

STUDENT SERVICES COUNCIL
Thursday, September 18, 2003
Minutes

A regular meeting of the Student Services Council was held on Thursday, September 18th, in the Board Room at the Central Office. Attendance was as follows:

Official Members

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| Dr. Cheryl Thompson-Stacy (Chair) | present |
| Mr. Jeff Donahoe | present |
| Mr. Rick Hartfield | present |
| Mr. Mark Smith | present |
| Mr. Wayne Kuntz | present |
| Mr. Bill Yates | present |

Resource Persons

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| Dr. Dean Belton | present |
| Mr. David Besancon | present |
| Dr. Joseph W. Cliburn | present |
| Ms. Colleen Hartfield | present |
| Ms. Patti Holloway | present |
| Mr. William Martin | present |
| Ms. Michelle Sekul | present |
| Mr. John Shows | present |
| Ms. Tommye Skinner | present |
| Ms. Searcy Taylor | absent |

Other(s) Present

Mr. Keith Lee
Ms. Becky Layton
Dr. Jan Moody
Buffy Matthews, recorder

- I. CALL TO ORDER. Dr. Thompson-Stacy called the meeting to order at 9:00 a.m. She welcomed the new members of the council and had each member introduce themselves to the group. Dr. Thompson explained that all college wide student service issues originate with this council. Once this council has made a decision based on student services it is then brought to the Executive Council for final approval.
- II. APPROVAL OF AGENDA. The following items were added to the agenda under unfinished business: IV. H. QUARTERLY SECURITY REPORT. Mr. Hartfield. The following items were added to the agenda under new business: V. J. TABE TESTING. Ms. Sekul.
- III. MINUTES OF PREVIOUS MEETING – **April 17, 2003**. All previous minutes of the Student Services Council have been approved by the Executive Council.
- IV. UNFINISHED BUSINESS.
 - A. EXECUTIVE COUNCIL ACTION. Dr. Thompson-Stacy said that a recommendation was brought to executive council regarding scholarships taking effect immediately. The recommendation was that online classes be counted the same as traditional courses. The council did not approve the recommendation. There was an error made in the Legislature Funding Formula and online courses

are not funded at the same rate as traditional on-campus course enrollments. This is why the decision was made that students must take 12 hours of on campus courses. The funding error should be rectified by next year.

- B. BANNER UPDATE. Mr. Besancon said that MGCCC will be going with internet native Banner (INB). Ms. Sheree Bond will be the test for the INB at the Perkinson Campus. The options menu is really the only change. Rather than the options menu appearing on the left side of the page, there should be drop down menu options on the page.

Net Library has just been set up for the college. Ms. Nancy Wilcox is currently setting this up on the web page for students. Net Library will enable students to print one page of a book at a time. It will not allow the entire book to be downloaded at once. The students can access Net Library by logging on and creating a student account. Once a student account is set up the student can then search for books, check them out, and have access to them on their bookshelf.

If dorm students need technical support they need to call extension 8965. There will not be an actual person, but students are asked to leave a message on the recording. Someone will get back with them as quickly as possible.

The student e-mail system is now up and running. The computer center can now generate e-mail accounts every 5 to 15 minutes once the student is registered. In order to access their e-mail the student must log into web services. They will need to have their pin number, birth date and social security number in order to access their e-mail account. Banner will be loaded with the student e-mail addresses so that mass e-mails can be forwarded to the students. The student can forward to another e-mail account but the college will be sending all correspondence through this system. The college is now responsible for training students on how to access their college e-mail accounts and how to transfer the e-mails to a specified personal account. Mr. Smith recommended that these instructions be published in the student tabloid. Instructions also need to be addressed during student orientations. Mr. Besancon said that learning labs and computer labs used a small tutorial to address students in the past. However, it was not always the most effective method. David recommended that we have faculty and staff available to train students and answer these questions. Dr. Moody agreed and said that we should have key people set up in order to train students. Currently Mr. Keith Lee is working on putting instructions on the college web page. Another asset that can be used is the help button located at the bottom of every page on web services. As soon as the student is logged on the help button should appear. Dr. Belton asked whether or not student e-mail accounts are created for secondary students. David said that in order for a student to obtain a college e-mail account, courses will need to be set up in Banner under that students name for that particular student.

