

STUDENT SERVICES COUNCIL
Thursday, April 17, 2003
Minutes

A regular meeting of the Student Services Council was held on Thursday, April 17, 2003, in the Sea/Shell Room at the Applied Technology and Development Center. Attendance was as follows:

Official Members

Dr. Cheryl Thompson (Chair)	present
Mr. Brock Clark	present
Mr. Jeff Donahoe	present
Mr. Bill Yates	absent
Mr. Rick Hartfield	present

Dr. Joseph W. Cliburn	present
Ms. Barbara Parshall	present
Ms. Colleen Hartfield	present
Ms. Patti Holloway	present
Mr. Glynn McDaniel	absent
Ms. LaShanda Mitchell	present
Dr. Jan Moody	present
Mr. Mark Smith	present

Resource Persons

Dr. Dean Belton	absent
Mr. David Besancon	present
Mr. Don Christensen	absent

Other(s) Present

Karen McQueen, recorder

- I. CALL TO ORDER. Dr. Thompson-Stacy called the meeting to order at 9 a.m.
- II. APPROVAL OF AGENDA. The following items were added to the agenda under New Business:
 - A. CHANGES TO TUITION ASSISTANCE FOR AIR FORCE. Ms. Holloway
 - B. TRANSFER CREDIT EVALUATION MANUAL. Ms. Holloway
 - C. RECRUITMENT REPORT. Ms. Hartfield
 - D. E-AUDIT. Dr. Cliburn
 - E. QUARTERLY SECURITY REPORT AND CAMPUS CRIME. Mr. Hartfield
- III. MINUTES OF PREVIOUS MEETING – **February 6, 2003.**
- IV. UNFINISHED BUSINESS.
 - A. EXECUTIVE COUNCIL ACTION. Dr. Thompson-Stacy reviewed recent actions of the Executive Council, noting that they had met twice since the last Learning Resources Council meeting. She said the Student Services Council had recommended and the Executive Council approved charging international students a \$100 admission fee and a \$50 per semester administrative fee; this must be approved by the board of trustees. Also approved was the use of technical courses as general electives for degree programs; this was previously done at the Jackson County and Jefferson Davis Campuses.

Dr. Thompson-Stacy discussed the retirement of Carolyn Brooks and Karen McQueen. Those two positions will be replaced with a college director of student services and distance learning and a level-five secretarial position. The deadline

was two days ago for the college director's position, and nine applications were received. The screening selection committee consists of Jeff Donahoe, Joe Cliburn, Carole Pearce, LaShanda Mitchell, and Cheryl Thompson-Stacy.

Another topic of conversation was the methods of grading for credit by non-traditional means. The methods were different on the various campuses (pass/fail or letter grade). The Instructional Affairs Council suggested using strictly pass/fail for all non-traditional coursework. Ms. Holloway noted that other credits show CR for credit, not pass/fail. The council agreed the indicator should be CR.

Ms. Hartfield said there will be no increase in tuition and fees for 2003-2004. A small increase in adjunct pay was recommended, and it is hoped the board will approve that for fall semester. The only fees raised will be housing and room/board. All other fees will remain the same. The Board of Trustees must approve any increases. Rick Hartfield noted that the Executive Council approved one fee for board instead of allowing a choice between a five-day and a seven-day fee.

- B. BANNER UPDATE. Mr. Besancon reported on a new document imaging system for the college. The system will be purchased over two years with capital funds. Michelle Sekul is chairing the committee which will make a recommendation after demonstrations. The system will be used in areas such as human resources, student records, integration with Banner, and reference materials. Employees may think of additional ways to use it; suggestions may be given to Ms. Sekul or another committee member (David Besancon, Joe Cliburn, Mark Smith, Jeff Donahoe, and LaShanda Mitchell). Vendor presentations are scheduled for June 9 at ATDC.

It was noted that financial aid checks will begin next week to be distributed by mail only.

