SBVC College Council Minutes May 11, 20 Deb Daniels, SBVC President, Co-Chair John Stanskas, Academic Senate President, Co-Chair <i>A</i> Damaris Castillo <i>A</i> Damon Bell Achala Chatterjee Larry Buckley Marco Cota Colleen Gamboa <i>A</i> Jim Hansen Rick Hrdlicka Courtney Hunter Celia Huston	11 James Smith A Cassandra Thomas
TOPIC	DISCUSSION and ACTION
Approval of April 13, 2011 Minutes	The minutes were approved.
Strategic Plan – Deb Daniels	The group reviewed comments, activities and goals of the Strategic Initiatives which were done in part of a group effort during the Spring Opening Day campus meeting. Deb handed out assignments which are due to her no later than August 1, 2011 for inclusion in the report for convocation (See summaries on Strategic Initiatives attached).
Budget Update - Deb Daniels	The second phase of the budget development is currently in process. There is 2M shortfall so some fallout funds will be used to help cover the shortfall. There will not be any transfers from CHC as previously discussed.
	A Measure M Bond all campus meeting will be held Tuesday, May 17, 2011 to go over the building priority list.

OTHER

Website - Deb	Deb asked the group to include up to date minutes on all collegial consultation committees, academic senate and classified senate to their websites.
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STRATEGIC INITIATIVE: ACCESS: We are committed to providing opportunities for acquiring educational and support services.

GOAL 1.1: TO COORDINATE <u>ACCESS EFFORTS</u> FOR POTENTIAL STUDENTS.

DESIRED OUTCOME: Students will receive information about where and how to access services and resources that support their academic success.

	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	Comments
1.1.1 By Fall 2012, the annual Campus Climate Survey will reflect a 2% increase per year or a 10% increase over 5 years in student satisfaction with access to resources and services.	33%	36%	No Survey administered	58% Goal reached		• Yearly	• An orientation packet needs to be distributed to all first time enrollees (attawailable to all online / in person students), Mandatory orientien in Fall-11 * complete

1.1.2 Access to basic Skills courses	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	Comments
1.1.2 By Fall 2010, all basic skills classes will achieve and maintain a 90% fill rate.						Use assessment data to predict and schedule course offerings related to assessment test outcomes	 Review and revise goal to allow for percentage of assessed students to have a class available at the appropriate level Non-credit courses to get students up to college level functioning Not enough classes, if they are all full, basic skills students are not afforded access Deb Refer to instruction - larry pull grp to the the to answer Comments (in vestigate junding)
1.1.2.a English	98%	99%	100%	102%			proper contraction in indication
1.1.2.b Reading	93%	94%	91%	96%			Toranomer comments investigue marries
1.1.2.c Math	75%	67%	80%	82%			

GOAL 1.2: TO INCREASE	THE PERCENTA	AGE OF HS (Graduating	SENIORS W	HO APPLY	and Enroll at SBV	
Desired Outcome: SBV	C will serve a	a higher pe	rcentage of	current hig	h school	graduates from serv	ice area feeder schools
		00.00	00.10	10.11	11.10	ACTIVITIES	
	07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS

workshops & visits around edu/career interest and Trend data 2012, SBVC will and establish Need exposure of campus to public • increase the enrollment baseline annually • Incentives to get HS students of students from feeder Aferred to Amarch Damon to shearhead - with sunnary of what has been done. Increase visibility • high schools who enroll to middle & high schools within one semester of • Expand marketing graduating by 2% each and recruitment year. efforts Survey HS (Each year establishes a students new baseline) Provide training . for HS counselors Hire SBVC . counselors to work at the HS

	BASELINE 2009-10	2010-11	2011-12	ACTIVITIES	Comments
1.3.1 By fall 2012 there will be an annual increase of 5% of positive responses on the Campus Climate Survey question asking students whether they been informed about support services.	100%Faculty indicate that they refer students No specific question for students for this year	30% students indicate that they are informed		 Provide Baseline and Trend data and establish baseline annually Yearly Campus Climate surveys 	 Re-word question to "How were you, the student, personally informed?" Communication needs to be effective on both ends of the exchange (foster better communication through staff/faculty training and continued interaction) 4 point kiosk center Mandatory orientation Workshops needed to train faculty and staff in available services and each one's function Future & Survey wso

STRATEGIC INITIATIVE: CAMPUS CLIMATE & CULTURE:: We are committed to a safe, welcoming, culturally rich learning-centered environment.