Student ID cards are another issue facing the college. Students cannot check out a book from the library without an ID card. Currently approximately 4,000 students

do not have access to checking out books. We need to figure out a way that more students can receive ID cards during the registration process. The commuter campuses will experience the most problems with the lack of students with identification cards. Mr. Hartfield stated that the Perkinston Campus is also having a problem with the scanners used to read these cards. Students are having problems in the cafeteria, library, etc. The scanners are also not reading some employee cards. The biggest problem the college faces is that we have over 4,000 students without ID cards. Students need these when asking for us to pull up their personal information and especially during emergencies. A positive aspect to student ID cards is that we can identify students from employees during a crisis situation. The council has requested a listing for the campuses of students who do not have ID cards.

Kiosks were to be programmed to print unofficial transcripts but this has not been done yet. Mr. Besancon said this would be done by the end of the fall 2003 semester. Mr. Hartfield said that the Perkinston did a test on five students and incorrect account information was being printed by the kiosk. Mr. Donahoe stated that a main problem is that the kiosk is not always reflecting financial aid. It only has been counting credit card or other types of payment. Mr. Donahoe also stated that the kiosks have worked well overall and requests that a second one be placed at the Jefferson Davis Campus. Mr. Yates also said that the kiosks were working well.

- C. MISSISSIPPI VIRTUAL COMMUNITY COLLEGE. Mr. Smith said that numbers for the fall semester have surpassed all records for online courses. Across the consortium 719 courses were offered. MGCCC offered 138 courses with 134 of those courses making. There is a substantial growth in what we are doing. Mr. Smith said that he is currently working on building courses for the spring semester. MGCCC is currently looking at an upward of 130 courses to offer next spring.

Ms. Hartfield discussed the growth of the tabloid because of the way the courses are currently listed. She is concerned that with the additional listing the production of the tabloid may be delayed. Currently online courses are listed separately and then under each of the different departments. Ms. Sekul mentioned that this may be the cause of some students mistakenly registering for online courses. Mr. Smith and Dr. Thompson-Stacy agreed that listing courses in both locations is more beneficial to students because they use the entire tabloid when making their course schedules. They want to see this listing continue because a student who is not necessarily looking for an online course may see one under a campus listing and that online course may be their only option due to section closings and time conflicts. Each online course enrollment brings in almost \$100 in additional fees so just a few extra online enrollments covers the additional printing cost to list them under each campus.

- D. ELECTRONIC ATTENDANCE BOOK Dr. Thompson-Stacy mentioned that the Instructional Affairs council expressed that once people starting using Electronic

Attendance book, they found it to be fairly easy. EASY must be used by everyone because it is reflected on our audit. Dr. Belton stated that currently George County Center is not using the attendance book. West Harrison Center is also not using the EASY program. The instructors at both locations are doing attendance the old fashioned way. Dr. Thompson-Stacy said that she would get in touch with the campus vice presidents to discuss ways to quickly resolve the issue before the e-audit. It is imperative that all campuses and centers use EASY so that we receive all the funding we are entitled to. This is a serious issue that must be fixed immediately.

- E. ELECTRONIC GRADEBOOK. Dr. Thompson-Stacy stated that the e-gradebook is being implemented one course per faculty with additional courses to follow.
- F. ON-LINE STUDENT ELECTIONS. Ms. Layton & Keith Lee said that several colleges across the nation are doing online student elections. This system was already used early this semester at both the Perkinston and Jackson County campuses. These students voted in both learning labs and dorm rooms. All the students have to do is key in their SSN and it will take them directly to the campus they are assigned. The new online elections allow our online and center students to vote in campus elections for the first time ever. These online elections will also be used for our upcoming Homecoming elections at the Perkinston and Jackson County campuses. The students will be shown a photo of the candidate and a short biography before they vote. Dr. Thompson-Stacy said that she appreciated Becky and Keith's work on the new online voting process. Both Perk and JC said that they liked the online election process and wish to continue it in the future.
- G. SCHOLARSHIPS. Dr. Thompson-Stacy said that last semester a committee was assigned to review institutional scholarships. The committee made recommendations, brought them to SSC, and made additional changes following their concerns. She requested that the council come to an agreement today since scholarship information is already being sent out for the 2004 school year.

