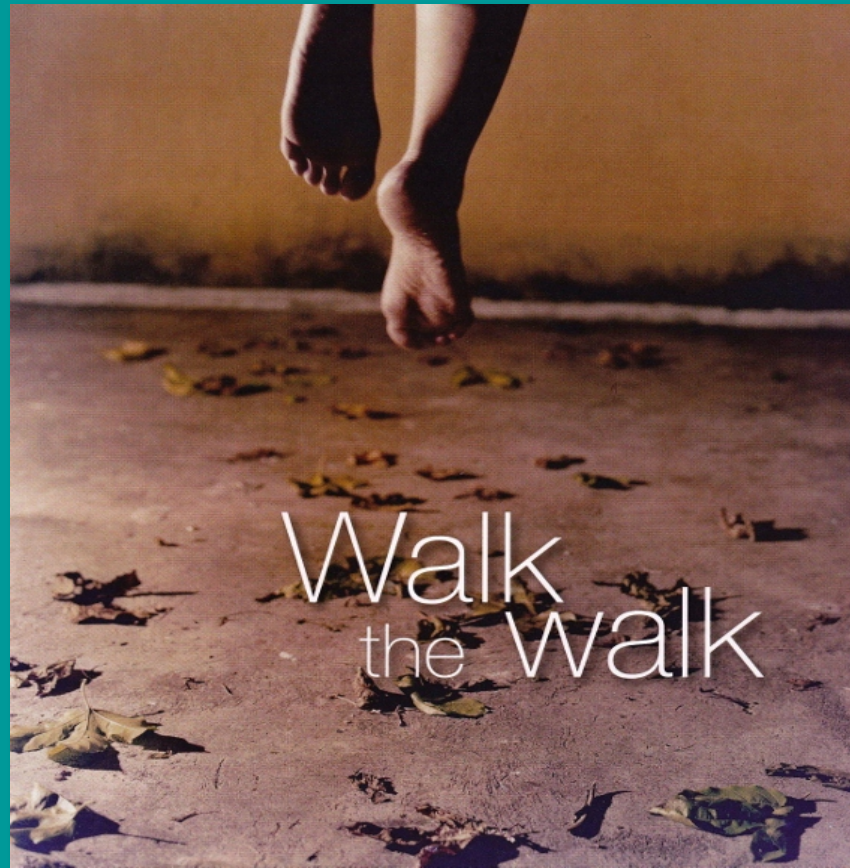


The background of the slide features a teal overlay on a photograph of graduates. On the right, a woman in a graduation cap and gown smiles broadly. On the left, another graduate is partially visible, also in a cap and gown.

Student Services

Catrina Hixon
Director, Student Services

LEADERSHIP JOURNEY



Leadership Essentials

- Preparation
 - Education
 - Experience
 - Engagement
- Effective Relationships
- Understanding the Big Picture
 - Context
 - Connecting the Dots
- Value of a Strong Team
- Philosophy:
“Can’t lead what you don’t know”

DISTRICT STUDENT SERVICES



District Student Services

- State Reporting and Compliance
- Student Information Systems
 - Currently transitioning to a new system
- Student Records Maintenance/FERPA Compliance
- Policy development and oversight
- Evaluations
- Institutional Research & Planning
- Outreach and Relations with Schools
- Disability Support Programs & Services
- Title IX Compliance

Student Services Responsibilities

District Office

- State Reporting and Compliance
- Student Information Systems
- Student Records Maintenance
- Policy Development and Oversight
- Oversight of Student Trustees and United Student Council

Colleges/

Continuing Education

- Program Development
- Policy development and implementation
- Student Interaction
- Delivery of all support services to students
- Collaboration/coordination with other departments on campus
- Student Discipline
- Student Services operations
- Student Clubs & Organizations

Student Services Council

One of 8 District wide Shared Governance Committees

Reports to the Chancellor's Cabinet; comprised of the Chief Student Services officers and academic senate leadership from each college and Continuing Education

Committee Charge

- Coordinate all student services programs, services, and activities district wide
- Identify student needs and articulate those needs into programs and services
- Maintain and monitor all student services policies and procedures
- Review and plan for impact of legislative and regulatory changes
- Provide a forum for student participation in the development of policies that affect them



STATE REPORTING
AND
COMPLIANCE

State Reporting and Compliance

- Family Educational Rights and Privacy Act (FERPA)
- California Education Code
- Title 5 - California Administrative Code
- Board of Governors, California Community Colleges Chancellor's Office
- Management Information System (MIS)
- Funding/Appportionment
- ADA - Americans with Disabilities Act
- State Audit Compliance
- Title IX and Campus Save Act: Gender Equity in Education

Family Educational Rights and Privacy Act (FERPA)

- FERPA is a federal law that protects student educational records.
- FERPA requires that all information identified as a student record be maintained securely and confidentially. This law also pertains to minor students attending college classes.