GOAL 2.1: TO ENHANCE THE IMAGE OF THE COLLEGE.

DESIRED OUTCOME: SBVC will be recognized for its excellent reputation and as an inviting place to work and study.

	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	Comments
2.1.1 By 2012, 80% of the stakeholders will indicate satisfaction with the safety, reputation and quality of educational programs and services.						 Provide Baseline and Trend data and establish baseline annually Complete annual community survey Yearly Campus Climate Surveys 	 Provide campus safety workshops-in progress- for faculty/students/staff If our campus is the prettiest around, then the community will by "word of mouth" speak well of us Explore disconnect between employees and students Would like to see satisfaction broken down by departments Financial
Managers (Reputation) Managers (Safety)	53% 77%	54% 64%	65% 53%	* * -			 Aid; Library, Admission, counseling etc. Many comments re: phones not being answered-office very hard to reach a live person
Faculty (Reputation) Faculty (Safety)	79% 77%	80% 74%	_*% 53%				 Students gave a higher safety rating than staff Refer to Jim Hansen to write Summary of what has been done.
Classified (Reputation) Classified (Safety)	* 62.1%	* 69.5	56% 73.5%	* * -			of what has been done.
Students (Reputation) Students (Safety)	44% 79%	65% 81%	<u>No</u> survey	76% 83%			

	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
2.1.2 By Spring 2012, 80% of job developer contacts, advisory committees, and employers will indicate				Interviews are being conducted with CalWorks job developers		 Provide Baseline and Trend data and establish baseline annually Complete annual community survey 	- good can not be evaluated - Notable to evaluate consensus

that SBVC is meeting their educational and/or vocational needs.	Surveys will be distributed to advisory	• Yearly Campus Climate Surveys
	groups	

2.1.3 By Spring 2012,	Community	 Advertise in high schools and middle schools.
80% of the community	Surveys will	More marques/signage
	be	Bring students to campus
will recognize that SBVC	conducted	 Promotion of our campus at the extended schools, Rialto, Redlands
is the community	그 그는 물건 것으로 다. 김 부산 집기 등 것이 아내는 것	East Valley, Redlands, High Desert
college in their service		Effective methods of marketing are necessary
area and that 65%		 More specific info on programs available needed in ads, especially Tech
of the community will		bring back super Saturday and have a presence at Route 66
		Make class schedules available at libraries
be aware of the kinds of		
programs and services		- Not able to evaluate (consensus)
offered at the college.		- Not avre to estudiance (corrisersation)

DESIRED OUTCOME: SBVC will have developed and implemented ongoing programs to maintain a high level of interaction with, and appreciation of SBVC's diverse populations.

	BASELINE 09-10	10-11	11-12	12/13	13-14		ACTIVITIES	COMMENTS
2.2.1 Each year over 60% of full-time employees will participate in at least one event that focuses on diversity.						•	Diversity Training and programming No less than 2 campus-wide	• Improve visibility and ease of participating in diversity activities Referred to games Smith
Faculty							programs offered annually	
racuity	55%							
Managers	41%							
Classified Staff	30%	69%						

	Baseline 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	Comments
2.2.2 By Fall 2009, processes related to Program Review, and Curriculum will be streamlined. Surveys of committee members will indicate a 60% satisfaction rate by 2012.	42%	47%				 Provide Baseline and Trend data and establish baseline annually Annual Campus Climate Survey Diversity Training and programming 	 Will evaluate again this term We feel program review is streamlined, but curriculum less so. Should survey past committee membership-as well as current since committee assignments changed in 10/11, need perspective Re-evaluate process and continue to simplify-expedite curriculum review Orchala Celia - write Aformal Summary on scheamlining (+ informal Survey)
Faculty							
Managers							

