



**STUDENT SERVICES PLANNING
COUNCIL MEETING
MINUTES
April 8, 2009**

CHAIR: Joseph Madrigal

MEMBERS PRESENT: S. Cathcart,
C. Duran, L. Halttunen, Russ McDonald (for T. Hernandez), M. Large, H. Lee, Lt. T. Cruz,
P. Richardson, S. Titus,

RECORDER: Ellie Masiello

MEMBERS ABSENT: J. Conway, T. Frady, K. French,
K. Huskey, M. Lopez, L. Romain, R. Tait-Brown.

The Student Services Planning Council meeting was called to order by Mr. Joseph L. Madrigal, Chair, at 9:37 a.m.

- I. Approval of Minutes – March 11, 2009
MSC – Titus/Duran The Minutes of the March 11, 2009 meeting were approved with one change.
- II. Budget Report from SPC Meeting. Joseph Madrigal reported that the Chancellor's Office approved a recalculation of Palomar FTES, which resulted in an extra \$1 million in funding to the District each year. Palomar exceeded 20,000 FTES and will now receive this increased funding each year.
- III. Dell Computer Update. More discussion is necessary before these agreements are approved. Palomar is losing a possible \$3000 per month in revenues while agreements are in this lengthy approval process.
- IV. Proposed Hours, Enrollment Services. Herman Lee presented data gathered since the implementation of the one-stop shop concept combining the Enrollment Services and Financial Aid service to students. Data suggests that 80% of students use the online system but 20% of students still rely on phone and counter service. Students are getting excellent service but the wait time is about 20 minutes for phone calls and 30 minutes for counter service. 70% of respondents were financial aid students. Due to the economy, we are expecting a 17% increase in financial aid students. In response to the increased workload and the reduction of available budget for short term workers, Lee proposed a new counter/phone schedule that would free specialists to address the back office backlog in financial aid packaging. The heaviest student contact comes from 11 am to 4 pm and the proposed changes will help to address this workload issue by reassigning Saturday staff to the Mon-Friday schedule.
Proposed Office Hours for Enrollment Services, Financial Aid & Veterans Services:
Mon-Thurs 7:30 a.m. to 6 p.m.
Fri 7:30 a.m. to 2 p.m.
Sat 9:00 a.m. to 12 noon (1st two Saturdays of each semester only)
Staff hours will not change, but rather the counter hours will change to accommodate the increased back office workload. Lee reported that the San Diego Community College District recently adopted new hours:
Mon-Thurs 8 a.m. to 6 p.m.
Fri 8 a.m. to Noon (Fri hours discontinued in June and July)
The Palomar College Cashiers Office under Phyllis Laderman has also changed their hours to:
Mon-Thurs 8 a.m. to 6 p.m.
Fri 8 a.m. to 4 p.m.
Madrigal asked if the change in hours would have any effect on the CFT union contract and Lee responded that the proposed hours are actually more consistent with the CFT Handbook. Madrigal expressed his concern that there should be consistency in the building between departments. Halttunen added that Counseling Specialists do not have back office tasks so staffing really can't be consistent with Enrollment Services and Financial Aid. The Escondido hours will mirror the San Marcos hours and Jamie Moss has agreed to keep the counter open from 6 to 7

pm as needed. Madrigal advised Lee to take the proposal back to the other areas and the item will be discussed further at the next meeting. If approved, the item will proceed to SPC.

- V. Excelencia (Walmart) Grant Proposal. Calvin One Deer Gavin has been given the green light to pursue a grant in support of first-generation Latino students at Palomar College.
- VI. PUENTE Program. The UC system is offering Palomar College the opportunity to participate in the PUENTE program. This program supports Latino students and focuses on increasing the transfer rate of this population to the UC system. The grant is for \$30,000 but there has been a problem identifying English Department faculty who are available. The grant would fund time and training for 3 years and the District will have to make a commitment to fund the 4th year. Members made recommendations of faculty that may be available and willing to make the commitment. Herman Lee added that this program will require the involvement of all members. The grant funds field trips and off-campus activities and we may be called on to drive a van or assist in coordinating these activities.
- VII. Staffing Update/Sharing/Announcements/Aclamations
- Claudia Duran offered an acclamation for Sherry Titus who always goes above and beyond the call of duty in service to Palomar students.
 - Sherry Titus offered an acclamation to Joseph Madrigal who has served as her mentor since taking over as Director of Student Affairs. Madrigal has always been supportive and has earned her respect. He will be missed.
 - Russ McDonald reported that Counseling is part of a Learning Community with, mathematics, English and reading that will be offered to incoming freshman students in the Fall.
 - Herman Lee reported that summer enrollment has been slow, about 10% fewer enrollments than last summer at this time. Lee anticipates that activity will increase. Lee also offered an acclamation for this recorder for my contributions to the web maintenance and development for Enrollment Services and financial Aid and Veterans.
 - Peggy Richardson offered an acclamation for Officer Dillard who assisted the library staff when called to help deal with a problematic patron. Officer Dillard was very helpful and professional.
 - Joe Madrigal offered an acclamation to the Library staff and said he was very impressed with the tools developed to evaluate and assess services to students. Richardson identified Linda Morrow and Katy French as being instrumental in developing these tools.
 - Tony Cruz offered an acclamation to Joseph Madrigal for his excellent leadership and open door policy. On a campus where Campus Police is not always popular, Madrigal's advocacy and support has been much appreciated and he will be missed. Cruz also offered an acclamation for Mary San Agustin who has been a staunch advocate for Campus Police and her support is very much appreciated.
 - Claudia Duran recently visited the University of Monterey Bay and reported that graduates must complete a service learning project, class schedules are sold for \$2.50 to students and parking permits, which cost over \$200 must be purchased before class fees are paid. Duran believes that Palomar should adopt some of these models to help students develop real world skills.
 - Joseph Madrigal invited members to attend the first annual Latino graduation celebration ceremony, planned for May 16, from 5 to 8 pm.. Madrigal also offered an acclamation for Mary San Agustin for providing the budget of \$5000 needed for the Latino event.
 - Scott Cathcart offered accolades to the coaches and athletes of the spring sports.

The meeting was adjourned at 10:45 a.m. The next meeting is scheduled for April 22, 2009.