

**STUDENT SERVICES COUNCIL**  
**Friday, February 18, 2005**  
**Minutes**

A regular meeting of the Student Services Council was held on Friday, February 18, 2005 in the Banquet Room at the Jefferson Davis Campus. Attendance was as follows:

**Official Members**

Dr. Cheryl Thompson (Chair)	present	Mr. Charlie Neumann	present
Dr. Dean Belton	absent	Ms. Terri Ormes	present
Mr. David Besancon	present	Ms. Tommie Skinner	present
Ms. Sheree Bond	present	Mr. Mark Smith	present
Mr. Jeff Donahoe	present	Ms. Ouida White	present
Ms. Tammy Franks	present	Dr. Bill Yates	present
Ms. Colleen Hartfield	absent		
Mr. Rick Hartfield	absent		
Ms. Patti Holloway	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. Dr. Cliburn asked that an item be added under Other Business VI. A. Enrollment Report
- III. MINUTES OF PREVIOUS MEETING – **November 19, 2004**. All previous minutes of the SSC have been approved by the Executive Council.
- IV. UNFINISHED BUSINESS.
  - A. EXECUTIVE COUNCIL ACTION. Dr. Thompson-Stacy stated that everyone was already aware of the Mardi Gras holiday observed by the college. The suggestion to be closed for Mardi Gras came from the campus/center strategic planning forums. Executive Council took into consideration the feedback from these forums when making the decision.

Administrative Handbook Statement 242-1 Due Process in Student Discipline has been approved by the Executive Council. The revised statement removes the Board of Trustees from the student grievance procedure.

Dr. Thompson-Stacy would like to remind everyone that the deadline for nominations of the Difference Maker Award is February 28<sup>th</sup>. Please nominate anyone who you feel goes above and beyond the call of duty.

- B. BANNER UPDATE. Mr. Besancon said that Cory Walters is the new Human Resource Analyst for the computer center. He is doing a great job in this position.

Mr. Besancon mentioned that there has been a change with the Touchnet machines that the college uses for online credit card payments. Touchnet is used in conjunction with Hancock Bank, who recently changed their processor. The college had to change software to match what Hancock Bank uses. The college's online credit card payment system was down three weeks during the month of January.

Last semester the computer center had an issue with rolling of grades. This caused a problem for the Perkinston Campus when the grades were rolled a day early. Prior to this dilemma the computer center had no formal production schedule in place. He is now working on building these production schedules. These production schedules will ensure that everyone is aware when grade roll-overs will occur.

As of the January Board meeting, the college will be moving forward with the Storage Area Network. The computer center should have a working model of Internet Native Banner (INB) in March. In the future, when accessing INB, employees will be using Internet Explorer. In doing so, the computer center is hoping that this program will be a lot faster. Currently, the information comes from the Perkinston Campus or Jackson County Campus to the server in the computer center at the Jefferson Davis Campus. Thus, the system seems to be slower for users out of Jackson County and Perkinston Campus. In the future, all process and data interchange will occur between two servers.

Currently the cash registers are the only way to track money in the campus bookstores. The bookstores are not integrated with Banner. In January the Board approved the publication of an RFP to obtain a point-of-sale system for the campus bookstores. This will allow integration with Banner so that students can use their I.D. cards in the bookstore and charge material to their financial aid. The bookstores will also be able to determine what books and supplement materials the students need for their courses. The bids open next week and will go to the March Board meeting for approval. Currently, there are two front runners for this program: Nebraska and Missouri. Both of these are excellent systems. Ms. Franks asked how the items scanned in the bookstore would appear on bill, by bulk amount or line item. Her concern is that line item bills will be several pages long. Mr. Besancon assumes that for efficiency purposes, the bills will print using the bulk amount.

Mr. Besancon provided the council with a handout. The computer center is looking at moving to a laser bill in the business offices. Ms. Holloway asked if this would print as multiple pages. At the Keesler Center they will continue to use the yellow copies of the bill as a proof of registration for textbook issuance. Mr. Besancon stated that Keesler would still be able to print the old

statements. He also mentioned that paper can be purchased that alternates between white and canary for duplicate printouts. Dr. Thompson-Stacy asked that Mr. Besancon include a Keesler Center representative during the decision making process.

The computer center has just fully installed the Nolij system for document imaging. Nolij has conducted one training session for the campus trainers: Amanda Frye, Becky Parker, Marleen Moore, Michelle Sekul, Mark Smith, Kim Morgan, and LaShanda Chamberlain. The next training session will be conducted during the week of March 21-24. Financial Aid will be trained one day, Admissions another, Human Resources another, etc. During this time, Mr. Besancon asked that college employees not tie the trainer down with department problems that can be worked out at a later time. This session is for training purposes only. Dr. Thompson-Stacy asked that the Directors of Admissions and Center Deans be included in the training session during the week of March 21-24. Following this training, Mr. Besancon plans to have a Nolij representative visit the college and train different departments once a month. The computer center will have to increase bandwidth and add another server for the Perkinston and Jackson County campuses. Mr. Besancon hopes to have the program implemented by the summer. Mr. Smith stated that a group of people would be involved in the scanning of information into banner and possibly moved to centralized processing. Each campus would still have the equipment and scanning capabilities to scan within their department. Dr. Thompson-Stacy added that no decision would be made in regards to centralized processing without the input of all campus departments.

