

Board Student Services Committee meeting notes
April 10, 2008

Present: Trustees Abel Guillén, Nicky González Yuen, Linda Handy, Tom Smith, Gary Yee, James Bracy, Josue' Hoyos, Joseph Bielinski, Evelyn Lord, Shirley Coaston, and Roxanne Epstein

The meeting was called to order at 4:08 pm

Text Book Affordability

A Follett representative was unable to attend today's meeting. 41% of sales are used textbooks, which is a very high amount. The committee is concerned about textbook affordability issues. Follett representatives will make a presentation to faculty at a Staff development day, and will present options of how teachers can save money for our students. Faculty want to have a discussion with Follett about the textbook ordering process. Tom would like for the new regional manager and Cal book store manager to make a presentation to the committee and to share their future plans. The ordering system is supposed to help our students to receive their needed textbooks. At BCC, there was a problem where students ordered the books, but they were not available when they came to retrieve them.

Every year Follett gives \$10,000 to the Foundation, and \$12,000 in book vouchers. A question was asked if all of this money is used yearly. Trustees were not aware of this program, and would like a presentation on this. If we ever decided not to use Follett in the future, we'd have to pay a portion of their fixtures and internal moving costs at Merritt. In April 2007, BCC was added to the contract and the contract was renegotiated at that time. The Follett contract has a 120 days notice to cancel provision. There will be a visit to DeAnza on May 1st as part of the larger open education network to have materials in the public domain on-line and face-to-face. A briefing will come to this committee first, and then committee can decide if go to the full Board or not. It was asked what the process is for faculty to order books. At BCC, it is electronic, and the cost is not disclosed when it is ordered. The cost would be helpful information for faculty to have to help students save money. Tom feels that Follett would be glad to add this information. It is suggested that Follett meeting with VPs of Instruction, Presidents of the Academic Senate, as well as student government representatives to hear feedback and suggestions. It is felt that Follett charges us the same price for books as other schools in the area. There are about five professional development days per year, but there is a concern that faculty don't attend. Those that do attend choose the topic they wish to attend. A better forum might be the Academic Senate. If it's a very good presentation, it could be recorded it and place it on the website or Granicus as a link.

The committee also wants to ensure that students know about available resources, such as emergency book grants. It is common for students not to have books and not

to know about Financial Aid. Tom is asked to find out how the Follett monies are being used. Faculty also aren't aware that the Foundation has debit cards for students. Trustees shared that they weren't aware of this voucher option for students or the process. The Chancellor is asked to direct the Presidents and Student services to communicate this to students and faculty.

A best practices model is need from the District about the bookstore process and vouchers. Perhaps SMT needs to develop this model. It needs to address: 1) Bookstore behavior, 2) Faculty education, and 3) Student behavior, to access the available resources.

The Passport system affords an easy way to e-mail students early on, and they should sent a welcome letter with their classroom booklists a few weeks in advance of the first class meeting. Each division is given a certain number of book vouchers, so that faculty can distribute them to students in need. The Foundation has to document to whom they are distributed. A process is needed to do this, as well as an allocation system between the colleges. Vouchers should only be used to purchase books and not general merchandise.

The committee is asking that VPIs work on this process, as well as SMT, and that the issue be brought back to this committee in two months, to roll out a uniform process in the Fall. The committee asks for a tracking process of these vouchers. Alton can work with the VPIs, and the committee looks forward to responses to these questions.

Student Elections Process

Trustee James presented information about the student government election process. There is a \$50 campaign fee, one must get a petition filled out with 200 signatures, including 100 signatures from a campus other than ones own campus. This is submitted to the student activities office, and ballots are received from Admissions and Records. The model election's code is not well distributed to students. The information that a student can run was not publicized, so our student trustees are asking for a postponement. The committee finds this information disturbing and frustrating. Student processes seem to have a low priority, despite the fact that we exist for our students first. The involvement and importance of our student trustees has risen over the years. Trustees want to ensure that adequate notice is given to the students. Trustees need to make it very clear that this committee meeting is not optional, and if members cannot attend, they need to send representatives.

VP of Student support services Bracy takes some blame if the process didn't occur smoothly, and he recommends postponing the elections to allow for proper notice. The activities director should have told Student Services. VP of Student support services Hoyos reports that their activities director has been ill, and he feels that coordinators are often not well trained to do the job. There is a problem with communicating to students about student government, and it is hard to get publicity to the students because of the isolated location of the building. People are just doing

their small jobs, feeling that others are filling another need, and not looking at the big picture. The Policy review committee looked at the process of replacing a Student Trustee, and the Board was told that this was a student issue from student government, and not a Board issue.

The Board wants to direct staff to postpone the elections because it involves Board representation. Each campus election committee is supposed to handle this, coordinated their efforts with Admissions and Records. At this point in the meeting, General Counsel Nguyen was asked to determine whether the election's code had been violated. She advised the committee about the proper student elections' process. This Board policy on the student election's code was developed through the Student Services committee. Thus, the Board has the authority to postpone student elections. The policy does specify a necessary timeline. If there are any concerns, then the Board could stop the process in advance. The Chancellor can make an assessment, suspend current elections, propose a new timeline, and ask the Board to approve a new timeline. It is the Chancellor's duty to assure that the Board policy is being followed, with advice from the General Counsel, where there are extraordinary circumstances, not just a lack of candidates. If ballots are not printed one week before the election, then that would be a serious violation. Frustration of the committee of people not showing up to the committee, and shows a lack of commitment to student services.

The General Counsel left the meeting to confer with the Chancellor. The Chancellor agreed with the committee that proper procedures have not been followed, and he will be suspend the elections until May 6th and 7th on all campuses, districtwide. He will report this back to the Board.

Enrollment & Late Registration Procedures

Students are allowed to register three weeks into the semester and this is a problem. There is no policy on this issue. Data is being collected to investigate this if late students do poorer than others, but there was not enough evidence on this to report. Trustees are asking for instructor control on this, which may be added into the Passport system. We need open enrollment to stop the first day of class, and then a student should have to go to the instructor to add a class, otherwise the instructor has no control of who is in the class. In an effort to gain FTES, students are able to enroll until census day. We need best practices for this system. Faculty have studied that students do poorer if they enter class later. Some faculty don't want more students in their class. Most faculty want a full class and will let as many students in as possible. Howard Perude is asked to answer these questions. There is concern if a class is cancelled and if or how students get information about another class. The committee wants to avoid faculty showing favoritism in distributing classroom spots.

The next meeting will be held on May 8th from 4 - 5:30 p.m.

The meeting was adjourned at 5:45 pm.