Staff	n/a	n/a						
	BASELINE 07-08	08-09	09-10	10-11	11-12		ACTIVITIES	Comments
3.1.2 By Spring 2012, 75% of faculty and staff who respond on the annual survey will state the institutional budget is linked to planning and decision making.	34.3%	44.47%	Specific group surveys			•	Provide Baseline and Trend data and establish baseline annually Survey results Greater campus communication	 Continue to improve campus communication More honest talk Develop process so faculty are aware Improve communication Clarify phrasing; responses may reflect disagreement with budget decisions and be answer "no" to show their disagreement Communication has greatly improved
Faculty	Combined survey	Combine d survey	36%					games - Survey Results
Manager	Combined survey	Combine d survey	45%					U ,
Staff	Combined survey	Combine d survey	59%					

	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
3.1.3 By 2012, campus leadership and committee chairs will integrate the strategic planning initiative in the institutional decision- making process.	PD PR Self-Eval Year End Report	Complete See diagram				 Provide Baseline and Trend data and establish baseline annually Survey Mission and SPI distribution SPI forms used 	 People feel as though this has been done The process is in place, but implementation is not understood Complete

	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
3.1.4 By Spring 2010, 80% of the campus constituents will report an increase of satisfaction with customer service						• Do survey	 Training in customer service is needed. Also better dissemination of info on changes so staff no longer gives out incorrect information. Would like to see broken down by service area/dept.
Student	60%	62%	*	83%			v
Faculty	46.8%	52.7	*	*			
Managers	*	*	*	*			
Staff ***	*	*	*	*			44 i v.

STRATEGIC INITIATIVE: PARTNERSHIP: We are committed to community involvement and dialog.

GOAL 4.1: TO FORGE AND SUPPORT DYNAMIC PARTNERSHIPS WITH OTHER ACADEMIC INSTITUTIONS, GOVERNMENTAL AGENCIES AND PRIVATE INDUSTRY.

	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
4.1.1 By 2012, the number of partnerships integrated into our campus programs will increase by 15%.	76 This goal requires an increase of 3 additional partnershi ps per year	79 +3	81 +2	* +3	+3	 Identify partnerships currently in existence to establish baseline Identify areas where we want to expand partnerships Solicit new formal partnerships Meet with partners to provide input for program development 	 Valley Bound Don't make partnering harder than it needs to be Partnership with other educational institutions, businesses, and community organizations Who are our partnerships? Where is a list that we would know our partner base? - Deb F gut 1 publicize partnerships List partnerships on website, we would like to thank them as a community Re-establish work experience programs, look to businesses

DESIRED OUTCOME: SBVC has external partners and integrates these relationships into planning and program development.

	07-08	BASELINE 08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
4.2.1 By Fall 2009, a formal response structure for identifying the unmet industry needs of the community will be developed. Information will be disseminated to appropriate areas during the Fall 2010.	*	Complete See Educational Master Plan	Complete See Educationa 1 Master Plan	Complete	Complete	 Meet with partners and advisory boards Review workforce and industry data Survey business and industry 	Advisory committee should be used to ensure industry feedback is captured and communicated Larry - advisory meeting minutes (websi) formation approved by Board

	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	Comments
4.2.2 By Fall 2012, 90% of the business community will report satisfaction with the training and preparation SBVC provides, meeting industry needs		Develop community survey to combine with focus group data		In process (surveys are being developed to meet this need)		 Respond to business and industry needs by developing new programs Design business and industry survey 	 Continue activities listed Suggestions made by industry have not been implemented for various reasons Can not evaluate (consultance)

STRATEGIC INITIATIVE: STUDENT SUCCESS: We are committed to helping students succeed in their educational and career goals. GOAL 5.1: TO FOSTER A LEARNING COLLEGE DESIRED OUTCOME: Student learning outcomes and assessments for all courses and programs are complete and operational. Core competencies are completed college wide. BASELINE COMMENTS ACTIVITIES 11-12 09-10 10-11 08-09 07-08 • Department С 5.1.1a By Fall 2007, 100% Chairs and 98% 100% of the courses/ faculty complete programs/areas will Complete SLOs have identified Digital . SLOs/SAOs. repositories . Additional SLOs incorporated into the cycle new coursed and programs need to be linked to core • I/SS=100 С 5.1.1b By 2008-2009, competencies) Complete 100% of courses will be linked to core competencies. • new coursed and programs need to be linked to core I/SS= С 5.1.1c By 2009-2010, competencies Complete 100% 100% of programs will be linked to core competencies.

