

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

**MEMBERS ABSENT:**

Annette Wells	(Sent Notification)
Henry Lares	(Sent Notification)
Laurie Hime	
Vilma Menendez	
Marlene Morales	

**PRESENTERS:**

Joanne Bashford  
Norma Martin Goonen  
Lois Sargent

**RESOURCE:**

Julian Chiu  
Mollie DeHart

**RECORDER:** Carol McAlister

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 17<sup>th</sup> at noon, to December 19<sup>th</sup> 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 12<sup>th</sup> and extend through Sunday, December, 18<sup>th</sup>. 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.

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**

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

Vet Clin Exp 3 ATE 2942			ATE 2013, 2611, 2632, 2651L	ATE 2631, 2655L
Animal Emrg Med ATE 2710		ATE 1110, 1211, 2611, Move Crs to 5 <sup>th</sup> Sem		
Animal Med 2 ATE 2614		ATE 2611	ATE 2501	
Small An Nur 2 ATE 2612		ATE 2655L, 2631	ATE 2501	ATE 2050L
An Nurs & Med 2 Lab/ATE 2050L		ATE 2655L, 2631	ATE 2501	ATE 2612
Vet Clin Exp 4 ATE 2943			ATE 2501, 2633, 2639, 2639L, 2653L	ATE 2050L

**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)**

**MDC  
Enrolled  
Student  
Surveys**

# **Miami Dade College Enrolled Student Surveys: What Students Tell Us**

**Presentation to CASSC**

**November 8, 2005**

**Dr. Joanne Bashford**

**Associate Provost for Institutional Effectiveness**

**MDC  
Enrolled  
Student  
Surveys**

Overview

- ◆ Overview of two surveys

Results

- ◆ Results

Using the  
Results

- ◆ Using the Results

## Enrolled Student Surveys

**MDC  
Enrolled  
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Surveys**

Overview

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## 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

**MDC  
Enrolled  
Student  
Surveys**

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## 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

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## Survey Administration

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

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Overview

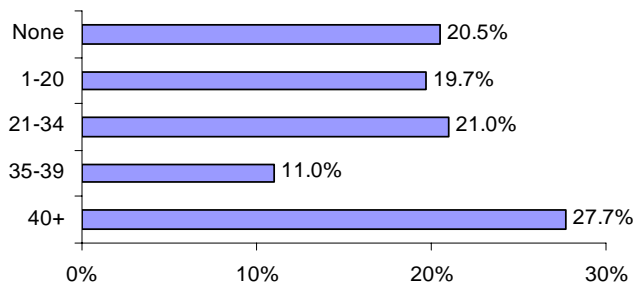
Results

Using the  
Results

## Student Characteristics

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

Hours Worked Per Week



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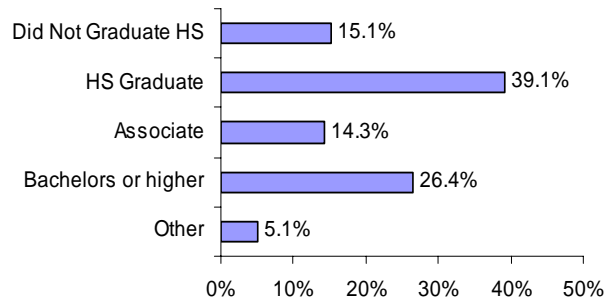
**Results**

Using the  
Results

## Student Characteristics

- About 54% are first-generation college students

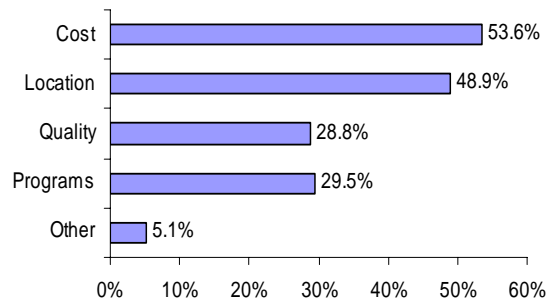
**Parents' Highest Level of Education**



## Student Characteristics

- Students appreciate the affordability and accessibility of MDC

**Reasons for Choosing MDC**



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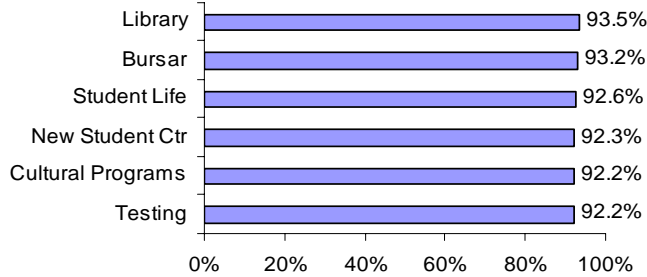
**Results**

