

STUDENT SERVICES COUNCIL
Friday, February 17, 2006
Minutes

A regular meeting of the Student Services Council was held on Friday, February 17, 2006 in the Banquet Room at the Jefferson Davis Campus. Attendance was as follows:

Official Members

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| Dr. Joseph W. Cliburn (Chair) | present |
| Dr. Dean Belton | absent |
| Mr. David Besancon | absent |
| Ms. LaShanda Chamberlain | present |
| Mr. Jeff Donahoe | present |
| Ms. Colleen Hartfield | present |
| Mr. Rick Hartfield | present |
| Ms. Patti Holloway | present |
| Mr. Brock Clark | present |
| Dr. Beverly Parker | present |
| Ms. Barbara Parshall | present |
| Ms. Tommye Skinner | present |
| Mr. Mark Smith | present |

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| Dr. Jan Moody | present |
| Dr. Bill Yates | present |
| Ms. Joyce Calcote | present |
| Ms. Tammy Franks | present |

Other(s) Present

Buffy Matthews
Terri Ormes
Searcy Taylor
Sheree Bond
Jennifer Leimer
Bruce Layton
Anjelica Edens, recorder

- I. CALL TO ORDER. Dr. Cliburn called the meeting to order at 9:00 a.m.
- II. APPROVAL OF AGENDA. The following item was deleted from the agenda under new business: V.G. DIPLOMA PRINTING. Dr. Yates and V.I. GENERAL FINANCIAL AID. Dr. Yates was added to the agenda.
- III. MINUTES OF PREVIOUS MEETING – **October 5, 2005**. All previous minutes of the Student Services Council have been approved by the Executive Council.
- IV. UNFINISHED BUSINESS.
 - A. EXECUTIVE COUNCIL ACTION. Dr. Cliburn stated that the Executive Council approved the Student Services Council minutes from the last meeting except for the 2006-2007 academic calendar. Last week at the meeting, the 2006-2007 and the 2007-2008 calendars were approved. There was some discussion of the SLEAP Grant funding, and this will be covered under New Business later. Ms. Hartfield added that Dr. Lott will be giving the State of the College address. She also stated that the catalog has gone to a two year catalog and we will have cd's along with hard copies. Mr. Smith said we have ordered fewer hard copy catalogs and any updates will be on the website.

- B. BANNER UPDATE. There were no representatives present from the computer center. Dr. Cliburn let everyone know that we will be going to Banner 7.x over spring break.
- C. MISSISSIPPI VIRTUAL COMMUNITY COLLEGE. Mr. Smith provided the council with a handout on MSVCC enrollments for spring and MSVCC state wide numbers for duplicated and non-duplicated for this spring. He said that the college is down about 3% from last year, but that enrollment was very strong. There are 4,251 duplicated enrollments and 2,153 non-duplicated students. The short-term semester starts March 6 – April 28. Mr. Smith stated that he is hoping the short term online classes will put the college where we were last spring.

The handout showed that the college ranks third among the community colleges in MSVCC with 3,930 enrollments state wide. Ms. Hartfield asked if Mr. Smith had any idea why ICC has so many enrollments. Mr. Smith replied that ICC is putting in a lot more classes, they have a lot more people teaching, and they must be pulling students from other locations around them. Ms. Hartfield added that she was wondering how they are recruiting because if it is not a state student, they are not going to get the funding for it. Ms. Leimer said it depends on the number of sections they have. Mr. Smith said that MGCCC is offering four sections less than last spring. Mr. Smith stated that we are offering a lot more classes and are hosting more classes from away colleges.

MSVCC has launched a new 24/7 Online Support Center. The 24/7 help desk was outsourced by MSVCC to Presidium. If the 24/7 help desk becomes successful, David Besancon plans one for the college. Students can call anytime of the day and this will reduce the work load in the DL office. Ms. Leimer added that the 24/7 help desk is also available for faculty.

- D. BANNER OVERRIDE AUTHORITY. Mr. Smith stated that he has not made much progress in this area since Hurricane Katrina. Lynn Ladner recently built a test proctor class. “Class” in this case refers to a category of individuals with similar override authority. Lynn Ladner is also implementing the other classes one employee at a time to test what authority they need and what they do not need. Dr. Cliburn added that Mr. Smith will be leaving the college next month to go to a college in Texas. **The Council recommends that responsibility for assigning Banner Override Authority be transferred to Mr. Besancon.**
- E. WEB BASED STUDENT ORIENTATION. Dr. Yates stated that he tested the orientation website and submitted it to the admissions office for review. They made some format changes and gave it to Keith Lee for some further suggestions. Mr. Lee said for them to use Front Page, but now they are having some formatting issues where pages have not been working quite right. Dr. Yates would like to see if Mr. Lee could modify it and make it work out.

