

STUDENT SERVICES COUNCIL
Friday, February 6, 2004
Minutes

A regular meeting of the Student Services Council was held on Friday, February 6th, in the Banquet Room at the Jefferson Davis Campus. Attendance was as follows:

Official Members

Dr. Cheryl Thompson-Stacy (Chair)	present
Mr. Jeff Donahoe	present
Mr. Rick Hartfield	present
Mr. Wayne Kuntz	present
Mr. Mark Smith	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	absent
Mr. John Shows	absent
Ms. Tommye Skinner	present
Ms. Searcy Taylor	absent

Other(s) Present

LaShanda Chamberlan for Searcy Taylor
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 following item was added to the agenda under new business: V.F. ACT STUDENT OPINION SURVEY. Dr. Cliburn.
- III. MINUTES OF PREVIOUS MEETING – **November 14, 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 stated that the 2004-2005 academic calendar has been e-mailed to all college employees. There are a few changes to the spring 2005 calendar from what was approved at the SSC level. The administration and staff will return on Monday, January 3rd and the faculty will return on Tuesday, January 4th. There will be one day of registration on Tuesday, January 4th and classes will begin on Thursday, January 6th.

Another action included changes to the ACT scholarships. In the past, this scholarship was awarded beginning fall semester only. Due to high schools with students graduating in December, we have changed the wording so that they may begin awarding the scholarship during the spring or fall semester. It is available for four consecutive semesters excluding summer. The student is required to provide a high school transcript or a letter stating they have met all graduation requirements if they are graduating in December.

Dr. Thompson-Stacy discussed the 2004 difference maker award. She encouraged everyone to nominate an individual whom they feel goes above and beyond the call of duty. The nomination form can be found in the February edition of In Touch.

- B. BANNER UPDATE. Mr. Besancon said that Lynn approached him concerning an Oracle update for the COD process. He stated that during an Oracle update the system has to be completely down. This is unlike a Banner update, where the database can still run. He is planning for Lynn to come in one weekend in order to complete the update. Ms. Holloway suggested that this update be scheduled during Mardi Gras Tuesday. She said that faculty would be out and there will be no registration during that time. Mr. Martin's concern was that Banner would also be down and administration and staff would be present during this time. Ms. Chamberlan suggested that the update be done soon because it may affect several processes college-wide.

Internet Native Banner (INB) is currently not running. The budget cost is more than originally anticipated. It requires servers and storage. David is currently working with vendors on getting the cost of a new server down. He does not see the implementation of INB happening before July.

Document Imaging is still in the planning process. The college will advertise during the month of February, will take it to the board in March and should purchase document imaging equipment by April. David stated that the document imaging software would be purchased first and the hardware would follow at a later date. Mr. Yates asked if there was any discussion on the amount of scanners going to the campuses and centers and when they could anticipate receiving these. David said that in situations where it could occur, scanners will be made available. Mr. Smith added that smaller scanning systems will also work although it would be a much slower process.

Mr. Yates asked where Mr. Besancon stood concerning adding the printing of unofficial transcripts to the kiosks. Mr. Besancon said that he has not done this yet. Mr. Donahoe mentioned that no one would give the Perkinston Campus a key for their kiosk machine. They always request to use his key when he is on campus. The group informed Mr. Besancon how important this issue is. **David assured the SSC that he would have the unofficial transcript printing ability added to the kiosks by the end of next week.**

Mr. Besancon discussed the option of a bookstore integration system in Banner. He is looking into either imputing books into Banner or into a separate screen which list what courses require what books. The students could scan their ID's and the bookstore will then have a list of what books the students can pick up. Mr. Martin stated that one problem with this system is that campuses sometimes have different book editions. David said that Mr. Martin's concern would be implemented in Phase II of the process. Phase II is to inventory each book the student receives. At the end of the semester it lets us know which students have which books. Mr. Martin commented that by using this process, every student would have to have an ID. Ms. Holloway and Mr. Smith both had concerns because online students and Keesler students will be affected due to a lack of student ID's.

- C. MISSISSIPPI VIRTUAL COMMUNITY COLLEGE. Mr. Smith said that MGCCC had another record semester for online enrollment. The duplicated numbers are almost reaching 4,000 students this semester. The unduplicated head count this semester is 2,157 students. Between spring 2000 and spring 2004, spring enrollment numbers have gone up 1400%. Statewide we were just shy of 20,000 duplicated enrollments. MGCCC currently has the highest number of online students in the MSVCC. Mr. Kuntz asked if these figures were strictly student taking online courses or did it include hybrid. Mark stated that these numbers were online students only. Mr. Smith said that a data sheet file would be included with the final minutes. The file will show how we have progressed over the last four years. The file will also include all colleges in MSVCC and where MGCCC stands.

