



Scantron

## Course Evaluation Results

Dear Mr./Dear Ms Governance Council Structure and Effectiveness,

This report contains evaluation results for Student Services Council / SSCoun

Your students' responses to the individual questions are listed first, followed by a "Profile" graphic that records the average response to each question.

The final portion contains your students' written responses to the three questions in the "Comments Section" of the evaluation form, as transcribed by a Data Entry Assistant within your division office.

Respectfully,

Your Division Office Staff

# Governance Council Structure and Effectiveness

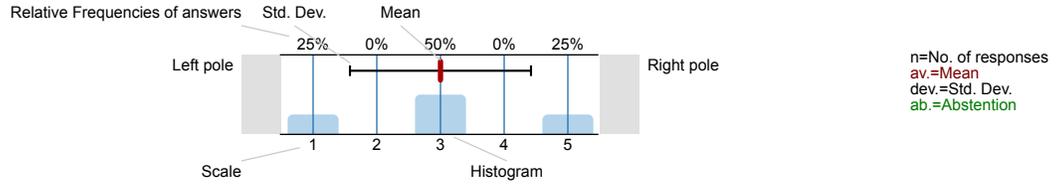
Student Services Council (SSCoun)  
No. of responses = 11



## Survey Results

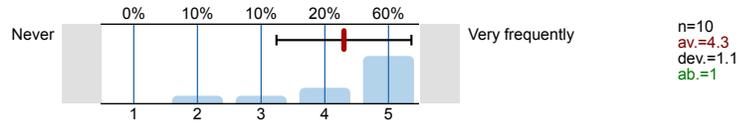
### Legend

Question text

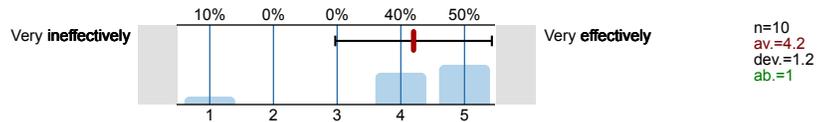


### 1. Student Services Council Charge #1 says "Provide leadership to ensure quality student services and programs that support student access, equity, and success."

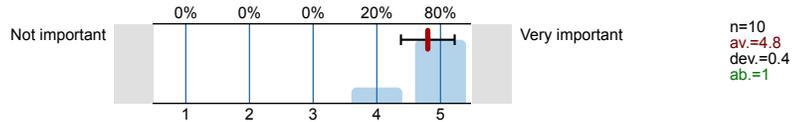
1.1) How frequently did the council address this item over the 2014-15 academic year (SSCoun-1)?



1.2) How effectively did the council address this item in the last year when it arose for discussion (SSCoun-1)?

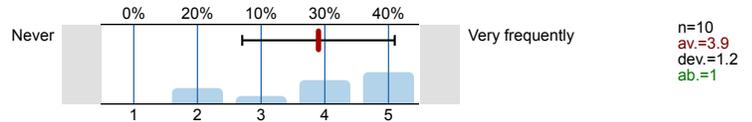


1.3) How important is this item for inclusion within the charge of this council (SSCoun-1)?

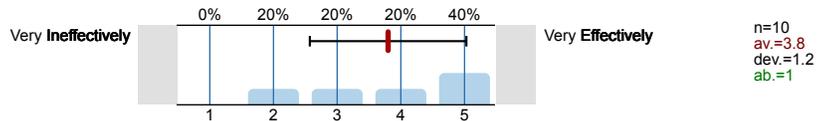


### 2. Student Services Council Charge #2 says, "Facilitate information sharing and coordination among instruction and student services programs, projects, and grants."

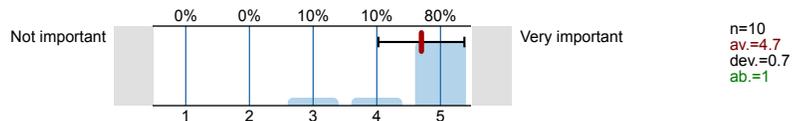
2.1) How frequently did the council address this item over the 2014-15 academic year (SSCoun-2)?