Definition of Student Educational Record

- Information directly related to the student, **AND**;
- Maintained by the institution
 - On file and accessible by others
 - Shared with others in the institution

Family Educational Rights and Privacy Act (FERPA)

NOT a Student Educational Record

- Sole possession records
 - Maintained in personal file and not shared or intended to be shared
- Law enforcement records
- Employment records
- Medical records - unless maintained as student record
- Alumni records
- Peer-graded papers

Family Educational Rights and Privacy Act (FERPA)

Legitimate Educational Interest/Need to Know

Education officials have a legitimate educational interest when, in the exercise or completion of their administrative, supervisory, academic, research, or other administrative responsibilities on behalf of the institution, incur the need to know specific information from education records

Therefore, just because a person is an employee of the institution does not give them the right to access student information

Family Educational Rights and Privacy Act (FERPA)

Directory Information

- Language is permissive “an institution may classify certain categories of information as directory information...”
- SDCCD does not classify any student record information as “directory”
- Refer to SDCCD Policy 3001 and associated procedures

Family Educational Rights and Privacy Act (FERPA)

Access to Student Records

- Students have the right access and view all information about them maintained by the District/colleges
- Student record information cannot be released without written consent or court order
- Minor students assume the rights of adults while enrolled, with the same protection.
 - Parents of minors do not have the right to access any student information without written consent of the student

Case Study Example

Information Request

The parents of a student arrive at the campus, looking distraught. They tell you “Johnny” hasn’t been home in over a week and would like his schedule so they can see if he is ok, they promise not to interfere with the class.

Action

What should you do?

- a. Advise them to contact San Diego Police department and report a missing person.
- b. Walk them to his class and ask the professor to release him.
- c. Tell them you will take a note to him in class but it’s up to him to contact the parents.

State Reporting and Compliance

California Education Code

- Educational law for all segments of education in California enacted by the State Legislature

Example: §78212 (2) *The institution's responsibility under the agreement includes the provision of student services to provide a strong foundation and support for their academic success and ability to achieve their educational goals.*

State Reporting and Compliance

Title 5

- Board of Governors' implementing regulations of the California Education Code

Example: §55520 Required Matriculation Services (Student Success and Support Program)

- §55521 Orientation
- §55522 Assessment
- §55523 Counseling Advising, and Other Education Planning Services
- §55524 Student Education Plan
- §55525 Student Follow-up
- §55526 Accommodations

State Reporting and Compliance

California Community College Chancellor's Office

- Responds to all legislative inquiries about the California Community Colleges
 - Student Outcomes (degrees, certificates, grades, etc)
 - Student demographics (age, ethnicity, gender, etc)
 - Budget expenditures
 - Background information for legislature
- Oversees Title 5 regulatory requirements
 - Reporting
 - Student equity plan
 - Categorical programs reporting
 - Staffing reports
 - Publishes Implementation Guidelines
 - What does Title 5 mean?
 - Provides legal opinions on state-wide issues



Role of District Student Services – Regulatory Change

Example

Title 5 Student Success and Support Program

- SB 1456 - Student Success Act
- Changes Title 5 55500 to 55534
- Mandates that all new students participate in orientation, assessment of math and English/ESL and creation of a student education plan
- Ties to priority registration

Action

2-yr planning and implementation

- Collaborate with the State Chancellor's office to review and interpret legal changes to Title 5
- Implementation in ISIS:
 - Creation of Student Success screen (SS)
 - Develop mechanisms to track completion of orientation, assessment and education planning
 - Grant priority registration to fully matriculated students
 - Implement a 3-semester limit to create a comprehensive education plan
- More than 20 notifications sent out to students.

