

Student Services Managers Meeting
Thursday, August 21, 2014
Minutes

Called to Order: 9:05am (room 432) **Adjourned:** 10:45am

Present: Shemila Johnson, Jocelyn Mouton, Jerry Kea (phone), Shirley Lewis, Robin Darcangelo, Barbara Fountain; Maire Morinec, Rischa Slade

Absent: Jose Ballesteros

1. Budget Freeze (Yulian's Memo)

Requisitions for exceptions must be approved.

- ◆ Send to Laura – they meet 2 times per month
- ◆ Classified Hourly – impact Student Services (FA and A&R)
 - Shirley and Barbara will meet with Dr. Laguerre this morning
 - Yulian will meet with each manager to go over budgets
 - Currently working classified staff
- ◆ Dr. Laguerre does not want us to take steps backwards now that enrollments are going up
 - Small things like candy can be important ways to attract students
 - No one got a chance to order office supplies
 - Supplies are needed to run classes
 - Vacaville has some Outreach supplies
 - Check with Bookstore for “give-aways.”
- ◆ We need to get out and see how the community views us
- ◆ S/P Direct has good info in it
- ◆ It's about investment to benefit

2. Non-Academic Program Review

On 8/28 Cabinet will begin looking at Strategic Plans

- ◆ PERT: Peter, Cynthia Simon, Connie Barron-Griffith, Roger Clague
 - Recommending Strategic Propositions
 - Many Strategic Propositions have not been “Strategic” (i.e., equipment for instruction)
 - Deans will address how they want money allocated
 - See the timeline on the Non-academic Program Review Form handed out
- ◆ Strategic Plan should be done by Oct. 7 for entire College

3. Ed Master Plan

- ◆ Look at your Ed Master Plan
 - i.e., Barb: Degree Works – what's remaining to implement
- ◆ SARS can convert to spreadsheet
- ◆ Go to Faculty Tab for access to SARS
- ◆ Is SARS the best tracking we have? Barbara Fountain will check with other Banner school and report back.
- ◆ Guest students need a process to exempt them from procedures other students have to follow
- ◆ Survey Programs – Shemila will find out exactly what they cover

4. Accreditation Midterm Report

Dr. Laquerre wants us to do phone banking again

- ◆ Phone banking was confusing to many of those called.

- Those on the phone need to be better trained
 - Scripts work well
 - Need mock training
- ◆ We don't know how effective the last one was
- ◆ How are we following up on prospects?
 - Barbara F. and Shirley L. have been working on it
 - It takes staff time.
 - Barb will review – it takes time to automate it.
- ◆ Timing is critical
- ◆ Maybe we need to “target” students as opposed to call 4,000 students

5. Budget Ideas

- ◆ Managers should come up with recommendations for the next Managers Meeting
 - Meeting will be devoted to coming up with recommendations for cuts & saving money.
 - Don't need a separate person in Vista
 - Could go through A&F
 - Marketing could be through Shemila

6. Fraud

- ◆ Be aware that fraud is rampant right now

7. Customer Service

- ◆ Dr. Laguerre wants for follow up on Customer Service
- ◆ Take a week and track the types of calls you get
- ◆ Barb wants Student Services to have training sessions on a regular basis
 - Include Centers

8. Flex-Cal

- ◆ Flex was originally for faculty development
- ◆ Closures during Flex causes some issues because it is right before school starts
- ◆ CSEA could meet at a different time
 - Maybe October – ½ day to 2 days
- ◆ CSEA Attendance
 - Wade to get attendance lists and send to managers
- ◆ Maybe CSEA meeting could be on Friday afternoons when offices are closed
- ◆ Invite Wade to Managers meeting 9/4