	BASELINE 07-08	08-09	09-10	10-11	11-12		ACTIVITIES	Comments
5.1.2a By Spring 2007*, 80% of the full time faculty will have begun evaluating the attainment of SLOs in their courses and created a process for continuously evaluating and implementing changes as necessary.	176*80% =143	С				•	SLO assessment implementation SLO assessment training	100°le Compute
5.1.2b By spring 2008 full & part-time faculty will have begun evaluating the attainment of SLOs so that the ACCJC Annual Report reflects the improvement of student learning in all courses.	61%	62%						SLO activities are ongoing. Complete - 020 mg

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DESIRED OUTCOME: There w	BASELINE 07-08	08-09	09-10	10-11	11-12	A	ACTIVITIES	COMMENTS
5.2.1 By 2012, the overall retention rate for SBVC students will increase 1% a year.	78%	79%	79%	81%	*	P fo ef A R w w a: in ca D In v q P o	tesources will rovide support for retention fforts formal tetention Plan vill be developed nd mplemented ampus-wide Degree audit intake process erification Plan to perationalize RCC Data	 Need to provide matriculation, educational guidance-see them as people Target goal of 85% and maintain retention at 85% Retention strategies are working and should be continued

	Fall 2005 to Fall 2006	Fall 2006 to Fall 2007	Fall 2007 to Fall 2008	Fall 2008 to Fall 2009	Fall 2009 to Fall 2010	ACTIVITIES	COMMENTS
5.2.1a. By 2012, ARCC reporting data will indicate that persistence of cohort students will increase 2% a year.	56.6%	61.8%	61.0%	67.3%	* -		 Target 70% and maintain issues of class availability confound attainment of goal Games - Survey Reputts (on-back)

	BASELINE 2001-2002 TO 2006-2007	2002-2003 TO 2007-2008	2003-2004 TO 2008-2009	2004-2005 TO 2009-2010	2005-2006 TO 2010-2011		ACTIVITIES	Comments
5.2.2 By 2012 there will be an increase of 2% in the number of students in the ARCC cohort, who complete a certificate or a degree, transfer, or become transfer directed or prepared within six years of their enrollment (ARCC 1.1).	40.0%	41.8%	38.6%	40.5%	*	•	Resources will be identified to provide increased support for retention efforts Plan to operationalize ARCC Data	 Continue activities listed Retention might be increased with work study or internships mandatory orientation & assessment priority registration should be based on potential and continuing achievement achievement achievement budget (transfer (aligibility for completion of stude to succept of stude to succept and the provident of the

	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS James
5.2.3 By 2012, course completion rate will increase 2% a year.	62%	62%	63%	64%	*	Resources will be identified to provide increased support for retention efforts	 Continue activities listed Many students ask for tutoring services Study skills Access to text books

BA	ASELINE	08-09	09-10	10-11	11-12	ACTIVITIES	Comments

	07-08						
5.2.4 By 2012, the annual course completion rate for credit vocational courses will increase 1% a year. (ARCC 1.3)	74.8%	74.8%	73.6%	*	*	Resources will be identified to provide increased support for retention efforts Plan to operationalize ARCC Data	• Continue activities listed

A STATE AND	BASELINE 07-08	08-09	09-10	10-11	11-12		ACTIVITIES	COMMENTS
5.2.5 By 2012, the annual successful course completion rate for credit basic skills courses will increase 1% annually (ARCC 1.4).	49.1%	53.5%	55.9%	*	*	•	Resources will be identified to provide increased support for retention efforts Plan to operationalize ARCC Data	 Continue activities listed go back to 5.2.1 be honest with students if they don't have background/pre reqs you might fail) M track - Continue

	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
5.2.6 By 2012, improvement rates for ESL will increase 1% a year (ARCC 5.2.6).	42.9%	61.1%	54.8%	*	*		• What is the decrease in percentage due to? James - Summary

	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
5.2.7 By 2012, improvement rates for credit Basic Skills will increase 1% a year (ARCC 1.5b).	50.8%	54.4%	52.6%	*	*		games - Survey

STRATEGIC INITIATIVE: TECHNOLOGICAL ADVANCEMENTS: We are committed to an educational environment which utilizes state-of-the-art technology

GOAL 6.1: TO PROVIDE STATE-OF-THE-ART TECHNOLOGY IN ITS TEACHING AND LEARNING ENVIRONMENT AND SERVICE AREAS.

