

STUDENT SERVICES COUNCIL
Friday, September 22, 2006
Minutes

A regular meeting of the Student Services Council was held on Friday, September 22, 2006 in the Darby Hall Board Room at Central Office. Attendance was as follows:

Official Members

Dr. Joseph W. Cliburn (Chair)	present
Dr. Dean Belton	absent
Mr. David Besancon	present
Ms. Elaine Davis	present
Mr. Jeff Donahoe	present
Ms. Tammy Franks	present
Dr. Joan Haynes	present
Ms. Patti Holloway	present
Mr. Wayne Kuntz	present
Ms. Lynn Tincher-Ladner	present
Ms. Jennifer Leimer	present
Ms. Misty Maaya	absent

Mr. William Martin	present
Ms. Michelle Sekul	present
Mr. Ladd Taylor	present
Ms. Searcy Taylor	present
Dr. Bill Yates	present

Other(s) Present

Leslie Gilliland
LaShanda Chamberlain
Dawn Richardson
Anjelica Holliman, recorder

- I. CALL TO ORDER. Dr. Cliburn called the meeting to order at 9:00 a.m. He welcomed members to the 2006/2007 council and had everyone introduce themselves. Dr. Cliburn announced that Dr. Yates will be the chair of the Student Services Council after this meeting, but he will still sit in on the meeting. The recruitment department will be moving to student services and will not be under institutional relations anymore.
- II. APPROVAL OF AGENDA. The following items were added to the agenda under new business: V.D. STUDENT BILLING. Mr. Donahoe, V.E. WEBSITE UPDATES. Mr. Donahoe, V.F. MEDICAL WITHDRAWAL. Mr. Taylor, and COMPASS MATH ISSUES. Ms. Holloway.
- III. MINUTES OF PREVIOUS MEETING – **April 7, 2006**. The 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 did not meet a lot over the summer. Dr. Sykes will be leaving the college to become the Assistant Commissioner of the IHL board. Institutional Relations was generating follow-up letters for ACT scholarships. This was not done last spring. This will be discussed later with Mr. Besancon. Another issue that was in the planning stages before Hurricane Katrina is the college's

capital campaign. The goal that was set by Mr. Hess is to have 100% participation by college employees. This campaign will focus on four principal areas – support for allied health program and childcare, establishing wireless networking on campus, and providing additional student support and faculty professional development. The last topic that will have an impact on student services is a proposal that was brought on August 23 to the Executive Council for the college to be a tobacco-free campus. There were several curriculum proposals that were approved.

- B. FEDERAL DISASTER SLEAP. Ms. Tincher-Ladner passed out a report on SLEAP from the past year. Enrollment is up 15.6% and should keep growing. At the end of this semester, we will pull numbers from last fall and run a final enrollment report to see what the recovery statistics are. Dr. Yates asked where we are at from 2004. Ms. Tincher-Ladner said we are about 15% from where we were in 2004. Ms. Tincher-Ladner passed out the SLEAP report. Financial aid has completely disbursed or obligated MGCCC's \$10.2 million allocation. Dr. Yates commended the staff for all they did to get this done. Ms. Tincher-Ladner added that financial aid's work in getting the SLEAP funds awarded had a big impact on our enrollment recovery this fall. Ms. Chamberlain said that there are still students coming in asking about SLEAP funds and that they are assisting them in other ways since there are no more SLEAP funds available. Ms. Taylor asked when the numbers were pulled. Ms. Tincher-Ladner said yesterday afternoon. The numbers in table 2 are from last fall when awards had already been made and the students dropped out. We had to recover some of those funds. The Perkinston Campus had a lot more institutional funds awarded. Ms. Sekul asked if we are working with Mr. Hess on the money that is available through the alumni foundation. Dr. Yates said that Mr. Hess is working on seeing how much money is available. Ms. Sekul said she had a lot of parents call saying that students missed the deadline, but were told there might be some money available through the alumni foundation. Dr. Yates said that this does not come through the financial aid department and is awarded by a committee. We need to find out from Mr. Hess. **Dr Yates will get with Mr. Hess to find out what money is available and let everyone know.**

