

**Student Services Managers Meeting**  
**Thursday, May 15, 2014**  
**Minutes**

**Called to Order:** 9:08am (room 432)      **Adjourned:** 10:05 am

**Present:** Jose Ballesteros, Shemila Johnson, Barbara Pavao, Jerry Kea, Shirley Lewis, Barbara Fountain

**Absent:** Maire Morinec, Robin Darcangelo

**1. Funding Student Ambassador Program**

Chuck Spillner is looking for funding for Fall

- Ambassadors don't seem to fit into the requirements for 3SP money
- Last year \$14,000 was spent on Student Ambassador's time (using 3SP money)
  - The feeling is they often give incorrect information
- For Shemila, Ambassadors do tabling, make counseling appointments, high school tours
  - How effective are they?
- Shirley will find out how Chuck Spillner uses the Ambassadors
  - Check doesn't know Student Services as well as the Student Services Staff
- We don't have enough time to train Ambassadors
  - Need follow-up training
  - Need a pool of people and different people each time
  - Need to be more selective
    - Set up criteria, training and responsibilities
    - They should work closely with Shemila
- Ambassadors should have a script
- Ambassadors should have business cards identifying them as Student Ambassadors
- Ambassadors could be used at high schools for marketing
- Info tables used to be staffed with SCC staff
- Maybe a call center – people hired for year-round – but hours to be on as-needed basis
  - Maybe retirees
  - Fund with 3SP money?
- Communication by phones
  - Phones are unanswered and people are hanging up
- Barbara Fountain and Shemila Johnson will put together a bullet list to revamp the Ambassador Program

**2. Student Services In-Service Training – 5/30/14**

- ◆ 1 hour training
- ◆ 1 hour overview of 3SP plan (Barbara Fountain)

**3. Building Coordinators**

- ◆ ID 3 people
  - Need a way to get word out
  - Need backup system
  - Talk about PA system for approximately \$30,0000 – all around campus
- ◆ Committee on Emergency Planning
  - Earthquake, fire, flood, active shooter, bomb threat
    - Counseling, Barbara Pavao
    - Admissions, Donna Luttrell-Williams

- Student Services, Judie Burtenshaw
- Financial Aid, Amber Cheatham
- DSP, Candace Roe

**4. Graduation details (Jose)**

- ♦ Lineup: April, Laurie, Judie, possibly Lisa R
- ♦ Run-through on Tuesday
- ♦ Nurse: room needs to be cleaned up and back door needs to be fixed