

STUDENT SERVICES COUNCIL
Friday, February 16, 2007
Minutes

A regular meeting of the Student Services Council was held on Friday, April 13, 2007 in the Darby Hall Board Room at Central Office. Attendance was as follows:

Official Members

Dr. Bill Yates (Chair)	absent	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	<u>Other(s) Present</u>	
Dr. Joan Haynes	present	Leslie Gilliland	
Ms. Patti Holloway	present	Keith Lee	
Mr. Wayne Kuntz	present	Sharon White	
Ms. Lynn Tincher-Ladner	present	LaShanda Chamberlain	
Ms. Jennifer Leimer	present	Anjelica Holliman, recorder	

- I. CALL TO ORDER. Dr. Cliburn 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.F. PARKING FINE INCREASE. Ms. Sekul and V.G. INSTITUTIONAL SCHOLARSHIPS. Ms. Chamberlain.
- III. MINUTES OF PREVIOUS MEETING – **February 16, 2007**. 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 considered the action of the Graduation Committee regarding student seating. Ms. Maaya gave an alternative proposal about seating in alpha order. The Executive Council decided to seat on a first come, first seated basis. Students will be seated the same as last year. The faculty/administration will march in. Dr. Cliburn announced that this meeting will be his last with the Student Services Council. Dr. Chuck Benigno has been hired as interim Vice President for Student Services and Enrollment Management. He was the speaker at the counselor workshop this year and has spoken at a fall faculty workshop. He has extensive K-12 experience and is known as a motivational speaker. Dr. Cliburn stated he has spent nearly 15 years on this council, but

he feels this does need to be elevated. Ms. Holloway asked that Dr. Cliburn please remember the center deans when Dr. Benigno gets here, since they deal with everything. The 2007-2008 academic calendar has been approved. The Executive Council has not made a decision on the proposed activity fee.

- B. COMPUTER CENTER UPDATES. Mr. Besancon stated that Microsoft Office 2007 will be implemented this summer on every desktop in the college. The college will move to VISTA in fall 2008. Ms. Leimer asked how much this would impact the textbooks that the college is adopting now. Ms. Davis stated the college would have to purchase textbooks this year and then again next year. Most students should be able to move from XP to VISTA with no problems.

Workshops have been scheduled by the professional development coordinators for Office 2007. The Department of Technology will be conducting these workshops. Ms. Davis stated that the instructors at the centers are teaching high school students through the end of May; and they will need the opportunity to get trained.

The Department of Technology will receive a consultant report on April 30 that will outline changes to improve our IT services. Mr. Besancon stated that uncertainty regarding standards has held up our adoption of wireless networking technology. The college will be implementing the 802.11g infrastructure as early as this fiscal year. The computer labs will never be completely wireless. He stated that wireless is a great secondary method but not a primary method. Ms. Leimer asked if it will be a secure network. Mr. Besancon stated that at USM, it is open so people can go in and use it. Some parts will be secure. The internet might be left as an open network unless we see abuse.

A small committee will be formed to develop a plan to move away from the use of social security numbers for most computing applications. The last timeline was projected for spring 2008. Ms. Taylor stated that she thought there was a federal guideline from the Social Security Administration that had a timeline attached to it. Dr. Cliburn noted that the guideline was advisory at this time and that no timeline was specified by the government. Mr. Besancon stated that there will be a financial aid person on the committee. This is not just a computer center issue. Many of us have sensitive information on our computers. There are some reports like tax forms that will still need social security numbers. At the state level, enrollment reports have a social security field, and they will still need that information. This is the only method of tracking a student when they move to another school. The college has purchased a student clearinghouse license that allows us to track students who transferred to other colleges. Ms. Davis stated that most of the VA identification numbers are social security numbers. Ms. Holloway asked if

the primary pin number is on a secure site and Mr. Besancon responded that it is not.

