## Message From Vice Chancellor, Educational Services

Greetings! I hope you are doing well as we near the end of the semester and that you are looking forward to restful break.

As we continue delivering our services online, one of our main priorities is communication and ensuring you have the information needed to do your job and help our students. With that in mind, you will notice in the coming months that the format of "This Month in Campus Solutions" will be changing. We want to make sure you have the most up to date information on Campus Solutions, useful links and relay important information that may impact you and/or our students.

I welcome your questions, concerns and suggestions.
Please send them to: VCES@sdccd.edu

Thank you all for your work in educating, empowering, and transforming our students and helping them pursue their dreams.

**Susan Topham, Ed.D.**

## Excused Withdrawal (EW)

**As approved by the California Community College Chancellor's Office, we will still be accepting Excused Withdrawal (EW) petitions with a COVID reason. This will be effective until 12/31/2020 unless the Chancellor's Office extends the deadline. However, this will not be an automatic process. Students who are eligible should file a petition with the following form: https://www.sdccd.edu/students/forms-and-documents.aspx#admissions (Student Petitions -> Petition for Excused Withdrawal due to COVID-19)**
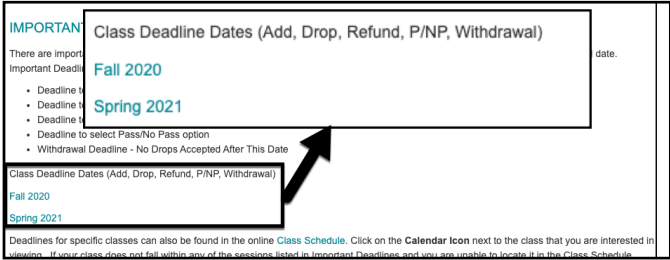
As stated in the catalog, a symbol of "EW," Excused Withdrawal, may be assigned when a student is permitted to withdraw from a course(s) due to specific circumstances beyond the control of the student affecting their ability to complete a course(s).

- Excused withdrawal will not be counted in progress probation and dismissal calculations.
- Excused withdrawal will not be counted as an enrollment attempt.
- No refunds will be provided for Excused Withdrawals.
- If approved for an excused withdrawal, the EW will be applied to the entire semester, unless extenuating circumstances pertain specifically to one class.
- Excused withdrawals will not be accepted for classes completed prior to Spring 2018.

**Drop for Non-Payment:** There will be no Drop for Non-Payment for Spring 2021. More information will be shared on the proposed drop for non-payment process for Summer 2021 as soon as it becomes available.

## Dates & Deadlines

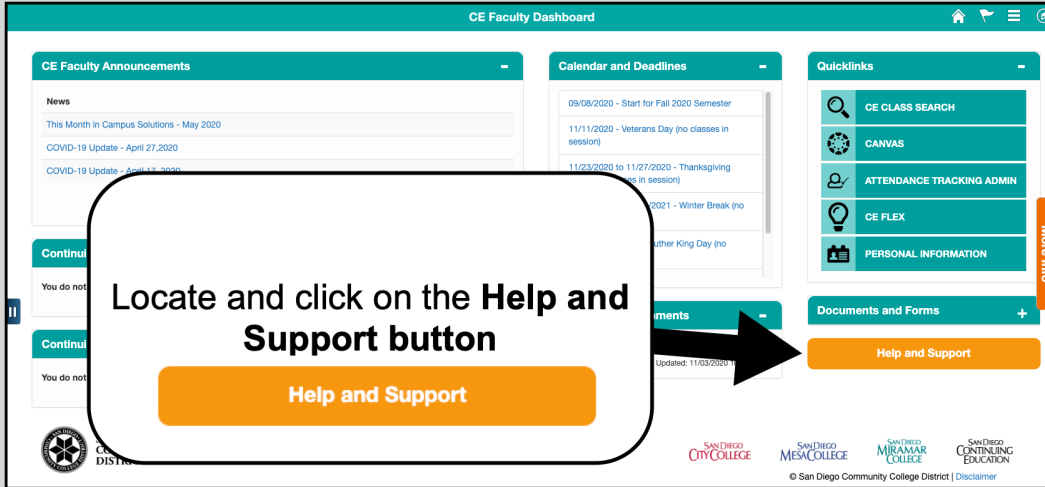| | |
|---|---|
| **Academic Calendar - College** | https://www.sdccd.edu/docs/acadcal/college/20202021.pdf |
| **Academic Calendar - CE** | https://www.sdccd.edu/docs/acadcal/coned/20202021.pdf |
| **Class Schedule Production Timeline** | https://www.sdccd.edu/about/departments-and-offices/instructional-services-division/curriculum-services/publications/class_schedule.aspx |
| **Class Deadline Dates** | https://www.sdccd.edu/students/dates-and-deadlines/index.aspx  |
| **Registration Calendar - Fall 2020 and Spring 2021** | https://www.sdccd.edu/about/departments-and-offices/student-services-department/calendars-and-hours/registration-calendars.aspx |