The following changes are recommended by SSC to the current catalog copy regarding scholarship criteria:

NOTE: Mandatory fees are defined as registration fee, technology fee, and book rental fees.

Presidential Scholarships: ACT Score 28 and above. Full tuition, *mandatory fees* ~~book service~~ and room/board scholarships (residence halls are only available at the Perkinston Campus). Awarded to full-time, first-time entering freshmen in the fall semester. To be eligible, a student must be a legal resident of Mississippi and enrolled in a minimum of 15 semester hours. Online/Internet courses are not counted toward the semester hour requirement. This scholarship is renewable up to four consecutive fall/spring semesters. To remain eligible, students must maintain a ~~3.0~~ 3.5 or higher *cumulative* grade point average as a full-time student. *Students*

who drop below the 3.5 will be placed on scholarship probation for one probationary semester to allow the student to regain the 3.5 cumulative GPA. If the student does not bring the cumulative GPA up to 3.5 or above the next semester, they will no longer receive the scholarship. This scholarship is good for four consecutive semesters, fall/spring, fall/spring.

Priority deadline is April 1.

Deans Scholarships: ACT Score 25 – 27. Full tuition *and book rental fees* scholarships. Awarded to full-time, first-time entering freshmen in the fall semester. To be eligible, a student must be a legal resident of Mississippi and enrolled in a minimum of 12 semester hours. Online/Internet courses are not counted toward the semester hour requirement. This scholarship is renewable up to four consecutive fall/spring semesters. To remain eligible, students must maintain a ~~2.5~~ 3.0 or higher *cumulative* grade point average as a full-time student. *Students who drop below the 3.0 will be placed on scholarship probation for one probationary semester to allow the student to regain the 3.0 cumulative GPA. If the student does not bring the cumulative GPA up to 3.0 or above the next semester, they will no longer receive the scholarship.* Priority deadline is April 1.

Incentive Scholarships: ACT Score 21 – 24. Half tuition scholarships. Awarded to full-time, first-time entering freshmen in the fall semester. To be eligible, a student must be a legal resident of Mississippi and enrolled in a minimum of 12 semester hours. Online/Internet courses are not counted toward the semester hour requirement. This scholarship is renewable up to four consecutive fall/spring semesters. To remain eligible, students must maintain a 2.5 or higher grade point average as a full-time student. Priority deadline is April 1.

Honors Scholarships: Full-tuition and ~~book—service—fee~~ mandatory fee scholarships awarded to eligible participants in the Honors Program. Interested students should contact the program sponsor at the campus they plan to attend. Recipients may not receive both presidential/deans/incentive scholarship and honors scholarship. Priority deadline is April 1.

Career/Technical Scholarships: Full-tuition scholarships awarded to full-time entering freshmen career/technical students who have a high school diploma and have completed a two-year career/technical training program in the same area with an overall high school average of B or above at a high school that has an articulated training agreement with MGCCC. A half tuition career/technical scholarship is also available for students with a “C” average in academic courses and an “A” average in career/technical courses. *The eligibility requirements to continue to receive this scholarship are that a student must maintain a cumulative grade point average of 2.5 or higher and to successfully complete a minimum of 12 semester hours each fall and spring semester (an IP grade does not count as successfully completing a course). These scholarships are renewable for the length of the program for career programs. For career/technical students, it is renewable for the length of the program which may include summer enrollment for programs that require summer*

attendance as indicated in the college catalog. For programs that do not require summer attendance, the scholarship is renewable for four consecutive fall/spring semesters.

GED Scholarships

Students who earn a GED score of 577 or higher are awarded a half-time scholarship for one semester covering a maximum of 6 semester hours. This scholarship covers tuition and all mandatory fees. In order to qualify for this award, a student must have taken the GED test within the past 3 years and their attendance at MGCCC must be their first time college attendance.