- C. MISSISSIPPI VIRTUAL COMMUNITY COLLEGE. Ms. Leimer stated that registration has started for summer and fall and that some sections have already closed. Ms. Tincher-Ladner is working on a withdrawal survey for MGCCC students. READI will be put on the distance learning website and will be available for students to take. This is a diagnostic survey students can take to show what their skills are. The college has the administrative rights, so we can manage the site, and the READI assessment tool will not be restricted to online students. Ms. Holloway asked who to contact to get the username and password. Mr. Lee stated that he can look at the website and maybe bypass this all together. This link could also be on the class schedule site so students can see it and go right into it. Mr. Lee will also set up the site to where a junior in high school could go in and take the assessment. Ms. Chamberlain asked if we could see the result if READI indicates that a student should not take an online class. Ms. Leimer stated that financial aid could see the results of the tests. Mr. Donahoe stated this could also help if you were thinking about granting an appeal. The results of the test will also be stored to track the students' performance in the classes. A few workshops have been scheduled for the end of this term and the end of April. Ms. Leimer will schedule a workshop for students that might be thinking about taking an online class. A summer orientation is scheduled for the end of May. In the past, orientations were not done in the summer. These dates will be on the website. An email will also be sent to college employees to let them know. Ms. Leimer will set fall dates soon.
- D. INFORMATION TECHNOLOGY STUDENT GUIDE. Ms. Leimer stated that the rough draft student guide has been sent to Ms. Maaya's department for review and put in a more usable form. Ms. Leimer distributed copies of the draft for anyone that wanted to look at it.
- E. TITLE III GRANT. Ms. Gilliland distributed a handout on Title III updates. Brief descriptions of the three objectives to Title III were included in the handout. The Distance Learning Training Team is offering 17 out of the 28 workshops this semester. The assessment centers are running smoothly. There were 2,318 proctored tests given in Year 1. Since October 1, there were 4,986 appointments made using the online appointment software. Since she first developed the report, a more accurate method for determining COMPASS test counts was developed, and it was found that 1,586 COMPASS tests were given by proctors. This brings the total number of tests given by the proctors to over 8,000 tests. Ms. Gilliland gave statistics of man hours versus business hours. Reports are being prepared by the proctors to determine peak days and times of when the assessment centers need to be open. The college-wide break down by campus shows that one-third of our students are using the assessment centers. Ms. Gilliland also discussed tasks

that the Student Advisement subcommittees have accomplished since their first meeting on October 20. There is a Title III Internal Evaluation Team that will review Year 1 of the grant. The assessment centers will start giving this test called the Process Technical Exam (PTEX) for the Process Operations program. The centers should be set-up to provide this test in about a month. All proctors will have to be trained. Dr. Cliburn stated that the centers were originally set-up to do strictly online tests and that we have expanded the scope of the service dramatically since the grant began.

- F. **MEDICAL WITHDRAWAL.** Mr. Taylor presented a statement and form on medical withdrawals. The subcommittee has mainly discussed this through email. Mr. Taylor stated that he needs input before Dr. Cliburn gets the final version to take to Executive Council. One item reads, "This documentation must be turned in to the Dean of Instruction at the MGCCC Campus where enrolled during the term referenced in request." Also, in the grading section it reads, "To be eligible to receive a 'W' for the courses, the student must be in good standing and submit the request by the end of the following term, excluding the summer term." When should the college allow the student to get the withdrawal? The deans want this to be a shorter time. Mr. Martin stated that he never had to do this. Mr. Taylor stated that the subcommittee is following what the Jefferson Davis Campus does. There are students requesting refunds for being sick three months ago. Ms. Holloway stated that the college catalog covers this. The council agreed that the medical withdrawal should be granted during the term that the student stops attending. The student should not have the next following term to file the documentation. There will be some exceptions, but most students should get the information turned in during the term in which they actually withdraw. Ms. Sekul agreed that students usually have someone who can take care of the documentation for them if necessary.

Mr. Taylor referred the refund statement to the MGCCC catalog to allow for discretion if the student passes away. If there is an unforeseen medical condition after two weeks and after approval, a W can be given with no refund, or we can follow the same refund policy that is in the catalog. Ms. Holloway stated that the catalog specifies awarding a W and full refund. Ms. Taylor stated that a policy needs to be in place because some requests for medical withdrawals go a couple of years back. Mr. Donahoe stated that a W should be given instead of an F, but the student should not get the money back because they were in school. Ms. Sekul noted that housing and meals are prorated and that the student will get the money back from the time they left. Mr. Taylor stated a code could be put in so when the student withdraws, the student will not automatically get that refund. Ms. Taylor stated that a student that attended classes for the whole semester should be charged. Mr. Donahoe stated that the refund policy should be followed, but the grade can be compromised. Mr. Taylor asked if it should state to get a W, the medical withdrawal has to be requested in the current term. To get a refund, the

student must request before the time expires unless there is a death. Ms. Holloway suggested not requiring continued enrollment so good standing does not come into play. Mr. Taylor will change the form to reflect this.

