# COLLEGE-WIDE ACADEMIC AND STUDENT SUPPORT COUNCIL

**TUESDAY, NOVEMBER 8, 2005**  
**WOLFSON CAMPUS – ROOM 2106 – 1:30 P.M.**

**MINUTES**

**CHAIR:**  
Joseph McNair

**MEMBERS PRESENT:**  
- Akwasi Agyeman  
- Michael Arminio  
- Helen Bhagwandin  
- Toni Bilbao  
- Ian Cobham  
- Michael Cuellar  
- Andrew Fancher  
- Robert Foran  
- Iliana Grana  
- Malou Harrison  
- Mayte Insua-Auais  
- Sean Madison  
- Beverly Moore-Garcia  
- Lourdes Oroza  
- Cecile Pelaez  
- Madeline Pumariega  
- Herbert Robinson  
- Deborah Smith  
- Ernesto Valdes  
- Jose Aragon  
- Jose Bahamonde  
- Ana Maria Bradley-Hess  
- Andrea Bermúdez  
- Christopher Corbin  
- Maribel Doll  
- Armando Ferrer  
- Daniel Langlois  
- Catherine Hanus-Zank  
- Dwayne Hunt  
- Miriam Lorenzo  
- Isabel Marinas  
- Victor Okafor  
- Lourdes Perez  
- Sherry Pontious  
- Leslie Roberts  
- Steve Roitstein  
- Dwight Smith

**MEMBERS ABSENT:**  
- Annette Wells  
- Henry Lares  
- Laurie Hime  
- Vilma Menendez  
- Marlene Morales  
  
  (Sent Notification)

**PRESENTERS:**  
- Joanne Bashford  
- Norma Martin Goonen  
- Lois Sargent

**RESOURCE:**  
- Julian Chiu  
- Mollie DeHart

**RECORDER:**  
Carol McAlister
College-wide CASSC Meeting  
November 8, 2005

1. **Call to Order**  
Joseph McNair called the meeting to order.

2. **Approval of the October 11, 2005 College-wide CASSC Minutes**  
The minutes of the October 11, 2005 College-wide CASSC Meeting were approved as submitted.

3. **Introductions**  
Dr. Goonen introduced the new Academic Deans who will serve on College-wide CASSC.

**Sharon Pontious-Medical Center Campus**  
Dr. Pontious brings years of teaching and administrative experience to her position. She was most recently College Campus Chair in the School of Health Sciences and Nursing at the University of Phoenix. She spent the previous four years as Associate Professor of Nursing at the University of Miami School of Nursing and also served as Interim Dean of the School of Nursing at UM for one year during this period.

Dr. Pontious’ teaching took her to many of the country’s finest institutions, including the Jewish Hospital College of Nursing and Allied Health in St. Louis, where she was also Dean and Director of Nursing during her tenure; School of Medicine at Washington University of St. Louis; University of Missouri; University of Texas, El Paso; University of Minnesota and other highly regarded institutions. She has published and consulted extensively and garnered numerous well deserved awards for her service.

Dr. Pontious holds a Ph.D. in Curriculum and Instruction from New Mexico State University, Master of Science in Nursing from the University of Minnesota, and Bachelor of Science in Nursing from the University of Wisconsin. She also holds a Registered Nurse Licensure in both Missouri and Florida.

**Pamela Menke-North Campus**  
Dr. Menke will start in January, 2006 and will be introduced at the January 10, 2005 College-wide CASSC meeting.

**Andrea B. Bermúdez-Kendall Campus**  
Dr. Bermúdez has dedicated over 25 years to teaching and higher education administration. The lion’s share of her career has been spent within the University of Houston System, with a recent stint as Vice President for Academic and Student Affairs at Santa Fe Community College in New Mexico. Prior to departing the University of Houston, she achieved the rank of Emerita Professor.

Dr. Bermúdez has made significant contributions to the profession of teaching through extensive publishing and presentation. She is nationally recognized for her insights on language and culture, bilingual education, and Hispanics in the education system. More than a dozen books, additional chapters in anthologies, journal articles and teaching reports bear her name, addressing a range of topics in K-12 teaching and learning.
She earned an Ed.D. in Foundations of Education with a minor in Hispanic Cultures and Literature from the University of Houston, Master of Arts from the University of Virginia, and Bachelor of Arts in Spanish with minors in French and English from Randolph-Macon Woman’s College.