Students who earn a GED score of 450 to 576 are eligible to take one free class for one semester. Their tuition and mandatory fees for this class would be paid by the college. In order to qualify for this award, a student must have taken the GED test within the past 3 years, be over the age of 21, and their attendance at MGCCC must be their first time college attendance.

Consensus of the group was to recommend Executive Council approval on the suggested revisions to the Presidential, Deans, Incentive, Honors, Career/Technical, and GED scholarship programs.

- H. QUARTERLY SECURITY REPORT. Mr. Hartfield & Dr. Cliburn discussed that the form on the server needs to be updated. It is out of date as far as the Department of Education specifies. The old form does not ask the questions that need to be asked. The proper information must be reported quarterly. They are recommending a new form that will answer these questions. Dr. Cliburn stated that if there is an infraction that is not reported to campus personnel and reported to local police instead, the college is responsible for getting this information to incorporate into this report. Anything occurring on our sites will be listed as on campus. Please pass this on to the necessary security personnel. The new form was approved by SSC and will be placed on the forms page by Buffy Matthews.
- V. NEW BUSINESS.
- A. FRANKLIN UNIVERSITY. Dr. Thompson-Stacy wanted to remind everyone that Franklin University representatives will be at the Jackson County campus on October 6th at 2:00p.m. in the lecture hall of the new administration building; October 7th on the Perkinston Campus at 9:00a.m. in the Huff Hall computer lab; and October 7th at 2:00p.m. on the Jefferson Davis Campus in Room U202. Dr. Thompson-Stacy asks that the campuses encourage their faculty to attend. Ms. Hartfield recommended that Dr. Thompson-Stacy write up a brief paragraph to place in this month's "In Touch." She also suggested that we place this into the student tabloid. Mr. Smith said that they would be adding Franklin University information to the FAQ section of the distance learning web site to discuss follow-up online bachelors' degree programs.

- B. WITHDRAWAL SURVEY. Mr. Yates did the research to determine why students withdraw and how to target them for some intervention programs. This was brought to the Executive Council. The survey administration was approved by Executive Council. These surveys have been passed out and he has gotten quite a few responses. Mr. Yates will also use this information in his dissertation. He will summarize his findings and share with the council when it is complete. The survey identifies whether they are traditional or non-traditional students. This helps determine what the students leaving may have in common. If we can identify just a few similarities we can address them and improve our retention rate.
- C. COMPASS TESTING. Mr. Yates said that they ran some tests to see the differences in the old test and the new test. One difference noticed between the old and new test was the actual test scores. The students can just come into the computer lab during orientation, take the test and then go ahead and register. There is a relation between asset test and COMPASS test. Mr. Yates is suggesting that there be a converter between COMPASS and Banner. He would like to see whether or not we could use current asset scores that would roll over into Banner. Ms. Holloway said that every section is rolled from fall of last year to fall of this year. It has to be built in every section of Banner. Mr. Smith said that we were going to fine tune JC and then convert to the other campuses. The computer center will look into this request and report back to SSC in November.
- D. DISCIPLINARY SANCTIONS/HOLDS. Mr. Hartfield discussed how student holds can be bypassed in the system. This can cause a major issue college-wide. When investigating he found that we had one student who was expelled from the Perkinston Campus who actually enrolled and graduated from the Jackson County Campus. The campuses are accessing and able to take off the hold by keying in the password. Ms. Sekul mentioned that when students are on academic suspension there is no way to bypass the hold. She felt that disciplinary sanctions should be just as important as academic sanctions. Ms. Hartfield asked why if a student is expelled from MGCCC would another campus accept and register the student. The concern was that we were not acting as one entity. Dr. Thompson-Stacy said that we would need to deal one on one with the individuals responsible for bypassing these holds and reinforce the fact that this is not acceptable. She asked David if it was possible to develop a hold code that cannot easily be overridden or another means of eliminating hold overrides. The computer center will look into this and report back in November.

The SSC emphasized that a student expulsion or suspension is a college wide penalty not a campus only penalty.

- E. DUAL ENROLLMENT. Ms. Hartfield said that she is working with Deans of Instruction from each campus. The aim is to provide the counselors a list of courses we are going to market as dual enrollment courses. We appreciate Terri Ormes helping us on the procedure. The counselors will be given a resource

notebook during the high school counselors and principles workshop and luncheon. This will provide them with information to share with their students.