Mr. Besancon recommending that MGCCC change to a single identification number for Pell grants. He also announced that before fall registration in August, we should have a new Banner server in place. It will be possible to upgrade this server, unlike the last one. He mentioned problems with receiving equipment at Jefferson Davis Campus and indicated that this is being resolved.

Ms. Holloway stated that the Keesler server was down for two weeks recently, allowing no e-mail and no shared drives. Now the server thinks Ms. Holloway is the server. Mr. Besancon said new servers will be installed this summer for the centers. Most desktops are more powerful than those 1997 servers.

The college will upgrade to Banner 6 the first part of the new year. This version uses internet native browser access programs. There is no outside access to the system as yet, and this will be prohibited due to security risks initially.

Mr. Besancon said that the new Form Fusion software will allow printing of checks in the Central Office. Currently, Banner pays via accounts payable with a "fee" through the finance side. There is a day turnaround now in printing checks and

getting them to Central Office. The product will be implemented before summer's end after coordination with Mr. Bryan.

Another feature of the forms software will allow purchase orders to be printed simultaneously in more than one location (such as purchasing and receiving departments). Other previously printed or NCR forms may be done the same way. This will replace expensive multi-part forms with duplicate printouts. For example, W-2 forms could be printed several on a sheet. Ms. Hartfield asked about student registration tickets printed during registration. Mr. Besancon said this may take longer initially to set up but no longer to actually print. It was noted that official transcripts will still have to be printed on the special transcript paper. Mr. Besancon mentioned that all computer programmers will assist as ushers this year for graduation.

With respect to BOSSCARS software, MGCCC has been asked for input regarding upgrades for major releases of the software. There are mixed reviews so far, though all three campuses are up and going and writing tickets in a limited fashion. Some adjustments have been made in order to use this software; it was definitely not a plug-and-play operation. Ticket balances should appear on student accounts in Banner. Data entry is done automatically.

Mr. Besancon said he was asked to chair a committee of the Technology Council of the State Board for Community and Junior Colleges regarding standards for software that would allow us to transmit and receive transcripts electronically. Through the University of Texas at Austin there is a set of servers that allow creation of partnerships with other colleges and universities. EDI (Electronic Data Interchange) Banner supports this through EDI-Smart electronic data interchange. We have a license to use the software which is in place on these servers. It would take three to four weeks to set this up, and it would greatly benefit us if the Mississippi Department of Education would adopt the program; however, there are no current plans to implement it, and they are looking at another system for high school transcripts and attendance called Express. Implementing this will not be an issue for us.

USM wants us to look at transferring transcripts electronically with them. The program uses flat files to transfer information. The XML formatting language allows transportation of data and metadata across electronics means. XML will be in competition and we may see an overrun with different software packages. University of Texas at Austin charges nothing to use their servers, and we are licensed. We purchase functional training time every two years from SCT, so we could be trained by them.

USM mentioned course mapping software; MGCCC is committed to using CAPP. Articulation agreements are not included in this. Banner representative Dan Polubniak has introduced us to converting other institutions' work to our course numbers. The universities in Mississippi have no uniform course numbering system

like the community colleges; such a system would make it easier for us to map student transfer courses.

Dr. Thompson informed the group that she and other MGCCC personnel met with the SPEEDE representative to review its capabilities, at which time they were led to believe that it would be necessary to purchase this software. Dr. Thompson discussed this with Dr. Lott, and the community college presidents' association is considering this purchase. Ms. Holloway stated that a number of collegiate registrars and admissions officers are interested. In addition, many community colleges use Banner, so the mapping could be done. She noted that it would help if high schools begin to use this system. Ms. Hartfield said this would benefit our students who transfer to universities and reverse transfers. Dr. Thompson said it will certainly benefit the receiving institution and the students as transcripts would be received immediately after being sent electronically.

Mr. Besancon said he reported to the presidents' association that the benefit is greatest if high schools use the same system. The greatest benefit is ultimately to students who do not have to wait for transcripts to be mailed. Lynn Ladner will handle installation of the product. This would provide two methods of receiving transcripts. High schools are looking for more of a total student information system.

