

STUDENT SERVICES COUNCIL
Friday, November 14, 2003
Minutes

A regular meeting of the Student Services Council was held on Friday, November 14th, in the Public Dining Room at the Jackson County Campus. Attendance was as follows:

Official Members

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

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	absent
Ms. Tommye Skinner	present
Ms. Searcy Taylor	present

Other(s) Present

Buffy Matthews, recorder

- I. CALL TO ORDER. Dr. Thompson-Stacy called the meeting to order at 9:00 a.m.
- II. APPROVAL OF AGENDA. The agenda was approved as presented.
- III. MINUTES OF PREVIOUS MEETING – **September 18, 2003**. The previous minutes of the Student Services Council have not yet been approved by the Executive Council. However, the action item dealing with scholarships from our 9/18/03 meeting has been approved by EC with minor revisions.
- IV. UNFINISHED BUSINESS.
 - A. EXECUTIVE COUNCIL ACTION. Dr. Thompson-Stacy discussed the upcoming “Creating Futures through Technology” conference taking place at the Beau Rivage February 29th-March 2nd.

As of January 1, all Health Occupations students and faculty will be required to pass a criminal background check. MGCCC can not conduct the background checks, but students will contract with area hospitals who will be conducting these tests. The cost will be approximately \$50.00 per test although the agency can add a service charge if they desire. The college will not be notified directly as to whether or not a student or faculty member has passed the test because the test results are the property of the individual who is completing the background check. Ms. Sekul asked how this policy

would affect the admissions program. Dr. Thompson-Stacy stated that it will only affect the admissions process within the health occupations program itself. Admission to Mississippi Gulf Coast Community College will not be affected. All future job ads for Health Occupations faculty members will state that a criminal background check must be passed before someone can be considered for a position.

- B. BANNER UPDATE. Mr. Besancon discussed a new network policy being put into effect. This has been installed due to the virus issues that hit the college this semester, etc. The policy states that only college work should be done on the college network and nothing should be installed without contacting the network administrator. By applying the new policy we hope that it will secure the network and prioritize banner traffic.

The computer center has had some complaints on the student e-mail server due to the lack of instructions provided to the students on how to use their college e-mail account. In order for a student to obtain their e-mail password they must logon to "web services." If the student does not have a pin they will need to access "Help for Logging In" first. E-mail instructions are as follows: (1) Visit <http://vision.mgccc.edu> to acquire your login credentials (2) After logging in click "Personal Information" on the toolbar followed by the "Retrieve Student E-mail Information." (3) Write down your e-mail login and password (4) Access <http://student.mgccc.edu/cgi-bin/openwebmil/openwebmsail.pl> and login using your username and password that you just wrote down. (5) Help is available for the web mail system at the bottom of the web pages. These instructions/procedures are found under e-mail instructions on the first page. This will be done by November 17th.

Currently we are running Banner AR 5.6 on the student server. This is not a typical upgrade that Banner has, so we have been bringing student accounts up to date. Lynn is working on this on an account by account basis.

The Internet Native Banner server is up and going. It seems to be working faster. He feels that it will be implemented next semester when the servers come in and can be fully installed. David stated that they have some test users. Ms Holloway is one of those test users. She stated that it is not appearing any slower than regular Banner, but they keep getting messages stating that the memory capacity is low, however; the machines are still functioning. Patti also stated that the speed usually depends on the computer being used. Mr. Besancon said that he hopes to upgrade to Banner 6.1 by January or February.

