

**STUDENT SERVICES COUNCIL**  
**Friday, November 17, 2006**  
**Minutes**

A regular meeting of the Student Services Council was held on Friday, November 17, 2006 in the Private Dining Room at the Jackson County Campus. Attendance was as follows:

**Official Members**

Dr. Bill Yates (Chair)	present	Ms. Misty Maaya	absent
Dr. Dean Belton	absent	Mr. William Martin	present
Mr. David Besancon	present	Ms. Michelle Sekul	present
Dr. Joseph Cliburn	present	Mr. Ladd Taylor	present
Ms. Elaine Davis	present	Ms. Searcy Taylor	present
Mr. Jeff Donahoe	present		
Ms. Tammy Franks	absent	<b><u>Other(s) Present</u></b>	
Dr. Joan Haynes	absent	Leslie Gilliland	
Ms. Patti Holloway	present	Will Overstreet	
Mr. Wayne Kuntz	present	Keith Lee	
Ms. Lynn Tincher-Ladner	present	Allison Matthews	
Ms. Jennifer Leimer	present	Anjelica Holliman, recorder	

- I. CALL TO ORDER. Dr. Yates 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.D. DEVELOPMENTAL STUDIES TOWARD GRADUATION. Mr. Martin and V.E. ENROLLMENT REPORT. Ms. Tincher-Ladner and under Other Business: VI.A. PRE-REGISTRATION. Dr. Yates
- III. MINUTES OF PREVIOUS MEETING – **September 22, 2006**. The previous minutes of the Student Services Council have been approved by the Executive Council. Mr. Besancon noted that on page 3 of the minutes, IAC is listed as the action item and it should be SSC. Dr. Cliburn mentioned that Gloria Breland would like to put the Executive Council minutes on the web in the same location as the IAC, SSC, and LRC minutes in PDF format. Ms. Holloway stated she likes having the minutes where she can locate them on the site.
- IV. UNFINISHED BUSINESS.
  - A. EXECUTIVE COUNCIL ACTION. Dr. Cliburn stated that the main topic at the Executive Council meeting has been on a selection for the Vice President of the Jefferson Davis Campus. There was more discussion regarding the online course loads for instructors. The council members agreed that the policy would remain the same, i.e. the Deans of Instruction will consider each

request to teach an online course and will determine what courses are offered and the instructional delivery format. There will be a two class limit and anything above that will be up to the Deans of Instruction to make a determination. At the last SSC meeting, recommendations were made for the Application for Degree/ Graduation form. The Executive Council decided to delete the words Receipt Must Accompany Application; however, the Graduating Absentia block will not be removed. It will now read Vice President or designee for signature.

The Executive Council has not had extensive discussions regarding the four-day instructional/work week. Ms. Tincher-Ladner developed a study on class scheduling and is preparing an employee survey. The survey needs some editing. Ms. Tincher-Ladner stated that a number of colleges have gone to a four-day work week including Hinds Community College; however, most colleges did no research before going to it and some are working and some not. We are trying to make sure we have done all the research before moving to it. Mr. Besancon stated that moving to a four-day instructional week could reduce the number of students that come in the office on the fifth day. Ms. Holloway stated it would only reduce current students, but not new students. Dr. Cliburn stated to let employees know this matter is still unresolved and still in discussion at this time.

Southern Linc radio phones are limited to a number of personnel on each campus, and with a few exceptions should be used strictly for radios. The billing rate appears extremely high. There are two types of services with one being a radio number and one being a cell phone number. Southern Linc radios can not make outgoing phone calls, but can take incoming phone calls. The college previously did not have a policy in place, but now there is one. The college needs to evaluate if a radio by Southern Linc or if a cell phone provided by Cellular South with unlimited calling would be a better choice.

The fine for littering on campuses/centers has been deferred. There will probably be a fine in the near future. The Institute for Learning in Retirement has changed to MGCCC Life Long Learning Institute.

- B. COMPUTER CENTER UPDATES. Mr. Besancon discussed security issues related to social security numbers. Effective immediately, the computer center will take the hard drive out of a computer before the computer is sent to surplus. By fall 2007, the college will not be using social security numbers as primary identifiers in Banner. Mr. Besancon stated that the college does not need to send social security numbers via email, maintain them in external databases, or any other way outside of Banner except for a small number of specific applications such as taxes. Dr. Cliburn asked if MSVCC has taken any steps to eliminate social security numbers. Ms. Leimer stated that there has been discussion, but they have not come up with anything yet. Ms. Holloway asked if there could be ten digits instead of nine. Ms. Leimer stated they have also talked about that. Students have to use the last 4-digits of their

social security number to access their student profile. If we go to an identifier, how will the student know what that number is? The student has to access the student profile first.