- F. **ACT PREPARATION COURSE.** Ms. Hartfield discussed that Ms. Debbie Watson trained in Jackson this week to become an instructor for the ACT prep course. MGCCC will be offering the course to all district high schools both on our campuses and on the high school campuses. The workshops will be offered at a much lower cost than most ACT workshops. We are offering this more as a service than a money making tool. We have had many requests for the ACT prep course from both parents and students. This will be a positive move both locally and statewide when it comes to raising the state ACT scores. Ms. Watson will be developing a workshop schedule. We will also work with the local high schools when making these workshop schedules.
- G. **HIGH SCHOOL COUNSELORS AND PRINCIPALS WORKSHOP AND LUNCHEON.** Ms. Hartfield said that the workshop and luncheon will be held on Tuesday, September 30 on the Perkinston Campus. The invitations have been sent out. We requested on the invitations an RSVP of September 23rd, but will call those who have not yet responded so that we can have a more accurate number. This year 77 guests were invited. Ms. Hartfield said that she was very encouraged by the response that we have been given from counselors around the area. We are anticipating between 15-20 people coming to each campus. The campuses are asked to greet these individuals and lead them to the bus loading locations. We would like everyone, including campus staff, to ride on the buses. This will allow MGCCC staff to visit with the local high school counselors.
- H. **SPECIFICATIONS FOR GRADUATION SUPPLIES.** Ms. Hartfield said that we had an offer of renewing the bid again this year. She asked the council whether or not they were happy with the current vendor. Ms. Sekul said that she is very pleased with the current vendor. She said that the vendor communicates well with the staff and if you e-mil them they will respond almost immediately. Ms. Hartfield said that cap and gowns were the biggest problem last year. **Council recommends that we stay with the current vendor.** The vendor is already set up in our system. There were some problems last year but it was not a problem with the input implementation. For diploma purposes everything must be entered into banner stating the program of study. Mr. Yates suggested that the format be changed to list the actual degree program. This should be done for the career programs. Ms. Hartfield said that this information needs to come out of banner so that all the information listed on the diploma will be correct. David suggested that in order to do this properly, he will print a list of career programs titles for the Assistant Deans of Instruction and Center Deans so that they can double check the information.
- I. **FALL LEADERSHIP WORKSHOP FOR STUDENT COUNCIL AND REFLECTION TEAM MEMBERS.** Ms. Hartfield said that typically this is scheduled for September or early October. She mentioned that the Jackson

County Campus student council has been conducting their own leadership workshop. She wanted to ensure that anything she planned would not overlap what they are already doing. Typically this workshop brings all three reflections teams together for training. In the afternoon, student council joins them for leadership activities.

- J. TAFE TESTING. Ms. Sekul discussed that the new guidelines exclude students in the truck driving program. The problem is that truck driver students are only on campus for a short period of time. Michelle is concerned about the documentation needed for funding purposes. Dr. Cliburn added that we must have either a high school diploma, GED or TAFE score on file in order to receive funding for enrolled students. She said that students should be required to take and pass the TAFE test if they do not have supporting documentation such as a high school transcript or GED certificate before being enrolled in the course. Dr. Thompson-Stacy said that she would discuss this concern with the appropriate people so that funding can be received.

Dr. Moody expressed a concern about issues such as this going directly to Executive Council without going through either Instructional Affairs Council or the Student Services Council. She stated that the purpose of issues going through SSC and/or IAC is to allow employees from various areas to identify possible concerns or problems with proposed actions.

VI. OTHER BUSINESS.

- A. RECRUITMENT REPORT. Ms. Hartfield
- B. ENROLLMENT REPORT. Dr. Cliburn

VII. FUTURE MEETINGS.

Friday, November 14, 2003 9:00a.m., Jackson County Campus
Friday, February 6, 2004 9:00a.m., Jefferson Davis Campus
Friday, April 16, 2004 9:00a.m., Applied Technology/Development Center

- VIII. ADJOURNMENT. There being no further business, the meeting was adjourned at 12:25 p.m.

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