2.2) How effectively did the council address this item in the last year when it arose for discussion (SSCoun-2)?

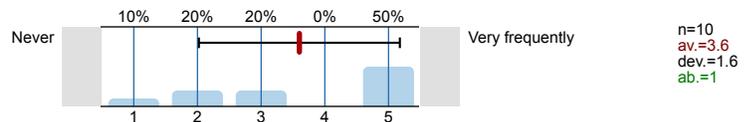


2.3) How important is this item for inclusion within the charge of this council (SSCoun-2)?

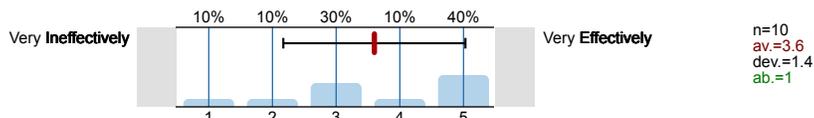


### 3. Student Services Council Charge #3 says, "Support the legal responsibilities of all constituent groups."

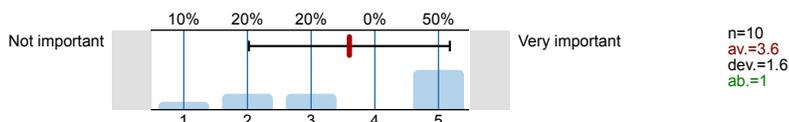
3.1) How frequently did the council address this item over the 2014-15 academic year (SSCoun-3)?



3.2) How effectively did the council address this item in the last year when it arose for discussion (SSCoun-3)?

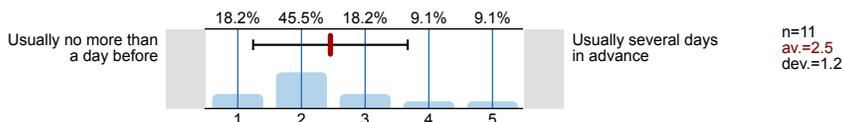


3.3) How important is this item for inclusion within the charge of this council (SSCoun-3)?

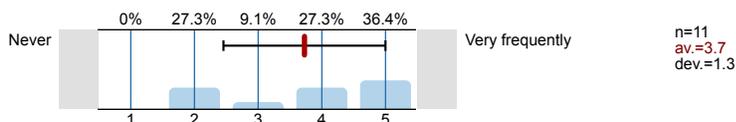


### 6. Communication and Representation

6.1) How long before a typical council meeting were you provided a copy of the meeting's agenda? (SSCoun)

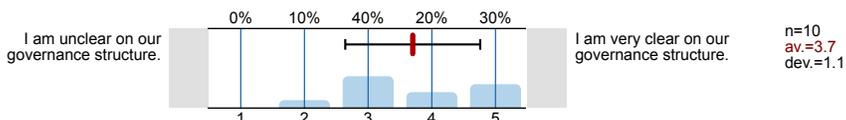


6.2) Members are seated on our governance councils as representatives of constituent groups. How frequently did you report out to and seek input from your constituent group? (SSCoun)

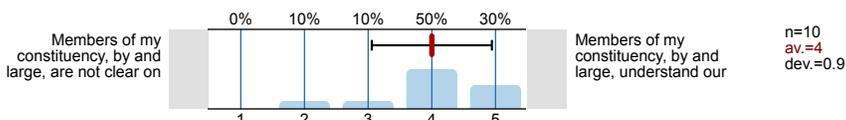


### 7. Clarity of "Engaging All Voices," the college's overall governance structure

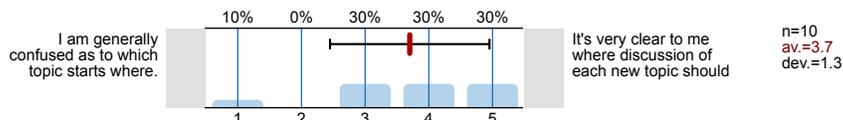
7.1) Please rate your overall understanding of our current governance structure, consisting of the various councils. (SSCoun)