The change of address form has been placed on the college web page. Ms. Ormes asked how often the Admissions departments would receive reports from the computer center. Mr. Besancon will check with Lynn of the report distribution dates.

Dr. Lott approved the purchase of the Banner Alumni module. The funds came from the E&G Budget so this purchase will occur before June 30. The Alumni module will allow the college to track students from the time they enter MGCCC throughout their life span. This will allow the college to have a complete relationship with the student/alumni.

- C. MISSISSIPPI VIRTUAL COMMUNITY COLLEGE. Mr. Smith provided handouts on the unofficial enrollment numbers for MSVCC. MGCCC is still the largest institution in non-duplicated and duplicated headcount. Itawamba Community College is the largest institution based on the number of seats provided. The MSVCC total headcount is 12,756 non-duplicated and 25,579 duplicated.

The college has been piloting a new online learning platform, Desire2Learn (D2L). This has been a more stable platform than Blackboard. Currently the MSVCC has a 1,000 user license with D2L. MGCCC alone is using 600 of

these seats. There are six colleges testing the D2L platform. The MSVCC is proposing moving from a 1,000 user license to a 5,000 user license. If this occurs, almost all of MGCCC's instructors will be able to use the D2L platform. Mr. Smith stated that he e-mailed all online instructors earlier in the week to determine what platform they would prefer. Most all MGCCC instructors responded and asked Mark to move their courses to the D2L platform. Distance Learning will be conducting aggressive training if the MSVCC opens more courses in D2L.

Dr. Thompson-Stacy said that there have been some discussions at the campuses concerning funding for online students. The funding is as follows: If an MGCCC student is taking an online course with an MGCCC instructor, the college receives full funding and in some cases receives even more than full funding. MGCCC receives full funding on the majority of its online students because most of our online enrollment are MGCCC students taking MGCCC taught classes. If an away student takes an online course through MGCCC, the college receives 50% funding. Dr. Thompson-Stacy stated that at the Donors Banquet on February 17<sup>th</sup> she met one of the student scholarship recipients who had taken almost all of her courses online. The student was a single mother with a full-time job and was very appreciative of MGCCC's distance learning program.

- D. HIGH SCHOOL SCHOLARSHIP AWARD SELECTION TIMEFRAME AND ANNOUNCEMENT. Mr. Hartfield was unable to attend the meeting and sent an update via e-mail. The subcommittee met last week and tentatively set a selection timeline. Once they determine the earliest high school award ceremony date, the committee will finalize the timeline. The council asks for David's approval for the creation of an awards database. Mr. Besancon stated that the creation of the database will not be a problem.
- E. BANNER OVERRIDE AUTHORITY. Mr. Smith stated that the committees made up of both SSC and IAC council members have met to discuss Banner accessibility. Currently there are two ways of accessing Banner: maintenance access and query access. Maintenance access allows the individual to edit information in the database, while query access is read only. Ms. Lynn Ladner is in the process of setting up the parameters in banner to specific classes/groups. The committee has been sending out e-mails requesting usernames. Each username will be placed into a class/group such as faculty, department chair, etc. Each of these classes/groups permissions will be preset into the system. Testing will be conducted using the training database prior to full production. The testing period is crucial in determining what permissions everyone has and/or needs. Ms. Holloway recommended that if permissions could not be switched over before the first week in May, it would be easier for faculty if this was done at the beginning of the fall semester.
- F. OPEN/CLOSED SECTION LINK FOR STUDENTS. Mr. Smith said that there is a revised format for the Tabloid. The Tabloid will no longer be

divided by campus but by discipline. The open/closed section link should also be revised to match the Tabloid. MGCCC is now utilizing the session field in Banner. This field tells the student whether a class is day, night, weekend, hybrid, web enhanced, or an online class. Mr. Smith asked that people stop modifying the course name field in Banner as the modified course name is then printed on the student's transcripts. Mr. Smith e-mailed Mr. Keith Lee about making the open/closed list a searchable tool. The proposed tool will have three searchable fields, a session field, a campus/center field, and discipline field. The drop list will default to all which will appear as it currently does on the web. If the student just wants to look for a hybrid course, they will click the hybrid options on the session field drop list and will then be presented with a list of all available hybrid courses.

