

STUDENT SERVICES COUNCIL
Wednesday, September 29, 2004
Minutes

A regular meeting of the Student Services Council was held on Wednesday, September 29, 2004, in the Darby Hall Board Room. Attendance was as follows:

Official Members

Dr. Cheryl Thompson (Chair)	present
Dr. Dean Belton	present
Mr. David Besancon	absent
Ms. Sheree Bond	present
Mr. Mark Bounds	present
Dr. Joseph W. Cliburn	present
Mr. Jeff Donahoe	present
Ms. Colleen Hartfield	present
Mr. Rick Hartfield	present

Ms. Patti Holloway	present
Mr. Charlie Neumann	present
Ms. Terri Ormes	present
Ms. Tommye Skinner	absent
Mr. Mark Smith	present
Ms. Ouida White	present
Dr. Bill Yates	present

Other(s) Present

Tammy Franks
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.H. STAFF/ADMINISTRATION EVALUATION. Mr. Hartfield V.I. DUAL ENROLLMENT. Dr. Thompson-Stacy.
- III. MINUTES OF PREVIOUS MEETING – **April 16, 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 the college will be introducing the third phase of the customer service project, the MGCCC Experience. Training will be held at all campuses during the months of November and December and will consist of three hours training for all employees. All center personnel will be required to attend one of the campus workshops. The campus vice presidents or the campus professional development office will be sending information and signup sheets in the upcoming weeks. The group size for each of these workshops will be around twenty-five persons.

Dr. Thompson-Stacy was asked to share with all groups that administrators are also required to earn forty-five hours of professional development training

in a three year period. The hours earned toward professional development should be properly documented.

The college directory is now located on the college website and is accessible for both college and outside agency use. The administrative handbook will also be going online within the next couple of months. This document is being placed online to ensure that all faculty, staff, and administration have the most current statement (delete the word is) available to them.

- B. BANNER UPDATE. Dr. Thompson-Stacy stated that Mr. Besancon was unable to attend the meeting due to document imaging training conducted by Nolij. Nolij has been chosen as the college's document imaging software company. Mr. Smith stated that the computer center has asked that different departments provide flow charts of day-to-day processes that could be document imaged. Nolij will create and test these processes in our system while they are here this week. The Document Imaging program will most likely be piloted on the Perkinston Campus because the enrollment is smaller and also the connectivity is slower. All campuses and centers will be receiving document imaging equipment. The college will be conducting hands on training probably during the week of October 25th in each department. Before the training occurs, someone will be attending each campus discussing document imaging and conducting question/answer sessions. Dr. Thompson-Stacy asked that when choosing training participants, the campuses and departments should choose wisely. These participants will be required to take the information back to their departments and teach others how to use the system. The primary goal with document imaging is to get the current students in the system first, then backlog previous students.

Banner speed is still a problem on both the Perkinston and Jackson County campuses. At Jackson County the system begins to slow down around 10:00a.m. and continually gets progressively worse throughout the day. Dr. Belton added that several individuals leave Banner open when not using it, and this adds to a major slow down with the system. Mr. Smith said that with Banner 6 this is not as big of an issue now, but the problem is the amount of the bandwidth being allocated to the system.

Dr. Belton mentioned that he has been experiencing a time differential with appointments in outlook. If he schedules a meeting via e-mail for ten o'clock in the morning, some attendees calendars show the meeting at nine o'clock. Mr. Smith stated that the problem may be in the time zone the recipients computer is formatted. The recipients need to ensure that their computers are set on Central Standard Time and that the box to adjust for daylight savings time is checked. **Dr. Thompson-Stacy asked that Mark send an e-mail to all college employees explaining the formatting process to correct the outlook meeting problem.**

