

STUDENT SERVICES COUNCIL
MEETING NOTES
JULY 6, 2011

1. Purpose of the group: The purpose was discussed.
The Student Services Council is to plan together and build a common purpose and direction for the Student Services. The role and function will be to:
 - a. Disseminate information
 - b. Provide feedback and input in decision-making affecting Student Services
 - c. Propose actions for the progress of Student Services
 - d. Design an excellent Student Services unit
 - e. Meet students' needs thoroughly and efficiently avoiding pitfalls
 - f. Develop the knowledge of faculty and staff on the services offered at the college/.
 - g. Make decisions in a team-oriented manner.
 - h. Working together for problem solving; consistency in processes within Student Services
 - i. Attend to the Professional growth of Student Services employees.
2. Mapping and Mapping process: A&R shared its process mapping, but feels that it needs more work. Everyone agrees with the concept of mapping. The next step is for every department to create its mapping process. This item will return to the September meeting with everyone bringing a mapping of her/his area.
3. Regular days and times of the meetings: The next meeting will take place on July 26 and will be the last one until the beginning of the fall semester. The fall schedule is as follow:

First and Third Tuesdays 10:30 to 12:00

Starting in September, meetings are First and Third Tuesdays at 10:30. To noon.

All meetings will take place in the board room.
4. Notes taking: Recognizing it takes a village, the following volunteers stepped forward to take notes and handle the agenda:
 - Fountain; July and September
 - Ghous: October
 - Smith: November
 - Simon: December
 - Collins: January
 - Utt: February
 - Anderson: March
 - Mouton: April
 - Cousnelor: ?
 - Vines: ?
 - Moore/Roe: ?

5. Closing and office hours for A&R and Financial Aid:
 - a. Closings: The Financial Aid office will be closed for processing July 18-22 and August 1-5.
 - b. Fall Office Hours: M-R: 9 to 3 and closed Friday
 - i. Info booth opens M-R: 9 to 6 and 9-3 on Fridays
 - ii. The efficacy of the hours to be evaluated by the Director of Research and Planning
 - c. A&R and Financial Aid will close on August 15th for Flex Cal
6. Professional development in Student Services: We discussed the need to elevate the knowledge base of faculty and staff in Student Services. The group will discuss various ways to accomplish that and the use of funds to accomplish that goal. We agreed that when we have fewer staff and faculty members, they need to have the best skills possible. The skills are developed through professional development. We expect participation in state, regional and national meetings: enrollment management, NACADA, NASPA, etc.
7. e-transcript and transcript online: Starting with the fall semester, students will progressively be moved to the Internet to process their transcript.

Please forward agenda items to Jowel no later than Friday noon.

Agenda items for July 26.

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| 1. Permanent Registration Lab? | Fountain |
| 2. Improved Petition Processing. Students submit online. Go through review process electronically? | Fountain |
| 3. Web page demonstration | Bostic |
| 4. Fall retreat of Student Services | All |
| 5. Timing of class cancellation | Simon |
| 6. Strategic Objectives: Student Services | Laguerre |