



DASG STUDENT SERVICES AND FEEDBACK CODE

This Edition Amended: 6/9/2021

ARTICLE I: STUDENT SERVICES AND FEEDBACK COMMITTEE

Section 1: Membership

The DASG Student Services and Feedback Committee shall consist of the following:

- A. Voting Members
 - 1. DASG Chair of Student Services and Feedback
 - 3. At least two (2) additional DASG Senators
- B. Non-Voting Members
 - 1. Any number of Interns
- C. Advisors
 - 1. DASG Senate Advisor(s)

Section 2: Objectives

The objectives of the DASG Student Services and Feedback Committee shall be:

- A. The continuity of services to students and the preservation of good relations between students and the college with the following areas of focus:
 - 1. Increasing awareness on campus about pertinent issues/concerns in relation to higher education
 - 2. Educating students about all of the services and resources provided by De Anza College
 - 3. Creating and conducting programs/services/resources to facilitate the well-being of students
 - 4. Providing opportunities for student voices/concerns to be heard and taking the lead in the DASG Senate to ensure the concerns are addressed
 - 5. Establish, improve, and maintain an official online survey through which current De Anza students may share their opinions on the courses they have taken.
 - 6. Provide assistance to students filing student grievances.
 - 7. Advocate for student rights in classrooms through the evaluation system.

Section 3: Right to Act

The DASG Senate delegates authority to DASG Student Services and Feedback Committee to take action on behalf of the DASG Senate to fulfill its own objectives with the following restrictions:

- B. DASG Student Services and Feedback Committee cannot mass mail on behalf of the DASG Senate without approval.

Section 4: Committee Duties and Responsibilities

The DASG Student Services and Feedback Committee shall:

- A. Work to provide, and improve the services provided to the students in De Anza College for the betterment of student experiences on campus.
- B. Collect, investigate, and address all student concerns each quarter, excluding summer.
 - Work with the Elections Committee on Midterm Senator Application student signature concerns.
 - Have an anonymous concerns platform for students to voice their concerns.
- C. Hold a Student Resources Fair Event each quarter, excluding summer.

- D. Establish, improve, and maintain an official and anonymous online survey through which current De Anza students may share their experiences with the courses they have taken, the results of which must be published as a resource to De Anza students and faculty.
- E. Work in relation with faculty and college to create a regular online student survey that reflects student needs.
- F. Connect students to student grievance procedures and provide assistance to students filing grievances.
- G. Conduct additional projects as needed to further the legitimacy of student voices on campus.
- H. Advocate for improvements on college policies affecting students.
- I. Manage and oversee the DASG Student Services and Feedback Account (41-XXXXX)
- J. Review its Committee Code at least once a year and submit any proposed amendments to the DASG Senate.
- K. Collaborate with The Equity and Diversity Committee to advocate for student's rights.
- L. Advocate for a direct platform between the DASG Senate and its Constituents.

ARTICLE II: OFFICERS

Section 1: Officers

- A. The DASG Student Services and Feedback Committee shall have following positions:
 - DASG Student Services Liaison
 - DASG Student Concerns and Grievances Director
 - DASG Student Services and Feedback Historian
- B. The Committee shall reserve the right to create or dissolve ad hoc positions as deemed necessary.
- C. Committee Officers are appointed or removed with a majority vote of the Committee.
- D. The Committee Chair shall delegate all duties and responsibilities of vacant positions.

Section 2: Individual Duties and Responsibilities

- A. **The DASG Chair of Student Services and Feedback shall:**
 - 1. Preside over the committee meetings.
 - 2. Organize and delegate tasks to respective members.
 - 3. Ensure that all committee members are aware of all policies and events that the committee is involved in.
 - 4. Fulfill the duties and responsibilities cited in the Bylaws, Article III, Section 4.
- B. **The DASG Vice Chair of Student Feedback shall:**
 - 1. Record the committee meeting minutes.
 - 2. Assume the duties of the Chair when the Chair is absent.
 - 3. Fulfill the duties and responsibilities in the Bylaws, Article III, Section 5.
- C. **DASG Student Services Liaison shall:**
 - 1. Collect information on all of the services provided on campus
 - 2. Coordinate with the DASG Marketing Committee to inform students of services on campus
 - 3. Act as the point person for organizing events that inform students of resources available to De Anza College students
- D. **DASG Student Concerns and Grievances Director shall:**
 - 1. Compile all student concerns for input into the student concerns documents.
 - a. Have an online concerns form available for students.
 - 2. Ensure that student concerns are addressed by the DASG Senate.
 - 3. Publish status of all concerns on the DASG website.
 - 4. Place Student Concern boxes in student accessible areas including, but not limited to:
 - a. One (1) in the Campus Center, lower floor
 - b. Two (2) in the Library (one per floor)
 - c. One (1) in the pool area
 - 5. Collect Student Concerns biweekly and compile them in a centralized folder in the DASG Senate office.

6. In the event that campus is closed for an extended period of time, physical student concerns boxes are not required to be maintained, however, the online concerns form is still a requirement
7. Receive education on existing De Anza student grievance procedures from a professional staff member in the Office of College Life.
 - a. When able, be trained on the AP 5530 Student Grievances Policy by an officer of De Anza College.
8. Connect students to the appropriate resource and/or office for assistance on grievance matters.
9. Collaborate with the marketing committee on online platforms that relate to student's concerns.

E. DASG Student Services and Feedback Historian shall:

1. Compile the SSF Committee Binders for institutional memory
2. Keep the organizational accounts updated.

Adopted: 6/9/2010
Amended: 2/8/2012
Amended: 6/3/2015
Amended: 11/29/2017
Amended: 11/28/2018
Amended: 5/29/2019
Amended: 5/13/2020
Amended: 10/28/2020
Amended: 3/17/2021
Amended: 6/9/2021