The form that was distributed with the policy states that it is the student's responsibility to follow-up within six weeks of the end of the semester to resolve any grade discrepancies. Ms. Davis asked if this statement could be added to the policy. Mr. Taylor will add the statement. Ms. Holloway stated that the policy should not state withdraw from all classes due to a medical emergency because the student might have an online class that can still be taken. Mr. Taylor will strike the word "all" from the statement. Ms. Davis asked what the reasoning is for the pre-existing clause. Ms. Sekul stated that some students might have existing problems and will come back to school. This will be up to the Dean of Instruction to approve.

Mr. Taylor stated that the student will follow the instructions that are on the form to request the medical withdrawal. The council made changes to the instructions. Mr. Taylor will add the bookstore and library to the distribution on the form. Winter Term will also be added. This form will be submitted to the Dean of Instruction's office for approval and then forwarded to the Campus Vice President for final approval and distribution. Ms. Leimer suggested changing social security number to student ID number. Mr. Besancon stated the student will need to carry their student ID card with them. The statement "I wish to withdraw all courses" needs to be removed. Documentation will also need to be specified on the form. **Dr. Cliburn asked Mr. Taylor to make the suggested revisions to the statement and form and circulate to this group. Once there is consensus, Dr. Cliburn will put it on the Executive Council agenda.**

- G. COLLEGE CATALOG. Dr. Cliburn stated that the college is half way through the two year cycle, and the hard copies are already out of date. A CD-ROM was prepared this year, and it is now outdated. Trudi Mullins researched options to cut costs if we go back to a one year cycle. Her recommendation is to reduce the number of catalogs published from 35,000 to 30,000. This was based on information about how many are still on hand. Another recommendation is to change the format to 8 ½ x 11. Mr. Taylor obtained information about catalogs from the SACRAO conference. A lot of colleges are doing away with hard copies altogether or going to the larger format. One benefit of the larger format is that more information can fit on one page. Spiral binding could be eliminated. The embossed gold color is also expensive and Ms. Mullins suggests going to one color on standard stock. The last suggestion is to make at least 30% in CD format to combine budget with marketing. Mr. Lee added that the CD-ROM will not only have the college catalog, but testimonies from students and instructors about the college as well as other recruitment features. Dr. Cliburn stated that Ms. Mullins estimated unit cost per year would be \$1.00 to \$1.05 for hard copies

and .65 for CD's. With the 50/50 mix, the total would be \$25,000 to \$28,000. Dr. Cliburn asked if the descriptions of campus buildings should be included in the catalog. Ms. Sekul suggested putting them in the student handbook.

The Student Services Council approved moving to an 8 ½ x 11 format with a one year cycle.

V. NEW BUSINESS.

- A. CAPP. Dr. Cliburn stated that the Student Advisement System Committee recommendation is to revise and fully implement CAPP. Ms. Holloway will work with Ms. Ormes and will get others involved to look at the implementation over the summer and let Dr. Cliburn know. Mr. Besancon asked that he be put on the subcommittee to be involved on the Banner side with CAPP. Ms. Holloway asked that it be activated on the website. Dr. Cliburn asked if this is not available for students on the website. Ms. Holloway stated it is available, but it is turned off to students.
- B. CLARIFICATION WITHDRAWAL GRADES (WD, WP, WF). Dr. Cliburn asked instructors to explain how they assign withdrawal grades at the IAC meeting. If student withdraws, they get a WD. If student quits coming to class, they can get a WP or WF depending on the student's grade. The instructor can enter W as well. The instructional deans can approve exceptions to this. Ms. Holloway suggested this be revisited to have one grade instead of WP and WF. Dr. Cliburn stated that this is an indicator on how well the student was doing based on the instructor's discretion. Ms. Taylor stated this could distinguish the official withdrawal. Dr. Cliburn wanted to make sure he understood everything clearly based on questions that had come up recently.
- C. FERPA – HOLDING OF STUDENT TRANSCRIPTS. Dr. Cliburn stated that Dr. Stewart asked for this item to be put on the agenda. This has been a point of some confusion through the years. An excerpt from the federal student right to know manual was distributed. Ms. Sekul stated that the college can not deny access, but they can deny transcripts. Dr. Cliburn stated the college can withhold official transcripts. Ms. Holloway stated that there is a problem with a couple of sentences. A student can't review this on the web and can't come in personally to review records. Dr. Cliburn stated that the college can't provide the student with an official transcript or mail it to them for free. The college can send an unofficial transcript.
- D. SUMMER 2008 ACADEMIC CALENDAR. Dr. Cliburn distributed a proposal for the summer 2008 academic calendar and asked for the council's feedback. Dr. Cliburn has been asked to explore the feasibility of going to an eight week summer term rather than ten week term. Some programs will have to remain at ten week term to maintain required contact hours. For that reason, there may have to be a ten week schedule as well. One reason for the eight week schedule is to give graduating high school students more