- C. BANNER UPDATE / OVERRIDE AUTHORITY / DOCUMENT IMAGING. Mr. Besancon stated that the Banner Permissions Committee is currently on hold right now until the computer center gets a full staff back. They are implementing new projects like the Banner alumni module and Nolij. Mr. Corey Walters is the new Database Administrator. Currently, there is a job opening for a Computer Networking Tech. Ms. Tincher-Ladner has developed a white paper on the social security number change process. There is a concern about emailing out everyone's social security number all over campus. Hopefully in fall 2007, we will be able to move away from this. Dr. Cliburn added that we will not be able to do away with social security numbers completely, but we do not need to be putting it on everything that is

sent out. D2L is up and going on the hybrid server. Mr. Besancon thanked Ms. Leimer and her group for their help. Noli has slowed down.

Mr. Besancon mentioned that he would like to move to a centralized scanning system. He visited an institute that had a centralized scanning system and all images are stored in a central depository. Mr. Besancon would like to form a committee to look at implementing a centralized scanning system. Dr. Cliburn said he understands that we need to be centralized, but how is this going to be much faster when we need to retrieve a document. Mr. Besancon said that this would not be the primary location. Ms. Sekul stated that if Stone Hall would have been demolished by a tornado, they would not have any records to go back to. The way scanning is being done now is not working. Mr. Besancon said that the logical location for the system would be the Jefferson Davis Campus. Dr. Cliburn said the committee needs to meet before the next Student Services Council meeting to decide how we are going to do it. Ms. Sekul will be chair of the subcommittee. Mr. Besancon needs to be on it and one of the admissions directors. Dr. Yates, Ms. Chamberlain, Mr. Donahoe, and Mr. Taylor will be on the committee. Mr. Donahoe recommended that Josh VanZile from the Jefferson Davis Campus admissions office be put on the committee. Mr. Besancon will get the implementation schedule out as soon as possible. **SSC recommends approval of the subcommittee formed as noted above with reporting back by November 17.**

The computer center has implemented a trouble ticket system to track progress on requests. This system will be called Track-It. Some may have been getting email notifications that tickets have been submitted.

The college will be implementing Microsoft Office 2007. Currently, we use Microsoft Office 2003. There are some concerns since Microsoft Office 2003 cannot read Microsoft Office 2007 files. Mr. Besancon said he will get workforce to help us train on Microsoft Office 2007 sometime in 2007. We will be transferring the entire college to Microsoft Office 2007 and Microsoft Vista at the same time.

Wireless campuses are a priority for the capital campaign. Mr. Besancon mentioned that there are concerns about the technology, since wireless network standards are changing rapidly. He also stated that wired connections are more reliable and that our primary network backbone should be wired. Wireless would allow outdoor and extended access in areas without hard-wired connections. Ms. Tincher-Ladner said that maybe we should survey our students to see what wireless connections they need. Ms. Leimer stated that it would be great to have wireless and agrees that wireless should not be the primary connection. Wireless would also create other issues and distractions if you bring it into a classroom. Ms. Sekul said you could also bring the lab to the students in the classroom instead of bringing the students to the lab.

- D. LETTER/CERTIFICATE GENERATION USING BANNER. Mr. Besancon deferred this item.
- E. MISSISSIPPI VIRTUAL COMMUNITY COLLEGE. Ms. Leimer stated that she had just received an updated MGCCC report. We no longer have the largest online enrollments in the state. The number of students taking online courses before no shows was 2,232. After no shows were reported the number was 2,203. This is up by 8% compared with last year. There are 172 course no shows which could be one student taking two classes. The overall MSVCC count of students enrolled throughout the state is 14,817. The duplicated numbers are up by 18% statewide.

