

**STUDENT SERVICES COUNCIL**  
**Friday, April 16, 2004**  
**Minutes**

A regular meeting of the Student Services Council was held on Friday, April 16, 2004, in the Sea/Shell Room at the Applied Technology and Development Center. Attendance was as follows:

**Official Members**

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

**Resource Persons**

Dr. Dean Belton	absent
Mr. David Besancon	absent
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**

Barbara Parshall for Jeff Donahoe  
Lynn Ladner for David Besancon  
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. C. TRANSCRIPT REQUEST. Ms. Sekul. The following item was deleted from the agenda under new business: V. F. WITHDRAWAL/DROP FLOWCHARTS. Mr. Smith.
- III. MINUTES OF PREVIOUS MEETING – **February 6, 2004**. 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 Executive Council approved Statement 310 and Statement 212-25. These were issued to college employees. The college will no longer print student handbooks; these will be located on the college website. A note will be placed on the admission

application, in the Tabloid, through the student e-mail server, and on the distance learning website stating that students are responsible for understanding the information contained in the handbook. Brochures with campus crime statistics and drug information will continue to be printed and given to students.

Campus kiosks can now print unofficial student transcripts.

BANNER UPDATE. Ms. Ladner stated that Banner is currently up and running. The computer center is planning on upgrading to Banner 6.1 by May 1<sup>st</sup>. She has had some difficulties with the upgrade because of the outside fire wall protection. She does not have the proper passwords to get her into the system from outside the network. The upgrade will be on Banner INB for testing only. Banner users should not notice a big difference in the appearance of the upgrade from the current version being used. There will be a total of 48 upgrades for our system. Ms. Parshall asked if she would be able to print the graduation information prior to the Banner upgrade. Ms. Ladner said that she would work on the audit rolls this afternoon and get them to the respective campuses or centers. The audit went smoothly. There were a small number of MGCCC exceptions, but they were students from other schools. Each of these had to be hand keyed.

Ms. Taylor asked at what point do students receive their student e-mail accounts. Ms. Ladner said that currently the account is setup at the point of registration; however, they will soon receive an e-mail account when their application is accepted. Ms. Hartfield's concern is that all students who apply do not attend our college. There will be tons of students names in the e-mail account that are invalid. Mr. Smith said that many instructors have mentioned Mr. Besancon was going to setup a student distribution list for faculty, student services, etc. He asked that Mr. Besancon create these distribution lists as soon as possible. She asked that Mr. Smith contact Mr. Besancon for further information on student e-mail distribution listings. Ms. Taylor stated that they have had instances where students have several e-mail accounts within the system. Ms. Ladner stated that one account should be marked as preferred and all others should be disabled. The student has the ability to forward its college mail to an outside account, but that the message would still be sent to the college e-mail account. She has it setup so that students can view their student e-mail account, but cannot make any changes to them. She asked that Ms. Taylor e-mail the student's SSN so that she could make sure everything was setup properly.

Dr. Thompson-Stacy told Ms. Ladner that there have been several requests to have the transcripts that are printed by the campus kiosks include transfer hours. Ms. Ladner stated that the kiosks should have the capabilities to print transfer credit hours by May. Ms. Parshall asked if JD would still get the additional kiosk for the admissions office. Dr. Thompson-Stacy said that both JD and JC would receive the additional kiosk during the fall semester. Ms.

Parshall mentioned that the students' online request for official transcripts were not being printed. Ms. Ladner said that she would ensure that the student requests made via the web are being sent to the proper printers. The printing request would be batched to specific printers so that the transcripts would print even if the printer was out of paper during the initial request.

- C. MISSISSIPPI VIRTUAL COMMUNITY COLLEGE. Mr. Smith said that registration began for the summer semester on Monday, April 12<sup>th</sup>. Currently there are 667 duplicated enrollments. There are 315 non-duplicated MGCCC students registered for online classes, filling 502 of our seats. There are 139 duplicated enrollments from other colleges in the MSVCC.

The Desire2Learn (D2L) contract has been signed and will be effective May 1, 2004 through May 1, 2005. MSVCC will now be running a dual platform with Blackboard and D2L. Each college will be given 60 student seats in D2L. MGCCC plans to offer six classes on the D2L software. Ten students from each of these classes will operate off D2L and the remaining students in each class will continue using Blackboard. This will allow for a more diverse population of instructors and classes on the platform. One class being tested will be a math course to determine if the MathML equations will function properly. There have been many problems with equations using the Blackboard platform. MSVCC does not know if it will stay with Blackboard due to funding. The state level has limited funds and the cost of Blackboard is much greater than the cost of D2L, and the D2L is a much better system.