- C. MISSISSIPPI VIRTUAL COMMUNITY COLLEGE. Mr. Smith provided two handouts, the first handout was MGCCC's online enrollment and the second showed how MGCCC compared to other colleges in the MSVCC consortium. MGCCC's non-duplicated head count is 2,116 for the fall 2004 semester. 867 students from other colleges, filling 1,023 seats, took MGCCC classes. Total MGCCC enrollment for fall 2004 was 4,234 duplicated students. Mark stated that one problem that was created by the increase in enrollment was a textbook issue. This was the first semester that a statewide textbook policy was implemented where each college bookstore had open PO's between bookstores. Each bookstore would then order textbooks from the appropriate bookstore for provided course students. The bookstores and campuses did not expect such an increase in book volume. The MSVCC has over 980 sections placed into the system. MGCCC is required to accept any section offered in the virtual system as long as it is included in the college catalog. All MGCCC classes are built into Banner first, the other schools classes are added. For instance, during the fall 2004 semester, MGCCC only added 85 total courses from the MSVCC because the need was not there to add additional courses. There are some institutions that upload all courses from the MSVCC to the college system. MGCCC manages the system and adds courses as students need and request them. Mr. Neumann asked if the number of seats per course was automatically set at twenty-five. Mr. Smith stated that the number of students seats is determined by the instructor. There are cases where instructors ask Mark to cap the class at 35.
- D. ELECTRONIC GRADEBOOK. Dr. Thompson-Stacy said that all instructors are required to place one class in Electronic Gradebook for the fall 2004 semester. After discussing the issue with the Instructional Affairs Council, there seems to still be a lot of concern from faculty members on how user friendly the Electronic Gradebook in Banner is. Many faculty members have stated that the Electronic Gradebook in the Blackboard system is much easier to use. Dr. Thompson-Stacy stated that Lynn Ladner has been working hard at developing ways of making the system more user friendly, and has asked that the faculty representatives from the IAC receive faculty feedback on the Electronic Gradebook now that the upgrades and fixes have been made. Mr. Neumann stated that several of his technical instructors have been experiencing problems with the Electronic Gradebook system.
- E. PAPERLESS WITHDRAWAL PROCESS. Dr. Yates said that Jackson County Campus paperless withdrawal process has been very successful. During the implementation process there was a substantial amount of work do be done, but the hard work has paid off. Ms. Ormes said that students, faculty, and all offices are very pleased with the new program. All offices are notified of withdrawals every day and that fewer errors occur during the input process. Ms. Franks added that the new process has helped the business office tremendously. Ms. Holloway asked how this affects the Air Force tuition payments, since they are required to provide the Air Force tuition office with hard documentation. If an Air Force student withdraws before the refund

period, the Air Force tuition office pays the college a certain percentage of tuition; if the student withdraws after the refund period the Air Force office pays the full amount. Ms. Franks stated that when Air Force students come to the business office she bills the Air Force tuition office for either the full amount, if withdrawing after the refund date, or the percentage if the student withdraws before the refund period. Dr. Thompson-Stacy asked if the Perkinston and Jefferson Davis campuses had any questions regarding the paperless withdrawal process. Mr. Hartfield asked if a meeting could be scheduled between all campuses to discuss the paperless withdrawal process. Mr. Donahoe agreed that this meeting would be the best solution. **Dr. Thompson-Stacy will be setting up a meeting with Directors of Admissions, Deans of Business Services, Directors of Financial Aid, campus bookstores, campus librarians, and Academic Deans from all campuses to discuss implementation collegewide of the paperless withdrawal process.**

- F. OUT-OF-STATUS INTERNATIONAL STUDENT ENROLLMENT. Dr. Yates said that this was originally a concern that the Jackson County campus had run into. Ms. Ormes stated that she now handles each of these students on a one on one basis. She requested that this item be deleted from future agendas.
- G. PRE-REGISTRATION FOR ONLINE STUDENTS. Mr. Smith stated the MSVCC sets registration dates based off of the first registration date of a community college within the consortium. Last semester there were several MGCCC classes that were filled by other students before the registration for Gulf Coast students even opened. Spring registration for MGCCC students is normally held toward the middle to the end of November. The registration period will now be open to MGCCC students on Monday, November 1st. The tabloid will be delivered to all campuses on Thursday, October 28th. The open/closed class listing will also be on the college website. By moving this date up, our students have ample opportunity to register for these classes. Dr. Thompson-Stacy added that many of the other larger community colleges like Hinds and East Central are opening their registration during this time, so MGCCC students should not be at a disadvantage. MGCCC now needs to look at its processes in order for registration to fall in line with the MSVCC. **Dr. Thompson-Stacy asked that Mark provide the council with future registration dates set at the MSVCC.** Dr. Thompson-Stacy said that the permits for registration will be ready before the November 1st registration date. Ms. Holloway stated that they had already anticipated an early registration; however, the problem is that normally active duty military personnel registration normally is open two weeks before civilian registration. The permits will not be available for the active duty military personnel until November 1. Dr. Thompson-Stacy asked that Ms. Holloway check with Lynn Ladner and discuss the permits for active military personnel.

- V. NEW BUSINESS.