opportunity to come to us. VA students with more than a 30 day break between sessions do not get paid for that time and will not get paid continually, but the proposed schedule would not create a problem in that respect. Ms. Leimer asked MSVCC about online use dates of normal college term when reporting VA. Ms. Davis stated VA students would need to be advised to let them know. Dr. Cliburn said the college might be able to have a nine week term instead. Dr. Cliburn asked the council to communicate ideas back to him so a proposal could be put together. Ms. Davis asked if the eight week term is done, can there be a week break for July 4. Some faculty might teach more summer sessions if they knew they had a week off in between sessions. Dr. Cliburn will look into that. Ms. Holloway stated the class meeting times will have to be changed.

- E. SACS UPDATE. Ms. Tincher-Ladner gave a brief update on SACS. Mr. Martin asked Ms. Tincher-Ladner if professional development credit will be given for everyone that attends a SACS meeting. **Dr. Cliburn will check the last self-study and see if professional development credit was given.** Ms. Tincher-Ladner stated that you can learn about SACS by going to the “sacsplanning” and Commission on Colleges websites or from the president’s newsletter each month. Compliance and QEP is done separately. Dr. Joan Haynes is the chair for the compliance committee and is doing an excellent job. SACS will be looking for a website from everyone’s service area to show how the college is improving and to set goals. Ms. Tincher-Ladner will meet with everyone one at a time in those areas. Ms. Marsha Cummings is chairing the Quality Improvement Committee, which will develop the Quality Enhancement Plan. This committee met on April 11. At some point, everyone will be asked to participate in some way in suggesting and selecting our QEP topic. Dr. Haynes commented that some areas are looking really good, and some need help.
- F. PARKING FINE INCREASE. Ms. Sekul stated that this will have to go to the Finance Council. On the Perkinston Campus, the campus police fall under Student Services. There has been discussion of increasing parking fines because of repeat offenders. The last time this was discussed was in 2004 in the Finance Council. At that time, the college was in line with the other community colleges. Ms. Sekul has been researching this to see how we compare with other colleges. There is a charge of ten dollars for parking violations but not a fine for speeding or loud music. Co-Lin is in line with us, but they have a doubling system if the student does not pay the ticket promptly. It is stated in our policy that if you do not pay the fine in a specified number of days the fine will be doubled, but the college does not do it. The fines for parking in handicap spaces vary at other colleges. MGCCC’s fine for illegally parking in handicap is \$50 and this should be increased. Mr. Lee suggested putting a boot on the car. Ms. Sekul explained that a boot will damage the vehicle. Dr. Cliburn stated that if it does damage the vehicle, the college would be liable. Ms. Sekul stated this is an issue because of the two

new dorms coming in. Students will try to park right up to their building and faculty and staff do not have a place to park. **SSC agrees that ten dollars is not sufficient for the parking fine.**

- G. INSTITUTIONAL SCHOLARSHIPS. Ms. Chamberlain stated some students have been to her office upset because she was told not to pay their scholarship. There needs to be something in place to inform students that this scholarship is not available if a student is getting WIA. Ms. Chamberlain does not know what the other campuses are doing about this. The committee needs to look at these regarding third party scholarships as well. Most students think they can get both, and they can't. Dr. Cliburn asked how quickly this needs to be resolved. Ms. Taylor stated they will need to meet with Deans of Student Services and other parties affected by this first. **Dr. Cliburn asked Ms. Taylor and Ms. Chamberlain to prepare a proposal and he will forward it to Dr. Chuck Benigno.**
- VI. OTHER BUSINESS.
- A. ENROLLMENT REPORT. Ms. Tincher-Ladner deferred this item.
- VII. FUTURE MEETINGS.
- VIII. ADJOURNMENT. There being no further business, the meeting was adjourned.

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