**Ana Maria Bradley-Hess - Hialeah Campus (Academic & Student Dean)**

Dr. Bradley-Hess has been with us at MDC since 1992. Most recently she has served as Executive Director of the Hialeah Center and Chairperson of the Department of ESL and Foreign Languages. She also led the Guantanamo Refugee Education and Training (GREAT) program and the Refugee/Entrant Vocational Services and Training (REVEST) program. Dr. Bradley-Hess has also been a national leader in TESOL and bilingual education, having served as Florida TESOL president and on the Executive Board of the Bilingual Association of Florida.

Dr. Hess holds a Ph.D. in InterAmerican Studies, Master of Arts in English Literature, and Bachelor of Arts in Communication, all from the University of Miami. She is a graduate of Miami Dade College, having earned her Associate in Arts Degree with Honors.

4. **Dr. Goonen’s Updates**

**Hurricane Class Time Lost**

An analysis was made of the lost time caused by the recent hurricanes. This analysis was discussed with the Academic Deans and the Executive Committee. Tentatively, the options are extending the due dates for grades from December 17th at noon, to December 19th at noon. This would enable the Saturday and Sunday classes, which were most affected, time to make-up and meet. Furthermore, the final exam schedule will now begin on Monday, December 12th and extend through Sunday, December, 18th. This is a tentative plan and will need formal approval. Communication will be coming forward to faculty from their Academic Dean.

**E-Mail Survey for West Campus**

A survey for the West Campus was distributed College-wide. The survey requests input concerning which programs or courses should be the primary focus of the West Campus, and suggestions or advice as MDC establishes the new campus. The survey also asks for input concerning whether the West Campus should be established as a comprehensive campus with a full range of programs/course offerings, established as a specialty campus with a limited range of program/course offerings, or other. The survey is automatic and anonymous. Everyone is encouraged to complete the survey along with giving their comments.

There is also a survey for the employers in the area of the West Campus to determine the training and education needs for the present and future.

There will be a committee of faculty, administrators, and staff working on the plans for the West Campus. The input from the survey will be presented to the committee.
College-wide CASSC Meeting
November 8, 2005

5. **Curriculum**
Sharon Pontious, Medical Center Campus Academic Dean, introduced Lois Sargent the Program Coordinator of the Veterinary Technology Program who presented a summary of the pre- and co-requisite changes in Veterinary Technology.

### VETERINARY TECHNOLOGY (23065)
**Summary Pre- and Co- requisites Changes**

<table>
<thead>
<tr>
<th>Course Name/Number</th>
<th>Pre-requisites Deleted</th>
<th>Pre-requisites Added</th>
<th>Co-requisites Deleted</th>
<th>Co-requisites Added</th>
</tr>
</thead>
<tbody>
<tr>
<td>Animal Anatomy ATE 1110</td>
<td>HSC 0001</td>
<td></td>
<td></td>
<td>ATE 1110L</td>
</tr>
<tr>
<td>Vet Clinical Exp 2 ATE 1941</td>
<td>ATE 1940</td>
<td></td>
<td>ATE 1311L, 1617, 2636, 2636L, 2710</td>
<td></td>
</tr>
<tr>
<td>Animal Lab Proc 1 ATE 2638</td>
<td>ATE 1110, 1211</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intro to Cli Proc 1 ATE 2652L</td>
<td>ATE 1650L</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lrg Animal Clin Nur ATE 2636</td>
<td></td>
<td></td>
<td>ATE 2636L</td>
<td></td>
</tr>
<tr>
<td>Animal Lab Proc 2 ATE 2639</td>
<td>ATE 2638L</td>
<td></td>
<td>ATE 2639L</td>
<td></td>
</tr>
<tr>
<td>An Lab Proc 2 Laboratory ATE 2639L</td>
<td>ATE 2638</td>
<td></td>
<td>ATE 2639</td>
<td></td>
</tr>
<tr>
<td>Seminar for Vet Tech ATE 2501</td>
<td></td>
<td></td>
<td>ATE 2512, 2633, 2639, 2639L, 2653L</td>
<td></td>
</tr>
<tr>
<td>Animal Medicine 1 ATE 2611</td>
<td></td>
<td>ATE 2632, 2651, 2638, 2671</td>
<td>ATE 2631, 2655L</td>
<td></td>
</tr>
<tr>
<td>Small Animal Nur 1 ATE 2631</td>
<td></td>
<td></td>
<td>ATE 2655L</td>
<td></td>
</tr>
<tr>
<td>Animal Nur &amp; Med 1 Lab ATE 2655</td>
<td></td>
<td></td>
<td>ATE 2631</td>
<td></td>
</tr>
<tr>
<td>Lrg An Diseases ATE 2661</td>
<td>ATE 1110, 1211, 2636L</td>
<td></td>
<td>ATE 2013, 2632, 2651L</td>
<td></td>
</tr>
</tbody>
</table>
College-wide CASSC Meeting  
November 8, 2005