Using the  
 Results

## Enrolled Student Survey

- Student satisfaction with most services is high

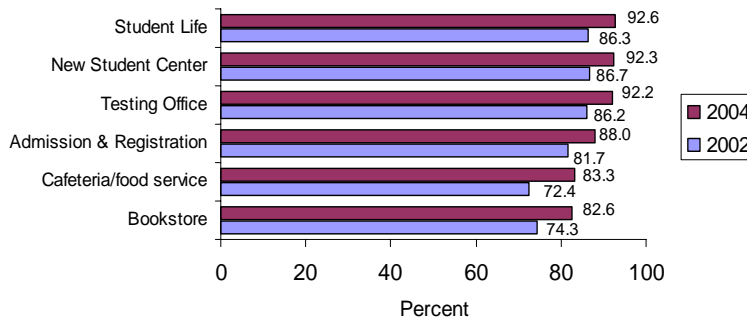
**Highest Rated Services**



## Enrolled Student Survey

- Ratings for most services improved since the last survey

**Most improved since 2002**



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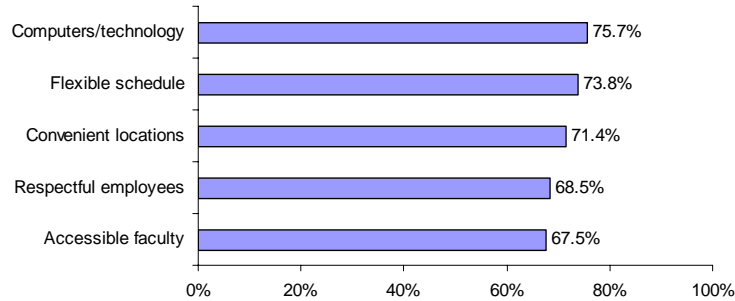
**Results**

Using the Results

## Enrolled Student Survey

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

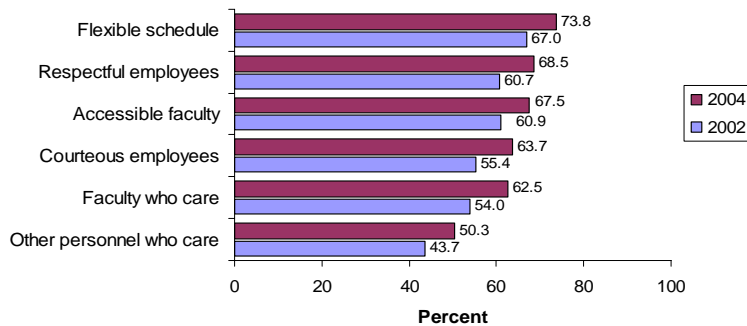
Statements with Highest Agreement Ratings



## Enrolled Student Survey

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

Most improved since 2002



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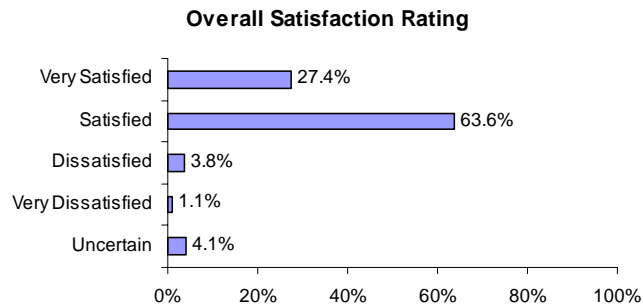
Overview

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## Enrolled Student Survey

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



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## 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

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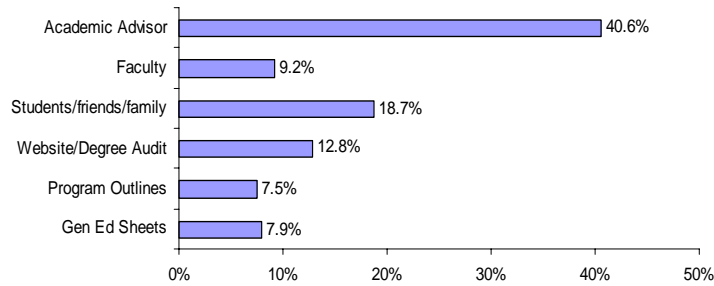
Results