During the Computer Center Managers meeting, David learned that Mr. Rusty Purvis from the MS Dept of Education will be here the first week in December working with the electronic transfer of secondary education transcripts. Our biggest benefits would come from the electronic transfer of transcripts to community colleges from the secondary schools. This will enable the Mississippi Department of Education to transfer transcripts more easily. Ms. Holloway stated that the student would still have to request a transcript for their high school, the high school contacts the MS Dept. of Education and the MS Dept. of Education sends this to the college. Dr. Thompson-

Stacy recommended to David that he and Mr. Purvis also working on mapping the data from the electronic transcripts which will allow our Banner system to automatically populate some areas of student information so that the data entry work is reduced. David said that they would discuss this possibility. Mr. Besancon stated that they would like to use SPEEDE Express because it specifies how grades are setup, where the MS Department of Education currently accepts any key stroke as a grade. Ms. Sekul asked if there would be a need to print paper transcripts once we receive this system. Dr. Cliburn said that this would depend on if the SBCJC auditing team considered these electronic transcripts as official copies. Dr. Cliburn and Ms. Sekul will bring the issue of electronic transcripts being “official” for audit purposes at next summer’s state registrars meeting.

- C. MISSISSIPPI VIRTUAL COMMUNITY COLLEGE. Mr. Smith said that 139 sections have already been built for the spring. All of our courses have been built into the system and on the MSVCCC website. You can go onto the Distance Learning website and there is a listing of all the spring courses.

Virtual grades will be posted in the MSVCCC enrollment tool. Students will be able to go directly into the enrollment tool and get their grades. It is also a secure way to transfer grades, without having to deal with the paperwork.

We have been experiencing many problems with the state Blackboard server. Dr. Garner and Dr. Stonecypher asked that they find new Distance Learning Management systems to test. They will be testing a new package called “Desire 2 Learn.” The hope is to have this up and going by the spring semester. This will be a nicer platform than Blackboard. Currently they are dealing with converting the courses.

Mr. Smith asked that everyone help publicize the new student e-mail accounts. In Distance Learning he asked each instructor post the student e-mail account information on their course pages. It was also added to the Distance Learning section of the Tabloid. Ms. Holloway suggested that we put this on the student bills because they will be paying their bills before the semester begins. Mark stated that the system will be locked down to prevent the students from using personal e-mail accounts, however, they will be able to auto forward all college e-mail from their student account to their personal e-mail account. Ms. Holloway asked that the e-mail address be left on the admissions application so that she has a way to contact the student in case they have no phone number listed. She agrees that we should let the students know that this is not their official college e-mail address. Ms. Sekul stated that there will be a new application if it is decided to use OCR. This will help because the application is set up to where the scanner can read all the information. By using document imaging, all information will be scanner and converted directly into Banner. For communication planning purposes, Ms. Holloway asked when the student was made aware that they had an official college e-mail address. Mr. Besancon said that this student e-mail account was activated as soon as admissions accepted the individual’s application. **Dr. Thompson-Stacy requested that Ms. Sekul, Ms. Parshall, Ms. Holloway, and Ms.**

Ormes work together to revise the admission letter to add the official college student e-mail address access information.

- D. ELECTRONIC ATTENDANCE BOOK Dr. Thompson-Stacy said that there were some faculty who did not use the system at all this semester. She stated that when we have a faculty member on the non-activity list for EASY for the entire semester for all sections they are teaching, the faculty member is most likely not using EASY. However, if there are no absences or tardies to report, then that is fine. Lynn had to go in and reactivate the EASY system after the deadline in order to get some faculty members in compliance. Just because you go into the system and click save, it is still considered no activity. She does not want to make people log into the EASY system, if in fact there are no absences or tardies to report. David requested that if faculty experiences a problem using the system, they contact Lynn and give her the actual circumstance. This will help her in tracking the mistakes.
- E. ELECTRONIC GRADEBOOK. Dr. Thompson-Stacy stated that if the grading system used in a class is a fairly straight forward one with assignments and test grades the electronic gradebook works well. However, if there is a lot of weighting done or using grading procedures such as the best 5 out of 9 grades problems have arisen. Lynn works directly with each of these situations and fixes the problems. Dr. Thompson-Stacy said that they would like all full-time faculty to do one class in electronic gradebook in the spring semester just as they did in the fall. We have had many student compliments on being able to access their assignment and individual test grades through web services for classes that use the electronic gradebook.
- F. QUARTERLY SECURITY REPORT. Mr. Hartfield and Dr. Cliburn aid that a new form has been posted on the forms website. Dr. Cliburn asked that all forms be filed with Dr. Thompson-Stacy's office each quarter so that they will not have to go back and ask for these at the end of the year. We are not required to report certain types of crime. The Feds determine what needs to be reported.
- G. COMPASS TESTING. Mr. Yates said that the computerized COMPASS testing is functional. Ms. Ormes has been testing two to three people a day. Right now as people come in and set up appointments they go ahead and test them on the spot. He is hoping that this will help during registration and orientation.