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name</th>
<th>Credits</th>
<th>Semesters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vet Clin Exp 3</td>
<td>ATE 2942</td>
<td></td>
<td>ATE 2013, 2611, 2632, 2651L</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>ATE 2631, 2655L</td>
</tr>
<tr>
<td>Animal Emrg Med</td>
<td>ATE 2710</td>
<td></td>
<td>ATE 1110, 1211, 2611, Move Crs to 5th Sem</td>
</tr>
<tr>
<td>Animal Med 2</td>
<td>ATE 2614</td>
<td></td>
<td>ATE 2611</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>ATE 2501</td>
</tr>
<tr>
<td>Small An Nur 2</td>
<td>ATE 2612</td>
<td></td>
<td>ATE 2655L, 2631</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>ATE 2501</td>
</tr>
<tr>
<td>An Nurs &amp; Med 2 Lab</td>
<td>ATE 2655L, 2631</td>
<td>ATE 2501</td>
<td>ATE 2612</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>ATE 2501</td>
</tr>
<tr>
<td>Vet Clin Exp 4</td>
<td>ATE 2943</td>
<td></td>
<td>ATE 2501, 2633, 2639, 2639L, 2653L</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>ATE 2050L</td>
</tr>
</tbody>
</table>

**UNANIMOUS APPROVAL**  
36 IN FAVOR  
0 OPPOSED

6. **“MDC Enrolled Student Surveys: What Students Tell Us”**  
Joanne Bashford presented the “MDC Enrolled Students Surveys: What Students Tell Us” results. Over-all, the students surveyed were satisfied with what Miami Dade College is doing.

(SEE PRESENTATION BELOW)
Miami Dade College
Enrolled Student Surveys: What Students Tell Us

Presentation to CASSC
November 8, 2005
Dr. Joanne Bashford
Associate Provost for Institutional Effectiveness

Enrolled Student Surveys

- Overview of two surveys
- Results
- Using the Results
Enrolled Student Survey

- Student characteristics
- Satisfaction with 19 different services
- Ratings of MDC support, service, and facilities
- Data by campus, full/part-time status, and by when students take classes
- Invitation to comment

Enrolled Student Survey - Advisement Services Form

- General questions about advisement
- Satisfaction with advisement information and materials
- Ratings of specific advisement services
- Data by campus, full/part-time status, and by when students take classes
- Invitation to comment
Survey Administration

- Fall Term 2004 on each campus
- Random samples to ensure confidence in results
- Testing departments and participating faculty

Student Characteristics

- Almost 80% of students work while enrolled – 28% work full-time

<table>
<thead>
<tr>
<th>Hours Worked Per Week</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>20.5%</td>
</tr>
<tr>
<td>1-20</td>
<td>19.7%</td>
</tr>
<tr>
<td>21-34</td>
<td>21.0%</td>
</tr>
<tr>
<td>35-39</td>
<td>11.0%</td>
</tr>
<tr>
<td>40+</td>
<td>27.7%</td>
</tr>
</tbody>
</table>
Student Characteristics

- About 54% are first-generation college students

**Parents' Highest Level of Education**

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did Not Graduate HS</td>
<td>15.1%</td>
</tr>
<tr>
<td>HS Graduate</td>
<td>39.1%</td>
</tr>
<tr>
<td>Associate</td>
<td>14.3%</td>
</tr>
<tr>
<td>Bachelors or higher</td>
<td>26.4%</td>
</tr>
<tr>
<td>Other</td>
<td>5.1%</td>
</tr>
</tbody>
</table>

