

**STUDENT SERVICES COUNCIL**  
**Wednesday, October 5, 2005**  
**Minutes**

A regular meeting of the Student Services Council was held on Wednesday, October 5, 2005 in the Darby Hall Board Room. Attendance was as follows:

**Official Members**

Dr. Cheryl Thompson (Chair)	present
Dr. Dean Belton	present
Mr. David Besancon	present
Ms. LaShanda Chamberlain	present
Mr. Jeff Donahoe	present
Dr. Joseph Cliburn	present
Ms. Colleen Hartfield	present
Mr. Rick Hartfield	present
Ms. Patti Holloway	present
Mr. Brock Clark	absent

Dr. Beverly Parker	present
Ms. Barbara Parshall	absent
Ms. Tommye Skinner	absent
Mr. Mark Smith	present
Dr. Jan Moody	present
Dr. Bill Yates	present
Ms. Joyce Calcote	present
Ms. Tammy Franks	present

**Other(s) Present**

Buffy Matthews  
Anjelica Edens, recorder

- I. CALL TO ORDER. Dr. Thompson-Stacy called the meeting to order at 9:00 a.m.
- II. APPROVAL OF AGENDA. The following items were added to the agenda under new business: V. B. NG GRADES. Dr. Thompson-Stacy, V.C. ENROLLMENT. Dr. Cliburn, V.D. RECRUITMENT. Ms. Hartfield, and V.E. DIPLOMA PRINTING. Mr. Donahoe.
- III. MINUTES OF PREVIOUS MEETING – **April 15, 2005**. 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 Executive Council had been looking at energy conservation prior to the hurricane to save energy costs. Energy conservation is even more important now given the rising electrical costs and gasoline costs. Please do whatever you can to help control utility costs at the college.

The customer service training for October and November is cancelled. The NLNAC accreditation visit scheduled for October has been cancelled and we don't know at this time when it will be rescheduled. The administrative workshop is also cancelled for this fall. The reason for this is that we can not afford to miss any more instructional class time. It will be difficult as it is to

cover the course material that must be covered. Luckily, the State Board for Community and Junior Colleges has shortened the instructional time to be met this semester for community colleges affected by Katrina. The State Board has also approved reducing dual enrollment requirements for this semester to ten Carnegie Units from fourteen units. In addition, a recommendation from the principal and/or guidance counselor is required.

- B. BANNER UPDATE. Mr. Besancon There was no report given.
- C. MISSISSIPPI VIRTUAL COMMUNITY COLLEGE. Mr. Smith provided the council with three handouts: MSVCC Numbers Fall 2005, Hurricane Katrina pre and post enrollment numbers, and MSVCC Fall Semester 2005 Enrollment Data. Key points made were:

- MSVCC non-duplicated enrollment was 12,672, an increase of 11% over the Fall 2004 semester
- MSVCC duplicated enrollment was 27,164, an increase of 20% over the Fall 2004 semester
- MGCCC duplicated student enrollment in MSVCC online classes increased 4% to 3,665
- Non-duplicated MGCCC enrollment in MSVCC courses was down 4% to 2,033, but MGCCC student enrollments in MGCCC online courses (duplicated) increased 9% to 3,512 (These numbers do not reflect enrollment in the 2<sup>nd</sup> 9-week short-term online classes)
- Away student non-duplicated enrollment in MGCCC classes decreased -41% and away student duplicated enrollment in MGCCC classes decreased -43%
- Non-duplicated MGCCC enrollment in MSVCC courses before Hurricane Katrina was 2,288 and MSVCC student enrollments in MGCCC online courses (duplicated) was 4,481 before Hurricane Katrina

Mr. Smith identified some problems that have occurred across the MSVCC consortium that resulted in the dramatic reduction of away students in MGCCC online classes. These problems include: away colleges not offering classes that do not contain a proctored exam, away colleges not offering course that do not offer a proctored final exam, away colleges not offering course sections of other colleges until their own similar course sections are filled, and away college moving students already registered into MGCCC into their own classes immediately after Hurricane Katrina hit the Gulf Coast. He stated all of these issues were being address at the MSVCC level.

Mr. Smith announced that MGCCC is moving the hybrid server from Blackboard to Desire2Learn (D2L) in Spring 2006. The Hybrid Blackboard server would still be operational through November 2006. Distance Learning personnel will migrate course from Blackboard to D2L over next year. Many professional development workshops for the D2L platform are currently being

conducted. The schedule of when these workshops will be available can be found at [http://www.mgccc.edu/~distance\\_learning/pd\\_schedule.htm](http://www.mgccc.edu/~distance_learning/pd_schedule.htm).