He said there are lines out of place and the boxes don't line up just right. He added that this will be helpful when students have missed orientation; they can go to the web. Ms. Hartfield stated that Dr. Yates has done the content, which is the hardest part and that Mr. Lee can fix the other problems. She asked if the marketing department could also put a "marketing spin" on it. Dr. Yates said this would be fine. Ms. Hartfield asked when Dr. Yates would need this. Dr. Yates said they could have used it for the spring registration, but if they could have it for summer and fall registration on March 27 that would be good. Ms. Hartfield said it would probably be a good idea for Dr. Yates to meet with Keith Lee to show him the problems and then he could go from there. Mr. Smith asked if all campuses and centers are going to use this. Dr. Yates said that he tried to make the site non-campus specific, but there might be some photos on it that can be taken out. He said this would be available to anybody on the web. Dr. Yates said that whatever Mr. Lee needs to do is fine. Ms. Hartfield asked who would be responsible when changes need to be made on the site. Dr. Yates said that the financial aid, admissions, counselors, etc. can keep up with their part and give feed back to the Deans of Student Services. Then the deans can get with Mr. Lee to make the changes that need to be made. Ms. Ormes added that there is a spreadsheet that can be downloaded to let the admissions office know if a student has been registered and if they have gone through orientation. **Dr. Yates will meet with Keith Lee so he can work out the problems and implement the online orientation system.**

- F. TITLE III GRANT. Ms. Matthews gave a brief overview of the assessment centers. She stated that the Perkinson Campus testing center is in the Stone Hall Career Center computer lab. The Jackson County Campus assessment center is in the LRC Building, where the former testing center was located, and the Jefferson Davis Campus center is in Building N, Room 202 A & B. There has been a change in assessment center personnel. Ms. Tracy Gatton, JD Assessment Center Proctor, has turned in her resignation. Ms Crystal Davis will be transferring from JC into Ms. Gatton's position as JD Assessment Center Proctor, and Dr. Angie Bridges accepted the JC Assessment Center position. Ms. Suzan Bounds is the George County test proctor. Ms. Matthews will be sending an updated email listing to all college employees with the new information. The Title III Assessment Centers conduct all college testing, with the exception of TABE. Ms. Matthews has requested information from Stacy Carmichael regarding the TABE test in case Community Campus wishes for the Assessment Centers to take it over in the future. Mr. Smith is in the process of building a Title III Assessment Center web page for the distance learning and MGCCC websites.

The second Title III objective deals with reducing the number of adjunct faculty teaching online classes. The grant proposes that the college establish a Distance Learning Training Team to help train full-time faculty for online instruction. The DL trainers will be selected by the Executive Council and will receive overload pay of \$1,300. The current college overload pay is

\$1,500; however, when the grant was established the college paid overloads of \$1,300. The \$1,300 will be paid to DL trainers every semester through Title III funds.

The last Title III objective is the development of new student advisement procedures for the entire college. The college must revamp the current advisement processes to better advise both traditional and online students. To begin this process, the college has nominated student services and instructional team members to serve on the Student Advisement Development Team. The team will be responsible for researching various schools with excellent advisement processes and incorporating the processes here at MGCCC.

- G. PAPERLESS WITHDRAWAL. Dr. Cliburn stated that he was not familiar with this and asked if anyone could discuss. Dr. Yates stated that the Jackson County Campus is doing paperless withdrawals and it has been a real success. He said that the Jefferson Davis Campus started doing the paperless audit and now Jackson County is too. Mr. Hartfield stated that he is trying to see if it will work for the Perkinston Campus. They have started it in the admissions office and will go from there. Dr. Cliburn asked if this needs to remain on the agenda. **The Student Services Council agreed to take this off of the agenda.** Mr. Smith added that they are trying to make this a college-wide process.
- V. NEW BUSINESS.
- A. LETTER/CERTIFICATE GENERATION USING BANNER. Mr. Smith passed out a handout from Mississippi State University. He stated that MSU generates different forms into Adobe Acrobat format. Some of these forms include Letter of Good Standing, Good Student Discount, Enrollment Verification Certificate, Student's Official Schedule, and Letter of Academic Standing. Mr. Smith said that they did this so they can protect the forms. He asked if this is something we should do and start moving toward. Ms. Ormes agreed that we should do this. Dr. Cliburn asked if it was the consensus of the group that this should be successful. Mr. Smith said that one advantage is that a PDF file can be downloaded over the web and sent by email. Dr. Cliburn added that it could speed up the process in the admissions office. Dr. Cliburn asked that Mr. Smith get with Mr. Besancon to get this started. Dr. Cliburn said this should be relatively easy to setup in Banner. Ms. Holloway said that if we do something like this we need the Good Standing form so everyone would know what this is. Dr. Cliburn said this needs to be a team effort to decide what needs to be on these letters. **The Student Services Council recommends approval to use these forms.**
- B. DOCUMENT IMAGING. Mr. Smith stated that the college is moving forward on this. All three campuses are imaging documents, and Becky Franks has been imaging transcripts, but it has slowed down since Hurricane