Gulf Coast has created a virtual tour of D2L for students. There was one created for Blackboard a few years back. All students have access to this virtual tour. There is an announcement on the distance learning website to let them know about it. Orientation sessions were being offered for online students at the beginning of the semester. These will now be done at the end of the semester. This will give the students the opportunity to meet with distance learning staff to learn as much as they can before they start classes. The new distance learning training team will be working on training faculty with development workshops this semester. We are working on developing a statewide certification course. Ms. Leimer will send this report out to the campus vice presidents and instructional deans. Ms. Tincher-Ladner said she gets her numbers from the enrollment tool or Banner reports. Ms. Leimer said she get her numbers from MSVCC and compares them with Banner.

- F. INFORMATION TECHNOLOGY STUDENT GUIDE. Ms. Leimer stated that she has not done much with this guide due to changes in personnel and other things going on in distance learning. Most of the people that were on the committee are gone now. We will have to reestablish the committee. Ms. Leimer said she will work on getting a committee formed again and hopefully by the next meeting she can have a draft ready.
- G. TITLE III GRANT. Ms. Gilliland gave a brief assessment center update. The assessment centers were established the first year of the grant. Currently, we are in the process of hiring another test proctor for the Jackson County Campus. Ms. Gilliland passed out a handout with the assessment center hours of operation and website address. Hours are also listed on the assessment center website that you can also access from the distance learning website. There is also information on the website about the different tests.

Starting October 1, students can make appointments for proctored exams on the website. This software is called AppointmentQuest. It will automatically email the student and give them a confirmation number. Itawamba Community College has had success with this software. Ms. Leimer and Ms. Matthews visited the college last semester to observe the way they use it. Ms.

Tincher-Ladner asked if the software will have a waiting list for student's that don't show up or cancellations. Ms. Gilliland said that it does not, but she will look into adding that.

The next phase of the grant will include improving student advisement. Ms. Gilliland met with the distance learning training team on August 29. The team decided they will work in teams of two to specialize in different areas at all the campuses. Ms. Leimer has been working with the professional development coordinators at each campus. She will get the outlines to them so they can begin training sometime in October. This training will be for D2L only. Mr. Donahoe asked what happened to the committee that was formed last spring for D2L and the advising process. Ms. Gilliland said that several people on that committee were concerned that the group was too large to accomplish the objectives of Year 2. She explained that she will work toward dividing the group into subcommittees. We can form a subcommittee out of it. **Ms. Gilliland will contact committee members next week to see who would like to be on the subcommittee.**

V. NEW BUSINESS.

- A. APPLICATION FOR DEGREE / GRADUATION. Ms. Sekul developed a new Application for Degree and passed it around. There are still some questions on the application that are not quite right and everybody needs to be doing the same thing. At the top of the application, it says \$30 non-refundable fee. Under that it states "receipt must accompany application". At the bottom under instructions, it states "Pay fees in the Business Office on or before deadline and leave 2 copies". After the student pays this fee in the Business Office, the Admissions Office will never see the student again. Then at graduation time, they do not have this receipt since there are not carbon copies. Ms. Holloway stated that the applications have to be input into Banner and registration might be going on at the same time. Ms. Franks said the Business Office could start sending a list to the Admissions Office that would show who they have received these forms from. A report could also be run from the computer center. Ms. Sekul said she would like to see if the applications could be left in the Business Office and then admissions could collect them. Ms. Franks said they could do whatever you want to do to just let them know. Ms. Sekul said she would like to have three copies of the form and when business office signs give one copy to the student and the other two back to admissions. Dr. Cliburn said to take off the statement receipt must accompany application. Ms. Franks said she would also like for the Dean of Student Services to request the report to show who paid. Ms. Sekul asked if we are still doing the preliminary evaluations. Dr. Yates said that we are still doing that and asked if we could add a line for replacement. Ms. Sekul added that this form is on the forms drive and should be sent to duplicating to produce the carbon NCR form. Ms. Taylor asked why we have to get approval from the VP to not graduate. **Dr. Cliburn will take the question**

about having a signature by the Vice President's Office for student's that don't graduate to the Executive Council for a decision and will report back at the next meeting in November.