Mr. Smith said since this system uses flat files, it would be compatible with our computer system. What secondary schools get we would still be able to utilize if they would follow the Express standards. It might help to promote the system with the 15 high schools in our district. This program would allow electronic transfer of transcripts from any state high school to any state community college. Dr. Lott has asked Dr. Thompson to attend a high school superintendents meeting on the coast in June; this might be a good time to discuss this topic. Other colleges and universities are moving to this type of system.

Deans of student services were asked to let Ms. Hartfield know how many ID badges they need for next year and if there is a need for change of information on the front or back of the badge. This information is needed by May 15 so that specifications may be finalized and the order may be charged to this year's budget. Costs will be shifted to campuses student services or another area. Rick Hartfield said student photographs may be downloaded and sent to another office as necessary. Mr. Besancon noted that a Jackson County Campus student passed away this year, and the student ID picture was the last one taken of that person. Mr. Smith suggested that this could be used for identification of students taking proctored tests.

Any input on a technology vision statement may be given to Dr. Cliburn or Mr. Besancon who have been assigned to develop such a statement.

- C. MISSISSIPPI VIRTUAL COMMUNITY COLLEGE. Mr. Smith said summer registration opened Monday and as of this morning there were 270 Gulf Coast

students registered for online classes in almost 500 seats. He said 600-700 seats should be occupied by this afternoon and record totals expected again.

Over 87 sections will be offered this summer, and 110 have been built for fall with more on the way. A speech instructor from Hinds will teach two sections for fall. Community college distance learning coordinators share resources. SACS does not seem to disapprove of instructors teaching online courses for several institutions.

Mr. Smith asked that students be directed to the distance learning page on the MGCCC website which is updated overnight with all offerings. If a student desires a course offered by MSVCC that we do not list, Mr. Smith can build the course quickly. Students should also be informed that most MGCCC-taught online courses are on book service, while at any other community college they will have to purchase their textbooks. There are currently 260 online classes, 87 of which are ours.

The top two links on the distance learning page are summer and fall. Enrollments and class listings are almost real time now with Banner and MSVCC. Students should be registered in MSVCC first and then put in Banner. This is not an urgent issue now but will be soon. If a student has been registered in MSVCC and there is no seat in Banner, override Banner. This is the only situation where Banner seats should be overridden. Mark Smith will meet with campus student services departments to retrain them on registration processes.

- D. ELECTRONIC ATTENDANCE BOOK and
- E. ELECTRONIC GRADEBOOK. Dr. Thompson-Stacy said these programs will be implemented college wide beginning fall 2003. Faculty members who participated in the pilot programs at all three campuses are now training other faculty, and a refresher will be offered prior to fall semester. The attendance book was used campus wide at Jefferson Davis Campus this year. This program is a great help in student services and audit areas. Dr. Cliburn noted that because of size, Jefferson Davis Campus usually had the highest number of audit exceptions. There was only one exception in the fall audit involving a MSVCC class; this exception would have occurred regardless. Dr. Cliburn was very pleased with the significant reduction in the number of exceptions.

Online classes will be implementing EASY this summer. Online classes will use the grade book included in Blackboard, not the Banner grade book. It was noted that the grade book is accessible on the web by faculty members for their classes only; however, the grade book cannot be set up via the web. Dr. Thompson said the grade book may take a while to fully implement. The attendance book, on the other hand, must be used beginning fall semester.

- F. RETURNING STUDENTS. Dr. Thompson-Stacy said no agreement had been reached by the committee of directors of admission and deans of student services chaired by Bill Yates. She encouraged the committee to continue to try to lengthen the time after which students must reapply for readmission. Ms. Holloway said the

legacy computer system allowed students to register no matter how long they had been away.

