

STUDENT SERVICES COUNCIL
Friday, November 16, 2007
Minutes

A regular meeting of the Student Services Council was held on Friday, November 16, 2007 in the Private Dining Room at the Jackson County Campus. Attendance was as follows:

Official Members

Dr. Chuck Benigno (Chair)	present	Ms. Misty Maaya	absent
Dr. Dean Belton	present	Mr. Larry Miller	present
Mr. David Besancon	absent	Mr. Charlie Neumann	present
Ms. Sheree Bond	present	Ms. Terri Ormes	present
Ms. Brenda Davis	present	Dr. Janice Poole	absent
Mr. Jeff Donahoe	present	Ms. Michelle Sekul	present
Ms. Patti Holloway	present	Dr. Bill Yates	present
Ms. Lynn Tincher-Ladner	absent		
Ms. Jennifer Leimer	present		

Other(s) Present

Tammy Franks
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 items were added to the agenda under New Business: V.F. GRADUATION APPLICATION. Ms. Ormes; V.G. CLUB APPROVAL ROTORACT. Dr. Yates; V.H. HARASSMENT. Dr. Yates; V.I. DISCIPLINARY POLICY. Dr. Yates. The following item was deleted under New Business: V.C. STACKING OF ACADEMIC AND HONORS SCHOLARSHIPS. Ms. Sekul
- III. MINUTES OF PREVIOUS MEETING – **September 21, 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 approved a littering fine of \$50. Eventually the Security Department will add the littering fine to their ticket book. Student Service Deans are working with students on campaigns for littering. Each Student Service Dean is to come up with three themes and submit them to Dr. Benigno by Monday, November 19th. Then they will narrow the list down to three ideas for the students to vote on.

The \$50 housing deposit has been approved by the Board of Trustees. ICP's, information packets sent to seniors, are now having a label placed over the \$25 housing deposit with \$50.

- B. MISSISSIPPI VIRTUAL COMMUNITY COLLEGE. Ms. Leimer stated enrollment has really taken off for the Spring. As of Monday, November 12th, there were 756 unduplicated enrollments and 1,347 duplicated enrollments. Some classes have already closed. Distance Learning is looking at adding more courses from MGCCC or pulling in courses from other colleges. This time last year we were worried about filling classes.

MSVCC has had some changes. Audra Kimble has resigned and they are taking applications for her position. MSVCC has finally finished the online instructor course and two MGCCC instructors are teaching this course. This course is to train instructors on how to teach online courses.

State Board has entered into a contract with Blackboard. When Blackboard first rolled out phase one schools, the first three weeks of the semester it was up and down a lot. Since then it has become more stable, still have some down times but for shorter periods of time. MGCCC is part of the phase two schools which will be rolled out next semester. We currently have thirty sections using Blackboard. About twenty of those sections use My Math Lab and about ten classes will actually be on this server. Ms. Leimer has spoken to Dr. Lott and at this time we are not planning to move away from Desire to Learn. New Instructors are being encouraged to use Desire to Learn, at this time.

The Login naming scheme for online students will be changing next semester. Distance Learning is going to develop a post card for a mail out to reach students who are not getting their questions answered thru email and the website. This post card will not contain the login information; however, it will tell the students where to find that information. There will only be one login for all four systems. Passwords will be different because the systems don't communicate with each other. Once an email password is changed it can't be retrieved, but it can be reset. State wide login schemes are being changed and the main reason is FERPA.

- C. PROPOSED CHANGES IN HOUSING PROCEDURES. Ms. Sekul distributed a handout outlining the Proposed Policy Changes for Perkinston Campus Housing Room Assignment Procedures. This process will allow registered students to have priority over students who have applied for housing but not registered for classes. She recommends that all students complete the registration process before room assignment. New students will complete the housing application and submit the \$50 application fee. Their application will be entered into Banner in the order they are received. The student will receive a letter from the housing office stating their application

has been received. If they have not registered for classes, the letter will inform them that registration is the next step in the process to receive their room assignment. This will set up a positive chain of events – completing the admissions process to register for classes to receive a priority room assignment. There has been the concern that students who apply for housing early will not be given priority or first come first serve like the current policy; however, students who complete the admissions process in a timely manner will be given priority registration opportunities setting them up for priority housing assignment.