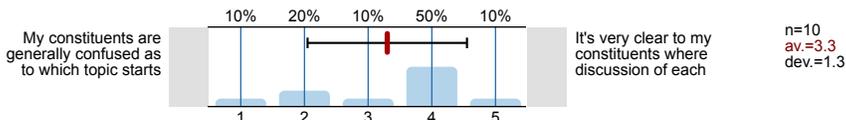
7.2) In your opinion, how thoroughly do the members of your constituent group understand our governance structure? (SSCoun)



7.3) When a new topic or issue arises that needs to be discussed within our college's governance structure, a decision must be made as to which council will review the concept, and to whom they will refer their recommendations. Please rate your own level of clarity as to what topic goes to which council. (SSCoun)



7.4) In your opinion, how clear are your constituents on the starting point for new discussion items? (SSCoun)

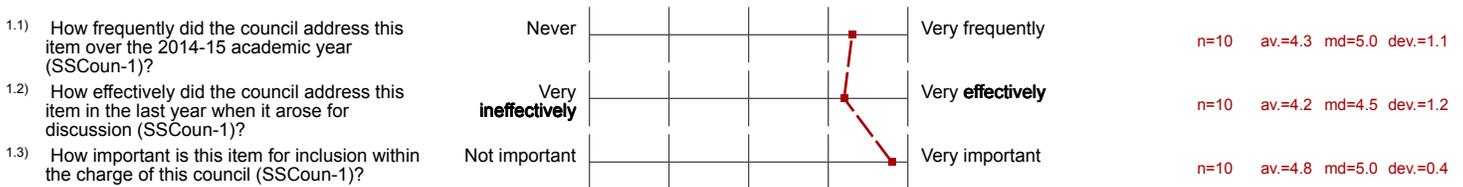


# Profile

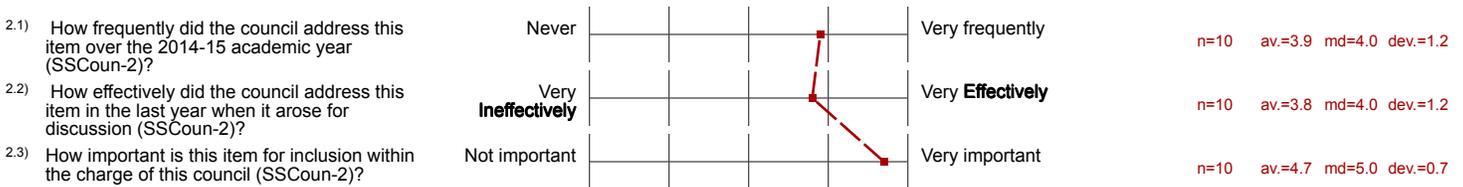
Subunit: **Research and Planning**  
 Name of the instructor: **Governance Council Structure and Effectiveness**  
 Name of the course: **Student Services Council**  
 (Name of the survey)

Values used in the profile line: Mean

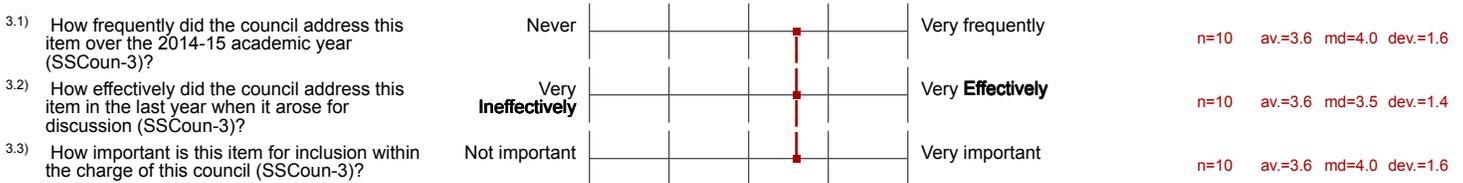
## 1. Student Services Council Charge #1 says "Provide leadership to ensure quality student services and programs that support student access, equity, and success."