	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
6.1.1 By Fall 2012, SBVC faculty will use classroom technological advancements in the learning environment.	*	70% of classes have access	90%	95% of classes have access to classroom technology		 New faculty training Regular faculty training List of classroom technology needs prioritized for funding Establish minimum technical aspect for each core competency in the classroom for use of technology 	 New buildings coming online with state of the art technology All new classrooms should be smart Training needs to continue, maintain consistency of tech in classrooms. The % of access does it measure use of classroom tech? Are we measuring what we are asking?)
6.1.2 At least 25% of the faculty and 5% of staff will be afforded the opportunity to be trained in alternate delivery systems.		Complete All SBVC faculty and staff have access to Blackboard training	Complete	Complete	Complete	Regular faculty training	 we have the resources in place we need to train our people and change culture to employ new methods Although "complete" numerically, ongoing training is needed. Need appropriate/timely training (Blackboard 9))

- (*	the second se	T	the second se	p=====		
BASELINE	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS

07-08					
6.1.3 By 2012, a budget for technology will be established for the purpose of maintaining and upgrading classrooms, labs, and support areas, reflecting a commitment and responsibility to ongoing funding for technology.	Complete	Complete	Complete	• Budget Committee, Vice Presidents, and Presidents give priority to identifying annually, on-going funds to support technology commitment	• need money to fulfill budget

BENCHMARK – A STANDARD BY WHICH SOMETHING CAN BE MEASURED	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	Comments
6.1.4. By 2012, Student Services programs will be fully automated.	SARS Webtrack	Web Advisor pilot Full transition to SARS	80%				 Continue activities listed should we revisit this goal? Explanation of "automated" was not clear. "Fully automated" is too broad. Rewrite for next 5 years.) Rich - Summary

GOAL 6.2: TO PROVIDE A METHOD FOR LEADERSHIP AND SUPPORT OF CAMPUS TECHNOLOGY.

BENCHMARK – A STANDARD BY WHICH SOMETHING CAN BE MEASURED	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
6.2.1 By 2012 Annual Campus Surveys (e.g., Technology) will indicate 65% of SBVC faculty and staff are satisfied with technology support services.	71%	Complete	Complete	Complete		 Visit other colleges to identify innovative and new high tech options for providing student services Attend technology conferences to view new technology Identify college student service areas that would benefit from technological advancements Include technology needs in annual planning and program review 	 Continue activities listed Comments appear we are still not satisfied. Survey was done with Sunguard. "Transition" needs time to work out problems so satisfaction may go down this year.)
Faculty			71%				toevai
Classified			73%				
Managers			60%				

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San Bernardino Community College District 2012-2013

	June 2012											
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August 2012

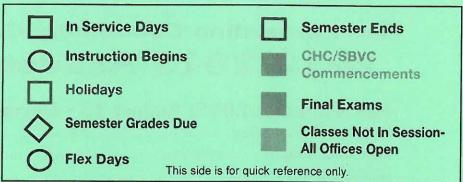
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(see reverse for the Official SBCCD Academic Calendar)

San Bernardino Community College District 2012-2013 Academic Year

Fall Semester 2012: August 13 - December 14, 2012

Faculty In Service Day	August 10
Instruction Begins	August 13
Labor Day	
Fall Census Day	September 4
Flex Day (no classes in session)	
Veteran's Day	November 12
Thanksgiving Recess	
Final Exams	December 10-14
Final Exams/Saturday Classes	December 15
Fall Semester Ends	December 14
Fall Semester Grades Due	December 19
Campus Closed	December 25 - January 1