Mr. Besancon stated that every server, except Banner and document imaging, is backed up twice a week. Banner and document imaging is backed up every night. The college will be moving to Microsoft Office Vista and Microsoft Office 2007. Instructional programs will be leading this because new textbooks will have to be ordered. Fall 2007 is the most likely roll-out date for this. Ms. Leimer asked when the professional development training will start. Mr. Besancon stated it will start at the end of spring and continue through the summer. Dr. Cliburn asked if we could run the software on XP or just VISTA and Mr. Besancon replied it could be run on XP. Mr. Besancon stated they do not want to go to VISTA when it first comes out. Mr. Kuntz stated that most of the companies he works with will not move to VISTA in 2007 because they purchased replacement computers after Hurricane Katrina and won't need to upgrade from XP immediately.

Track-it, the new ticketing system for the computer center, has been implemented. The next step will be adding users so work orders will be routed to the appropriate person. The computer center will be doing mail merges in Microsoft Office Word to set-up a student distribution list. This can be sent to an individual student instead of all students. Ms. Leimer stated that the student email account does not auto save sent messages. Students cannot forward the email to Ms. Leimer that they sent to the instructors asking to withdraw because it is not there. Is there something that can be done to turn this on for the student? Mr. Besancon said the computer center can track the email by subject and date to find the email, but he will research it and talk it over with Randy Cornell. When a computer needs to be ordered, it will now go directly onto the campus/department inventory. Regarding bandwidth problems, there are discussions at the state level with Telepack that has a fiber network that the college might be able to tie into. The computer center, as related to Banner, installs releases but does not install patches. Ms. Taylor has some concerns about releases and patches that need to be done in financial aid. The computer center needs to be responsible for doing that and not financial aid. **Ms. Taylor will get with Cory Walters to make him aware of the patches that are coming out that need to be installed for financial aid.**

- C. MISSISSIPPI VIRTUAL COMMUNITY COLLEGE. Ms. Leimer stated the MSVCC unduplicated number is 2,250 MGCCC students. Ms. Tinchler-Ladner will give the enrollment data. Withdrawals are still high and she is working with the deans of instruction to increase retention. Over the last couple of years, the focus has been on getting distance learning built for students but nothing has been done to make it better. We are hoping that by the spring 2007, a student manual will be complete for instructors to be better structured. Students get lost very quickly and there is not enough

communication. Ms. Leimer stated Distance Learning will try and conduct orientation earlier instead of at the beginning of the online semester with evening hours. These orientations are not mandatory and the dates might not be getting out in time. Mr. Donahoe stated that the reason students take online classes is so they do not have to come to campus. Ms. Leimer added students are already not happy about coming to take a proctored test. There will be a meet and greet for online students and will combine one orientation with that. She is working on web page to make frequently asked questions a little more usable. The student manual will probably be in electronic form. Ms. Leimer will be sending out the fast fact sheet hand-out and welcome letter next week. Blackboard on the hybrid web-enhanced server will not be available after December 15.

- D. INFORMATION TECHNOLOGY STUDENT GUIDE. Ms. Leimer stated that most of the committee has left the council and a new committee has not been formed. Ms. Leimer has been working on the guide and has a rough draft. The guide will include email instructions, open lab hours and where they are, protecting your computer with information on Spy bot, Microsoft Select to help students know what services are provided, and My Classroom, which is the URL for Desire 2 Learn for MGCCC that can be found at myclassroom.mgccc.edu. Hopefully by the next meeting, there will be a draft for everyone's input. **Ms. Leimer will get with Ms. Sekul to learn about dorm availability and policies to add to the manual.**
- E. TITLE III GRANT. Ms. Gilliland distributed a handout with Title III updates. The handout includes the three objectives for Title III. Objective 1 deals with providing more distance learning training for faculty. Objective 2 deals with increasing the capacity to assess online and hybrid student learning in the assessment centers. Josh VanZile was hired as the new Assessment Center proctor for the Jackson County Campus. The assessment center web site is complete. The web site includes information on tests, services provided, hours, and contact information. Mr. Lee has links from the college's main site in the Department Home Pages, New Students and Current Students. Ms. Leimer has links in the Distance Learning home page. Ms. Gilliland will purchase ten new computers for each assessment center to include one that will have a big keyboard with zoom screen that magnifies what is already on the screen. Objective 3 deals with student advisement with the goal of increasing student retention in online and traditional classes. The committee has been split into four subcommittees which are currently gathering information about advisement. The Title III annual performance report to the Department of Education is due on or before December 31.
- V. NEW BUSINESS.
- A. MEDICAL WITHDRAWAL. Dr. Yates stated that there is currently not a medical withdrawal policy for the college. The admissions directors are looking into it. There are 100% refunds for medical withdrawals right now.

