

Student Services Managers Meeting
Thursday, October 23, 2014
Minutes

Called to Order: 9:10 (room 414) **Adjourned:** 11:15am

Present: Shirley Lewis, Robin Darcangelo, Barbara Fountain, Rischa Slade, Jerry Kea, Jocelyn Mouton,

Absent: Jose Ballesteros, Shemila Johnson, Maire Morinec

1. Mall Outreach (10/18/14) Debrief (Shemila - not available)

- ♦ Wide support and participation from the campus
 - Was a very successful event

2. Transportation Fee

All Managers need to be involved in planning.

- ♦ Invite Leigh Sata to our November 6 meeting

3. Customer Service – Phones (Barbara)

We need to do a better job answering phones.

- ♦ Calls that show as dropped have many variables that do not show in a report
- ♦ With an improved web site, we might receive fewer calls
- ♦ Financial Aid needs to answer their own calls
 - Too many complex answers for anyone else to be able to handle effectively
- ♦ How many calls are repeats due to getting incorrect info the first time?
- ♦ In Admissions there is a bell to alert staff when someone sees that there is a backup
- ♦ FA uses headsets so that staff can be in ready mode and still be able to walk around to deal with other work
- ♦ Calls should be taken Monday-Thursday, 9am-6pm and Friday, 9am-3pm
- ♦ We can add more supervisors
 - Requires purchase of licenses for each
 - Each department supervisor would see only their own department
 - Shirley and Judie will get set up to receive calls
- ♦ The goal is to eventually have a “call center.”
 - We can go on a field trip to Butte to see a school who has a call center.
 - We can look at their Academic Success Center and International Program at the same time

3. Friday Trainings

Over the next 12 months SS Managers should hold customer service trainings for staff

- ♦ Close for 1-2 hours and meet
- ♦ There is a need for cyclical trainings such as “spring priority” which is about to start now.

4. Work Study/Student Worker Access to Paperclip

Move this to the next meeting due to lack of time

5. Projects

Managers need to help and all be on the same page

- ♦ SS Managers all have projects

- Need a plan to track and follow up
- New projects keep coming
 - Start these when we have a plan
 - We spend a great deal of money on things we are not ready to follow through with

6. For the next meeting:

- ◆ Bring a list of all projects
 - What, in your mind, is most important?
- ◆ Think about big or small group trainings to help move Student Services along
- ◆ Add “Manager Progress Reports” to the beginning of each meeting
- ◆ Mini retreat for SS Managers
 - 4-hour – team-building and project planning