Katrina. Ms. Taylor said they are waiting to start. She said they still need the equipment. Ms. Chamberlain said they have met with the trainers several times and were supposed to get the equipment, but they have not yet received it. All they have is the Ricoh machine. Dr. Cliburn suggested that the speed issue needs to be resolved before the financial aid office starts scanning documents. Mr. Smith said he would send an email to Mr. Besancon today requesting the equipment for the financial aid offices so they could begin. He will also talk to him about the speed issue. Ms. Holloway added that the centers have not received the scanners yet. Dr. Cliburn asked Mr. Smith to also find out about the centers. Ms. Ormes said they need to address the issue of how long they should keep documents now that they have document imaging. By law, the admissions offices are required to keep records for 10 years. Dr. Cliburn said he thought that Michelle Sekul had worked on that and will check. Financial Aid said they have a requirement of 3 years for retention of records. Ms. Holloway said that when discussing the new policy some of the things trying to file to keep are SAACRO and AACRO. She said she would check the website and see how long these should be kept. Dr. Cliburn said he would check the internal files. Dr. Cliburn said one of the concerns was the space for records and we can address some of the space concerns. Mr. Smith said Hurricane Katrina is a good example since so many schools lost everything. **Dr. Cliburn said that everyone needs to be prepared on April 7 to check back with the council on options so this can move on to the Executive Council.** He said at IAC it was brought up about scanning records into document imaging. Documents can now be pulled out and put in a PDF document to be sent to the State Board.

- C. NLNAC VISIT. Dr. Cliburn stated that most of the council was present at ATDC Tuesday for the meeting with the Associate Degree nursing consultant. He has not seen the final recommendations made to Ms. Cason yet. Dr. Cliburn said there were some areas from the visit that are questionable. He said his own observations with the student services group was uniformly on the same page. The NLNAC visit is scheduled for April 19-21. Because the Perkinson Campus is a new program, the evaluators will probably be at that campus a lot. In the past there were two programs, and the Jefferson Davis Campus and Jackson County Campus were evaluated as two separate programs. This year, it will be a single accreditation with three locations.
- D. USE OF SOCIAL SECURITY NUMBERS FOR STUDENT IDENTITY. Dr. Cliburn passed out a handout from the Social Security Administration. Identity theft is the fastest growing crime in America. They recommend against the use of social security numbers for student id's. Dr. Cliburn stated that unless the student specifies that they do not want their social security number as their id, it will be their id in Banner. There are a number of reports sent out everyday that has the student's name, social security number, and other information about them. These reports are sent out by email. Lynn Ladner has prepared a detailed white paper showing how the conversions from a computer generated id would receive. There are a few reports that

need to be rewritten. Transcripts would have to be modified since social security numbers have to be on them. Most of the other reports in Banner are actually pulling the student id and not their social security number. We still will need the social security number for 1098's, financial aid, and employees, but we don't have to send it out on everything produced by the computer center. The college will be proceeding to using a college-assigned id in the future. Dr. Cliburn added that if anyone would like a copy of the white paper, a very detailed report stating which information college is reporting, let him know. He suggested that everyone read the letter because this is cause for concern. He also asked everyone to please exercise caution on how you distribute reports. Dr. Cliburn added that we report a large amount of personal information to the State Board on both students and faculty. Ms. Ladner is uploading the file and is concerned with it being sent through a regular website instead of a secure site. Dr. Moody asked when this will be in place and if it will be for employees as well. Dr. Cliburn said it will probably be this summer and it will be on everybody. Ms. Tammy Franks stated that a social security number could be entered to log in to web services and it would default to the student id. Mr. Smith added that either number that you type in will give the information to you. Ms. Holloway requested a copy of the white paper.

- E. FEDERAL DISASTER SLEAP. Dr. Cliburn stated that in December, Congress appropriated \$29 billion for Hurricane Katrina relief. \$95 million of this amount was allocated to Louisiana and \$95 million was allocated to Mississippi for higher education. Mississippi had its portion written into the law as Title IV financial aid. According to the LEAP formula, the distribution of funds to institutions was based on how many students enrolled in fall 2004 and the published cost of attendance. The larger institutions got more money as did institutions with high costs of attendance. We received an allocation of \$10.3 million. Dr. Cliburn added that LEAP stands for Leveraging Education Assistance Partnership. Students can receive up to the cost of attendance. Applications have been on the web for about a week now. Ms. Bond said that the Perkinston Campus financial aid office is handing out a lot of applications, but that they have not counted how many have been turned in. Ms. Chamberlain and Ms. Taylor said they have been doing the same at the Jefferson Davis and Jackson County Campuses. Dr. Cliburn said that the students will have to file an application for them to get this aid. SLEAP gives the institution more freedom to award financial aid to students that desperately need it. Ms. Taylor said that a lot of students think that because they don't have a Pell grant, they don't have financial eligibility. Many students do not follow up on the process. Ms. Hartfield said her department is focusing on recruiting students. They sent out a flyer to high school parents and have information about SLEAP awards. She stated that the universities are giving scholarships like they have never done before. Mr. Smith stated that institutions have been coming here already. Students need to fill out a FAFSA application. Dr. Cliburn suggested encouraging students to fill out a FAFSA application no matter what. We cannot see if they qualify if they don't do it.