Student Characteristics

- Students appreciate the affordability and accessibility of MDC

**Reasons for Choosing MDC**

- Cost: 53.6%
- Location: 48.9%
- Quality: 28.8%
- Programs: 29.5%
- Other: 5.1%
Enrolled Student Survey

- Student satisfaction with most services is high

### Highest Rated Services

<table>
<thead>
<tr>
<th>Service</th>
<th>2004</th>
<th>2002</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library</td>
<td>93.2%</td>
<td>93.5%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Bursar</td>
<td>92.3%</td>
<td>92.2%</td>
<td>0.1%</td>
</tr>
<tr>
<td>Student Life</td>
<td>92.6%</td>
<td>92.6%</td>
<td>0.0%</td>
</tr>
<tr>
<td>New Student Ctr</td>
<td>92.3%</td>
<td>92.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Cultural Programs</td>
<td>92.2%</td>
<td>92.2%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Testing</td>
<td>92.2%</td>
<td>92.2%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

### Most improved since 2002

<table>
<thead>
<tr>
<th>Service</th>
<th>2004</th>
<th>2002</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Life</td>
<td>92.6</td>
<td>88.0</td>
<td>4.6%</td>
</tr>
<tr>
<td>New Student Ctr</td>
<td>92.3</td>
<td>86.2</td>
<td>6.1%</td>
</tr>
<tr>
<td>Testing Office</td>
<td>92.2</td>
<td>86.2</td>
<td>6.0%</td>
</tr>
<tr>
<td>Admission &amp; Registration</td>
<td>89.7</td>
<td>81.7</td>
<td>8.0%</td>
</tr>
<tr>
<td>Cafeteria/food service</td>
<td>83.3</td>
<td>74.3</td>
<td>9.0%</td>
</tr>
<tr>
<td>Bookstore</td>
<td>82.6</td>
<td>74.3</td>
<td>8.3%</td>
</tr>
</tbody>
</table>
Enrolled Student Survey

- Student agreement with most statements and indicators of service quality is high

**Statements with Highest Agreement Ratings**

- Computers/technology: 75.7%
- Flexible schedule: 73.8%
- Convenient locations: 71.4%
- Respectful employees: 68.5%
- Accessible faculty: 67.5%

Enrolled Student Survey

- Agreement ratings for most statements and indicators increased since the last survey

**Most improved since 2002**

- Flexible schedule: 73.8% to 77.0%
- Respectful employees: 68.5% to 71.4%
- Accessible faculty: 67.5% to 68.5%
- Courteous employees: 63.7% to 65.4%
- Faculty who care: 62.5% to 64.9%
- Other personnel who care: 50.3% to 54.0%
Enrolled Student Survey

- Ninety-one percent of students are satisfied with MDC overall

Enrolled Student Survey Comments

- The largest group of comments were favorable
- Concerns expressed about:
  - Parking
  - Financial Aid
  - Facilities/Maintenance
  - Customer service in general
  - Advisement/Counseling
Enrolled Student Survey: Advisement Form

- More than 40% rely on student services advisors for help before registering

**Best Source for Advisement**

- Academic Advisor: 40.6%
- Faculty: 9.2%
- Students/friends/family: 18.7%
- Website/Degree Audit: 12.8%
- Program Outlines: 7.5%
- Gen Ed Sheets: 7.9%

Enrolled Student Survey: Advisement Form

- About 11% are advised within a week of the first day of classes; 30% self-advice

**When Students Receive Advisement**

- More than 4 weeks: 34.4%
- 1 to 4 weeks: 24.5%
- Week before: 9.2%
- After 1st Day: 1.9%
- No advisement: 30.1%
Enrolled Student Survey: Advisement Form

- Students find advisement information/tools helpful

**Percent of Users Who Found Helpful**

<table>
<thead>
<tr>
<th>Service</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Degree audit</td>
<td>95.9%</td>
</tr>
<tr>
<td>Printed program outlines</td>
<td>95.2%</td>
</tr>
<tr>
<td>Printed Gen Ed sheets</td>
<td>94.5%</td>
</tr>
<tr>
<td>Gen Ed sheets on Web</td>
<td>93.3%</td>
</tr>
<tr>
<td>Program outlines on Web</td>
<td>92.7%</td>
</tr>
<tr>
<td>MDC Catalog</td>
<td>88.3%</td>
</tr>
<tr>
<td>College Information Center</td>
<td>85.2%</td>
</tr>
<tr>
<td>Ask MDC</td>
<td>82.0%</td>
</tr>
</tbody>
</table>