Role of District Student Services – Change in Law

Campus SaVE Act and Title IX

- Campus SaVE Act requires that colleges implement Sexual Assault and Harassment policies and procedures
- Colleges must provide education on Sexual Assault and Harassment awareness, prevention and victim support

Action

2-yr planning and implementation

- Develop and maintain a new Title IX web page.
- Work with appropriate committees to update SDCCD board policies and procedures
- Coordinate with Title IX officers at each campus to streamline the Title IX complaint process
- Provide training on Title IX processes to employees and students
- Research and implement a student-friendly education module
- Create Title IX Compliance Office
 - Title IX Coordinator
 - Title IX Investigator

State Reporting and Compliance

320 Reporting

320 is the form submitted to the State Chancellor's office to receive state apportionment funding for all classes/student attendance

- First period (P-1) - Summer & Fall actual enrollment, projected Spring; due January 15th
- Second period (P-2) - Summer & Fall actual enrollment, projected Spring; due April 30th
- Final/Annual - Summer, Fall and Spring actual enrollment; due July 15th

Full-Time Equivalent

1 FTES =

Credit: 1 student enrolled in 15 units for 2 semesters

Noncredit: 525 contact hours

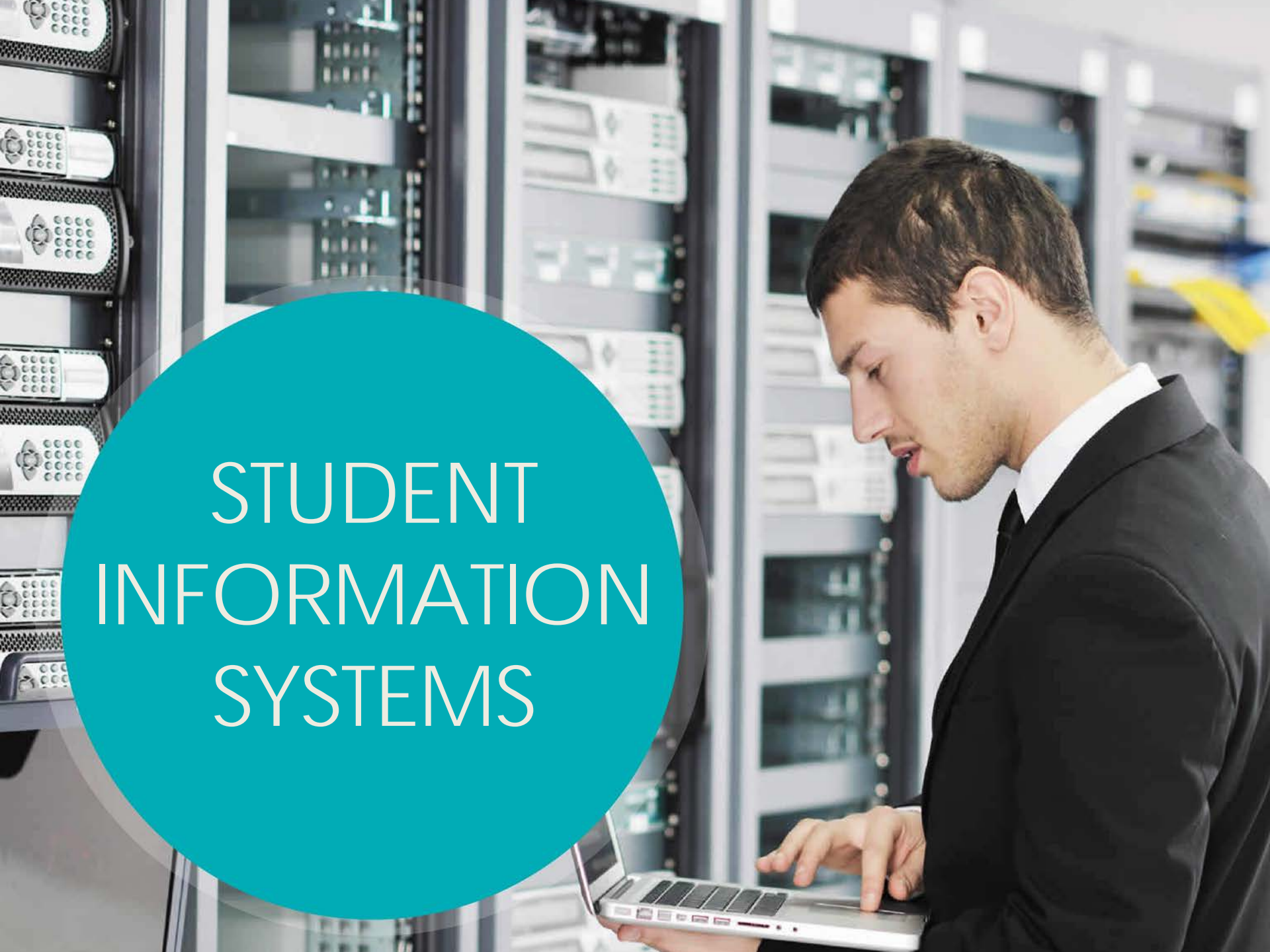
State Reporting and Compliance

Management Information System (MIS)