## 2. Student Services Council Charge #2 says, "Facilitate information sharing and coordination among instruction and student services programs, projects, and grants."



## 3. Student Services Council Charge #3 says, "Support the legal responsibilities of all constituent groups."



## 6. Communication and Representation



## 7. Clarity of "Engaging All Voices," the college's overall governance structure



7.2) In your opinion, how thoroughly do the members of your constituent group understand our governance structure? (SSCoun)	Members of my constituency, by and large, are		Members of my constituency, by and large,	n=10 av.=4.0 md=4.0 dev.=0.9
7.3) When a new topic or issue arises that needs to be discussed within our college's governance structure, a decision must be	I am generally confused as to which topic		It's very clear to me where discussion of	n=10 av.=3.7 md=4.0 dev.=1.3
7.4) In your opinion, how clear are your constituents on the starting point for new discussion items? (SSCoun)	My constituents are generally confused as to		It's very clear to my constituents where	n=10 av.=3.3 md=4.0 dev.=1.3

## Comments Report

1. Student Services Council Charge #1 says "Provide leadership to ensure quality student services and programs that support student access, equity, and success."

<sup>1.4)</sup> Please provide any comments or suggestions specific to this aspect of the council's charge (SSCoun-1). (Input on matters broader than this specific item will be gathered later in this survey.)

- A focused agenda with elements tied directly to this item might improve the Council's effectiveness.
- I appreciate the broad diversity (across campus) that is represented on the council.
- I wasn't a part of the council last year so I am not familiar with what it accomplished or discussed.
- Pretty much stayed on task (agenda).
- Some of the best work was in making recommendations about changes to assessment. This is an important aspect of student services. The council should dive into more details on other services and provide insight from a variety of perspectives.
- While we didn't cover all of these, we worked hard on many key areas, such as assessment, registration, and various aspects of financial aid.

2. Student Services Council Charge #2 says, "Facilitate information sharing and coordination among instruction and student services programs, projects, and grants."

<sup>2.4)</sup> Please provide any comments or suggestions specific to this aspect of the council's charge (SSCoun-2). (Input on matters broader than this specific item will be gathered later in this survey.)

- I wasn't a part of the council last year so I am not familiar with what it accomplished or discussed.
- In the past, the committee served as a great bridge between instruction and student services. With the recent turnover in personnel, this has happened less often.
- The Student Services Council shared several areas of information between instruction and student services that promoted collaboration within the college.
- The council occasionally discussed various different student services. Of note was a presentation on financial aid. But the council's leadership should be more deliberate in using the SSC meetings to TEACH representatives about different types of student services and how they support our students.
- There is a great need, in my opinion, to improve Campus wide communication at all levels. In my opinion, at the moment, it is poor, at best.

3. Student Services Council Charge #3 says, "Support the legal responsibilities of all constituent groups."

<sup>3.4)</sup> Please provide any comments or suggestions specific to this aspect of the council's charge (SSCoun-3). (Input on matters broader than this specific item will be gathered later in this survey.)

- I don't really remember this coming up. We did deal with regulations of some areas, but not all areas.
- I wasn't a part of the council last year so I am not familiar with what it accomplished or discussed.
- I'm not sure what legal responsibilities this refers to. I think we do a decent job representing our constituencies, but as to specific legal responsibilities I'm less sure.
- This is weird. The whole existence of the SSC is designed to support the concept of participatory governance, but the council doesn't actually discuss this item at meetings. Their discussions are evidence that this is happening.