Prerequisites still need to be setup in each section. Ms. Holloway said that COMPASS does not distinguish the difference in courses such as beginning algebra and intermediate algebra. This is the same test given for both courses. Mr. Yates asked if this can be converted between the ASSET test or will it need to be manually keyed in? Mr. Besancon said that he does not see why this could not occur. He said if you can put the information on paper and match it up; it should be able to convert. Mr. Yates said they are hoping to electronically upload these tests into Banner and take out some of the human error. **Dr. Thompson-Stacy asked that Mr. Martin chair a committee to work with the developmental math department to review the COMPASS placement scores as there has been some dissatisfaction expressed with the current placement scores.**

H. GRADUATION. Ms. Hartfield stated that she had a few things for discussion. The first was the Ms. Parshall contacted her regarding students graduating in December actually receiving their diploma during December rather than May. Ms. Holloway said that we have to wait until the grades become available which will be January. We would need to go ahead and order the diplomas by November 24th in order to have them available for the December graduation. Ms. Sekul stated that she was making sure all the graduation applications were entered into the system by November 14th so that the diplomas can be ordered on the 24th.

The second issue is charging the students for mailing their diplomas. At the last Directors of Admissions meeting with Dr. Thompson, it was discovered that a diploma mailing fee of \$4 was being charged at JC, \$3.50 at JD and nothing at Perk. Dr. Thompson forwarded this information to the chair of the Finance Council and they will be reviewing this at their next meeting which is in November. Ms. Hartfield feels that since we are already charging a graduation fee, we should not add another fee. Dr. Thompson-Stacy said that the college should consider the cost of diploma printing, personnel, and postage. It costs almost \$4 in postage to mail a diploma. She added that our graduation fee is much lower than almost all other community colleges in Mississippi. Dr. Thompson and Ms. Hartfield stated that regardless of the fee decision all three campuses need to be charging the same amount.

The third issue is the deadline for set up for entering the information into Banner. Last year there was a situation at the Jackson County Campus because all the applicants were considered pending which threw off our information. The error occurred because the students had not been awarded at the end of the fall term. Lynn printed out the names of the programs which were sent out to the career deans and the corrections were entered into Banner. These corrected lists will be sent directly to Tim at Graduate Affairs. Dr. Belton stated that when he went back into Banner after the corrections were made, the programs were still showing up incorrectly. He said that in the past he has typed up a corrected listing for Tim to ensure the diplomas listed the correct programs. He also stated that they would hold ceremonies on December 6th but will mail the diplomas to the December graduates when they were made available.

Ms. Hartfield stated that Central Office would continue to send out the post cards in November notifying the students who have 45 hours or more of credit about the importance of meeting with a counselor to determine graduation status. After typing up the post card she will send it to the Directors of Admissions to verify if what is stated is appropriate and asked that they let her know. Institutional Relations will try and have these post cards mailed out before the Thanksgiving Holiday's to give students enough time to take care of everything. Ms. Holloway asked that the Keesler Center be removed from the mailing list. Colleen also said that her department would use the new student e-mail addresses to notify these students via e-mail.

