

Student Services Managers Meeting
Thursday, August 22, 2013
Minutes

Called to Order: 2:10 p.m. (room 414) **Adjourned:** 4:05 p.m.

Present: Jose Ballesteros, Peter Cammish, Barbara Fountain, Jerry Kea, Shirley Lewis, Maire Morinec

Shirley Welcomed Maire and Jose

Numbers below refer to the number on the printed Agenda

1. Student Services Planning and Program Review (Peter Cammish)

- ♦ Strategic Plan: Broad statement of what we want to do
- ♦ Develop outcomes (3 or 4 per area)
 - Mission, Vision and Values
 - Improve access
 - Focus on end user
- ♦ Assessment: Description of how well your service was offered??
- ♦ Projects: Make improvements
 - Goes on year to year
 - Should be in Job Description
- ♦ Priorities need to be supported by Dr. Laguerre.
 - Manager evaluations will be based on how well the process is followed (SAO)
- ♦ SAO (Service Area Outcomes) Non-instructional areas.
 - Looked at a few area summaries online
 - Sample: Student Development outcome could be: “More vibrant Campus Life (ASSC and Clubs)”
- ♦ Project List is going ahead a few years
 - Integrated Planning Process Manual – See P. 61 to learn how to navigate using the database
 - Add program review title and summarize accomplishments
 - Make sure assessments are up to date
 - Deadline: 9/6/13 – Show Accreditation Team we have done our review
 - Input projects you want for project areas of concern from previous year can help the review. You decide on next year.
 - “Print Program Review” pulls everything together in a report
- ♦ Area Summary
 - Add Project – 3 best things you accomplished in the last year
 - Make sure assessment is up to date
 - Think about what you want to do in the future based on finished projects and add to database (go out about 5 years and space them out as much as possible)

3. Enrollment Management – Communications (Shirley Lewis)

- ♦ How are we coming with potential and returning students?
- ♦ Can have Student Ambassadors and SDO student workers call student prospects/potential students
 - Maybe we could get them to sign up for late start or Spring 14 (possibly inner-session)
 - Need to make sure students are well-informed to be able to do the calling

- Students could take names and have someone get back to them
- They need time to sign up for Financial Aid and see counselors
- Get students in a database and send them information
 - Need follow-up
 - Need people to market the college
 - All who complete apps get a letter
 - Example: Vanden – Counselor IDs students – they fill out an app – they get orientation on how to log in
 - What activity would be most effective?
 - Could use SARS to call or send letters
 - Dr. Laguerre wants these processes to be special with individualized attention
 - Need to accommodate high schools with whatever they need
 - HS students need to be made aware of the requirements they need to meet
 - Could try Saturday assessments at the campuses
 - Target according to major when possible
 - Personalized letter and brochure
 - Get with Barbara Pavao to communicate to the HS counselors
 - HS needs to have technology for assessment to happen there

6. Student Equity Plan Draft –

- ♦ Shirley Lewis will send out

4. Student Success Initiative (Barbara Fountain/All)

- ♦ See email from Shirley Lewis
- ♦ Declared major by 3rd term
- ♦ Send letter to undeclared and put in record
- ♦ Score card
- ♦ Remediation math – take in 1st semester
- ♦ Equity Plan mirrors SSI – several committees are working on this
 - Charles Spillner has committee set up

7. Other

- ♦ A&R Reclass – can the job be accomplished with this?

2. Accreditation Report

- ♦ Did not have time to discuss

5. Student Printing in Building 400 –

- ♦ Did not have time to discuss