

STUDENT SERVICES COUNCIL
Friday, September 21, 2007
Minutes

A regular meeting of the Student Services Council was held on Friday, September 21, 2007 in the Darby Hall Board Room at Central Office. Attendance was as follows:

Official Members

Dr. Chuck Benigno (Chair)	present	Mr. Charlie Neumann	absent
Dr. Dean Belton	present	Ms. Terri Ormes	present
Mr. David Besancon	absent	Dr. Janice Poole	absent
Ms. Sheree Bond	present	Ms. Michelle Sekul	present
Ms. Brenda Davis	present	Dr. Bill Yates	present
Mr. Jeff Donahoe	present		
Ms. Patti Holloway	present	<u>Other(s) Present</u>	
Ms. Lynn Tincher-Ladner	present	Leslie Gilliland	
Ms. Jennifer Leimer	present	Dr. Joseph Cliburn	
Ms. Misty Maaya	absent	Allison Matthews	
Mr. Larry Miller	present	Becky Franks, recorder	

- I. CALL TO ORDER. Dr. Benigno 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.B. REVIEW WITHDRAWAL / REFUND CODES IN ELECTRONIC ATTENDANCE & BANNER. Dr. Benigno
- III. MINUTES OF PREVIOUS MEETING – **April 13, 2007**. The previous minutes of the Student Services Council have been approved by the Executive Council.
- IV. UNFINISHED BUSINESS.
 - A. EXECUTIVE COUNCIL ACTION. Dr. Benigno stated that the Executive Council has approved and the college has entered into a contract with eScrip Safe to send electronic transcripts; we are currently receiving transcripts from them. There will be a \$1 charge per transcript, but we will not charge the students. Also the Executive Council has approved and the college has entered into a contract with Connect-Ed to handle the mass notifications needs of the college.
 - B. MISSISSIPPI VIRTUAL COMMUNITY COLLEGE. Ms. Leimer stated the MEGA project of the state has agreed to contract Blackboard for online and hybrid classes. Ms. Leimer has spoken to Dr. Lott concerning this, and for now we will continue to use Desire 2 Learn for most of our online classes and all of our hybrid classes. MSVCC has hired Terry Pollard as the state trainer.

MGCCC course offerings are down by 3%. We are up by 1% of non duplicated enrollment and our overall enrollment is up by 4%. Enrollment right now is 31,938. There is a drop in our away students taking classes but other institutions are growing faster than we are. We need to look and see what classes we can offer that are not currently being offered in the state. Starting this semester we have two full time online instructors.

Distance Learning presented workshops at the Perkinson Campus orientations. There were more than 400 students in attendance. The workshops informed students what to expect if they take an online class. Perkinson Campus online numbers have increased this semester. If Jefferson Davis or Jackson County would like to include this workshop with their orientations just let Ms. Leimer know.

The online student manual is in the developing process. Ms. Leimer hopes to have a draft copy by our next meeting.

- C. INFORMATION TECHNOLOGY STUDENT GUIDE. Ms. Leimer distributed copies of the MGCCC Information Technology Guide. She stated this is a general technology guide for the entire college. There is one change on the last page; there is a “forgot password” button that needs to be made note of, to help students retrieve their passwords if forgotten. Ms. Leimer will be in charge of keeping this document updated. Ms. Sekul will be adding this document to the Perkinson Campus orientations. Also anyone can request hard copies to be printed. **The Student Services Council approved the MGCCC Information Technology Guide and it will be added to the website as a main page for students.**

- D. TITLE III GRANT. Ms. Gilliland distributed a handout on MGCCC Title III Activity. Objective 1 is the Distance Learning Training. The Title III program officer consented to the revised training structure and activity budget; work began on online Distance Learning training courses. There is an online class for online instructors to take, which is a training course. They are also looking at other workshops that can be made into training courses.

Objective 2 is the Campus Assessment Centers. The assessment centers are fully staffed by 2 full time proctors at the Jefferson Davis and Jackson County Campuses and 1 full time proctor on the Perkinson Campus. Proctors gave over 8,000 tests in Year 1 of the grant, 5,916 of which were online proctored tests. A preliminary count for Year 2 (as of 9/20/07) is 7,559 with the total number appearing to be in the range of 9,800 by the end of the year.

Proctors have begun compiling data about Year 2: types of test administered, time of day test are taken, number of students tested, and overall capacity of each testing center.

We now have the number of computers envisioned by the grant. We have 80 computers and 78 of them are available to students.

Objective 3 is Student Advisement System Development Team. This team has conducted professional development surveys and focus groups. There was one pilot group tested, which was the Jefferson Davis campus. They surveyed approximately 230 first time MGCCC students; as well as, 230 returning students. Ms. Tincher-Ladner's office compiled the data. First time students were satisfied with their experience.

