

Berkeley City College
Student Services Department Meeting
Tuesday, August 10, 2010 - 2-3:30pm, Room 451B

PRESENT: May Chen, Brenda Johnson, Jasmine Martinez, Jennifer Lenahan, Catherine Massey, Gail Pendleton, Jim Ward, Loan Nguyen, Loretta Newsom, Marilyn Clausen, Lilia Chavez, Lynn Massey, Hermia Yam, Victor Flint, Paula Coil and Jim Ward.

AGENDA:

- Meeting Minutes Review and Approval
- Communication and Student Protocol
- Department Update Reports
- Items on the floor

Meeting Minutes Review and Approval

Not available.

Communication and Student Protocol

We need to be clear on how to assist students when they come to us when they are not satisfied. Student are being sent to wrong departments or are not be given the correct information, which frustrates the student even more. There was not good planning or coordination when a letter/correspondence was sent out to students in regard to the tuition fees having to be paid by August 9th. This notice was recently sent out by the Associate Vice Chancellor for Student Services, Jacob Ng. This Memo created in influx of student to the financial aid office thus creating chaos. We need to know in advance of something like this so that we can prepare and also be informed. May and Brenda are carrying out our concerns and taking them back to their Dean/VP meetings. Can we invite the AVC, Jacob Ng to address our concerns and we also need to have our President present; we need her to advocate for our college.

There have been some changes in administration duties such as all financial aid complaints will be referred to May's office now instead of Brenda. All student grievances will be referred to Brenda's office as well as issues or concerns with the Health fees, AC Transit fees, and LRC concerns. Let's identify some areas of concern that come up often:

Items

-Fees: Health fee & AC Transit fee	-Library holds/fees
-Refunds	-Hard holds
-Removing an "F" grade or "W" grade to no grade	- Transcripts
-Library holds/fees	-Residency issues

The health fee began fall 2010 and the AC Transit Easy Pass Fee began fall 2009. The Health Fee is mandatory of every student no matter how many units they are enrolled in. The Health Service Center is located at the Laney College campus. The AC Transit Fee is for students enrolled in 9 units or more. This has been voted on by the student body and is a mandatory fee. In order to have this fee waived, students must have dropped to below 9 units by the drop period. For the Financial Aid Recipients, those fees are to be paid with the disbursement they receive. The problem with that is that the fees have to paid before they students can receive their disbursement check. The fees are included in the disbursement and with that disbursement students are to pay those fees from it. The fee waiver form/petition for the easy pass and health fee seems to give the student false hope that it is possible to give them a refund or that the fee can be waived. We need to clarify information given out to our students and we all need to give out the same information.

September 7th is the last day to receive a refund; which is the last day to drop with a refund. There are some issues with the census date being the deadline since they are dynamically dated courses that would have different deadlines; which is the last day to withdraw without a "W".

Peralta is bringing a new service to students through its partnership with Single Stop USA. Single Stop is a free on-site service that helps students connect to additional financial resources and services such as one-on-one sessions with trained financial counselors. The Single Stop Site Coordinator, is available to make presentations classes, talk to students individually as well as provide you with flyers to spread the word about the services. The Single Stop Site Coordinator is Brandon Pangburn, you can reach him at (510-485-9220) or bpangburn@ahschc.org. The location for Brandon at our campus is TBD, but the day he is scheduled to be here is Mondays from 9-5pm.

Department Update Reports

The VPOI is working on getting back the quiet room that in the past was used by our students for prayer and or relaxation.

You are all encouraged to attend the leadership meeting; this is your chance to hear what is changing, and voice your ideas and concerns.

Financial Aid Office: Loan and Peter will be on vacation for the month of August. 1st disbursement is the week of August 26th. The FAFSA 2009-10 deadline passed on 8-1-10, therefore we can no longer accepting those applications.

DSPS: Nina Kindblad will return on the 23rd and Carol on the 26th. On the 16th the first LD session will begin. The hiring committee for the Alternate Media Technology Specialist position is still in process. ADA Paddle update has been requested.

Student Services: The Welcome Back Bash Committee will meet next on August 17th, please join us.

Outreach: The Ambassadors have been trained for the fall season with support for the A&R office, Financial Aid and various other areas. We are losing some very good senior ambassadors that will be transferring this fall.

EOPS: Orientations will begin next week.

A&R: LRC hours are being inputted daily.

LRC Homework/Computer lab we will be either be eliminated or relocated, still unsure about the future of this lab. Its current location will be use for a Multi Media classroom.

Items on the floor

The peak schedule has changed. A&R handed out a schedule for all A&R offices at the other colleges as well. Only the Financial Aid will have Saturday hours from 9-1pm for the next three Saturdays in a row (Aug. 14th, 21st & 28th). All the campuses are experiencing cut backs in their schedule of operations.

BCC has applied for a few Grants and has been award some and are still awaiting a response for others. One of the grants BCC has just been awarded is the TRIO Grant for 5 years for 1 million dollars. TRIO is student success, upward bound and talent search grant. The Fulbright Grant that has begun this summer has done an outstanding job and it will continue through next Monday-Thursday. The two other grants are the FIPSE and LOVES Grant (Veterans) . The LOVES Grant will serve Veteran students and their families. Mainly our function is to certify student educational units, but this grant will allow us to enhance our services. The FIPSE Grant has a student services portion and an instructional portion which will offer a two week short term courses for students to get them ready for college. This project is nationally known, so are we going to try to adopt the program here. These grants are for 3 years for \$300,000 if awarded.

If you've have not done so already, it is imperative that we submit our budgets to the business office ASAP. As you plan your budget keep in mind your program goals and objectives.

**NEXT MEETING: TUESDAY, SEPTEMBER 7, 2010 AT 2PM (The August 24th meeting will be skipped)
PLEASE SEND AGENDA ITEMS NO LATER THAN THE FRIDAY BEFORE.**

Meeting adjourned at 3:40pm
J.Martinez