Using the  
Results

## Enrolled Student Survey: Advisement Form

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

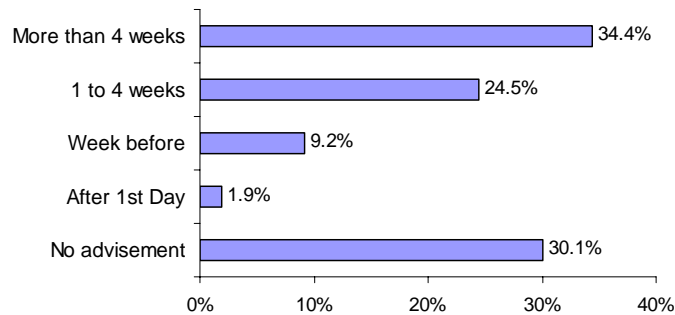
Best Source for Advisement



## Enrolled Student Survey: Advisement Form

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

When Students Receive Advisement



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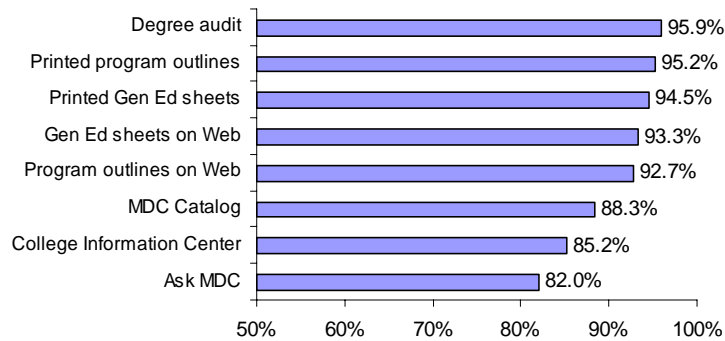
Results

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## Enrolled Student Survey: Advisement Form

- Students find advisement information/tools helpful

Percent of Users Who Found Helpful



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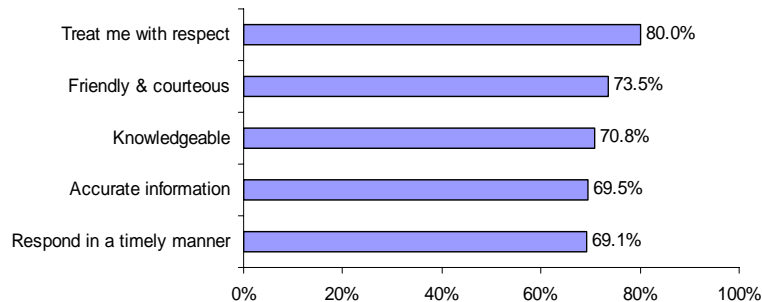
Results

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## Enrolled Student Survey: Advisement Form

- Student ratings suggest ways to improve

Ratings of Advisement Services ...Strongly Agree or Agree



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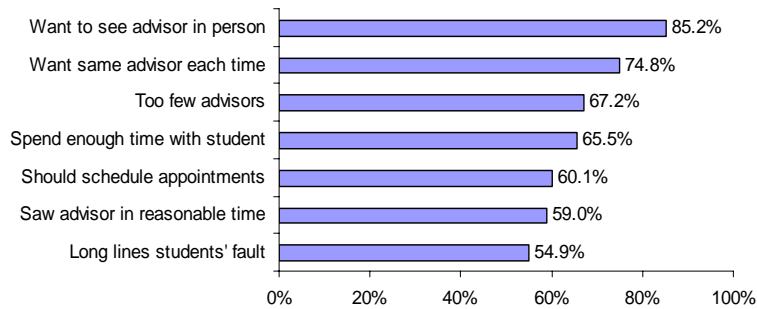
Results

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## Enrolled Student Survey: Advisement Form

- Student ratings suggest ways to improve

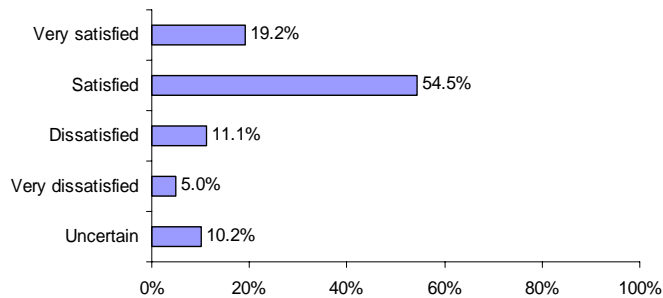
Ratings of Advisement Services...Strongly Agree or Agree



## Enrolled Student Survey: Advisement Form

- 74% of students report being satisfied with advisement services

Overall Satisfaction Rating



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## Advisement Form Comments

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

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## 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.

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## 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<sup>th</sup>. 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<sup>th</sup>.
  - The first cancellation of classes has been postponed to November 14<sup>th</sup> 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<sup>th</sup> to November 18<sup>th</sup>. 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<sup>th</sup>. 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<sup>th</sup>, 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<sup>th</sup>, 10:00 a.m. at the Entrepreneurial Education Center.