Returning students must pre-register for classes before reserving a room for the upcoming semester. Students returning from the fall semester to the spring semester would have to register by the last Monday in November to reserve a room. Students returning from the spring semester to the fall semester would have to register by the last Monday in April to reserve a room. Students who do not meet the priority registration deadline must submit a new application and go through the New Student Room Assignment Process.

Consistent, coordinated communication is the key to ensuring the success of this new procedure.

Addressing the refund policy for housing recently approved, students will no longer receive a prorated refund for room costs once they check in to the residence hall. Students who withdraw from housing during the semester can receive a prorated refund on their meal costs. The Perkinston Campus is developing a residence life orientation to give students a chance to see what dorm life is like before they are locked in to the housing costs.

- D. **SERVICE REVIEWS.** Ms. Sekul distributed handouts of the Key Personnel Information Sheet and the Reflective Review developed by Ms. Tincher-Ladner. The Reflective Review, divided into six sections, will help identify long-range goals and to review areas for needed improvement such as resources, budget, staff, assessment, and planning. The Key Personnel Information Sheet, completed by key personnel, will be used to show the credentials and qualifications of key staff members in our service areas. This entire review is in addition to our normal planning process. Service Reviews will be distributed to all student and administrative service areas. In the future, we will repeat this process every three years.
- E. **MASS NOTIFICATION UPDATE.** Dr. Benigno stated when pre registration started a box would pop up and ask for a current cell phone number. On November 2nd we had no cell phone numbers and now we have 2500 students registered and about 2500 cell phone numbers. Employees will receive an email from Dr. Benigno the Monday after Thanksgiving giving direct steps for them to follow to submit their cell phone numbers. Mike Knowles is in the process of designing a mail merge which will tell employees their login is

their social security number and it will supply their password. This system will be put to use starting in January. There are three ways of notification; home phone calls, cell phone calls/text, and emails. We can individually notify the company if someone wishes to receive text messages but is unable to send text messages. Ms. Holloway asked that we consider naming our system. Dr. Benigno said we can look at that once the training is complete and we know what we can and cannot do. Dr. Benigno will be providing training for this system on each campus in the next few weeks. Ms. Holloway asked that she and Dr. Belton be invited to one of those trainings.

- F. ELECTRONIC TRANSCRIPT UPDATE. Dr. Benigno stated things have been moving slowly but we are to the point where Mike Knowles and David Besancon are working on the IT part. Each campus will send transcripts; then, login to Escript Safe to confirm and then the transcript goes. The only problem is each person will have to remember whose transcript they sent because Escript Safe will have all three campuses listed together. Ms. Ormes said there is a log kept for two years in the system so you can check to see if a transcript was sent. Ms. Holloway asked if one person could be responsible for confirming all. Dr. Benigno said it could be done that way but that is something the Admissions Offices will determine later. At this point the Centers will not be able to send transcripts. Dr. Belton asked if there is a way students can be notified that the campuses is the only place they can have transcripts sent electronically. Ms. Holloway stated if a transcript is faxed it is unofficial and if it is sent electronically it is official. Dr. Benigno said for Admissions Offices to meet and decided the best way to help the Centers.

V. NEW BUSINESS.

- A. ACADEMIC SCHOLARSHIPS-ONLINE CLASSES TOWARD SEMESTER HOUR REQUIREMENTS. Dr. Benigno distributed handouts of the current Academic Scholarship Form. He said there is some language that states online classes are not counted toward the semester hour requirement. He asked since we offer so many online classes do we need to change this wording. Mr. Miller asked that we make the students take our online classes. Ms. Leimer said most offered course are ours and that would be hard to monitor. Dr. Benigno asked if anyone would have a problem if the student takes all classes online. Ms. Holloway asked if the scholarship value would change to supplement the online fees. Dr. Benigno said the value will not change. Ms. Sekul stated that a student living in the dorms must take 12 traditional class hours but anything over that can be online. Ms. Holloway asked that we change the wording on Incentive Scholarships to say cumulative grade point average. **SSC approved allowing online/internet courses to count toward the minimum hour requirements to receive academic scholarships. Also the Incentive Scholarships will be listed as a cumulative grade point average.**

