



San Diego Community College District

City College · Mesa College · Miramar College · College of Continuing Education

Approved

District Student Services Council

Thursday, September 4, 2025 | 10:00 – 11:30 a.m. | District Office, Room 245

Minutes

Present:

Shakerra Carter	San Diego College of Continuing Education
Randy Claros	San Diego Miramar College
Victor Devore	District Office
Nellie Dougherty	San Diego Mesa College
Allison Douglas-Chicoye	San Diego Miramar College
Poppy Fitch	District Office
Lillian Garcia	District Office
Adrian Gonzales	San Diego Miramar College
Erika Higginbotham	San Diego Mesa College
Roberta Krauss	San Diego College of Continuing Education
Bernice Lorenzo	San Diego City College
Amber Alatorre	San Diego City College
Larry Maxey	San Diego Mesa College
Kari Parker	San Diego Mesa College (Attending for Guillermo Marrujo)
Marciano Perez	San Diego City College
Amertah Perman	District Office
Cynthia Rico	San Diego Mesa College

Absent:

Carolina Gonzalez	San Diego College of Continuing Education
Andrew “Luke” Menchaca	District Office
Guillermo Marrujo	San Diego Mesa College
Susan Topham	District Office

1.0 Welcome and Introductions

2.0 Approval of Minutes*

- The June 5, 2025, minutes were approved by consensus.

3.0 TimelyCare Implementation (Fitch)

- Following the lead of City College, the District has engaged a districtwide contract with TimelyCare to provide mental health and crisis services to students.

- Services are available 24/7 free of charge for students, accessible through the app and web-based.
 - The crisis response line, TalkNow, is supported by master's and doctoral-level trained counselors who may or may not be licensed (maybe on their licensing journey).
 - Scheduled counseling is available, similar to EAP, within 48 hours of a student calling with licensed.
 - Medical is available free of charge for basic medical, similar to what is provided by Urgent Care.
 - Fitch will be exploring the Basic Needs services that are available.
- Implementation is currently planned between September 15, 2025 - October 1, 2025.
- Informational and marketing notices are forthcoming and will include:
 - Partnering with student support programs
 - Social media
 - Posters and flyers
 - Emails
- TimelyCare does not replace any positions and is a partnership with the colleges. They are there to support students when the offices are closed.
- Any time a student is seen by TimelyCare, the appropriate staff at the colleges can see that information at the back end so they can reach out for a follow-up.
- The information feed is unidirectional; the information comes from TimelyCare to SDCCD and not SDCCD to TimelyCare.
- City College is piloting TimelyCare with CCAP high school students.

4.0 [Workforce Development](#) (Perman)

- Resources & Tools
 - Dean Amertah Perman shared that an August VPSS/VCES meeting discussion raised the importance of easy-to-reference/easy-to-access tools and resources to support counselors regarding career planning before education planning, credit for prior learning, etc.
 - Perman brought a recommendation forward to form a subcommittee of DSSC to inform, provide feedback on, and finalize districtwide shared resources, including:
 - Review existing tools and resources – compile; create more visibility, improved access, and shared awareness across all four colleges.

- Co-Create revised reference sheets.
- Prioritize Credit for Prior Learning (CPL) as the Fall 2025 focus.
- Additional topic areas:
 - Career Planning before Ed Planning
 - Articulation Credit by Exam (High school to college and noncredit to college)

DSSCs recommendation is to leverage the Academic Advising group rather than form a subcommittee.

- Career Coach
 - There is an opportunity to purchase a districtwide version, with a possible three to five-year contract.
 - Career Coach has an optional student self-service tool and an optional counselor, too.
 - SDCCE Career Services already uses an instance of Career Coach.
 - Timeline:
 - 23-24 Student Services leadership expressed interest in purchasing.
 - 24-25 received a request from one or more colleges to explore a districtwide contract.
 - Fall 2025: Exploration & Planning o Exploring with Districtwide Career Services & Employment Outcomes Committee.
- Grant Update – CPL Military Credit
 - Credit Prior Learning (CPL) efforts districtwide provide colleges the ability to honor students' prior learning, recognize their experience, and save them time – increasing students sense of belonging and retention, and decreasing the cost of college and time to completion.
 - Student Services leadership is key in the successful implementation of this grant. Perman is seeking a designated Student Services lead to inform implementation at a local level. Instructional leads are also being designated. The recommendation is to identify a counselor to participate in this work.
 - Baseline expectations of designee (draft):
 - Attend districtwide CPL workgroup meetings (once per month)
 - Attend CPL workshops.

The Vice Presidents will reach out to Perman with an identified representative.

- 5.0 Title 5 Proposed Changes Academic Standards and Renewal* (DeVore)
- Academic Standards: Changing language from academic probation to academic notice, and academic dismissal to academic pause.
 - Academic Renewal without Course Repetition: Adding 576 hours of noncredit coursework. Cannot be used to alleviate any classes where they passed.
 - Bring back to colleagues, share any comments and feedback with the state Chancellor's Office.

- 6.0 CalGETC Updates
- CalGETC is up and running. As of August 15, 2025, any new student who applies will be directed to the new plan code. Recommendation is to produce a report of students who have enrolled in the fall, indicated they would like to get a degree, and transfer or just transfer, who have access to the 2024-25 catalog year.

Action: Dean Victor DeVore will share the final version of the transcript legend. DeVore will share a version of the report with Academic Advising, and then will begin sending the reports to the colleges.

- 7.0 Academic Programs Plans/Future Roll Outs (Parker for Marrujo)
- Evaluators will begin rolling plan codes over earlier in April, to be available in August.
 - Erika Higginbotham shared examples of how not receiving the codes in time for Fall registration in May has impacted their ability to provide accurate information to students. Mesa General Counseling is moving forward with a resolution.
- 8.0 Petition to Exception to Course Repetition (Alatorre)
- Amber Alatorre asked for input from the other colleges regarding the petition process and where the petitions are sent for approval.
 - DeVore shared that each college has a different routing.
 - Mesa: petitions are sent to the Dean. Counselors must review and approve before the petition is moved forward.
 - Miramar: petitions are sent to the Vice President.
 - Regarding WORK 270 specifically, Perman shared that there is an update on the number of times the course can be repeated. Perman will provide clarification to CIC and request that they add the topic to the October DSSC meeting agenda.

9.0 Parent School Letters (Rico)

- Cynthia Rico shared information about a recent audit finding with parent school letters. She will share the findings with VP Gonzales and VP Perez.

10.0 Other

- Student Evaluations
 - Mesa handles student evaluations internally. When a student meets with a Counselor, they send the student a survey.
 - A QR code and link will be generated each semester to share with students after they meet with a Counselor.

Standing Item

1.0 San Diego Advance

(*) *See Handout*