

In Attendance

Luis – Chair	Deb Crawford - Auxiliary
Michael Adams – ASPCC Cascade	Shelly Samson – SY
Sarah Dykes - CA	Linda Reisser – CA
Wendy Palmer – Disability Services	Doreen Hanna – Bursar
Sharon Morgan – SE	Heather Lang - SY
Simone Frank – CA	Ewald Estanis – ASPCC SE
April Nording – RC	May Donohue – RC
Laurie Chadwick – SE	Linda Browning-SY

Linda Reisser – Report from Student Rights & Responsibilities

Updating the student's rights and responsibilities handbook – rights and responsibilities code of conduct, and much more. Want to split them all into separate policies. Small group working on a draft Code of conduct, student rights, grade appeal. Drafts brought to last meeting – Kerri and Stephen went over it line by line. The first two are ready for SDC review today. Meet again in a couple weeks – all 3 to propose to the EAC - working on a new complaint procedure so they don't all come to the dean of students.

Student Rights – Added 1.4 – complaint procedure. Separate grievances from complaints. Reorganized and linked to appropriate websites. 99% of grievances are now listed first – improper academic evaluation. Added information about who to contact for concerns in each section. Need clarification on releases to counselor files.

Simone – will send Linda that particular part of the law.

Heather – in the existing point on right of access states confidentiality by counselor is protected unless requested by law. Student Record – guarded by FERPA. Most written documentation from students is considered student record.

Student Life – slightly reorganized, but mostly similar to what already existed – what was 8 – 10 and 5 and 3. Clarified 4.5 – Clubs have free access to facilities – no fees, but can't come at any time/any day. Limitations were added – 4.13 reserve the right to reserve areas where demonstrations may be held. Example – a student held up a sign 'don't bank at Wells Fargo' next to a Wells Fargo table.

Luis – does it define what a student is?

Linda & Heather – at a different place, so it needs to be decided where it's appropriate to put it where, agree it should be listed upfront. Code of Conduct lists a student as anyone admitted and/or enrolled at PCC. Might be helpful to **add definition of a student in the student rights section**. Some skepticism about the broad definition.

Linda brings up the concern with limiting the definition, also limits our ability to bring about disciplinary action. Two years to become an inactive student. Put in contact information for each Deans Office (generally generic) and includes information for distance learning students.

Luis – is the introduction – made available – other formats available for students with disabilities.

Wendy – it's covered.

Linda – will also be translated to other languages.

Grade Appeal

Combination from Valencia College and current process and input from Faculty. Separated policy from procedures. A – Students that want to appeal a mid-term grade? This does not apply to disputes about specific grades, but the overall grade. It is practiced now, but it's not explicit in the existing appeal procedure.

Luis – maybe word it as FINAL grade? Page 2 – typo (insert is).

Doreen – if the student has to put their issue in writing, why doesn't the instructor?

Linda – faculty had concerns with enforcing, or if the faculty leaves the country.

Heather – step 1 is the informal process, but recommendation is good, just didn't want to require in the informal stage. Sometimes students don't know where to find instructors – so a link was added. Added under what circumstances a chair can step in to give the appropriate response.

Heather – we don't want an inability for the student to reach the instructor to inhibit the resolution of the issue.

April – D2L, how do you provide the information for online/posted information if it's not documented?

Heather – they are recoverable by TSS. The purpose of the procedure is to give students a structure for how to start the appeal with much more specificity.

Linda – we've seen more instances where the instructor made an error in the grade book.

April – will the form be fillable so they can save it to the desktop and email in?

Linda – would like it to be, but need assistance to do so.

Heather – advocate on page 1. A student would be allowed to have an 'advocate', but the advocate cannot speak, but the new procedure lays out students can have the 'advisor or supporter', their choice. Deans office can assist finding a supporter if needed. The person is still not allowed to present the students case.

Ewald – how will you make sure the students have access to the information?

Heather – we need to do a better job. Students often don't learn about it until they need it – would like this groups recommendation.

Michael – prescription model – can we get a message to students in a preventative way instead of reactive. Internet is sometimes very difficult to navigate.