Mr. Smith stated that beginning this summer, distance learning will be conducting Blackboard orientation classes for students at all campuses. There will be a session the week before registration begins, the week of registration, and the first week of online classes. Mr. Smith, Ms. Leimer and online instructors will be completing the orientation classes. He is still working on a schedule for the orientation classes.

- D. ELECTRONIC GRADEBOOK. Dr. Thompson-Stacy said that instructors will continue using Electronic Gradebook for one course only during the fall semester.
- E. GRADUATION. Ms. Hartfield said that there will be a few changes in graduation. There will be no color guard this year. There were many recommendations to take the color guard out of the ceremony due to the behavior of the crowd during this part of the program. The second change is the faculty and student processional will start at the same time; however, each group will follow a different path to the seating area, after the entrance of the platform guests followed by the students. During the student recessional, the faculty will stand at their seats as the students flow through this area. After all students and guests have exited the coliseum floor, the faculty will be

dismissed. Faculty will not march out. Another major change is that students will be issued seating cards when they pick up their caps and gowns. Students must bring these cards to the coliseum check-in and then they will be allowed to line up in any order they wish as long as they have their seating cards.

There are approximately the same number of graduates as there was last year. Typically we lose between 30-55 students between the graduation application and actual ceremony. There was an increase in students graduating from the JD and JC campuses. The graduation committee and Student Services Council need to find a way to better promote graduation. The graduation rates should rise as enrollment increases. Council members noted that advising is a key factor in encouraging students to plan schedules to meet graduation requirements. Ms. Hartfield stated that it is imperative that the graduation, and other fees, are consistent college wide. The graduation fee covers the cost of regalia rental and the cost of printing and mailing the diploma. The fee does not cover all graduation costs. Ms. Hartfield said that this spring the decision will be made as to which student fees need to be increased. She mentioned that a graduation fee increase may need to be considered. Dr. Thompson-Stacy mentioned that the MGCCC graduation fee is just about the lowest in the state.

- F. PAPERLESS WITHDRAWAL PROCESS. Mr. Yates said that the paperless withdrawal process is going well for the Jackson County Campus. He will report back to the council in the fall.
- G. OUT-OF-STATUS INTERNATIONAL STUDENT ENROLLMENT. Mr. Yates. This item has been deferred.
- H. STUDENT WITHDRAWAL/DROP PROCEDURES. Mr. Smith built flow charts to explain the student withdrawal/drop processes and what order they should be accomplished. There are flow charts for Add/Drop, Instructor Drop, Student Withdrawal, and Student Withdrawal for online classes. These procedures will be distributed to all individuals involved in the process. Mr. Hartfield stated that until if and when the entire college goes to the paperless withdrawal process, that information should not be placed on the flow chart with the traditional withdrawal procedures. Mr. Smith said that he would place a note on the flow chart indicating that this information is for JC and online courses only. Ms. Parshall said that during late registration, students would receive a DR rather than a WR during that first week. Ms. Holloway stated that this is a problem with the paperless withdrawal process because instructors do not have the DD or DR options. Mr. Yates stated that Ms. Ormes normally keys this information in during the paperless withdrawal process at JC. Ms. Ladner said that the problem she sees with distributing these flow charts to faculty, is that faculty will request having DD and DR added to their Electronic Attendance. Ms. Holloway requested that Mr. Smith change the Student Withdrawal flow chart to read that instructor updates EASY with grade of WD rather than WR. The instructors do not have the WR

capabilities. Ms. Ladner said that if instructors did their activities books everyday, she would be able to detect whether the drop should be a WD or WR. The problem occurs when the instructor waits two weeks to complete their books because she would look at the activity dates, rather than the last day attended. Mr. Yates said that there would be no way for the instructors to do this each day. Ms. Holloway said that during the refund period we would definitely need paperwork as a backup. It was recommended to the council that the student go into web services and begin the withdrawal process themselves. The date the student initiates the withdrawal becomes the last day of attendance. If students do not have computer access or are unfamiliar with computer applications, a system could be setup for them to go into student services and request a withdrawal. This date would be recorded as their last date of attendance. Ms. Ladner said that the student would not have to contact their instructor because the WR would be given and the student would drop from the instructor's audit role. **Dr. Thompson-Stacy requested that a committee meet to further discuss the withdrawal process and the proper use of the withdrawal codes. The committee consist of Ms. Ormes, Chair; Ms. Parshall; Ms. Sekul; Mr. Smith; Ms. Ladner.**