I. FALL LEADERSHIP WORKSHOP FOR STUDENT COUNCIL AND REFLECTION TEAM MEMBERS. Ms. Hartfield said that reflection team members meet twice each year. We would like to thank the Reflection Team members for helping with the recruitment process and better train them on how to do this. The current outlook is training them on writing sample notes to the students who have

visited the campus during the "Focus Friday." The students will also learn some telephone etiquette to use when telephoning potential students. Institutional Relations feels that handwritten notes or personal telephone calls from the students will benefit the recruitment process. Dr. Abraham from Mississippi State University will be the speaker at this year's workshop. He has helped develop Mississippi State's recruitment team using college students. Following the recruitment training seminar for the Reflection Team members, Student Council will be joining them for dinner in the Private Dining Room on the Perkinston Campus. Executive Council and Deans of Student Services will have dinner with both groups.

V. NEW BUSINESS.

- A. ACADEMIC CALENDAR. Dr. Thompson-Stacy e-mailed the draft copy of the academic calendar to everyone on the council. It has already been submitted and approved by the Instructional Affairs Council as of November 6, 2003. Mr. Hartfield stated that August 17th was fine for the dormitory openings at the Perkinston Campus. Ms. Hartfield stated that her only concern was the availability of the coliseum on that day in May. She will check with them right away to see if the coliseum can be reserved. The only correction to the calendar is that the last day to officially withdraw from classes be changed from March 18th to March 24th due to the Spring Holidays. **After the date correction the council recommends the 2004/2005 Academic Calendar be sent to the Executive council for approval.**
- B. STUDENT ID's. Dr. Thompson-Stacy said that she was asked by Executive Council to find out whether or not it would be possible to have more students get their student ID. There are many students who never obtained a college ID. Mr. Hartfield suggested that we require the student ID's in the bookstore. He feels this would force the students to go and have an ID made. Ms. Holloway stated that they tried this at the Jefferson Davis Campus once and it caused a backlog of problems due to the speed of the machine. Dr. Belton felt that this would be a horrific problem for George County because they have to come to the Perkinston Campus in order to get the actual cards made. Mr. Smith stated that this would also be a problem for the online students. Mr. Yates recommended moving the actual physical location of the ID machine. He said that this may alleviate some of the backup of students in a smaller location. Dr. Thompson asked that the Deans of Student Services to consider options to try and get more MGCCC students to obtain college Id's.
- C. INSTITUTIONAL SCHOLARSHIPS. Dr. Thompson-Stacy said that these changes have already been approved by the Executive Council. She would like to ensure that everyone is familiar with the changes. She asked that Ms. Taylor please share the changes with Ms. Mitchell and Ms. Bond. Mr. Yates questioned how the December high school graduations will effect the awarding of the ACT scholarships. The scholarships state that the students cannot get the scholarships because their first semester must be in the fall, "1st time entering freshmen in the fall semester." Mr. Donahoe felt that the scholarships needed to be worded correctly because this could cause some students not to enroll. Ms. Taylor said that Ocean Springs will post the

graduation date of December, however; some schools will wait and post the graduation date in May. The students who graduate in December will receive a letter stating that they have met the academic requirements set forth in order to graduate from high school. She also stated that the college should make sure that the early graduates have completed all their courses and do not intend to take another class through their high school.

The council recommends that the terms “in the fall semester” be removed from the ACT scholarship requirements. They also recommend that an exclusion for summer semester be added to the Presidential, Deans, and Incentive Scholarships so that it reads “the scholarship is renewable up to four consecutive semesters not counting summer”. **These scholarship revisions were recommended for approval by the Executive Council.**

The Executive Council approved these revisions with the following clarification.

Eligible students will need to present a high school transcript with a December graduation date or a letter from the high school stating that graduation requirements have been met and the student will not be enrolled in any further high school classes.

The revisions approved will be effective Fall 2004.