Enrolled Student Survey: Advisement Form

- Student ratings suggest ways to improve

**Ratings of Advisement Services ...Strongly Agree or Agree**

<table>
<thead>
<tr>
<th>Service</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treat me with respect</td>
<td>80.0%</td>
</tr>
<tr>
<td>Friendly &amp; courteous</td>
<td>73.5%</td>
</tr>
<tr>
<td>Knowledgeable</td>
<td>70.8%</td>
</tr>
<tr>
<td>Accurate information</td>
<td>69.9%</td>
</tr>
<tr>
<td>Respond in a timely manner</td>
<td>69.1%</td>
</tr>
</tbody>
</table>
Enrolled Student Survey: Advisement Form

- Student ratings suggest ways to improve

Ratings of Advisement Services...Strongly Agree or Agree

- Want to see advisor in person: 85.2%
- Want same advisor each time: 74.8%
- Too few advisors: 67.2%
- Spend enough time with student: 65.5%
- Should schedule appointments: 60.1%
- Saw advisor in reasonable time: 59.0%
- Long lines students’ fault: 54.9%

Enrolled Student Survey: Advisement Form

- 74% of students report being satisfied with advisement services

Overall Satisfaction Rating

- Very satisfied: 19.2%
- Satisfied: 54.5%
- Dissatisfied: 11.1%
- Very dissatisfied: 5.0%
- Uncertain: 10.2%
Advisement Form
Comments

- Many comments were favorable
- Concerns expressed about:
  - Inaccurate information
  - Customer service
  - Need for better access to advisors
  - Need for more advisors

Using the Results

- Review with campus and district leadership, student service managers and staff.
- Acknowledge and celebrate increases with faculty and staff!
- Identify and share “best practices” with all campuses.
- Include in annual service area reports to document effectiveness.
Using the Results

- Continue to enhance admission and registration processes.
- Continue to implement strategies to improve advisement processes and services.
- Continue to implement career services plan.
- Measure again in 2006.
7. **Announcements**

(a) Armando Ferrer made the following announcements concerning date changes resulting from the hurricane. He asked that we make sure our colleagues are aware of the date changes.

- The drop date has been extended one week to November 8, 2005 based on the hurricane. Additionally, if you have students that may benefit from a week or so longer in class, please check with your individual Student Dean if you are of the opinion that the student could be successful. We would like to be as flexible as possible if the request is reasonable.
- The input date for Progress Alert Roles has been extended to November 11\(^{th}\). Instructions have been sent out.
- An extension has been given on the student short term loans that were due the week that the hurricane hit. In order that students are not penalized with a late fee, the due date on student short term loans has been extended to November 14\(^{th}\).
- The first cancellation of classes has been postponed to November 14\(^{th}\) for students who registered for spring semester. This would provide additional time to have funds in alignment.
- The extended purge rolls dates are from November 10\(^{th}\) to November 18\(^{th}\). This is on-line. If you experience issues, please contact your Registrar or Armando Ferrer.

(b) Lourdes Oroza reminded everyone that Miami Book Fair International begins on Sunday, November 13\(^{th}\). A call for volunteers was extended.

(c) Catherine Hanus-Zank extended a call for volunteers. She explained that volunteering for an entire day was not a necessity and that a few hours of volunteering at the Miami Book Fair International would be appreciated. Many opportunities for volunteering are available.

(d) Joseph McNair announced that MDC North Campus will be presenting two prominent members of the literary community, Professors Eugene B. Redmond and Al Young. These two poet laureates will present their works on Wednesday, November 16\(^{th}\), 11:00 a.m. to 12:30 p.m. at the North Campus, Room 2147, and at 7:00 p.m. at the Art Center South Florida, “Asili Night” (Book Fair), 800 Lincoln Road, Miami Beach. In addition, these poet laureates will read their works on Thursday, November 17\(^{th}\), 10:00 a.m. at the Entrepreneurial Education Center.