A shorter quick flow during registration was suggested by the committee. Banner could be told that if the last application was done before a certain date, the student must complete a new application. One reason for updates is to ensure that we have the current address for students. It was noted that financial aid mailing addresses are generally correct since students want their money. Ms. Holloway noted that MSU requires students to update their records annually. The initial purpose of this discussion was to speed up registration. The committee will continue to work on the readmission policy.

- G. ON-LINE STUDENT ELECTIONS. Ms. Becky Layton was unable to attend the meeting but asked Dr. Thompson-Stacy to report that she is working along with other student activities personnel and Keith Lee on how to set up elections online for some or all student elections. Student activities personnel from all campuses are in favor of this, and they will continue to work with Keith Lee to pilot this in the summer/fall. Ms. Layton will give a progress report on this project at the next Student Services Council meeting.

- H. GRADUATION (May 14, 2003, at the Coast Coliseum). Ms. Hartfield reported 100 more students have applied for graduation than last year. Currently, 637 students plan to walk in the ceremony, also about 100 more than 2002. There is still a bottleneck turning in caps and gowns due to growing numbers. The graduation committee has discussed methods of shortening the ceremony. Ms. Hartfield expressed appreciation to the committee and the deans of student services for arranging for the necessary help.

Ms. Hartfield reminded the group to encourage students who want a credential in a career program to apply for the official certificate, which will be presented in a case. MGCCC no longer creates individual program certificates. A few career/technical students are expected to participate in graduation ceremonies. We are doing a better job of encouraging students to work toward a degree or certificate. MGCCC is ranked in the top 100 institutions nationally producing associate degree graduates.

- I. ARTICULATION AGREEMENTS. Dr. Thompson-Stacy discussed continuing efforts to establish articulation agreements with universities and colleges. The Associate Degree Nursing agreement has been completed, and our instructors are working with William Carey College faculty on agreements in art, psychology, education, and business. Completion is expected perhaps by the end of the academic year, and there will be a signing ceremony.

Potential agreements are being pursued with schools that offer the bachelor's degree in distance learning, such as Franklin University. They only offer seven or eight bachelor's degree programs via distance learning; however, they will accept

up to 80-some credits from MGCCC, which gives us the opportunity to serve students here longer.

Ms. Holloway said the Phoenix University official's card was pulled at Keesler. Phoenix was not accepted at Randolph Air Force Base. According to the Memorandum of Understanding sent to Randolph AFB, they had no problem with allowing them to use tuition assistance but students could not see the representative on base, and the student would have to initiate contact. Dr. Thompson-Stacy said there is no problem with pursuing additional articulation agreements; we just need to decide how many make sense for our students.

V. NEW BUSINESS.

A. SCHOLARSHIPS. Dr. Thompson-Stacy distributed handouts via email prior to the meeting. She reminded the group of the Student Services Council's proposal on dually enrolled scholarships. The Executive Council did not approve the proposal but requested that the group work on all college scholarships and make recommendation to the Student Services Council. They should also look at the possibility of a scholarship for GED students. In discussion, several issues were raised:

- Budgetary impacts
- Fees included in scholarships
- Eligibility criteria and relativity to other scholarship criteria
- IP grades (not successfully completing)
- Probationary periods and required GPAs
- Summer enrollment not counted (fall/spring/fall/spring)
- Counting online and internet classes
- Progress reviews for all scholarships
- Tracking lost students and their GPAs
- Eligibility review after changing to an articulated program
- Scholarships for part-time students, career/technical students, and GED recipients
- Career counseling for GED recipients
- Catalog changes
- Effective dates

Several concerns were voiced and additional information is needed. The committee will rework their recommendations. Joe Cliburn was added to the scholarship committee.

The consensus of the group was that online courses should be included in the enrollment requirements for Presidential, Deans, and Incentive Scholarships effective Fall 2003.

