

Student Services Managers Meeting

Thursday, January 8, 2015 - Minutes

Called to Order: 11:10 am (room 414) **Adjourned:** 12:30 pm

Present: Shirley Lewis, Barbara Fountain, Rischa Slade, Jerry Kea, Jocelyn Mouton, Jose Ballesteros, Maire Morinec, Shemila Johnson, Robin Darcangelo

Guest: Erik Visser

1. Enrollment – S15

- ◆ 8% down from one year ago
- ◆ Classes are filled an average of 66%
 - Loss of priority
 - Assessment
 - Ed plan
 - System was down a few days
 - Repeatability is an issue
 - Economy is up & some students are choose to work
 - We need to do whatever we can to get students to enroll
- ◆ Deans cancelled about 35 sections on 1/7/15
 - More classes could be cancelled
- ◆ Make students aware of advantages of being full-time
- ◆ FA students have to return money if they drop classes
 - Now they don't get money until the 1st week of class

2. Student Emails

- ◆ Don't overload students with unnecessary email so that they are more likely to read important emails

3. 3SP Coordinator

- ◆ Diane White, VP of Student Success will be managing 3SP now.
 - Student Services is still responsible for doing the work on it
- ◆ 3SP is a new version of the new and improved orientation process and follow-up
 - It's one piece of the Student Success initiative
 - Matriculation
 - There is \$1.6M in 3SP money - Priority is to fund 3SP activities

3. Equity and Accreditation

We need to expand our service hours for our students now.

- ◆ Pilot – 2 nights per week until at least 6 pm
 - One-stop as full service as possible - How and which nights?
 - Too much info is in the FA and AF areas to move to a one-stop area
 - Information window or Career Center can be used – Career Center would be vest
 - Student Life has to remain in place (due to camera/software, etc. for IDs)
 - Student Health Center is open until 7 with a student worker in the office
 - Staff hours will need to be changed
 - Many different scenarios were discussed and the final decision was that effective February 1, all services would be open 9 to 6:30 (M-R) and 9-3 (F) and remain in their own space
 - This would be year round
 - Everyone needs training to gain a broad knowledge.

4. Signage

- ◆ Signage in front of the Information Booth needs to be revamped to get students' attention from the ends of the Building. Barb will work with Judie on this.