V. NEW BUSINESS.

- A. ADVISING FOR ELECTIVES. Ms. Sekul said that a development education instructor at JD, recommended that students be required to take an additional developmental reading course. Currently students who score at the lowest level on the ASSET Reading Test are required to enroll in REA 1103. Chris, a developmental education instructor at JD recommends that students who score in the middle range on the ASSET reading test be given the suggestion to enroll in REA 1103 as an elective. He feels that students who score mid range could benefit from this developmental course, but many are not aware of it. The course does not teach students how to read, but helps them to comprehend on the college level. He would like a statement placed on the ACT/ASSET Placement Recommendation chart recommending that students take the developmental reading course as an elective. Mr. Smith said that he has seen this course offered in the online arena through MSVCC. Ms. Holloway said that this was done for the ADN program, but she thought that survival skills was now used rather than developmental reading. Dr. Thompson-Stacy will e-mail developmental education course department chairs to further discuss our options.
- B. ADMISSIONS APPLICATION REVISION. Ms. Sekul, Ms. Ormes and Ms. Parshall worked on redeveloping the application for admissions. The new form includes more information which will aid the admissions offices. The biggest change was how the college asked whether a student graduated high school or received a GED. Ms. Hartfield inquired about the students who check "will graduate" and give a future date. Ms. Sekul stated that in this case, admissions would wait until they received the transcript before entering the information into Banner. Ms. Sekul stated that when updating the application

they also wanted to make it more neutral to the students. By doing so, they changed item three to reflect the actual semester months so that students would know when the fall semester started and ended, etc. A section was added on the back of the form for international students to complete for SEVIS reporting requirements. The college is required to report more information than before, such as where the student lives in his/her home country and where they will be living while attending the college. Another change is a further explanation of each admissions type such as new college freshman (never attended college), etc. Ms. Sekul and the other admissions directors discussed moving the early admission item from section 14 of the admissions application. Many students believe that early admit refers to early registration. The directors of admissions felt that they would know ahead of time if a student was entering as an early admissions status. A statement was placed on the application under state of legal residency stating that students should refer to the college catalog regarding questions on residency requirements. A statement was also added under the acknowledgment of admission requirements stating by signing the application, the college has the student's permission to obtain transcripts from other colleges and high schools. Ms. Sekul stated that by adding this clause, the college would not be violating any FERPA laws. FERPA states that we do not need the students signature in order to request a transcript from another college. Any fees incurred for obtaining this information can also be charged to the students account since many schools require a fee in order to print a transcript. Mr. Smith requested that Ms. Sekul place the college URL for student handbook on the application so that the students could locate the handbook for their campus. Ms. Holloway stated that Ms. Ladner needed to update the web application to reflect the updated version. Dr. Thompson-Stacy thanked the directors of admissions for a wonderful job in revising the application for admission. Ms. Sekul asked that the campuses pull as many of the old applications from their offices. Mr. Smith suggested that the updated form be printed in white paper, rather than the yellow, so that it would scan into the system more clearly. The changes to this form were approved.

- C. TRANSCRIPT REQUEST. Ms. Sekul said that the directors of admissions made significant changes to the request for official transcript form. Most of the changes made to the form were typos and passages that were difficult to read and understand. Ms. Holloway said that under the instructions section, item three should state that faxed transcripts are considered unofficial. Mr. Smith suggested that the college's 800 number and web address also be added to the form. The changes to this form were approved.
- D. ACT CODE. Ms. Hartfield stated that there are three different ACT codes for the three campuses. From internal processing it may make sense to have the three different codes, she is considering the one unified college initiative. She asked if there is a need to have the three codes or could there be one code used college wide. Ms. Ladner personally likes the one code process but stated that we then run into the problem with suspension lists. Ms. Sekul said that when

students take these outside the college the score is mail grammed. If it is a JD student, the mail gram goes directly to a central address; JD may never receive the student's score. This would be a potential factor the college would have to deal with when going to a one code system. By using the three codes, a JD student's score would be sent directly to Ms. Parshall. Ms. Hartfield stated that if it would not logistically be good for the student, the code system should stay the same. For now we will continue to use the three ACT codes but we will look at ways of solving the problems mentioned above in order to eventually move to one ACT code.