Continuing and returning students were asked about their advisement experience. Students said they see their instructors more as a leader than peers or faculty advisors. At the end of the day 14 classes had been surveyed. Mike Knowles is working on a report to link students with a current instructor as their advisor. This will be a good topic at the next Student Advisement System Development Team meeting.

The last day of the grant year is September 30th. The internal evaluation team will be looking at the grant and areas that need improving.

- E. COLLEGE CATALOG. Dr. Benigno deferred this item to Dr. Cliburn. Instructional Affairs is collecting revisions right now with a September 30th deadline. Executive Council approved going to an 8 ½ x 11 yearly catalog. This will allow us to cut back on the number of pages and save money. Also this size is more compatible to notebooks. Institutional Relations will help make a visually appealing layout. Major headings are not consistent and not in a logical order so changes are being made to improve this area. The catalog is being designed with an easy to read format to make it easier for external audiences to follow. There will be a listing of colleges we have articulation agreements with and the degrees students can pursue.
- F. SACS UPDATE. Ms. Tincher-Ladner gave a brief update on SACS. The Compliance Committee is turning in drafts of the sections they are responsible for. They will start publishing final projects soon. QEP committees are meeting regularly and working on their projects. Student Council Presidents have joined the QEP committees.

The Administrative Workshop is October 16th; we will be closely looking at QEP and discovering what areas need to be focused on. At lunch, groups will look at department plan sheets and see if they are on target with their goals. If a goal needs to be added they will do it at this time. Also that afternoon we will break out in QEP focus groups.

- G. SUMMER 2008 ACADEMIC CALENDAR. Dr. Cliburn distributed the proposed summer 2008 academic calendar. The proposal was for an 8 week summer schedule instead of the normal 10 week schedule. Dr. Lott asked Dr. Cliburn to look at this since some high schools graduate at the same time as

our first session starts. Technical and career classes and some lab classes could not be shortened. Mr. Miller said each campus works with students graduating at the end of May. **After discussing advantages and disadvantages the Student Service Council decided to recommend staying with the ten week class schedule and this recommendation will advance to the Instructional Affairs Council.**

V. NEW BUSINESS.

- A. ACADEMIC CALENDAR 2008-2009. Dr. Benigno deferred this item to Dr. Cliburn. A copy of the proposed academic calendar for 2008-2009 was distributed. Dr. Cliburn asked the committee to review the dates and let him know of any problems. Spring Break has been moved up in March to coincide with the other Community Colleges and Universities in the state. Ms. Holloway asked about the 6 week ending date. Ms. Tincher-Ladner said she doesn't go by the catalog but the computer figures that date for her. Mr. Donahoe suggested calling the 6 week ending date a census date because this term doesn't mean anything anymore. Dr. Cliburn suggested taking this date out of the calendar all together. Ms. Sekul asked that the 1st term and 2nd term withdrawal and refund dates be added to this calendar. If students have it printed in black and white it will cause less confusion. **The Student Services Council decided that a table at the bottom of the academic calendar showing withdrawal dates and refund dates would be the easiest way to present this information.** Dr. Benigno asked Dr. Cliburn to email an updated version of the Academic Calendar 2008-2009 to the council.
- B. REVIEW WITHDRAWAL / REFUND CODES IN ELECTRONIC ATTENDANCE & BANNER. Dr. Benigno deleted this item from the agenda.
- C. EVALUATION OF INTERNATIONAL TRANSCRIPTS. Dr. Benigno distributed a handout on Education Evaluators International, Inc. This is a company that evaluates international transcripts and they would like to be added to our college catalog listing for International Students. **After further discussion the Student Service Council decided to add Education Evaluators International to our College Catalog under the International Students information. It was further decided that only the phone number and web address of the agencies that evaluate international student transcripts will be listed in the catalog.** Ms. Ormes will be in charge of getting updated web addresses and phone numbers for these companies.
- D. MASS NOTIFICATION. Dr. Benigno distributed a power point handout on the Mass Notification system. He stated MGCCC has entered into an agreement with The NTI Group as our mass notification system. This system is hosted on the web so there is no additional hardware or software needed. Everyone can list up to 6 phone numbers and 2 email addresses. The process of getting up to date information to this company has already begun. Dr. Lott

would like us to not only use this for emergency purposes but also use it for appropriate enrollment management issues. Ms. Leimer said this would help cut down on students receiving multiple phone calls regarding the same situation. Dr. Cliburn also recommended not using this system too much for other things so students won't block calls and miss the emergency calls. Ms. Leimer also asked how the number will show up on caller ids because most people will only answer numbers they recognize. Dr. Benigno said they are working on a way to let everyone know if it is an emergency or an informational call. It was also asked if the system will try a number and if someone answers will it end there or will it contact each number listed. Dr. Benigno said he would look into this, but that the student or employee should only be contacted one time. Ms. Tincher-Ladner said Banner has the capability of listing cell phone numbers, as well as home phone numbers. The admissions office will just need to be trained on entering this information correctly. Ms. Leimer also suggested letting students know why we are requesting this information so they will be more eager to provide it. A box will pop up on web services and ask for up to date cell phone numbers and if a student doesn't want to provide this information there is an opt out box they can mark.