This item should be listed in some kind of guiding principles list, not as an element of the charge. The charge should be the specific tasks that this council DOES.

## 4. Functionality of this Council

4.1) On which topic or task over the last year was this council *most* effective and/or productive. Please explain. (SSCoun)

- Adjustments to assessment processes - adopting the CSU waiver criteria for assessment.
- Changes in policies and practices
- Developing and encouraging -- Opening Doors to Transferable Courses. Access to Mathematics and English courses in regard to assessment.
- Equity and Student Support and Success Program
- I think we did our best work on expanding assessment options for students.
- I wasn't a part of the council last year so I am not familiar with what it accomplished or discussed.
- Multiple measures assessment
- Outcomes Assessment
- The SSC was effective with the SSP Planning Implementation. With the SSP funding, MJC was able to hire several important positions to assist in student success.
- The updates to the 1) priority registration and 2) assessment intake processes.

4.2) On which topic or task over the last year was this council *least* effective and/or productive? Please explain. (SSCoun)

- Facilitating campus wide communication/engagement on student services issues
- I feel we didn't do much with SEP & SSSP. We sort of looked at them, but I felt we were rubber-stamping things rather than writing anything new.
- I wasn't a part of the council last year so I am not familiar with what it accomplished or discussed.
- Improving communication campus-wide
- Involvement in the SSSP and Equity Plans
- N/A
- The SSC was very effective. If there was one area, in hindsight, where the SSC possibly could have been more productive perhaps in some way could have assisted the ASMJC earlier with the new student ID cards.
- The group could have met more frequent and publish, minutes, agenda, and handouts better.

4.3) This council is composed of representatives for a variety of interested and affected groups at the college. Membership is shown on the council website here: <http://www.mjc.edu/governance/studentsservicescouncil/>. Should the membership of this council be augmented or reduced? Please be specific and provide rationale. (SSCoun)

- Although SSC has a large membership it is needed to allow for all constituents to be represented.
- I believe the current representation is good, however adding a few more stakeholders to the table couldn't hurt, in my opinion.
- I think the current body is a fair group to represent the students body.
- In my opinion, the SSC membership is well represented by various groups of MJC and the current membership does not need to be augmented.
- Membership seems reasonable as is.
- Membership should include new staff/faculty hired under the SSSP and SEP plans
- No. However, encouraging students to participate should be emphasized.
- The committee has suffered a bit from a lack of full participation by faculty. That said, extra faculty might not have helped much.
- The membership of this council is about right.

## 5. Scope of Responsibility of this Council

- 5.1) Are there items *within* this council's charge or significant duties it performs that might be more effectively addressed by *another* governance council? If so, please provide specific suggestions for what might move out of this council's realm of responsibility. (SSCoun)
- As it was my first academic year on the SSC, I had a large learning curve on which items fell under which council.
  - I don't believe there is. I am grateful there is a Student Services Council, however, maybe Instruction could somehow be incorporated with it???
  - No
  - None that I can think of.
- 5.2) Are there items *outside of* this council's charge that might be more effectively addressed by *this* governance council? If so, please provide specific suggestions for what might move *into* this council's realm of responsibility. (SSCoun)
- After several discussions on the matter I'm still unclear why the SSSP and Equity Plans are handled by another committee and the way information funnels from that group to College Council.
  - In my opinion, there appears to be some overlap with some items as to which council they fall under.
  - No
  - None come to mind at this time.
  - None that I can think of.
  - The SSC should be charged with prioritization of needs, such as new and replacement faculty, equipment needs, and other items identified within program reviews, for all the student services areas. The IC would then attend to INSTRUCTIONAL needs only. RAC would then determine how deep to go in the respective Student Services and Instructional lists depending on budget conditions.
- It's just not reasonable to expect that the instruction council can effectively weigh the need for and value of a counselor or librarian against an FTES-generating faculty member. We need to compare apples to apples (counselors and librarians and support faculty against one another) and oranges to oranges (sociology faculty to math faculty to other faculty).