- Respond to Legislative expectations for accountability and information about community college programs, services and students.
- Consists of over 200 variables

MIS is required reporting to the State Chancellor's Office and includes information regarding:

- Student demographics
- Student enrollment (courses, grades)
- Courses offered
- Degrees and certificates awarded
- Special program enrollment and student demographics - DSPS, Financial Aid, EOPS...
- Student Success and Support Program services (SSSP)

A man in a dark suit and white shirt is shown in profile, looking down at a silver laptop he is holding. He is standing in a server room, with rows of server racks filled with equipment visible in the background. The lighting is bright and professional. A large, semi-transparent teal circle is overlaid on the left side of the image, containing the text 'STUDENT INFORMATION SYSTEMS' in white, uppercase, sans-serif font.

STUDENT INFORMATION SYSTEMS

Student Information Systems

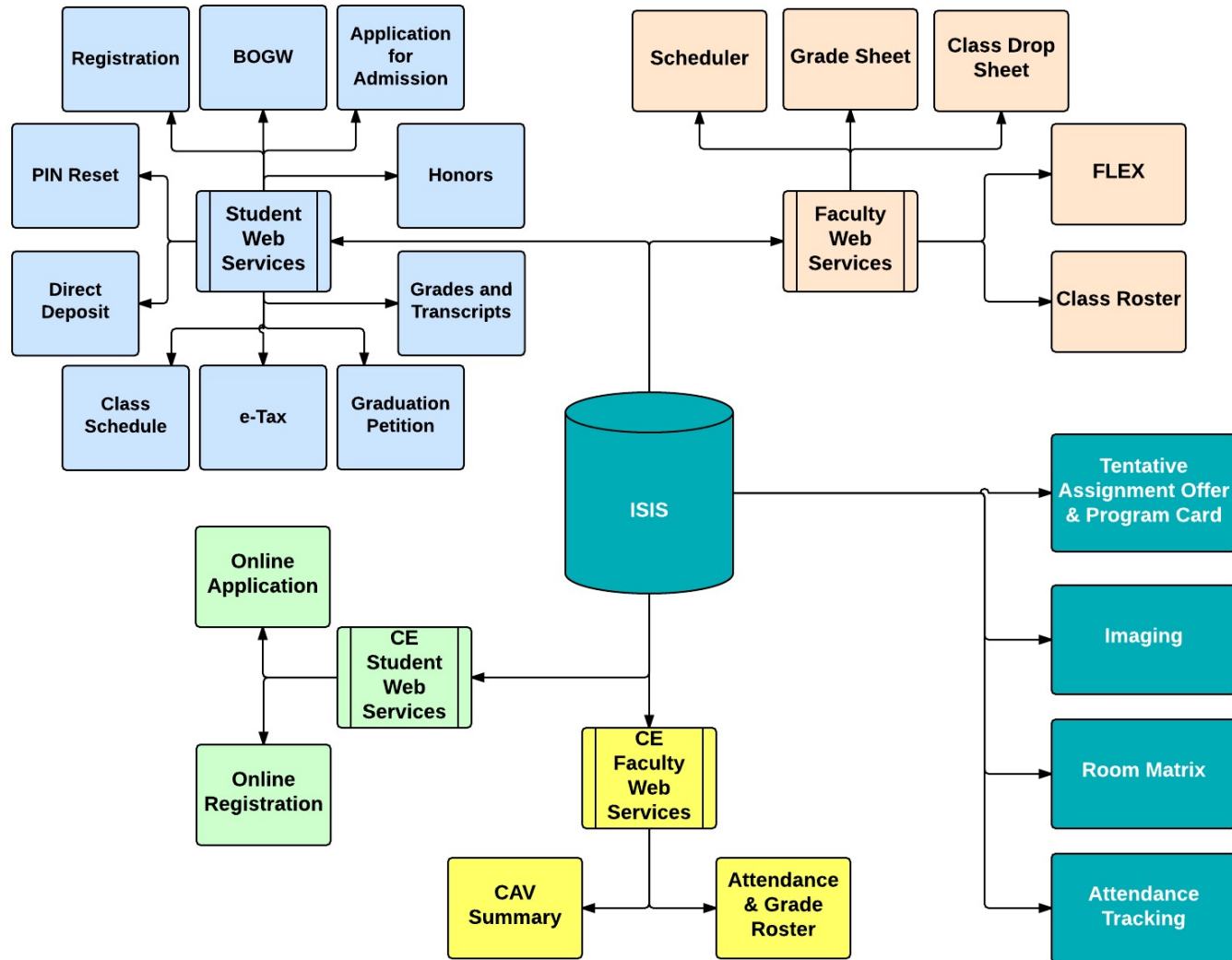
Integrated Student Information System (ISIS)

- Student Aid Management system (SAM)
- Ed Plan/Degree Audit
- Moving to a new Student System Fall 2018:
PeopleSoft Campus Solutions
 - Currently a team of 60 key users are meeting almost daily to implement the new system

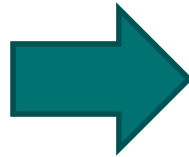
Did you know...

