

DVC
CLASSIFIED SENATE
May 7, 2015
APPROVED MINUTES

Present: Scott Heiden, Lesley Agostino, Chris Meadors, Joy Brucelas, Jessica Martin, Rafiqul Bhuiyan, Gilbert Rocha

Absent: Wendy Holt

Guest: Liling Lin, Lisa Martin, Allison Albright, Teresa Molnar, Joyce Riley, Kimberly Woods, Monica Pope, Valerie House

Heiden called the meeting to order at 12:03 p.m.

1. Approval of the May 7, 2015 Agenda:

It was MSC, with no objections and by all present to approve the agenda as written.

2. Approval of the minutes from April 9, 2015 and April 23, 2015 –

Minor changes to the minutes from April 9, 2015 were made.

It was MSC, with no objections and by all present to approve the April 9, 2015 minutes as amended.

It was MSC, with no objections and by all present to approve the April 23, 2015 minutes as written.

3. Public Comment

- T. Molnar noted that as of fall 2015 she will no longer be in Integration Council and a replacement will need to be found.

4. Council Announcements & President's Report

- Heiden noted that the governance group has finished meeting and a revised governance structure will be provided to the campus within a few weeks.

5. Classified input on barriers to student enrollment–

Feedback will be taken to District Governance Council on May 19, 2015

Student Barriers

1. Repeatability issues (including the fact that the policy was retroactive)
2. Online application is difficult
 - a. High school seniors have to apply twice
 - b. Residency requirements cause confusion and delay
 - i. i.e. California students who are attending college and living out of state have to go through assessment/orientation in addition to questioning residency.
3. Prerequisites
 - a. Process is unclear
 - b. High school students are being wrongfully denied or dropped
 - c. Several ways to get pre-req clear; needs process clarity
4. Portal – crashes every semester during registration
5. Language barriers with website/technology
6. Suggestion for a call center to help with registration
 - a. 8:00 a.m. – 9:00 p.m.
7. Not enough counselors during registration (drop in)

DVC
CLASSIFIED SENATE
May 7, 2015
APPROVED MINUTES

- a. Counselors should be present in assessment center during peak times
- b. Utilize student ambassadors
8. Website is outdated and the process for updating is unclear
9. “No one answers the phone”
10. Students are confused about the wait list process
 - a. Suggestion – text alert when wait list status changes
11. Designated help desk for counseling issues
 - a. Call center hours “phone drop in”
 - b. Wait time is too long for phone calls
12. During registration time phone issues in A&R
 - a. Transferred calls are not answered/students are often hung up on
 - b. Bring back the “back line” that is always available
 - c. Only two lines open for the public; suggested more
 - d. The website directs students to A&R for all questions and they are unable to process all requests
13. Application process is lengthy and time-consuming
14. Application “expires” and students have to re-enroll
 - a. Example: High school students must enroll first for counseling, then again for classes as a high school graduate.
15. Issue with headsets not transferring calls?
16. Applications process – after students receive online username, there is an assumption that they have applied – Suggested a pop-up
17. Provide a FAQ list and who’s who in A&R/what their roles are
18. Increase professional development for staff so that we may be more knowledgeable about the system works and can help the students.
19. Allow paper applications for those students who do not have technology experience (Equity?)
20. More support in the enrollment lab
21. More open sections for courses the students need

Keeping Students (retention)

1. Web advisor/technology frustrations
2. Safety Issues
 - a. More police patrol
 - b. Concerns about homeless and “recycle guys” going into classrooms
 - c. Car theft and break-ins
 - d. Suggested having Chad Wehrmeister come to a meeting to discuss concerns
 - e. Police aides need to be more professional and observant while on duty
3. Parking issues
 - a. Students drop on first day if they can’t find parking

DVC
CLASSIFIED SENATE
May 7, 2015
APPROVED MINUTES

- b. Need more bike racks/ There concern about bike theft
- 4. More student service hours (Fridays?)
- 5. Have counselors in enrollment labs and other student rooms
- 6. Students being bullied or singled out by instructors
- 7. Long lines due to low staffing
- 8. Hold times on the phone are too long
- 9. Barriers with the orientation, assessment, enrollment process
- 10. Enrollment process for “older” students wanting to take community education
 - a. Four year students who want to take a class during their summer break
- 11. Students receive different answers to the same question
- 12. There is currently no training for new hires/no cross-training for current employees
- 13. Suggest a FAQ available for all staff (was noted that FAQ answers change often)
- 14. Office hours not uniform on campus- sometimes not helpful if A&R is open until 7, but the office they refer a student to an office that has closed at 5.
- 15. The course equate process with sister campuses is not an automatic process, creates backlog

Heiden noted that many items were being addressed in Innovation proposals.

6. Smoking Policy –

- The council and senate made many comments/suggestions for the revised policy
 - There is an inconsistent policy across the district
 - Policy does not address sidewalks or areas near the children’s center
 - Vape and Vape Pens should be called out individually
 - Ashtrays should be moved to smoking areas only
 - More signage (including the website) and an improved campaign to re-educate students of the smoking policy
- Additionally those present felt that the enforcement “relies on the initiative of all college personnel to politely request that smokers comply with college policy...” is not best practice.
 - Staff should not have to engage students, feel is could be a personal safety issue
 - It was questioned as to staff should approach students while police services does not.

Agostino made a motion to approve the revised policy with a second from Rocha.

Martin noted that she was uncomfortable with the staff engagement issue and felt the policy should be revised. Agostino rescinded her motion.

Heiden motioned to reject the revised smoking policy and request that additional clarity be provided on the issues noted above.

It was MSC, with no objections and by all present to reject the revised DVC smoking policy as written.

DVC
CLASSIFIED SENATE
May 7, 2015
APPROVED MINUTES

7. **DVC Procedure 1017.01** – Heiden presented a revised DVC Procedure 1017.01 regarding the college mission statement. **It was MSC, with no objections and by all present to approve the revised DVC Procedure 1017.01 as written.**

8. **Classified Open Forum**

- Albright questioned if the 16-week calendar will impact winter break.
- J. Martin suggested we use funds (next year) to have an activity or refreshments for students during finals week.
- Heiden noted the 5-10-15 years of service celebration was being held at 2:00 p.m. in the Diablo Room – all are encouraged to attend.
- Classified Appreciation Lunch is May 28 – staff are invited to take advantage of the 25% discount that week in the bookstore to show their DVC pride at the lunch.
- Rocha commented that he and Lisa Martin were looking to bring back the Classified Newsletter and will be requesting volunteers.
- Valerie House noted that there was not classified representation at the governing board meeting last month.

Heiden adjourned the meeting at 1:35 p.m.

Next Meeting Scheduled: May 20, 2015 12:00 – 1:30 p.m.