- D. **TABLOID PUBLICATION NUMBERS.** Ms. Hartfield said that the issue of tabloid publication came up during the last IAC meeting. Ms. White's concern was that many students came in during registration and were disgruntled to find many of the classes in the tabloid were already closed. IAC had requested that students and campuses use the web publication during the registration process. Institutional Relations uses the printed Tabloid publications to distribute in newspapers within the district for marketing purposes. They are also distributed throughout the community. The question is whether or not the college should reduce the number of printed copies. Do the campuses need less, more, or the same amount of the printed Tabloids? By error, the number of Tabloids being printed were reduced for the summer semester by 5,500 copies and the fall semester by 20,000 copies. If additional copies are needed, institutional relations will have to complete another order. Ms. Sekul asked if it would be as effective to place a one page ad in the newspaper stating that fall schedules are now available online. Ms. Hartfield said that the cost of the ad would be less, but the Tabloid is something that the customer can pull from the newspaper and use as a resource. Ms. Parshall stated that the Tabloid is very important for summer orientations because it acts as a teaching tool for our students. Ms. Sekul mentioned that the campuses should use the number of Tabloids that are currently ordered and see what the outcome is. If students have questions they can be referred to the online version and the open and closed class list created by Ms. Ladner. **The council recommends going with the reduced number of Tabloids for the summer and fall semester.**

Ms. Hartfield said that the other issue with Tabloid publication is the cost of having the online courses listed in every section. Dr. Thompson-Stacy asked that a committee look at this issue and bring back their recommendations to the SSC. The committee consists of Mr. Mark Smith, chair; Mr. William Martin; Mr. Bill Yates; Ms. Allison Matthews.

- E. **PRE-REGISTRATION FOR ONLINE STUDENTS.** Mr. Smith said that online course pre-registration is opened earlier at the MSVCC level than at MGCCC because of the other community college pre-registration dates. By the time MGCCC opens online registration, many seats are already filled. He would like to open MGCCC online course pre-registration when the MSVCC opens its registration. This would enable our students to have an equal opportunity for taking online MGCCC courses. Dr. Thompson-Stacy added

that we do not want our student's seats going to other colleges. Ms. Sekul said that the students would need PIN numbers and advisement prior to the early registration period. Mr. Smith stated that distance learning would give students the option that if they are advised after registration, they can drop the course. Dr. Thompson-Stacy asked that the council think about this issue and see if we can come up with a solution. The next time this problem will surface is with the fall pre-registration for the spring 2005 term.

- F. FINANCIAL AID SATISFACTORY ACADEMIC PROGRESS. Ms. Taylor stated that the financial aid directors recently went through Banner training to try and automate the financial aid satisfactory academic progress policy. Ms. Taylor, Ms. Chamberlain, and Ms. Bond developed a more reader friendly policy which she distributed. The updated policy introduces the student to the financial programs he/she is eligible to apply and the three things financial aid looks for to determine if a student is meeting the academic requirements. The financial aid directors made the recommendation to update the qualitative chart to one standard. Previously the chart listed that for 1-18 cumulative semester hours attempted the student must successfully complete 50% or more of the hours attempted. The financial aid departments are requesting that this be changed to 2/3 of all hours attempted, making the student successfully complete 67% or more of the hours attempted for the 1 to 18 hour categories. They modified the statement under the qualitative standards section to include that the student's academic history would include transfer credit and scholastic forgiveness policies. Dr. Thompson-Stacy asked what financial aid would do for those students who looked in the 04/05 catalog which states that the student must successfully complete 50% or more of the hours attempted. Ms. Taylor stated that some students will be grandfathered in under the old policy. Mr. Yates stated that the college should just go by the federal required minimum number of hours for these two categories which is 50%. He feels that we are making it harder than necessary on new students who need the most consideration when developing these policies. Ms. Holloway asked how the students who have completed CCAF (Associate of Applied Science degree) would be affected on their qualitative standard. Ms. Taylor said that they back them out manually for financial aid purposes. This is taken out of their attempted hours. Ms. Holloway asked if there was a problem in Banner figuring the different percentages currently stated in the original policy. Ms. Taylor said they would have to write different rules within Banner in order for it to figure the percentages properly. Ms. Holloway stated that in other areas there are different rules made to address different circumstances and that we should look at doing this for financial aid in order to keep the existing 50% standard for the 1 to 18 hour students. Dr. Thompson-Stacy was also concerned about changing the 50% requirement. If you changed this, a student could sign up for 6 hours, get an A in one course and a W in the other for two semesters (using the new probation recommendation) and no longer be eligible for financial aid under the proposed changes to SAP. Financial aid probation is also being implemented. The students will be given a first time probation period. The policy indicates what conditions would cause the