- B. ADVISING. Ms. Sekul stated that she had a meeting Wednesday to discuss this. Students who are not advised properly sometimes are not eligible for graduation. We wanted to look at this since Title III includes advisement. A faculty advisor survey was done. Ms. Sekul passed out the results from the MGCCC Faculty Advisors' survey. There were not many people that responded. Some faculty attended the advising meeting and discussed some of the issues. One issue is that pre-registration starts and basically never ends. Students have no reason to go be advised during pre-registration because registration remains open until classes begin; therefore there is no incentive to see your advisor and pre-register. When an advisor is not available, they go to the counselor. Some students change their major before pre-registration and say they do not know who their advisor was even though it is posted. Ms. Sekul thought we might be able to put this on the website for students to find out who their advisor is. Ms. Tincher-Ladner said this is under personal info, advisor/advisee info and it even gives their phone number. Ms. Sekul said the Perkinson Campus checks an enrolled list to make sure the right person has the right advisor for their major. Ms. Tincher-Ladner said the computer center can run programs that can move the advisor when someone quits or retires. Ms. Sekul said that sometimes their major changes from when they complete their application. We need to train faculty that do not know how to advise. Ms. Sekul suggested putting more information on our website so faculty can go to it to get advising information about catalog information, changing major, what is needed for their major, etc. There were different items discussed in the advising meeting that might be helpful in the advising process. Prior to registration, there will be a meet and greet scheduled during activity period in the cafeteria so students can meet their advisor.
- C. FINE FOR LITTERING. Dr. Cliburn stated that Pearl River Community College is going to start fining students for littering. Dr. Lott asked if the idea of fine for littering should be enforced by our campus security. Dr. Cliburn talked to PRCC and was told that this fine is the same as a parking fine. Ms. Sekul said the Perkinson Campus is looking at doing a campaign that would reward people for picking up litter. It might give them more of a sense of pride for picking it up. Ms. Franks had a concern on the Jackson County Campus about only having two security guards per shift and not having the time to look for people littering. **Dr. Cliburn will communicate back to Dr. Lott that manpower is a concern and about Ms. Sekul's idea.**
- D. STUDENT BILLING. Mr. Donahoe stated that he had a complaint brought to him about student billing. In investigating it from all campuses, there were several problems mentioned with student billing. Ms. Tincher-Ladner said that the Finance Council has a schedule for student billing. Ms. Franks said

the billing is generated through the computer center. Ms. Tincher-Ladner said Hurricane Katrina interrupted the billing cycles, but this has been reestablished with another company and should be getting done. Mr. Besancon said there are four billings a semester. Ms. Tincher-Ladner stated that you could get in touch with that company to see who was sent a bill, but not everyone gets sent a bill. Mr. Donahoe said if someone has a balance, they need to be billed. Dr. Cliburn asked if this needs to be referred to the Finance Council. Mr. Donahoe would like to propose that the financial aid directors rotate and serve on the Finance Council. Ms. Franks said there is also not a student services person on that council. **The matter of student services representation on the Finance Council will be referred to Dr. Stewart.**

- E. WEBSITE UPDATES. Mr. Donahoe stated that there is a lot of information on the website that is not correct. Dr. Cliburn said that we need go through Dr. Yates to change or add information to the website. It will then go to Keith Lee to put on the website. Mr. Besancon suggested that Mr. Lee be made part of the council. **Dr. Cliburn and Dr. Yates will see about adding Mr. Lee as a resource person on the Student Services Council.**
- F. MEDICAL WITHDRAWAL. Mr. Taylor deferred this item.
- G. COMPASS MATH ISSUES. Dr. Cliburn deferred this item.
- VI. OTHER BUSINESS.
- A. Dr. Cliburn stated that Dr. Yates is going to start consolidating financial aid, admissions, etc.
- VII. FUTURE MEETINGS.
- Friday, November 17, 2006 – Jackson County Campus
- VIII. ADJOURNMENT. There being no further business, the meeting was adjourned.

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