- B. INSTITUTIONAL SCHOLARSHIPS. Dr. Benigno distributed a copy of a proposed Administrative Statement for Institutional Scholarships. This proposal will give students who receive more than one scholarship a chance to get their money. If a student receives an academic scholarship for full tuition and also receives a band scholarship they will get the \$1490. The most money a commuter could receive would be \$1646. We will not write the students a check for the extra money but we will give them a meal card for the balance. The meal card will be awarded at the time of awarding the scholarship. If a student does not use their entire meal card, then that money will come back to the college. This could also be an incentive to be an honors student and receive more scholarship money. We will also have a scholarship for Junior Miss and Miss Mississippi Pageant preliminary winners. Also Employee Dependents will be allowed to stack scholarships. This Administrative Statement was presented to Executive Council and they agreed on some changes that needed to be added and brought back to the next meeting. This Statement will go into effect next fall. It was recommended changing the term Performance Scholarships to Performance and Service Scholarships and to remove the terms athletic and music.
- C. STACKING OF ACADEMIC AND HONORS SCHOLARSHIPS. Ms. Sekul deleted this item.
- D. DISTANCE LEARNING STUDENT HANDBOOK. Ms. Leimer distributed copies of the new Distance Learning Student Handbook. We need a distance learning student handbook because there is no one place telling our online students what to do. The first part of the handbook is the same as the campus student handbooks. The calendar is set up for distance learning students. On page 38 it starts telling students step by step instructions for questions online students may have. There is an outline for key semester task which will help students and instructors. There is also a glossary of online terms so students will know what is going on. Ms. Leimer asked if the committee would like a week or two to look over it before they voted. Ms. Bond made a note that the Academic Scholarship needed to be added to the handbook. **SSC approved the Distance Learning Student Handbook.**
- E. MEDICAL WITHDRAWAL. Dr. Benigno distributed copies of the Administrative Statement for Medical Withdrawal. He asked Larry Miller to share his concerns about this policy. There is some confusion about II.E. Refund. This refers the student to the College Catalog and it states you can't get a refund after the first two weeks. Dr. Benigno recommended changing the language on II. E. to read "A granted medical withdrawal allows for a "W" and a 100% refund. If the medical withdrawal is denied see refund policy in the catalog." Mr. Miller also recommended giving student 6 weeks after the semester to apply for a Medical Withdrawal. Ms. Holloway stated that students may have a problem with their grade and try to use a medical withdrawal as a reason. **SSC approved changing II.E. to say "A granted**

medical withdrawal allows for a “W” and a 100% refund. If the medical withdrawal is denied see refund policy in the catalog.” A discussion to allow a 6 week extension into the next semester for a Medical Withdrawal request was tabled to the next meeting.

- F. GRADUATION APPLICATION. Ms. Ormes distributed copies of the Application for Degree form. She requested a change to the Office Use section due to SACS. She asked that a check box be added for the 16 hours residency and a check box be added for GPA. This will be one more area the counselors can check off this has been done. **SSC approved the changes to add two check boxes to the Office Use area; one for 16 hours residency and one for GPA.**
- G. CLUB APPROVAL ROTORACT. Dr. Yates distributed a handout on this active Junior Rotary Club. He didn't know if it was necessary to ask SSC for approval but he wanted to ask anyway. **SSC approved the Rotoract Club.**
- H. HARASSMENT. Dr. Yates stated he has had an ongoing harassment situation and there is not a real policy regarding this matter. **Dr. Benigno asked the Deans of Student Services to look into this matter and bring back recommendations.**
- I. DISCIPLINARY POLICY. Dr. Yates has had a couple of situations where the students did not show up for their hearing. **Dr. Benigno asked Dr. Yates to prepare a recommendation.** Dr. Yates said he will write something up and get with Ms. Sekul and Mr. Donahoe for their input before bringing it back to the council.
- VI. OTHER BUSINESS.
- VII. FUTURE MEETINGS.
- 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.

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