students to be placed under financial aid suspension. Another update to the policy is to inform students of the proper appeals process. The section of the policy concerning career enrollment and in-progress grades refers to open entry / open exit courses. This lets students know they are required to get a grade before they receive additional financial aid. Ms. Holloway suggested career programs be added to the section career enrollment and in-progress grades. Mr. Hartfield said that financial aid may want to define or give an example of what a career program is. There are many students who are unaware that they are enrolled in a career program. Ms. Parshall mentioned that the financial aid suspension section was bold on the original policy and not on the updated version. She requested that Ms. Taylor bold print the updated version so that the information would stand out to the students. Mr. Hartfield recommended that the column under quantitative measurement state that the student must successfully complete the percentage or more of the hours attempted, rather than the minimum percentage of semester hours passed. He feels that the original statement may be easier for the student to understand. Ms. Taylor stated that she would take the policy back to her counterparts to discuss the quantitative standards section and percentages. Dr. Thompson-Stacy requested that Ms. Taylor also get with Alan Saucier to look at writing rules within Banner to see how two different rules can be written..

- G. LATE REGISTRATION.** Mr. Yates distributed a publication concerning flexibility and numbers in regard to late registration. The article discusses late registration students and their academic success. Dr. Thompson-Stacy asked Lynn if there was a way to track a late registration student throughout the semester. We would like to track the number of students registering during late registration and how many students successfully completed the semester. Ms. Ladner said that they could complete an audit trail, by campus, in order to make comparisons. Ms. Smith added that it would also be important to look at the online component. He asked that when reviewing these numbers we look at the late registration students along with the add/drop students. There are many unsuccessful late registration and add/drop online students. Ms. Parshall said that an audit trail would be useful for the occupational diplomas. More and more students receive occupational diplomas, they would like to track the number of students attending MGCCC in these programs. Ms. Sekul said that it is very important to track students to ensure they are being properly supported. We do not want these students dropping out of our courses. **Ms. Ladner will track the late registered students for the fall 2004 semester to see how they perform and will report back to the group.**

**VI. OTHER BUSINESS.**

- A. ENROLLMENT REPORT.** Dr. Cliburn said that Ms. Ladner just completed loading and validating the e-audit files and there were 9,717 students in the pay file. This is a 5% increase over last spring. The final number of non-compliant files were 23. In comparison, there were 20 non compliant files at

the Seabee base alone last semester. The individual campus counts are not ready at this time. Once the document imaging system is in place, the scanning and video phase will simplify the e-audit process. He stated that the system would simplify the compliance phase, which has been a problem in the past. It will also meet SACS requirements to obtaining proper information. Mr. Yates asked when the document imaging system would be functional. Ms. Sekul stated that the committee meets on April 30, 2004 to discuss which system the college will be using. The document imaging system should be ready to use by the summer 2004.

- B. NOTIFICATION OF GRADUATION PROCESS. Mr. Smith said that a couple of admissions directors called concerning the notification of graduation not being sent to students. Ms. Hartfield stated that she did not want the post cards to be handled in her office because they do not deal with the graduation applications. She also does not feel that a post card will capture the student's attention. The problem sometimes occurs in advising. Ms. Parshall does not feel the letters are effective because these are generic letters sent to all students with 46 credit hours, many of whom are not eligible for graduation. By mailing these, the admissions office and Career Center are inundated with phone calls and visits that they are unable to accommodate. Ms. Sekul said that not reaching the students at all is not helping those students who need advisement. Mr. Smith added that part of the difference between graduation rates and the increase of enrollment is due to the students not being advised properly. Ms. Sekul requested that there be a session during the Fall Faculty Workshop on advising.
- C. Ms. Hartfield stated that the Institutional Relations department is considering going to a booklet of forms, like Hinds Community College. The booklet would include the admissions application, financial aid applications, etc. She welcomes the councils input. Ms. Holloway mentioned that the campuses would still need single page applications or forms during the registration process.
- VII. FUTURE MEETINGS.
- VIII. ADJOURNMENT. There being no further business, the meeting was adjourned at 11:45 a.m.

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