- D. BANNER OVERRIDE AUTHORITY. Mr. Smith noted that we had not made any progress since our last meeting. Lynn Ladner has built groups (classes) that will be assigned certain privileges or rights. Some examples of these classes include Admissions Directors, Faculty, Department Chairs, etc. Employees will then be assigned to a class or classes based on the job or jobs they perform at the college. It is much easier to assign and manage privileges for a class opposed to assigning and managing the privileges for each employee.
- E. WEB BASED STUDENT ORIENTATION. Dr. Yates presented a draft of the web based student orientation program for reaction and feedback. The presentation starts out with degree programs. There are questions that have to be answered correctly by the student before they can move on to the next orientation section. There is only a backward and forward button so students will not get lost and so they can't skip to other sections of the orientation. The next screen contains information about financial aid and information on the student handbook follows. The screens then go to selecting classes, student organizations, finishes with class registration. It will take about one hour to go through the whole process. Mr. Smith asked if it would be possible to add a slide defining online, hybrid and traditional learning. Dr. Yates asked that any suggestions for additional information or improvements be emailed to him and he will incorporate them into the web orientation. Dr. Yates added that the students taking the web orientation will have to answer questions on each section before going on to the next slide to make sure they are retaining the information. The Jackson County Campus hopes to pilot web orientation for the spring semester. Ms. Hartfield suggested that the content changes be completed before Keith Lee works on completing his portion of the orientation. Mr. Smith suggested that maybe access could be given to those people that need to proof it. Mr. Besancon said the draft web orientation can be set up on the web site with access limited to employees in the student services area. **The computer center and Keith Lee will work on doing this so college-wide proofing can be done.** Dr. Thompson-Stacy thanked Bill, Keith Lee, Sandra Roy and others for their hard work on this project.
- F. TITLE III GRANT. Ms. Matthews has purchased all computers for the assessment centers. There will be twenty at the Jefferson Davis Campus, twenty at the Jackson County Campus, and ten at the Perkinston Campus. Next year ten additional computers will be purchased for each campus. There were also computers ordered for the test proctors and one printer at each testing center. The computers should arrive around October 18. Mr. Smith and Ms. Matthews met with Mike Kukendall from Commercial Business Interiors and he gave them a layout of the centers. The furniture should be ordered in the next couple of weeks and delivered by November. The Jackson County Campus center will be in the LRC building, where the current testing

center is located. The Jefferson Davis Campus center will be in Building N, Room 202 A & B. The Perkinston Campus testing center will be located in the current career center computer lab. The college is currently in the process of hiring proctors for each of the campuses. Two proctors will be hired at JD, one at Perk, and one at JC. Next year, there will be one additional person hired for Jackson County Campus. The Perkinston Campus, the Jackson County Campus, and one position at the Jefferson Davis Campus will work the following schedule: 11-8 Tuesday through Thursday, 8-5 Friday, and 8-5 Saturday. The second position at the Jefferson Davis Campus will work 8-5 Monday through Friday. The proctor schedules will be reviewed for usage after the first year of operation to determine if changes need to be made. All assessment center hours of operations and locations will be included on the college website. Mr. Smith said that this information will also be included on the MSVCC website. Mr. Hartfield asked that Ms. Matthews inform the career center on the hours of operation to allow planning for career testing. Mr. Smith stated online testing will have the first priority in terms of testing because of the Title III grant. Other testing will certainly be added to the schedules for assessment centers. One additional person will be hired for the Jackson County Campus next October. Dr. Thompson-Stacy stated that these positions are grant funded, so the next five years the grant will be paying for their salaries. Dr. Thompson-Stacy stated that the positions will be hired the first week of November even if the testing centers are not completely functional. This will allow ample training time before finals begin.

V. NEW BUSINESS.

- A. ACADEMIC CALENDAR 2006-2007. Dr. Thompson-Stacy stated that the proposed 2006 fall semester has not changed much from the fall 2005 semester. For the spring semester, the classes will start on Friday because of the instructional minutes time don't meet the minimum required 250 minutes and graduation would have to be scheduled after May unless there were any suggestions. Mr. Besancon said he has had complaints about the one day to set-up for registration. They would like to be given two days. Dr. Yates asked why there was two days of registration for summer and not in the spring. He does not see a need for it. Dr. Thompson-Stacy asked if they would prefer to have the registration on Thursday or Friday for the summer semester. Ms. Franks commented that the Friday before Memorial Day is dead and that Thursday would be a better day to hold registration. Ms. Chamberlain said she prefers to have the dead day before registration instead of after because it is tough on the financial aid department. They are still getting applications on that day. Dr. Moody said that will not help the faculty and that the dead day needs to be the day after registration. Dr. Cliburn suggested that we move our class start date to Monday, January 8 and hold classes through Monday, April 30 and have a four day final exam schedule from Tuesday through Friday. This would allow for us to be back two days prior to registration and would also allow for a dead day after registration. Dr. Thompson-Stacy stated that if we could graduate on Friday, May 11, this would work as we need time for

grades to be posted and for student services to confirm graduates. Dr. Thompson-Stacy asked Ms. Hartfield to find out if we can have graduation on Friday, May 11 at the coliseum. Mr. Hartfield stated that the dorms would open on August 20 at 10 a.m. for the Fall 2006 semester. **Ms. Hartfield will check the Coliseum availability for Friday, May 11. SSC recommends to Executive Council approval of the calendar with the changes outlined above.**