Dr. Thompson-Stacy asked the committee if they had seen the editorial for online forum in the Sun Herald. She stated that Dr. Cliburn, Mr. Smith, and Ms. Hartfield worked hard on getting the article together and that it was a great article. Ms. Hartfield also thanked Dr. Cliburn and Mr. Smith for doing a great job. There is currently a move at the state level to police the non-accredited distance learning institutions operating within the state.

- D. ELECTRONIC GRADEBOOK. Dr. Thompson-Stacy asked how Electronic Gradebook was going. Everyone is required to use Electronic Gradebook for one class this semester. She asked if the council had any feedback from faculty. Mr. Martin said that there is a problem when applying weights to grades such as a quiz that counts 30% of a student's grade, etc. Dr. Moody said that Perk had Lynn Ladner come and provide faculty workshops to help fix the more complex problems. She also said that Lynn volunteered to sit down with individual faculty member who require additional training. Mr. Martin said that there seems to be a need for more training if we are going to move 100% toward Gradebook. He also mentioned that it might be best to train by departments rather than in larger groups. Dr. Belton stated that part of the problem is that Lynn is training trainers, who are training others and this causes a loss of some important information. Dr. Thompson-Stacy said that this was also brought up after the fall faculty workshop. Mr. Martin suggested that trainers should know mathematics and algebra. Without knowing this complex information, it makes it difficult to train these instructors in complicated situations. Ms. Holloway stated that some trainers do great jobs in other sections of Banner. It is not that they are not good trainers; they are not as strong in Electronic Gradebook area.
- E. COMPASS TESTING. Mr. Yates stated that this is a computer based ASSET test. This has been a great success at the Jackson County Campus. Ms. Ormes has done a wonderful job in the implementation of the COMPASS test. The students are able to complete COMPASS during registration. The only problem is during regular registration due to the number of students who come through. One good thing about this test, is that a student can come in with a transcript and only take the test for one class. It allows us to save time and money by students only taking certain sections. The test has a tutorial built in so that students know how to maneuver through the test and what types of questions to expect. Students are also allowed to take a portion of their

test, save that section, and complete the test at a later date. Ms. Holloway said that computerized test starts all students out at a certain level then the questions get easier or harder depending on how well the student does. The students do not have to take an entire section to determine their threshold, as they would with ASSET testing. Once the student has completed the test, the testing center receives a printout stating which course the student should be registered in and keys the information into Banner. The test is an interactive test which is better than the old ASSET test. When using the ASSET, we were required to load the information into Banner from printouts. COMPASS has the ability to automatically upload into Banner, taking out the loading errors from before. Ms. Holloway discussed the problem concerning the math not uploading properly. She said that the problem was with scoring ASSET versus COMPASS where beginning algebra and intermediate algebra scores overlapped. Some students may be getting into the wrong course. Mr. Yates stated that with the COMPASS test the scores can be converted properly and that Lynn could build a program to fit our needs. Mr. Martin spoke with his department chairs and they said there were no uploading problems. Both Barbara and Terri like using the new test and found that the problem had been worked out. Dr. Thompson-Stacy requested that Ms. Holloway e-mail her on the classes that were overlapping. Dr. Belton asked how much the COMPASS test cost the college. Mr. Yates said that the license was \$450 per year which is rotated between the three campuses each year. The test is offered free of charge to our students. The largest expense the college incurs are the testing disk which hold 3.4 test units. Each time a student takes the test, the units are deducted from the disk. Ms. Hartfield reminded everyone that these costs need to be considered for next years budget. Mr. Yates invited anyone who was interested in viewing the process to visit the Jackson County Campus.

- H. GRADUATION. Ms. Hartfield said that a notice is being sent out today concerning the upcoming graduation committee meeting at 2:00 on February 16th at ATDC. Each year after graduation she sends surveys out asking for suggestions to make graduation run more smoothly. The faculty processional seems to be the biggest concern because normally no one is left in the coliseum. They are currently looking at ways to adjust this portion of the ceremony. Another concern is whether it is necessary to include the color guard. The Directors of Admissions had concerns about when tassels and cords should be given to students. Many people feel these could be given as the students walk across the stage during graduation.

Dr. Cliburn asked if it would be possible to send the ACT student survey form when students are picking up caps and gowns or when the diplomas are mailed. This may help increase our survey return rate. The test takes about 10 minutes to complete. Ms. Hartfield said that she would check with the Directors of Admissions to see if the students could complete the surveys while picking up their caps and gowns.