VI. OTHER BUSINESS.

- A. **CHANGES TO TUITION ASSISTANCE FOR AIR FORCE.** Ms. Holloway said in the early 1990s, paperwork had to indicate students were taking classes in their curriculum before they could get tuition assistance. Now they will have to have a degree plan signed by a counselor and submitted. As long as the student is in that curriculum, tuition assistance may be available. If they change their curriculum, they will have to have another form signed. This will probably affect summer registration.
- B. **TRANSFER CREDIT EVALUATION MANUAL.** Ms. Holloway discussed the development of this manual which will standardize how transfer credit is entered. She has met with the directors of admission and deans of student services to discuss returning students and again with directors of admission and Elaine Davis to develop a credit procedures manual. It is now five pages long and is circulating for input via the directors of admission; suggestions should be made to the directors.

The change to the challenge exam grade policy will be included in the manual; students who take a challenge exam will receive a CR (credit) indicator on their transcripts if they pass the exam.

Also included in the manual will be information on advanced placement, DANTES, and portfolio. Ms. Holloway said they had noticed in the catalog that titles for CLEP tests refer to our course titles and not the actual exam titles. She feels that this should be changed for the next catalog.

Ms. Holloway suggested a clarification in the catalog under scholastic forgiveness that students' transfer work is included in this policy. Also to be included are established priorities for entering transfer work in Banner.

- C. **RECRUITMENT REPORT.** Ms. Hartfield distributed a recruitment report, stating that, as of the end of March, we are up 267 high school graduate applicants compared to last year. This might mean we have done a better job of getting to those students earlier than last year or that we will have more students. The report shows an increase of about 8% applicants January through March.

Ms. Hartfield said the campuses did a terrific job with the bulldog and preview days; the best applicant months are usually July and August, but she is very encouraged by early reports. Applications for Stone High School students are way up. We continue efforts to enroll George County High School students; other colleges also recruit there. Our enrollment goal of 6.5% will take us over the 10,000 mark. Current projections are for a 4% enrollment increase. This is reflected in the budget proposed to the board of trustees. If this goal is not realized, we may expect a budget reduction in October.

Ms. Holloway said the career centers are the main sources of information at the high schools. Postcards, letters, and other mailings are done, and applications are taken directly at high schools.

Dr. Thompson thanked LaShanda Mitchell, Brock Clark, and Barbara Parshall for their service to the Student Services Council this year. There is a rotation schedule that will allow others to serve in their places.

- D. E-AUDIT. Dr. Cliburn reported on the spring enrollment audit. We experienced a 10.3% increase in the 9200 headcount. He said about 7% is real, with about 3% a result of more efficient processes. He expressed appreciation to everyone who worked to increase enrollment.

For fall semester, our percentage increase ranked fourth statewide, but the other three were very small institutions. East Mississippi offered many more online courses last fall, hosting over 300 online sections now. Mississippi State University is sending them students who need lower-division courses. Also, East Mississippi finally may claim academic classes running at Golden Triangle.

Dr. Thompson said the SACS responses to distance learning recommendations are due next week; Jason Pugh will review all community college responses then send them on to SACS.

Mr. Hartfield asked about the impact the new HIPAA law will have on our allied health programs. Dr. Thompson did not think it will impact these programs but will review the law carefully. Directors of admission will have to notify students about health statistics.

- D. QUARTERLY SECURITY REPORT AND CAMPUS CRIME. The form on N drive is the one that we utilize to put the information in the student handbook. A separate form must be prepared for the United States Department of Education (USDE). Mr. Hartfield said he would like to coordinate this for reduction of effort. Dr. Cliburn said that many schools are using hyperlinks to the USDE for consumer access; users can access individual schools in this way.

Mr. Hartfield and Dr. Cliburn will develop a combined form to collect all needed data on one form.

- VII. FUTURE MEETINGS. A schedule of meetings for the next academic year is being developed. The first Student Services Council meeting is tentatively scheduled for September 18 at 9 a.m.
- VIII. ADJOURNMENT. There being no further business, the meeting was adjourned at 11:30 a.m.

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