- B. NG GRADES. Dr. Thompson-Stacy wanted to reinforce that the deadline for a 100% refund was September 20. Mr. Hartfield, Dr. Yates, and Mr. Donahoe will consider any requests for a 100% refund on a case by case basis. We have received a few requests for a 100% refund since the deadline but not too many. Faculty was aware that they had until September 22 to get people out of their classes and should have already done that. The only Banner codes that should be used in EASY at this point in time are WD, WP, or WF. Dr. Moody said she sent out a letter to each faculty member with the NG dates and that she needs to know who is still using NG's.
- C. ENROLLMENT. Dr. Cliburn stated that the total enrollment as of Monday morning is 7,937 students. This is the lowest fall enrollment since he has been here. There has been a decrease of over 2,709 since last fall. We are down college wide by 25% academic and technical areas. The decrease in enrollment in career programs is lower. Part-time enrollment is down by 31%.
- D. RECRUITMENT. Ms. Hartfield stated that the ads for new classes are running this week and this weekend in the paper. It will also run in the MS Press. The ads will start on the radio next Monday and run for the next two weeks. There have been 120,000 Fast Track schedule booklets printed for newspaper inserts and we are also taking them to McDonald's and Wal-mart in the community. This will also be on the website front page for students to view. There is no television scheduled at this point. There are just not enough funds to stretch for advertising. Ms. Hartfield brought a list of students who have dropped out since Katrina and some have financial aid pending. Ms. Chamberlain stated that some have received aid elsewhere. It would be hard to determine how long it would take for a student to know if they would receive financial aid due to the volume of the applications that have to be done on a case by case basis. If they bring all the information with them when they come it would speed up the process. Dr. Thompson-Stacy said that even if the students are going somewhere else this semester they could possibly come back to MGCCC in spring. Ms. Hartfield stated that she could send out the fasttrack insert with the letter to the students on this list. She made a suggestion that the campuses could make phone calls to the students on the list. Mr. Smith stated that they would need a fact sheet to use when calling. Ms. Hartfield said they could do a general script, but would need input as to what the script should be when calling. Mr. Yates suggested coming up with ten most asked questions. Ms. Hartfield said they would need

help from admissions, distance learning, financial aid, instruction, and the business office to come up with the questions. Dr. Thompson-Stacy and Ms. Franks stated that the students would need to have half of the tuition for the short-term classes by October 24 and half by November 21. These questions could be taken care of today after the Student Services Council to set-up the fact sheet with one represent from each department staying to help. Ms. Hartfield said they could start making phone calls on Wednesday, October 12. Mr. Besancon said he could rework the report to take out just financial aid. Ms. Hartfield asked if there was a financial aid person that could go on first news to talk about financial aid. Dr. Thompson-Stacy suggested that after break maybe Ms. Chamberlain could call Searcy Taylor at the Jefferson Davis Campus to see if see would be willing to do that. Appointments could be set-up for others to talk as well. Mr. Smith stated that radio is the key. Dr. Moody stated that some classes start before October 24 and we need to remember that when calling. **Dr. Thompson-Stacy asked Ms. Calcote, Ms. Chamberlain, Ms. Franks, and Mr. Smith to stay after the meeting to develop the script.**

- E. DIPLOMA PRINTING. Mr. Donahoe stated that the recommendation from the SSC subcommittee that met on graduation issues was that the diplomas would be printed in-house. Ms. Hartfield said she needs to order blank certificates that have college name, seal and signatures, but she is not sure about the software programs that will be used. Mr. Donahoe and Mr. Smith stated that Michelle Sekul had volunteered to do the volume printing of the diplomas. Ms. Hartfield said she will have to work with their department to design and to be compatible. Dr. Thompson-Stacy said that the diplomas will have to be ordered in-house regardless of how it is done. Ms. Hartfield said she would need to know how it is set-up before she buys the certificates. Ms. Hartfield and Dr. Thompson-Stacy will work with Michelle Sekul and Lynn Ladner on the details of in-house printing.
- VI. OTHER BUSINESS.
- VII. FUTURE MEETINGS.
- Friday, November 18, 2005 – ATDC (Gulf Harbor Room)
- VIII. ADJOURNMENT. There being no further business, the meeting was adjourned.

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