Dr. Thompson-Stacy said that we would be mailing out any diplomas not picked up during graduation. She said the finance council is still deciding if a postage fee should be assessed to students. Currently, MGCCC has the lowest graduation fee throughout the state. Ms. Hartfield said that any recommendation for a fee change must be made

before April in order for it do go in next year's budget. Dr. Belton said that the graduation fee is a continuous discussion in the finance council and asked that Ms. Hartfield attend the next meeting.

V. NEW BUSINESS.

A. PAPERLESS WITHDRAWAL PROCESS. Mr. Yates said that when Jackson County started looking at this, it involved the entire campus. There was a cross section of faculty involved. They wanted everyone to be represented. They discussed how to develop a process where a drop card did not have to be passed around throughout the campus. Each department expressed different questions such as how the new process would affect fees, is this for complete drops or drops for one class, etc. The instructors asked to be the point of contact, or the person who dropped the students. They felt that they could better council the students on whether he/she were dropping due to a grade or for other reasons. A form was developed as back up documentation for instructors in case students said they never asked to drop. The instructors can choose whether or not they wish to use the form. The process is as follows: The student comes to the instructor, the instructors will enter a WD into EASY. The next day admissions receives a report from Lynn so that the student can be removed from Banner. The following day a report is generated to all areas stating whether or not it was a total withdrawal so that the business office can make adjustments. With the new process, the students are given an instruction sheet which tells them the process they need to follow for turning in books, concerns about financial aid, etc. Prior to this, students were not receiving this information. Ms. Holloway asked how the paperless withdrawal process would affect the adjunct instructors. Mr. Yates answered by saying that they would follow the same process as they do now, just without the drop cards. The adjunct instructors for Jackson County go through Joy Mitchell and she begins the process rather than the instructors. Mr. Donahoe stated that he would like to take this information back to his people and discuss their questions and concerns. Mr. Hartfield said that prior to this meeting he spoke to Michelle, Sheree and Johnnette and they were not in favor of the paperless withdrawal system. He felt that they may need to sit down and discuss the entire process with Jackson County before they make a final decision. He expressed that his main concern is that we are wanting to implement a process that has not been done but for one semester. He feels that there are problems that may occur that we have not been introduced to such as disputes from students. His concern is with the accountability of instructors. Dr. Thompson mentioned that we are having the same types of problems with the paper drop cards in that we are not properly processing them to begin with. She added by continuing to generate the EASY tracking report, we could stay on top of the withdrawal process. Ms. Chamberlan asked that in this process, the faculty do their part as quickly as possible. The students currently have to come by the financial aid office and sign off stating they have dropped. Her concern is how quickly the students are dropped out of the system. Mr. Yates said that regardless of the process, it is the same faculty that will wait until the last minute to complete the proper paperwork. He said that he does not consider what Jackson County is doing to be a pilot program, but rather the new process to follow. The process works faster and better. Everyone seems to be satisfied with the

new system. Dr. Thompson-Stacy asked that the council take this back to their respective campuses. She will ask Lynn to send the report on those faculty not using EASY. If they do not have absences it is okay for them to be on the report, however if they have absences EASY should be accessed.

Mr. Smith said that online has also gone to the paperless withdrawal system. When developing the process, Distance Learning used what Jackson County Campus implemented and formatted it for online students and instructors. For online, if a student wants to withdraw from a course they e-mail their instructor who then advises the student of possible options. If the student still desires to withdraw from the course, the instructors update EASY with the appropriate code and then e-mails the Distance Learning department the student's name, course number, and last date of attendance. The instructor also e-mails a copy of the instructions for completing the withdrawal process. The distance learning department ensure that both the Banner and MSVCC administrative systems reflect the student's withdrawal. So far this system seems to be working well. He said that he would like to get the form letter sent to the student, built into Banner so that the letter is automatically e-mailed to the student's official college e-mail account once Banner has been updated.

- B. **OUT-OF-STATUS INTERNATIONAL STUDENT ENROLLMENT.** Mr. Yates said that the problem occurs when a student applies as an international student and then gets married. This is a change in F1 status. Ms. Ormes had a situation to arise and contacted Ms. Holloway. She said that an international student married one summer and her F1 status ended in December. In December the student applied for US citizenship. When this occurs the student is still charged out of state tuition until they become a citizen. The question is how MGCCC should handle this. Dr. Thompson-Stacy asked that Ms. Holloway and Ms. Ormes develop a written policy for out-of-status international student enrollment and bring back for council consideration in April meeting.
- C. **ADVISING FOR ELECTIVES.** Ms. Sekul. This item was deferred until the April meeting.
- D. **ONLINE STUDENT HANDBOOK.** Ms. Hartfield stated that many of our processes are already online. Campus printing asked if we could go to an online student handbook. Printing handbooks is a costly and time consuming project. She is suggesting we go to an online handbook with duplicated resource copies for the offices. This would cut down on the cost of producing and the amount of waste. Dr. Cliburn stated that some information found in the student handbook, such as the drug/alcohol and crime reports, have to be provided to students as hard copies. He said that we cannot take any chances on students not being able to access this information. Ms. Hartfield said that if this is necessary, we could add a stipulation in the handbook stating that students are required to read this information. She said that many colleges have all their information online, including the college catalog. Mr. Smith mentioned that true distance learners probably do not get hard copies of the student handbook anyway. Ms. Skinner said that with WHC they have post secondary handbooks along with JD handbooks. Mr. Hartfield said that he did not have a problem with online handbooks as long as the student is signing off that they are aware the handbook is