- E. PROPOSED CHANGES IN HOUSING PROCEDURES. Ms. Sekul stated the Perkinson Campus is the only campus with residence halls and hopes that changes to the current policy will reduce the waiting list and false applications. The current application deposit for student housing is \$25. This fee is refundable should the applicant decide not to live on campus and/or once the student parts with the college. The college reimburses the student \$25 once they checkout of their room by sending a request to the computer center with a list of students who checked out if there is no damage to the room. Currently, rooms are assigned on a first come first served basis. The recommendation is to increase the deposit to a \$50 non-refundable deposit. Once the student moves into the dorm the deposit can be applied to dorm fees. **The Student Service Council agreed to change the application deposit to a \$50 non-refundable deposit.**

Ms. Sekul also recommended making changes to the current assignment process. Even with the addition of two new residence halls, there was still a waiting list for the fall 2007 semester; however, after registration occupancy was below 95%. Ms. Sekul proposes allowing only registered students a guaranteed room to alleviate the waiting list and encourage students to register for classes in a timely manner. Returning and new students, who reserve their room for the upcoming semester or school year, are not required to preregister for classes; therefore, the room is held and many times the student does not attend or decides not to live on campus. This prohibits other students from being assigned a room in a timely manner creating a waiting list and disgruntled parents and students. Dr. Benigno recommended setting a deadline for students to register by to get a room. Ms. Tincher-Ladner said a

couple of days before pre registration Banner rolls room assignments so the fees will show up on the students' invoices. The deadline for registering could be the last day of pre registration. If students don't register by then they lose their room. Mike Knowles can run a report showing the students who have a room assignment but have not registered which could help with the assignment process and encourage preregistration. Dr. Benigno recommended a deadline for returning students and a different deadline for new students where freshman can submit an application with their deposit and be guaranteed a room. It may not be the building they request, depending on rooms. **Ms. Sekul will come up with a more detailed process for handling new and returning students room assignments and present it at the next meeting.**

Ms. Sekul recommended changing the term from dorm to residence hall and the term dorm supervisor to residence hall supervisor. **The Student Service Council agreed to allow the change in printed material and to change the title Dorm Supervisor to Residence Hall Supervisor.**

Ms. Sekul requested that the housing withdrawal and refund policy be reviewed. Currently meal and room costs are prorated if a student withdraws from housing during the semester. Ms. Sekul agrees to that the meal cost should be prorated because they have not consumed the meals; however, she does not agree with prorating the housing cost because the room has already been used and not likely to be reassigned to another student. Ms. Tincher-Ladner said students owing a large residence fee are less likely to return to school. **Ms. Sekul will work on this suggestion and review the history of similar situations and bring this information back to the council.**

- F. TRAFFIC AND PARKING SECTION IN STUDENT HANDBOOK. Ms. Sekul deferred this item.
- G. STACKING OF ACADEMIC AND HONORS SCHOLARSHIPS. Ms. Sekul deferred this item.
- H. SERVICE REVIEWS. Ms Tincher-Ladner stated we need reviews of college service areas for SACS. She proposes we begin doing service reviews this year and continue to do the reviews every three years. These reviews can help bring little issues up that need to be addressed. Also these reviews will supply much needed information for SACS. A list of ideas was reviewed to give the council an idea of the information needed. **Ms. Tincher-Ladner called for a subcommittee to set up these reviews. The committee will consist of Ms. Tincher-Ladner, Ms. Holloway, Ms. Sekul and Mr. Donahoe. The committee will design a review and bring it to the next student service council meeting.**
- VI. OTHER BUSINESS.

A. ENROLLMENT REPORT. Ms. Tincher-Ladner passed out an enrollment report. We are about 1/3 of the way recovered from hurricane Katrina. Last year's data is invalid due to students receiving free money for college expenses. This summer's numbers are down slightly compared to last year, but then again there was free money available last year. Prior to 2002 we incorrectly reported our own numbers because we didn't count approximately 1,000 students that we should have. We are flat lined as of right now. Ms. Tincher-Ladner does not look for us to outgrow this right now because of limited housing available in the local communities.

VII. FUTURE MEETINGS.

Friday, November 16, 2007 – 9:00 a.m., Jackson County Campus
Friday, February 15, 2008 – 9:00 a.m., Jefferson Davis Campus
Friday, April 11, 2008 – 9:00 a.m., AMTC

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

* * *