## Quick Links

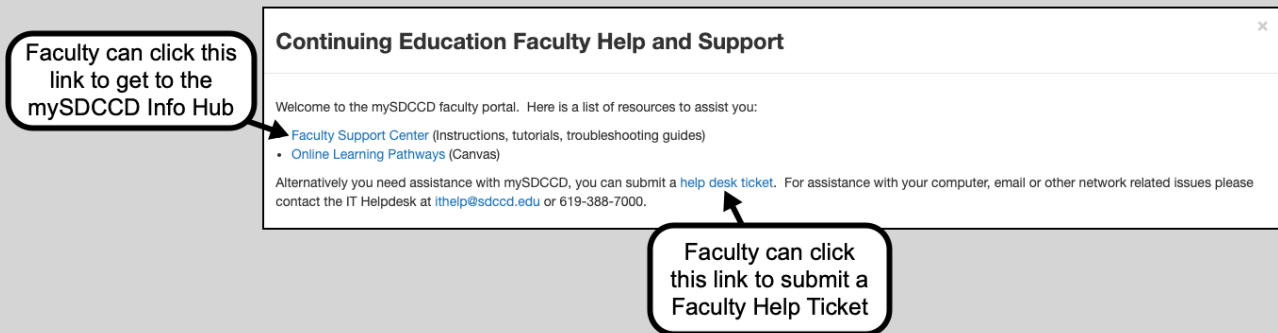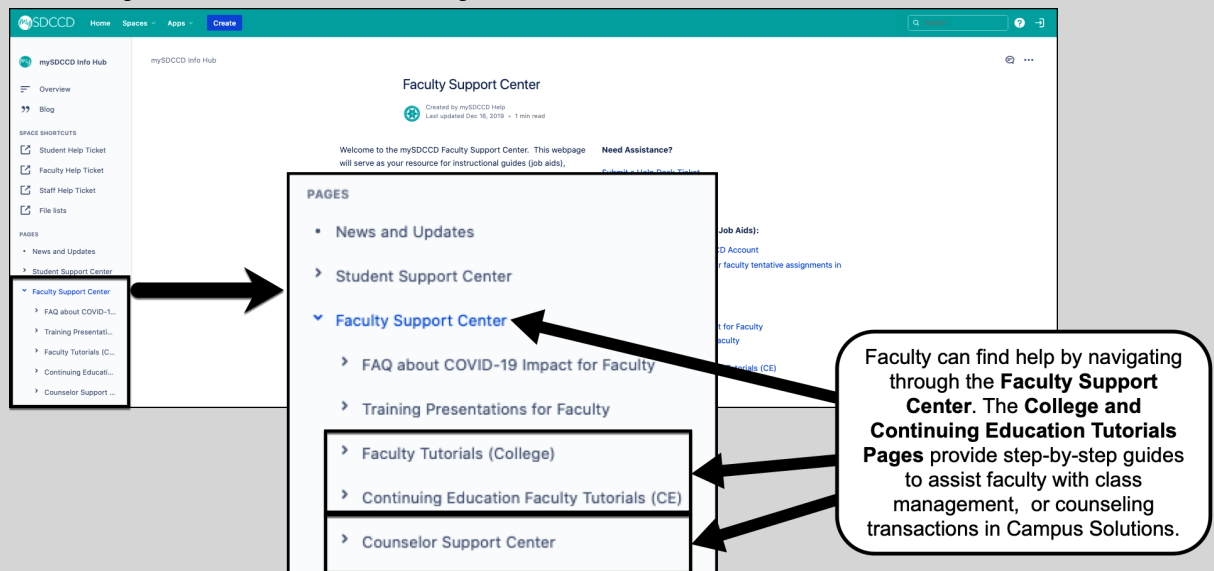| | |
|---|---|
| **Student Services Council Meeting Minutes** | https://www.sdccd.edu/about/departments-and-offices/student-services-department/meetings-minutes-notes/2020-student-services-council-meetings.aspx |
| **Institutional Research and Planning - Research Report** | https://www.sdccd.edu/about/departments-and-offices/student-services-department/meetings-minutes-notes/2020-student-services-council-meetings.aspx |
| **2020-2021 Faculty Resource Handbook** | https://www.sdccd.edu/docs/StudentServices/faculty/facultyhandbook.pdf |
| **2020-2021 Instructional Improvement Handbook (College Flex)** | https://faculty.sdccd.edu/docs/flex%20handbook.pdf |