- A. HIGH SCHOOL SCHOLARSHIP AWARD SELECTION TIMEFRAME AND ANNOUNCEMENT. Mr. Hartfield said that each year during March and April, Ashley Batson coordinates the high school award ceremonies with each of our campuses. The requests from high schools continues to increase each year. Dr. Yates suggested that each campus should send a list of students receiving scholarships to the high school counselors. The counselors should know which students are receiving scholarships that may be left off the list, and will contact the campus. Jackson County campus has been doing this the last several years, and this seems to cut down on the number of students being left out during school ceremonies. Dr. Belton states that he qualifies all scholarships before presenting them and then states that some students may be expecting scholarships, but the paperwork may not be completed. He asks that these students and parents see him after the awards ceremony. Mr. Hartfield said that the Alumni Foundation is working with Lynn Ladner on getting a tracking system for all institutional scholarships being awarded. The tracking system will allow people to view the list of students receiving scholarships, and add names that do not appear on the list. If after a certain date, no names could be added to the list. Ms. Bond said that this is a timing deadline, because MGCCC's due date is June 1st. She stated that Financial Aid does sit down the first week in April to choose Foundational scholarships. Ms. Bond said that MGCCC may want to consider pushing the Financial Aid deadline up to April 1st. Mr. Donahoe agreed and said that this would benefit the college and the scholarships being awarded. Ms. Bond said that she would also make changes with authorizations in the coming year. Normally she waits and put the scholarships in Banner when the students file is complete. Now she will place the students scholarship in Banner with an incomplete status, so that the computer center can see that these will be awarded. **Dr. Thompson-Stacy set up a subcommittee to bring back some recommendations to the SSC regarding this issue. The committee consists of Rick Hartfield (chair), Sheree Bond, Ashley Batson, Dean Belton, and Jeff Donahoe.**
- B. CHANGE OF SCHEDULE FEE. Mr. Smith would like to thank everyone in Institutional Relations and across the college for getting the Tabloid realigned. The issue with the change of schedule fee has come up due to all the work Distance Learning is doing with students coming in and registering, dropping, etc. Mr. Smith asked how the campuses were handling the change of schedule change fee. After speaking with the campuses, JD, Keesler, Perkinston and the George County Center do not charge a schedule change fee. JC does charge the \$15.00 change of schedule fee. Mr. Smith's concern is that some students are being charged the fee and others are not. The system should either be implemented or removed across the board. Ms. Ormes said that before JC implemented this fee, there was an extremely long line waiting at the computer to add a class. There is no longer a long line of students. Mr. Donahoe said that he thinks online registration has led to reduced lines for drop/add and also has led to a need to eliminate the schedule change fee. Mr. Hartfield stated that he feels the reason everyone wants to change the add/drop period is because of the impact it has on faculty/staff. He said that the

perspective needs to be on what impact is the add/drop period has on the students. Mr. Smith stated that the period the student first attends class should be looked at before changing the length of the add/drop period. Dr. Belton said that by shortening the time, many night class students would be left out. Ms. Hartfield added that there is also a pattern for career students registering during late registration. **The recommendation of the committee to the Finance Council is that we do not charge the change of schedule fee.**

- C. BANNER OVERRIDE AUTHORITY. Mr. Smith identified a problem where people are modifying seat numbers in the SSASECT screen in Banner to get around overriding the class in the SFAREGS screen to enroll a student in a full class. Mr. Smith suggests that write access to the SSASECT screen be limited to prevent this from occurring. Dr. Thompson-Stacy stated that during the IAC meeting that was held yesterday a committee was formed to identify who needs to have access privileges. She would like some members of the SSC to be added to this committee. **The committee will be composed of Mark Smith (chair), Deans of Instruction; Lynn Ladner; Terri Ormes; Dean Belton; Patti Holloway;**
- D. OPEN/CLOSED SECTION LINKS FOR STUDENTS. Mr. Smith said that in the past the Tabloid has become obsolete by the time students started to register. The college then decided to place the open/closed course listing on the website for students and is now looking for ways to improve this link. One improvement is that when the registration date for a class has passed, the class will no longer be visible on the listing. Another change is they are looking at how to label hybrid and first and second nine weeks classes. Mr. Hartfield said that by taking the classes off the website, rather than just marking them in red, there may be more questions from students who are comparing this list to the Tabloid. Dr. Thompson-Stacy said that students liked being able to view what was opened or closed before they registered. Mr. Neumann expressed that he would like the link to have all the courses listed. Dr. Thompson-Stacy said that this is also something the bookstores have been requesting. **Mr. Smith will work with Lynn Ladner on getting the entire list of classes for administrators to use and keep the web link for the students.**
- E. STUDENT E-MAIL SPAM. Mr. Smith said that the college built a single distribution address to the college e-mail server. This was being utilized for official college business. Some students found out about the distribution and began sending SPAM e-mail to all students. Mr. Besancon has disabled this distribution address, which means no one can send mass distribution messages to students. If there is a need to send out a mass e-mail, you have to send the information to David, who has a process that he can use to get the information to all students. Mr. Smith said that it is also important that all students are well informed on their college e-mail accounts. He stated that Ms. Parshall recommended placing posters throughout the campuses to advertise student e-mail accounts. Ms. White recommended that this information also be placed on all syllabi.