## 6. Communication and Representation

- 6.3) In general, how did you gather input from your constituent group regarding items under discussion on this council? Please comment on your effectiveness at gathering and representing their interests. (SSCoun)
- I would e-mail out specific discussion items and my constituents would reply by e-mail or with a verbal response.
  - As a Member of ASMJC I report to the senate bi-weekly about what we discuss in the Committee meeting.
  - I gathered input through email and in person.
  - My constituent group has NEVER given me input. I would make reports, and they'd disappear in a vacuum.
  - My current Dean is also on the council, so perhaps I assumed she would take this on, but now that you are asking, I am feeling negligent for not having given this some thought. :(
  - N/A
  - Requesting feedback in response to reports verbally and/or via email. The constituency will need to assess/comment on my effectiveness at gathering and representing their interests. In general I do believe all councils could benefit on professional develop opportunities focused on leading effective meetings, effective agendas, effective reporting/communication of council work and chair/member roles, responsibilities and expectations.
  - Via email and, to a lessor extent, meetings.
  - We discussed items of relevance at Deans meetings. For example, the adjustments to assessment were discussed with the deans, and their input was returned to the SSC at the next meeting.

6.4) Please explain the method(s) you used to report out to your constituency group the outcomes of council discussions and decisions. (SSCoun)

- E-mail
- I present my findings bi-weekly at the ASMJC Senate Meetings during the Executive Reports portion.
- I reported to constituency group through email and at meetings.
- I would report out via agenda items, and I would make myself available to report out. I was never called upon to do that.
- N/A
- There is an opportunity to report on council actions at each deans meeting.
- Verbal reports, email documents and email correspondence. Referring and referencing the posted minutes and other documents.
- Via email and at constituent group meetings.
- Would probably be via e-mail and/or division meetings.

## 8. Summary Questions

8.1) Please provide any general comments or suggestions for improvement *for this council*. (SSCoun)

- Communication, specifically improving communication should be a standing agenda item.
- I cannot think of any suggestions at this time.
- Merge it with Student Success.
- The SSC needs some more clarity in its charge. The three bullets of the charge are very vague, leading to a lack of clarity. They also need some significant items to lend some 'meat' to the agenda, such as ranking non-instructional faculty requests.
- The leaders of this council often wear too many hats, and sometimes the chair is busy doing something else, which makes us feel like an afterthought.

8.2) Please provide any general comments or suggestions for improvement *for our governance structure overall*. (SSCoun)

- Ditto the above comment.
- I think the college overall struggles to understand how a given idea flows through our councils. We need a very clear charge for each council associated with a very clear decision-tree showing what goes where. We should start with a big list of all items that might come up (or have come up recently) for discussion and chart out where they start, where they go from there, and where they end. Examples: New instructional faculty request. New student services computers. Broken equipment. Influx of lottery funds.
- N/A
- Reduce the number of Councils, if at all possible.

8.3) Is there anything else you'd like to add? (SSCoun)

- N/A
- Overall our councils are working pretty well. RAC seems to spin in circles though. The president should not be at RAC meetings, as that confounds the approval process. RAC recommends to the College Council, where she sits. Then College Council recommends to the president. When the president sits on RAC, she has a power role in the room and steers discussion in her predisposed direction. So then the president influences RAC, which recommends to CC, which recommends back to the President. By stepping out of RAC, this will clean up the recommendation process and allow RAC to find its own voice.

The councils also need to remain focused on as much process and policy level as possible, without getting buried in the nitty-gritty. For example, RAC should work to develop a process for how to allocate our lottery or IELM funds, but not get into the specifics of who gets how much. They can review recommendations provided based on the process they designed.

- Thank you for asking. I believe this is the first of this kind of survey, and I am grateful for the opportunity to provide feedback. Seems like we are at least headed in the right direction???