Luis – its part of the education process, how do we do a better job at orientation?

April – Instructors put a link to rights and responsibilities on their syllabus.

Michael – experienced students know, but new students are vulnerable to being unaware. They need more support/deadlines. Have a standing meeting with an advisor your first year.

Heather – we totally agree and have been having the same discussions. Preventative action is really a focus on the first year students.

Doreen – so much information is available that first term, likes the idea of having an orientation every term and make it mandatory so information can be reiterated.

Michael – attach it to Financial Aid. Heather – when working on SAP, focused on proactive – sending out an email every quarter, reminder of the academic standards, reminder, rights and responsibilities as students.

??? – Print Campaign – “Got Grades”, how to check your grades, etc.

Michael – had to meet with an advisor before registration and didn't realize it until the day of registration.

Sharon – electronic reader boards for general info.

Linda – if you're in a cohort or roots program, students are more likely to meet with advisors.

Luis – would like to work with Faculty to say it in class?

Linda – we have the challenge of so many messages, and adjuncts and prioritizing. When people come across a problem, they do come the Dean's Office.

Heather – and we really see ourselves as the place for students to come to as well.

Michael – we could also table more about this issue as well.

Luis – we could have a kick off.

Linda – we need a new webpage.

Luis – how often do you see a situation where the parent has an issue and the student does not?

Heather/Linda – not the parents, but the husband.

Simone – the parent usually comes in upfront and is instructed about privacy at the first day. Linda – students from another culture may not understand the language – sure to be sensitive to that.

Heather – we might need to do more work in step 2 about consent to release with the supporter? Look into further. When we reintroduce we'll get clarification. Next big one will be code of student conduct.

Michael – who suggests to students to use the same academic advisor?

Heather – Pre-enrollment, find someone you connect with and work well with.

May – not as accessible at some campuses, might have to wait longer if you do not set up an appointment.

Luis – are we agreeing the documents are ready to receive our recommendation?

Heather – we will take it out to other stake holder groups as well, Division Deans, Department Chairs, DSC and other Deans of Students and Legal.

Linda – EAC represents faculty.

Heather – we will bring it back to this group before it goes to EAC. Drafts of Code of Conduct will come back to SDC at January. The motion was passed to endorse by group for Heather and Linda to distribute to other stake holders.

??? – how often does grade appeal occur at Dean Level – 5 to 10.

Heather – a grievance does not usually result in a grade change, but the process helps the student understand why the grade was what it was.

Linda – More concern about passing now with Financial aid desperation. Faculty is pretty diligent with providing the students with the grading information.

Simone – learning contracts should help with that as well.

Luis – Introduction of the Academic Forgiveness Policy.

Sent out examples from other colleges. At the last EAC Meeting. Would allow students to 'start over' with their GPA, students could 'erase' a period of bad academic performance. Today, I got an email from a student asking for it. If you make bad financial decisions in your life, you can apply for bankruptcy, would like the same option academically.

Doreen – 5 years ago and bombed and came back – financial aid, would still be suspended so the confusion in discrepancy between academic and FA.

???? – this is not always in the best interest of the student – they have to sit down with an advisor so they could get the information from them. It's at PCC only – the entire transcripts transfer to other schools.

Deb - What is the benefit to the students if it's not transferable?

Luis - For PCC Scholarships, PCC Graduation, and Presidents List.

April – might help with numbers of completion.

Michael – community colleges impact the disenfranchised people much more so than other institutions, and lots of those people have a difficult start. Would give them a big opportunity.

April – high school age students are not the most responsible, giving them a second chance.

Simone – the important thing is how we construct it, not really if we do it.

Luis – yes we need to be explicit.

Heather – would like to hear from students about how many this would impact. It also requires a gap in attendance and has to complete at least 12 credits with a C average or higher before even applying. Luis – can create a subcommittee to focus on this. Do we agree we should take it on? Fast Track – would like it done by Spring Term. **May Donohue, Wendy Palmer, Sarah Dykes are interested in being involved.** Michael would have been interested in something like this would have made a big impact on his life. The student would be interested in participating in giving feedback. **Student should be on committee – Luis will ask him.**

Sarah – maybe students do that at a different school.