- Over 2.5 million student records housed
- More than 40 years of SDCCD student, faculty and course history and information
- Average nearly 1 million transactions per day during peak times and over 700,000 transactions on a regular basis

Student Information Systems




Student Information Systems Fall 2018



ORACLE[®]

PEOPLESOFT



STUDENT
RECORDS
MAINTENANCE

Student Records

Process...Process...Process...

- Incoming Transcripts - receive approx. 1,800/month
- Transcript Processing
 - Prerequisite Evaluation - 180/month
 - Request for Transcript Evaluation - 655/month
 - Petition for Graduation - 380/month
- Outgoing Transcripts - process 4,250/month
- Incoming Standardized Tests - 1,400/yr
- Subpoenas and Court Orders for student records - 100/month
- Merge Duplicate Student Records - 165
- Grade Changes, Student Petitions - 4,000/yr
- ADT Degree Verifications - 1,400/yr

A photograph of the Florida State Capitol building, a grand neoclassical structure with a prominent dark dome and white columns. The building is set against a clear blue sky. In the foreground, there are green trees and bushes. A large teal circle is overlaid on the left side of the image, containing white text.

POLICY
DEVELOPMENT
AND
OVERSIGHT

Policy Development and Oversight

- Intended for orderly maintenance of student services programs, services and processes
- Periodic review to ensure currency
- Modify as laws change
- Develop in response to new needs/laws
- Ensure broad consultation in development and review process
 - Districtwide Committees

Policy Development and Oversight

Examples of core policies

- Student Services Policies
 - Academic Accommodations and Disability Discrimination for Students with Disabilities
 - Academic Credit for Nontraditional Education
 - Admission of Students
 - College Enrollment Fees/Nonresident Tuition Fees
 - Posting and Distribution of Literature, Political and Vending Activities, Food Handling, and Free Speech on Campus
 - Student Publications
 - Student Records
 - Student Rights, Responsibilities, Campus Safety and Administrative Due Process
 - Harassment and Violence
 - Shower Access and Priority Registration for Homeless Students



OTHER DEPARTMENTS
VICE CHANCELLOR
STUDENT SERVICES

SAN DIEGO COMMUNITY COLLEGE DISTRICT OFFICES
CHARLES W. PATRICK BUILDING

Outreach and Relations with Schools



- Coordinate Outreach district wide to maximize resource utilization
- Ensure consistent “district” (City, Mesa, Miramar and Continuing Education) presence in the community.
- Design and develop prospective students’ information
- Community relations
- Advisor to Student Trustees
- Alumni Development
- San Diego Promise

Institutional Research & Planning

<http://research.sdccd.edu>



Provide data and analysis to support administrative decision making process

- Accreditation
- Program Review
- Board of Trustees
- Culture of Evidence
- Culture of Inquiry
- District and College-based researchers

Title IX Compliance



Christopher May
Title IX Coordinator
619-388-6805



Leslee Morris
Title IX Investigator
619-388-6809

- Ensure compliance with Title IX
- Design and conduct training
- Conduct investigation
- Follow up on incident reports
- Policy and procedure development and oversight

Disability Support Programs and Services

- Disability Support Programs and Services (DSPS) was established to accommodate the academic and support needs of students with disabilities as mandated by Section 504 and 508 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act Amendments Act of 2008.
- Academic accommodations may include, but not be limited to, testing accommodations, note taking assistance, alternate media, and ASL interpretation services.
- The District's DSPS offices are located at each of our Colleges and Continuing Education. Our Interpreting Services Office, 3 grant programs and the District Director reside at the district office.
 - SDCCD serves over 5000 students with disabilities each year.
- Procedures associated with disability-related accommodations and grievances can be found on the District Board Policies website, [AP 3105.1](#).

Disability Support Programs and Services

Jeff Higginbotham

Disability Support Programs and Services

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Leading the Institution Forward



*Alone we can do so little;
together we can do so much.*

Helen Keller

Questions?