- located and can be accessed online. By not requiring the students to sign off, we have nothing to fall back on. He will still have a printed handbook in place for residence hall students. Dr. Belton recommended that we have each instructor add a notice on their syllabus as to where to obtain a copy of the student handbook. Mr. Smith and Dr. Belton also recommended that we send a notice through the student e-mail system. Dr. Thompson-Stacy said there are a variety of ways that we can post that the students are required to read the student handbook and how to access it. Mr. Smith asked that when we provide an online student handbook that we modify the website for easy access. He would like to see a student section that list the catalog, handbook, etc. Currently the students have to go through each individual campus to locate their handbook. Ms. Hartfield asked that Mark get with Keith on the easiest and best means for setting this up. She said that if we switch to the online handbook a notice will be placed on the admissions application, in the tabloid, through e-mail, and on the web site. Mr. Smith asked about the viability of creating CD's to give to students. Ms. Hartfield said in order to do this we would need to go through a specialized vendor. The college does not have the capabilities and equipment necessary to produce a mass number of CD's.
- E. **STUDENT WITHDRAWAL / DROP PROCEDURES.** Mr. Smith said that during the first couple of weeks with Add/Drop distance learning has noticed the use of WD's during 90% refund period and the use of WR or DR when a student drops a class and picks up another. When this occurs, the student is given a 90% refund and then charged an additional tuition fee when they add a class. This has fostered many debates on the different campuses to decide whether a student should receive a 90% refund. Ms. Holloway said that it is determined by the date the student contacts us. Mark said that the problem is that every campus is currently doing this both ways. Dr. Thompson-Stacy said that we are generating an institutional refund; however, we are keeping track of LDA for financial aid purposes. We have to make sure we are tracking LDA's for grant refunds. Dr. Thompson-Stacy asked that everyone ensure this is being done the same way at all three campuses. Mr. Smith said that online classes require the students to prove they sent an e-mail requesting a withdrawal. This helps in case the instructors do not reply within the same day. Mr. Smith said that he would build a draft flow chart and e-mail to everyone for changes and bring it back to the April meeting.
- F. **ACT STUDENT OPINION SURVEY.** Dr. Cliburn said that during the spring each year the college administers a student survey to a sample group of classes. The survey asks students about a variety of student services. This year we were approved to shift from an in house survey to and ACT provided instrument. ACT assumes all of the processing and will send us a final rating report. They also provide a cross reference of other colleges within our peer group so that we can have a set of benchmarks. There are enhancements built into the survey. The students can rate the service along with how often they use it. Currently, the student just rates the service rather whether they have used it or not. With using the ACT instrument, we also have the opportunity to add up to 30 institutional specific questions. He will be circulating forms through the deans of student services and center deans for institutional questions. Mr. Donahoe asked about the cost of the survey. Dr. Cliburn said a packet of surveys cost \$16.00.

Dr. Thompson-Stacy asked everyone to review the survey questions and make suggestions for the institutional specific questions.

VI. OTHER BUSINESS.

- A. ENROLLMENT REPORT. Dr. Cliburn said that as of last Friday enrollment was over 9,800 students. These are paid students and not subject to the drops. This represents a head count increase of 6.7% full time students versus a 3% last year.
- B. CAREER/TECHNICAL FAIRS. Dr. Belton said the career/technical fairs are only being held by MGCCC. The schedule is as follows: March 15th at Harrison Central High School and May 14th at Biloxi and Ocean Springs High Schools.
- C. The alumni fish fry for George County will be held on Friday, March 19th; The Perkinston Campus will be held Tuesday, March 16th.
- D. Bull Dog Days for the Jefferson Davis and Jackson County campuses will be held Tuesday, March 16th. The Perkinston campus will be held Thursday, March 18th.

VII. FUTURE MEETINGS.

Friday, April 16, 2004 9:00a.m., Applied Technology/Development Center

VIII. ADJOURNMENT. There being no further business, the meeting was adjourned at 11:30 a.m.

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