Mr. Taylor stated that the only policy is military withdrawal. There needs to be a written policy. Mr. Taylor passed out a tentative draft policy and form that would be used. Ms. Tincher-Ladner agreed that the 90 days to turn in documentation for a medical emergency is great and would help financial aid. Mr. Besancon suggested that the college needs to get away from the forms that require everyone's signature. Ms. Sekul stated that documentation will be needed and there is no other way to track it unless it is sent out via email for approval. Any attachments could be scanned in and sent out to determine if the student should get the medical withdrawal. Mr. Besancon suggests replacing the blank for social security number with student id number. Dr. Cliburn stated his title will need to be corrected on the policy. Ms. Holloway stated that the point of the medical withdrawal is so the student can get a W grade instead of a WF. This is really to have a procedure in place for giving the refunds to standardize the documentation. The policy needs to have separate paragraphs for grading and for the refund process. Mr. Taylor stated that the signature of Dean of Students could be changed to say Appropriate Dean. Ms. Tincher-Ladner added that the Deans of Business Services do not need to be involved and their signature line should be taken off this form. Mr. Donahoe suggested removing Business Office signature and adding VA signature. Dr. Cliburn stated that the titles need to be consistent to read Director of Admissions and Director of Financial Aid. Ms. Holloway asked if documentation could be requested to be a letter from the physician instead of a prescription pad. **This item will be discussed more at the February Student Services Council meeting.**

- B. COMPASS MATH ISSUES. Ms. Holloway distributed a handout on the review of assessment scores and math placement. There were two colleges that were looked at. One at Cape Fear Community College in North Carolina and one at Northeastern Technical College in South Carolina. Cape Fear's asset scores were about the same, but the compass scores were different than MGCCC. Northeastern did not have asset scores and the compass scores were also different than MGCCC. Ms. Holloway would like to get additional reviews of the compass scores and also put them into Banner. This will help when registering a student. The student can be registered appropriately and an instructor will not have to be located to correct the compass scores. Ms. Tincher-Ladner met with the developmental studies department at the administrative workshop. Cape Fear had a timeline of 5 years and Northeastern had 2 years and students would need to test again. The college does not have a policy that addresses retesting times. Dr. Cliburn asked if SSC would like to defer this to IAC. **The Student Services Council deferred Compass Math Issues to the Instructional Affairs Council.**
- C. FINANCIAL AID INTERNET GATEWAY. Ms. Taylor distributed a handout on Sallie Mae's Campus Gateway. The goal is to revamp the financial aid website. Sallie Mae gives a web site developmental tool to do that. Ms. Taylor has a Campus Gateway Usage Agreement and would like to

get approval from SSC to use this tool. The developmental tool will revamp the point and click and give capability for broadcast. Holmes Community College and LSU is using this. The college will not be giving up anything. It is just a tool. Mr. Besancon asked if the college has to provide any information to Sallie Mae since Mr. Lee not only does the content, but other things as well and is very useful to financial aid. Sallie Mae will only be hosting, but anyone on the website it will appear they have not left our website. This will be a way for financial aid to provide information to our students and can maintain it in PDF documents. Ms. Taylor added this is content only. Dr. Yates stated the only way you can tell this is not us is that it says hosted by Sallie Mae at the bottom of the site. Ms. Taylor stated this service is free to the college and Sallie Mae gets billed. Mr. Lee stated the college hosts and there is a link to Sallie Mae. **Student Services Council approved using Sallie Mae's Campus Gateway and Dr. Yates will get the agreement to Dr. Lott for signature.**

- D. DEVELOPMENTAL STUDIES TOWARD GRADUATION. Mr. Martin stated that Gary Foxx from Hinds stated that they had several recommendations. Hinds Community College offers more developmental classes than any other college in the state. Some prefixes on courses are not education courses. The prefixes will probably need to be changed. Itawamba Community College will not use developmental courses toward graduation. MGCCC has 15 hours that can count toward graduation excluding EDU 1413. **Dr. Cliburn will try to get more clarification on this next month when he goes to the SACS meeting.**
- E. ENROLLMENT REPORT. Ms. Tincher-Ladner distributed a handout on enrollment. The report included e-audits since 2001 and classified whether full-time or part-time. This is the way you need to see the enrollment profile because this is the way the college is funded. Regardless of where they are taking classes, the home campus gets the credit. This is the only fair way to do this. There are three tabs on the report. The second tab is unpaid. Analysis of first mass drop and will start monitoring late registration. Added third tab so career could monitor their enrollment more closely. The days are between today and regular registration. This will be the new standard report. If there is anymore information you would like to see on a daily basis, another tab can be added. Sharon Parker has been trained to put this report together if Ms. Tincher-Ladner is not here. This does not take much time to run every morning.
- VI. OTHER BUSINESS.
- A. PRE-REGISTRATION. Dr. Yates stated that pre-registration is an early commitment from our students. Recruiting will need to get information out early on how to invest employee resources. Dr. Yates passed around a poster that will be posted on each campus. This will be posted to make students aware and to promote pre-registration.

- B. Ms. Tincher-Ladner stated she would like to add counting developmental studies as credit to the next meeting's agenda. This will include data and show how it is contributing to graduation.
  
- C. Ms. Taylor asked how we can let the students know about the drop date. Can we call or send out post cards to let students know they need to go pay. Ms. Matthews stated marketing does that for the fall drop date, but not spring. In addition to sending out postcards, it would be great if a message could be emailed to let students know. Ms. Holloway stated something could be sent out to make students aware that they should be receiving important information and they should check their email account for that information. This will need to be explored more.

**VII. FUTURE MEETINGS.**

Friday, February 16, 2007 – Jefferson Davis Campus

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

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