Ms. Hartfield added that Dr. Yates will be on the First News on WLOX February 23 to talk about this and will need some feedback from the financial aid department.

- F. SACS PROCESS. Dr. Cliburn stated that since the last self-study, SACS has dramatically changed its approach. The process now has two phases. The first phase is a compliance audit demonstrating that we are complying with basic standards. The new system is now less prescriptive. There is a little more flexibility. The first year is devoted to compiling the documentation to demonstrate that we meet these requirements. The second phase involves development of a Quality Enhancement Plan (QEP). We have not developed a QEP yet. Dr. Cliburn distributed a handout on the proposed SACS Reaffirmation timeline. The basic core will be a leadership team, but will be much smaller than the steering committee in our last self study. There will be other teams that split off for other purposes. SACS is not interested in a huge document anymore. Many institutions are publishing their reports and support documentation on CD-ROMs or on websites. Dr. Cliburn said that Dr. Lott has asked Dr. Margaret Sullivan to be our speaker for the Fall Faculty workshop and that she will also be the college's consultant for the SACS review.
- G. DIPLOMA PRINTING. Dr. Yates deleted this from the agenda.
- H. INFORMATION TECHNOLOGY STUDENT GUIDE. Mr. Smith passed out a handout from Mississippi State that provides their students with a help desk and email for information. It was suggested that MGCCC develop a help desk here to give to the students or make available on the website with a PDF file. Mr. Smith said that the more you put out for the students the better the chance they will read it at some point of time. Mr. Hartfield said that this is a great idea because there are a lot of students that don't understand. Mr. Smith said this can only benefit the college and would be another way to educate them. Dr. Cliburn said there should also be some kind of special deal for students to get antivirus like Norton. Mr. Smith said he believed there was something they could download and he would get with Mr. Besancon to find out. Ms. Leimer said the distance learning department gets a lot of calls about all the log ins that their department gives out and this could be put into a form in the guide. It could show them all the different systems and log ins and where they can get them. Ms. Hartfield suggested that this be assigned to a small group before Mr. Smith leaves. Keith Lee would be happy to assist. **Dr. Cliburn assigned Ms. Leimer to look into this and report back on April 7.** Ms. Leimer said she would get with Mr. Besancon to get someone to work with her on this. Mr. Hartfield will put Becky Layton on this. Mr. Smith said to put into the guide the internet usage policy. We will need to address what is appropriate for the college network in the future.
- I. GENERAL FINANCIAL AID. Dr. Yates delayed this until April.

- J. SCHOLASTIC FORGIVENESS. Ms. Parshall said that she does not have a policy on bankruptcy from previous institutions. Ms. Holloway thought the council had discussed this but never put anything in writing. The process was to increase the number of graduates. It was readdressed to give two semesters instead of just one semester. Dr. Cliburn said he was not sure what other institutions do this. Ms. Holloway said USM recognizes our college. Mr. Donahoe said the University of Alabama does too. Ms. Parshall asked if we will accept a student's bankruptcy and can we change the policy. Dr. Cliburn asked if there was a consensus to do it. **The Student Services Council approved to accept a student's bankruptcy.** Ms. Holloway added that we also need to look at how long the student has been in school. **Dr. Cliburn asked Ms. Holloway, Ms. Parshall, and admissions directors to take a look at the existing policies and come up with a recommendation of changes so when it goes to the Executive Council we will have a proposal.** Dr. Cliburn asked that Ms. Holloway coordinate with the admission directors.
- VI. OTHER BUSINESS.
- A. Ms. Holloway added that she is trying to populate Keesler's 2006 Spring Schedule and needs 3 more students to fill up a class if anyone is interested.
- B. Dr. Cliburn added that when SLEAP starts to come in, the financial aid office will have a lot of work and might have staffing needs. If so, please accommodate them and help. He also expressed his appreciation to the financial aid directors and Deans of Services for their help in helping him learn about this.
- VII. FUTURE MEETINGS.
- Friday, April 7, 2006 – ATDC (Lecture Lab)
- VIII. ADJOURNMENT. There being no further business, the meeting was adjourned at 11:25

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