Spring Semester 2013: January 14 - May 23, 2013

Flex Days	January 9-10
Faculty In Service Day	
Instruction Begins	January 14
Martin Luther King Day	January 21
Spring Census Day	February 4
Lincoln's Birthday	
Washington's Birthday	February 18
Spring Recess	
Flex Days (no classes in session)	
Final Exams	May 17-23
Final Exams/Saturday Classes	
Spring Semester Ends	May 23
CHC Campus Graduation	May 23
SBVC Campus Graduation	May 24
Faculty In Service Day	
Memorial Day	
Spring Semester Grades Due	May 30

Flex Days4 days of Required Flex to be completed by contract faculty

2012-2013 Census Days	
	Spring Census Day - February 4

San Bernardino Community College District 2011-2012

June 2011									
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February 2012

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19	20	21	22	23	24	25	
	27						

Semester Ends
CHC/SBVC Commencements
Final Exams
Classes Not In Session- All Offices Open

March 2012

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

April 2012

S	M	T	W	Τ	F	S	
1	2	3	4	5	6	7	
8	9	10	11	12	13	14	
15	16	17	18	19	20	21	
22	23	24	25	26	27	28	
29	30						

May 2012

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
				17		
20	21	22	23	24	25	26
27	28	29	30	37		

June 2012

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

30 31

(see reverse for the Official SBCCD Academic Calendar)

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San Bernardino Community College District 2011-2012 Academic Year

Fall Semester 2011: August 15 - December 16, 2011

Faculty In Service Day	August 12
Instruction Begins	August 15
Labor Day	September 5
Fall Census Day	September 6
Flex Day (no classes in session)	September 14
Veteran's Day	November 11
Thanksgiving Recess	
Final Exams/Saturday Classes	
Final Exams	December 12-16
Fall Semester Ends	December 16
Fall Semester Grades Due	December 21
Campus Closed	December 24 - January 2

Spring Semester 2012: January 17 - May 24, 2012

Flex Day	January 11 & 12
Faculty In Service Day	
Martin Luther King Day	
Instruction Begins	January 17
Spring Census Day	February 6
Lincoln's Birthday	
Washington's Birthday	February 20
Spring Recess	March 19-24
Flex Day (no classes in session)	April 3
Final Exams	May 18-24
Final Exams/Saturday Classes	
Spring Semester Ends	May 24
SBVC Campus Graduation	
CHC Campus Graduation	May 25
Faculty In Service Day	May 25
Memorial Day	May 28
Spring Semester Grades Due	

Flex Days4 days of Required Flex to be completed by contract faculty

2011-2012 Census Days	
	Spring Census Day - February 6



Classified Staff Development Program: May 31–June 3, 2011

Sessions	Tuesday May 31	Wednesday June 1	Thursday June 2	Friday June 3
Session One	10:00–10:30 am AM Reception Opening Speaker (Dr. Daniels)	10:00–11:00 am Peak Performance Paul Butler	10:00 am–12 Noon "Benefits of Being a CSEA-CalPERS Member" CSEA	10:30 am Softball Game And
	10:30 am-12 Noon Overview Office 2010 (POD)		10:00–10:45 am Web Migration (simultaneous workshops)	Other Games (simultaneous
	12:00 noon–1:00 pm Break	11:30 a.m. –1:00 pm Luncheon	12:00 noon–1:00 p.m. Break	
Session Two	1:00–2:30 pm Identify Theft Solutions Workshop (EAP)	1:30–3:30 pm Service Excellence Workshop Paul Butler	1:00–3:00 pm "Benefits of Being a CSEA-CalPERS Member" CSEA	12:00 Noon BBQ
			1:00–1:45 pm Web Migration (simultaneous workshops)	
Session Three	2:00–4:00 pm Motivate and Lead Workshop (EAP)		2:00–4:00 pm Coping with Financially Stressful Times Workshop (EAP)	
Session Four	4:00–5:30 pm Overview Office 2010 (POD)	4:00–5:30 pm Service Excellence Workshop Paul Butler	4:00–5:30 pm Eldercare—What to Know Workshop (EAP)	