**For Faculty:**

**1. Log into your College or Continuing Education Faculty Dashboard.**



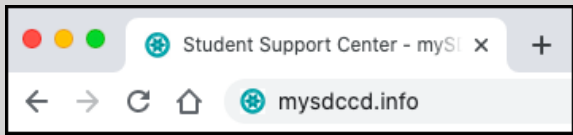**2. After clicking on the Help and Support button, you will see a pop-up on your screen.**

Faculty can click this link to get to the mySDCCD Info Hub

**Continuing Education Faculty Help and Support**

Welcome to the mySDCCD faculty portal. Here is a list of resources to assist you:

Faculty Support Center (Instructions, tutorials, troubleshooting guides)
- Online Learning Pathways (Canvas)

Alternatively you need assistance with mySDCCD, you can submit a help desk ticket. For assistance with your computer, email or other network related issues please contact the IT Helpdesk at ithelp@sdccd.edu or 619-388-7000.

Faculty can click this link to submit a Faculty Help Ticket

**3. Faculty will be directed to mySDCCD Info Hub.**



Faculty can find help by navigating through the **Faculty Support Center**. The **College and Continuing Education Tutorials Pages** provide step-by-step guides to assist faculty with class management, or counseling transactions in Campus Solutions.

**For Staff:**

**1. Enter mysdccd.info into your preferred browser's URL box.**



**2. Step-by-step guides are sorted by modules.**



Staff can expand any module to view step-by-step guides (job aids) and handouts.