April – CCSSE

Key Findings – PCC conducted survey. Each campus has specific reports as well. Key Points: we already know all this stuff. Students need to be active and engaged and have connections to the college. Having a complicated system has a negative impact on the students. Within the first 3 weeks of the term is when we lose a lot of students. Students want a plan and know what they need to be doing. Page 6 – during current term – majority of students do it before start, but 15% wait. Question 6 – what orientation? Extremely complicated to find out how to register, where/if there is an orientation.

Michael – so intimidating to start for the first time. No one ever said, you're a little late for this term, but let's get you set up for next term.

April – enrolling in a college success course can really contribute to their success. Long-term brainstorming – pre-admission advising and counseling – what to expect/what will happen before you even enroll. Extended orientations, Staff & Students mentor new students. More access/streamline processes, collaborating services, adding learning communities. Making things mandatory – make the college success class mandatory. Ending late registration. Technology – we have so much online and limit human access – problem for many community college students. More user friendly language. Create more opportunities for engagement outside the classroom. Dean of students from each campus has the campus specifics about percentages, etc. Would like to see some construction about of what was discussion.

??? Institutional Effectiveness – the sense report – similar. Might be a good place for SDC to start in determining goals.

Luis – we want to look at revamping orientation.

May – we don't have admissions counselor, so they don't know where to go and get bounced around a lot.

Luis – there is a Pre-Term task force working on how students are getting information before they become students.

Michael – offer an incentive if students complete an orientation.

May – orientation coordinator at PSU, all day orientation is really important.

??? Fire hose of information, but try to figure out a way to spread out the information to get it to students at the times when they need it.

April - It was done 2011 Spring. Financial Aid, Parking and Advising are usually the largest concerns.

Deb – Auxiliary Update

Parking and Transportation Services has been working with Westside Transportation Alliance on a student survey to evaluate how students are commuting to campus. Based on results, we will be focusing on improving transit subsidies and assisting students with finding carpool matches. We have a free program available called Drive Less Connect as well as a discounted permit program for students who carpool together and both have vehicles call Rideshare. Details about the programs are on the PTS website.

Food Service has been working with the Recycling Coordinator, Eric Crumb, to develop the pre-consumer composting program at Sylvania. The program has been extremely successful, diverting almost 600 pounds per week of waste from the landfill. The program will likely be expanded to Cascade and Southeast Winter or Spring term of 2012.

The Bookstore had a few issues with NSF checks this past Fall and is working on a solution to address the program. The Bookstore also participated in a NACS survey that offered one of our lucky students a check for \$100. The Rock Creek student will be receiving her check on Monday, December 12th.

The Print Center has acquired a new piece of machinery that allows large documents to be scanned/printed/copied for an extremely economical price. Information about the machine was sent out via email to all PCC Staff earlier this week.

Doreen – Bursar Update

Dee Wilson will announce our new vendor for e-commerce will be announced tonight at the board.

Wendy – Disability Services Update

Transition from Disability Services Testing – still moving along. 2 weeks again presented 3 hour training to testing staff (entire district testing staff). Lots of information on customer service. As of the 16th, Disability Services will be out of the testing business. Heather is the chair of the transition committee. The students received the information since June. No one told faculty or administrators, so sent out the information to faculty recently. Encourage patience, the testing coordinators are doing the best they can with what they have been given. Faculty has concerns with where the priorities are in the testing center. This was an unfunded mandate, so how will they manage?

Michael – ASPCC Update

What level to fund OCCSA (field organizer) position – some schools in the southern part of the state don't feel like they get the support they need. Fat Tuesday we will have 10000 students discussing funding for community colleges – tuition, bus fare, sb 909, tuition equity.

Luis – student evaluations is the big discussion right now. Some SAC's have signed up for being pilot for new evaluation.

First Year – still looking for faculty and students to be on the committee.

Luis – next meeting Jan 12th (first week of classes). Luis will send out an email to tally votes of when people want to meet.