- D. OCCUPATIONAL DIPLOMA. Dr. Thompson-Stacy discussed the new type of diploma that secondary schools have begun to award. The state board of community and junior colleges states that these students do qualify for funding when they enroll in a community or junior college. In 2002-2003 there were only 68 occupational diplomas awarded in the state, however; this was the first year any were awarded. These numbers are expected to increase in the future. Dr. Thompson-Stacy asked that council how MGCCC needs to handle these students, and if there were going to be additional requirements for admission. Mr. Yates stated that the students would definitely be given an ASSET test to determine what requirements they meet just as other students who do not have an ACT test score are required to do. Ms. Taylor said that these students were discussed during their financial aid meeting. She said that most of the colleges were going to sit down with admissions and determine the academic testing for these students. For financial aid purposes these students are considered as regularly admitted students. Ms. Holloway said that this is the same situation we face with our home school programs where we require a notarized signature stating the student has completed the program. Dr. Thompson-Stacy feels that we have already got the procedures in place for handling these students. She recommends that we wait and see how things go and discuss at a later time to determine if changes need to be made. The council agreed.
- E. MAILING OF FINANCIAL AID REFUND CHECKS. Ms. Taylor stated that she sent an e-mail out concerning the mailing of financial aid checks and that the only problem indicated was a few incorrect addresses on students. She stated that the financial aid directors would like to continue to mail out the financial aid refund checks in future

semesters. Some students come in and request their checks but she handles it by telling the students the checks are done in a batch process and are mailed out. The problem arises in the checks that are being held. Dr. Thompson-Stacy asked why checks were being held. Ms. Taylor said that at some of the campuses allow "short-term loans," and this is the college's way of ensuring repayment. Mr. Yates felt that letters should be sent to the students whose checks are being held telling them that the financial aid checks are being held and why they are being held. This would be a business office function. Dr. Belton said that the George County Center had an experience with a student who received a refund check and wanted to bring it back to the college because she was not going to attend any of her classes. Dr. Thompson-Stacy said that these students are entitled to the monies awarded unless it is determined that the student did not attend their classes.

VI. OTHER BUSINESS.

A. MAJOR FEEDER HIGH SCHOOL REPORT. Ms. Hartfield stated that MGCCC exceeded our high school enrollment goal of a 40% market share. We enrolled 41% of the 2003 high school graduates within the district. The report shows by year and campus what the recruitment has been in each area. In Stone County, for example, 62% of their graduates came to MGCCC after high school graduation. There was a dip in a few schools and we would like to make improvements in those areas. This report is our annual recruitment goal within the different district schools. Each of the campuses had an increase in the number of high school students coming directly after graduation. She is very pleased with these numbers.

Ms. Hartfield said that they are getting a lot of requests from high schools on financial aid workshops. She asked that the campus Deans of Instruction get with their financial aid directors to see whether or not they could go to some of these schools and give this workshop.

Ms. Ashley Batson is the new admissions specialist for the college. She will be focusing on the high school market, while Ms. Virginia Overstreet moves to the adult market.

Colleen also passed out the "Moving On" magazine which is done in connection with the tech prep market. MGCCC college information is published on the cover and in an insert within the magazine. "Moving On" is actually using MGCCC's insert as the sample that is being promoted nationwide. These magazines will be sent via direct mail and found within our classrooms. They take the place of our old view books.

The college will be doing an aggressive media campaign for the spring semester. This has not been done in the past, but we feel that it will be very beneficial to spring enrollment. The Billboards are already up and two television commercials are coming out soon. There will be less radio ads during this promotion and Institutional Relations is considering running more advertisements through WDAM-TV in Hattiesburg and the Mobile/Pensacola stations. Most of the advertising dollars go toward the television advertising. The direct mail campaign begins this week also and we current have around 3,033 student addresses.

B. ENROLLMENT REPORT. Dr. Cliburn said that Lynn Ladner is running the final set of files by the close of business today. As of yesterday we are looking at 10, 218 students. The effort of the admissions office for noncompliant students has been phenomenal. As of yesterday, Ms. Ormes had two individuals on her list and she was getting their information within the next couple of days. All three campuses did a wonderful job with removing these students from the list but Perk and JC did an exceptional job.

VII. FUTURE MEETINGS.

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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