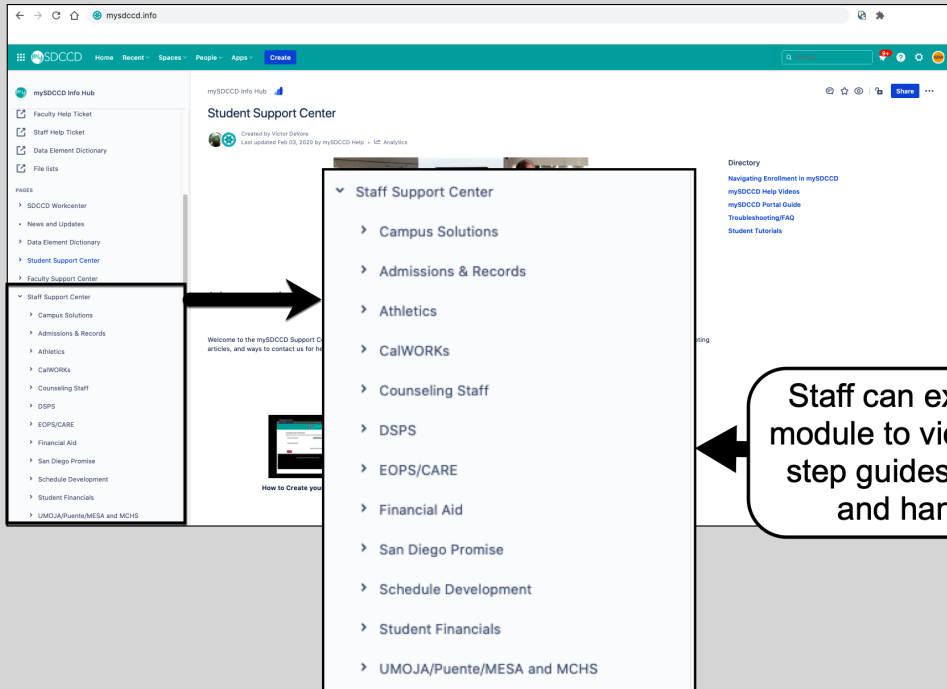
**3. If staff cannot find help from the Job Aids available, file a Staff Help Tickets by clicking on the Staff Help Ticket link.**



Staff can click on the **Staff Help Ticket** to submit a request for assistance.
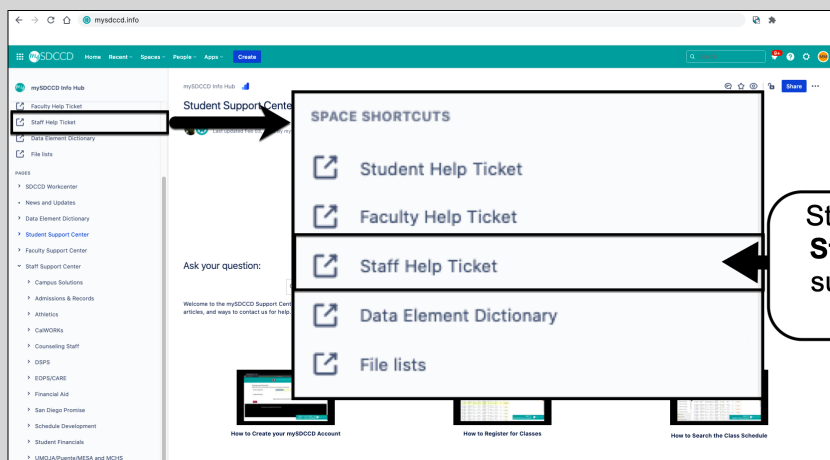
**For Students:**

**1. Log into your College Student Dashboard.**



**2. After clicking on the Help and Support button, you will see a pop-up on your screen.**



**3. Students will be directed to mySDCCD Info Hub.**

**For Faculty:**

**1. Log into your College or Continuing Education Faculty Dashboard.**



Locate and click on the **Forms** button



Select **Submit Faculty Forms Online** or navigate through the forms available.

**2. You will be redirected to mySDCCD Support Desk to upload the forms.**



Fill into the fields and upload all necessary forms

## Where Can I Find Help In mySDCCD Info Hub?

| Faculty (How to view rosters, attendance, assign grades, etc.) | https://mysdccd.atlassian.net/wiki/spaces/MYS/pages/308609026/Faculty+Support+Center |
| --- | --- |
| Staff (How to view enrollment, search classes, etc.) | https://mysdccd.atlassian.net/wiki/spaces/MYS/pages/162136080/Staff+Support+Center |
| Students (How to enroll in classes, view dashboard, etc.) | https://mysdccd.atlassian.net/wiki/spaces/MYS/pages/244514900/Student+Support+Center |