- G. TABLOID PRODUCTION. Ms. Hartfield. See Item IV. F.
- H. ADMINISTRATIVE STATEMENT 750. Ms. Ormes provided the council with proposed revisions to statement 750 Advisement of Students. Mr. Smith, the Directors of Admissions, and Counselors revised the entire statement. The college periodically conducts follow-up surveys to assess the effectiveness of various programs and services the college offers. The research is conducted by the Office of Institutional Research and Planning. Dr. Cliburn said that when doing withdrawal surveys, one criticism was that this only surveys students who went through the withdrawal process. The survey did not reach the students who just stopped attending. There was also less than a 10% response on the mail-out graduate survey. Ms. Franks recommended that this statement be included in the orientation packets provided to students in the fall. **The student services council recommends executive council approval.**
- V. NEW BUSINESS.
  - A. OPEN ENTRY/OPEN EXIT ENROLLMENT CHART. Dr. Thompson-Stacy provided the council with a handout. This chart went into effect in 1999-2000. Recently a situation came up with a student entering the college mid-way through the semester and being enrolled as a full-time student. The student was not able to complete these hours and received grades of IP. Because of this, the student was not eligible to receive financial aid for the next semester as IP grades are not counted as successfully completing a course for financial aid satisfactory academic requirement purposes. Dr. Thompson-Stacy asks the council to share this information with the counselors and remind them that this is in effect.
  - B. ADMINISTRATIVE STATEMENT 242-03. Mr. Smith provided the council with proposed changes for statement 242-3 Student Grievance Procedures. This is a follow-up to statement 242-1 approved by the Board in January. The revised statement removes the Board of Trustees from the student grievance procedure. Mr. Smith worked with the Deans of Student Services and Mr. Rex Moak when revising the statement. Mr. Neumann said that Section II. B. item

2 did not include a time line for students. His question is does the student have an unlimited amount of time to appeal a decision. The council recommends a thirty day time constraint. The committee also recommends that the note under section II. B. item 2 be removed. The nursing section will mirror section B. of the statement for this same area. Mr. Neumann asked if this statement relates to a student being dropped from a class due to excessive absences. Would the student have thirty days to appeal the drop? Dr. Thompson-Stacy stated that the student would have thirty days to appeal the drop and could return to class during the appeals process. If the student waits two weeks to appeal the drop, they are not allowed to attend class for those two weeks. As soon as the appeal process begins, the student may re-enter the course until the appeal process is complete. **The student services council recommends executive council approval.**

- C. ON-CAMPUS REGISTRATION OF ONLINE STUDENTS. Mr. Smith stated that he had received an e-mail from an online instructor who helps during the registration process. The instructor observed misinformation that was given to online students. The suggestion was made that during registration each campus have a set group of people to help online students. Mr. Donahoe stated that he does not know how this can be accomplished with registration being so spread out. He recommends having an information sheet for online students that can be picked up during the registration process. Dr. Cliburn recommended that a core group of people in every department, like those that teach online courses, give the information to online students and train others in their department. Mr. Donahoe agreed and recommends that this be done with every aspect of the registration process. Dr. Thompson-Stacy asked that the Deans of Student Services work with department chairpersons and online faculty in developing training session for registration.
- D. WEB BASED STUDENT ORIENTATION. Dr. Yates said that COMPASS is up and running and web based orientation is just an extension of COMPASS. There are many schools offering online orientations. The Jackson County campus is thinking about giving a virtual tour of the campus and then breaking into the various sections of the college such as Tabloid, advisement, registration, etc. The online orientation will be interactive so that students can move from building to building. This offers an even higher level of accountability than campus orientations, where students sometimes play on their cell phones during the orientation sessions. By conducting an online orientation, he is not attempting to eliminate summer orientations, but just wants to expand on COMPASS and make it a more user friendly environment for the students. Once the student completes the online orientation, they can call and schedule appointments with each of the necessary offices. If the online orientation is successful on the JC campus, the college will look at placing a similar program on the college web page. Mr. Smith recommended placing this information in Blackboard. Dr. Yates said that he is working with Mr. Keith Lee and placing the information in FrontPage. They are in the process of taking photographs of the campus. Dr. Thompson-Stacy asked that

Jackson County include information such as primary student e-mail accounts; the difference between on campus, web enhanced, hybrid, and online classes; etc. They are hoping to have this new form of orientation running this summer. Mr. Donahoe said that this would be a great idea for the entire college. Dr. Thompson-Stacy asked that they include someone from Central Office Student Services during the planning process as the distance learning office has already accomplished some of what JC wants to do with the online student orientation that has been developed.

VI. OTHER BUSINESS.

A. ENROLLMENT REPORT. Dr. Cliburn said that last Friday was the six-week date for enrollment. For regular spring courses, overall college-wide enrollment is down 1.7%. The student credit hour generation is only down one tenth of a percent. The actual career/technical classes percentages did not change. The college-wide total for academic enrollment is up nine tenths of a percent.

B. Dr. Yates and Ms. White wanted to ensure that the electronic signature for audit rolls was operational. Mr. Besancon said that this should be functional now, but that he would double check. **Mr Besancon will report back to the SSC on the status of the electronic signatures for audit rolls.**

VII. FUTURE MEETINGS.

Friday, April 15, 2005 - Applied Technology & Development Center

VIII. ADJOURNMENT. There being no further business, the meeting was adjourned.

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