

Student Services Committee Meeting

04/23/2021

Attended: Christy, Paul, April, Allie, Amanda, Dakotah, Danaty, Beth, Gail, Nichole, Remy, Sandy, Lisa, Melandie

Absent:

- I. Meeting Called to Order-10:03 AM
- II. March 26, 2021 Minutes Review- Add Allie to Attendance list, Motion to approve with Correction-Amanda Second- Beth. Passed
- III. New Business-Move to May Meeting
- IV. Old Business- No new Business
- V. General Discussion Items
 - a. Student Affairs Updates
 - i. Graduation-heat of Graduation, 180 students have identified they want to participate. Have until Monday to complete the survey and order gowns. Students were confused due to the two different dates. Monday, 26th 11:59pm. Posted on social media and Christy emailed Fall 2020, Spring 2021, and Summer 2021 students to remind them. Text message going out Monday to the application for Graduation report. Another email will go out to full population. Over 300 people on that list. Making all efforts to get the word out to the students. We have had some issues with merchandise being delivered to us. We have got to get the gown order in Monday. Not the same as usual as being able to order a few days later. Diploma covers are somewhere in Hammond. Students are reaching out concerned about the number of guests for ceremony. Lauren is going to record ceremonies and it will be posted later that students will be able to access later.
 - ii. Test proctoring for Accommodations- ACCUPLACER Requests need to absolutely come in at minimum 3 days prior to exam to be able to process, if not within 3-day timeframe, student will need to work with proctor to reschedule exam. Form will be available on Accessibility page for students to start the process to request quiet place, reader, etc. will work with student services and faculty member for requests concerning classes.
 - b. Assessment Items:
 - i. Student Support Services Enhancement Plan Committee
 1. Report Tabled to May Meeting
 - ii. SA Professional Development
 1. Allie sent email to group over a time line, will meet in May.
 2. Send any updates for your parts of new student Orientation

- iii. Veterans Orientation
 1. Mrs. Gail has May 20th and 28th for two sessions for new veterans orientation.
- c. Sub-Committee Updates
 - i. New Student Orientation
 1. Any changes you need to make to your portion of Orientation, please get those to Allie as soon as possible.
 - ii. Student Retention Plan
 1. Creating form for students to do a complete withdraw from the college.
 2. Try to have in place for Fall
 3. Signature line for Financial Aid
 4. Turn off function until after 14th day
 5. Minimum enrollment in BANNER.
 6. Still creating form, but may turn into electronic form.
 7. Maxient is live (woohoo!)
 - iii. Communication Plan
 1. Are in stage 3 of 5. Have figured out everything that goes out from Admissions from prospect to registered student. Briefly discussed Financial Aid Stuff. Will talk about when billing reminders go out with Lisa Killens. Mid-may booklet of letters to each Campus so we can know what goes out. Looking at how we can improve the communication. When do students get information about email? Students do not get email until they actually register. Trying for a year to print acceptance letters, it finally worked yesterday.
 - iv. Student Engagement and Programming
 1. Discussed some things we can do to get students engaged.
 2. What can we do to prevent us from doing repetitive events?
 3. Watch parties were very good, and continue that and do live streaming, but also record it and other campuses could have the watch party at another time.
 4. Faculty senate is working on Faculty buy in and support of initiatives.
 - v. Student Records and Review
 1. Melandie and Darriona met to review processes that require data checks. Decided to meet twice a semester to review and keep track of what is needed to make sure things are being updated and processed correctly.
- d. Questions
 - i. Students with Accommodations many need to change request if not within 3-day timeframe. We will still work with the student, but may

need to change when they can take the exam. Work with Faculty when related to classes. ACCUPLACER work with Proctor and student to change the date.

- ii. Darriona-Louisiana Transfer Degree is active and available.
- iii. Paul- discussed the Transfer degrees and concentration. Concentration were never meant to be end all be all, colleges create concentration at their institutions. Different from General Studies, needs to be one of those identified concentrations. AA and AS Audits forms are not available yet. Darriona will meet with Kathy Falgout at degree works to work on updates in June. We can print a physical document from Degree works. Students with TOPS may still be BOA. They can do the LA Transfer Degree.
- iv. Beginning in May, there will be a new application. Launch date is schedule for May 7th. Has some better features and more user friendly.
- v. Mrs. Gail-looking to order a tablecloth for Veterans events.

VI. Motion to Adjourn- Amanda, Second-Allie

VII. Adjourned: 11:27PM

VIII. Next Meeting May 28th, 10am