- F. ACADEMIC CALENDAR. Dr. Thompson-Stacy provided draft copies of the 2005/2006 college calendar and summary of class minutes. She explained that for the spring 2006 semester classes would begin on a Friday. The state of Mississippi requires all colleges to meet 2,250 minutes for each semester for a three credit hour lecture course. If classes do not begin on that Friday, classes would be extended beyond the nine month faculty contract dates in order to meet the minimum instructional minute requirement. **The Student Services Council recommends the 2005/2006 Academic Calendar be sent to the Executive Council for approval.**
- G. ACT OPINION SURVEY. Dr. Cliburn distributed a hard copy of the ACT student survey results. Joe said that if you don't want to go back and print copies for your campuses, there is a website where this can be viewed at http://www.mgccc.edu/~instr_aff/factbook. This past spring MGCCC changed its approach to institutional student survey. The college used to use a 100 item in-house survey to gauge student satisfaction in a variety of student services. Executive council approved a budget to use an ACT Student Opinion two year college survey. The benefits to using ACT is that they provide national norms and can tell us how our scores match up to other schools nation wide that are similar to MGCCC. Dr. Cliburn mentioned that the graph on page eight did not have the legend printed. The upper bar is occupational choice, the lower bar is current area of study. The most highly ranked reason that people attend MGCCC is that we offer the courses people want when they want them. This item wasn't even a question on the old survey. For each item there were two questions, one was where the student self-reported how much they use the service, then they rated the services. The top five highest rated services were the library, VA services and day care services. Very few students use the VA or child care services so Dr. Cliburn also prepared a weighted average to take this fact into account. Even our five areas of the lowest rated aspects were significantly higher than the national norm. Joe said that if you want a spreadsheet copy he asked that you contact him. There is a web page version of this without the graphs that is also available. Dr. Thompson-Stacy asked that the SSC members please share this information with their campuses. We need to make use of the results. Dr. Thompson-Stacy said that Joe did a wonderful job on this and put a lot of work into it.
- H. STAFF/ADMINISTRATION EVALUATION. Mr. Hartfield said that there is a subcommittee within the evaluation committee to discuss faculty and administration evaluation systems. The last meeting of the subcommittee was held June 10th. The group will be attending each campus to present a rough draft of evaluation changes and to hold question and answer sessions. These new evaluations will be more appropriate and more useful for supervisors. Dr. Thompson-Stacy is chairing the faculty evaluation subcommittee. There will be a meeting on the PK campus Thursday, September 30th where she and some faculty members will be presenting the draft faculty evaluation system. Presentations on the faculty evaluation system will also be made at JD and JC

later in the semester. She encourages faculty to attend these sessions and give their inputs. The College wants the evaluation system to be useful.

- I. DUAL ENROLLMENT. Dr. Thompson-Stacy said that the draft dual enrollment proposal from MS State Board of Community and Junior Colleges, the IHL, and State Board of Education states that high school students will get both high school and college credit. She will e-mail the council a copy of the draft proposal, which has not yet been signed. Students will get a half Carnegie unit from high school for taking a three semester credit hour college course. The high school student will also receive the college credit. The college will get funding for the dually enrolled students just as we do now. Ms. Bond said that these students need to be informed that they will not be eligible for Title IV financial aid. This is only available to high school graduates or GED recipients. Ms. Ormes said that in they system these students receive the 099 coding, which informs everyone of the dually enrolled status. Ms. White agrees with hosting dually enrolled students, but says that faculty do not want to have any part on whether a student graduates from high school. Dr. Belton said that this should not be a problem because dually enrolled students must adhere to strict guidelines before entering the program. Dr. Thompson-Stacy will let the SSC know when the draft dually enrolled policy has been finalized at the state level.

- VI. OTHER BUSINESS.
 - A. ENROLLMENT REPORT. Dr. Cliburn said that at the end of the 5th week, academic enrollment was up 7.2% verses last year. Technical enrollment is down. Career is down 13.8 percent. Student credit hours are up 3.4 percent. There are still 139 students showing as non paid. There is still a possibility of factoring in another percent gain. Career/Technical enrollment is believed to decrease when the economy begins showing signs of improvement. Dr. Thompson-Stacy said that Lynn Ladner sent out the list of students that are marked with C codes, so campuses should be in the process of determining whether these students are in attendance.
 - B. Mr. Hartfield stated that students had been asking more questions concerning the ACT Scholarship. Students have been asking if we would accept ACT Scholarships coming from another institution, and others asking if they can take it once they have been admitted to the college for a second time. His concern is that the scholarship only states that it is available to a first time entering freshman. There is nothing stating that the score at the time of admission determines scholarship recipients. None of the other campuses had had any of these type of questions asked.

- VII. FUTURE MEETINGS.

Friday, November 19, 2004	-	Jackson County Campus
Friday, February 18, 2005	-	Jefferson Davis Campus
Friday, April 15, 2005	-	Applied Technology & Development Center

VIII. ADJOURNMENT. There being no further business, the meeting was adjourned at 11:45 a.m.

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