

Student Services Committee Meeting

06/24/2021

Attended: Christy, Paul, April, Allie, Amanda, Dakotah, Beth, Gail, Remy, Sandy, Lisa, Darriona, Chaia, Kayla, Bridget

Absent:

I.Meeting Called to Order-10:12 AM

II.March 26, 2021 Minutes Review- Motion to approve- Paul; Second- Sandy . Passed

III.New Business- Add a new committee member from Library Services Committee Motion to approve- Amanda; Second- Allie. Passed

IV.Old Business- No old Business

V.General Discussion Items

a. Workforce Updates

- a. Thanks for Student Services support. Will provide a list
- b. Focused on Reboot: Low cost or no cost classes through CARES ACT. Will continue to have classes until Foster Promise funds kick in.
- c. Has transitioned from Xenegrade to Banner. Explanation of how non-credit application and registration works. It is important that they complete the right application and register in LOLA. Workforce provides CRN.
- d. If a class is full, send the individuals to Bridget or Kayla so they can manage a waitlist.
- e. If a student wants to make a change, make sure they work with Workforce to make that change.
- f. Rules for dropping and refunds for noncredit is different, refer to Workforce.
- g. Students will have balances on their accounts until the first day of class if it is a reboot class.
- h. Staff have to ask questions to determine what the students are looking for. Workforce will work to provide a consistent list so that we know what they are offering. Encourage the community to follow on Facebook to see updates. Notary and Women in Welding are coming. Heavy Equipment Operator and Marine Service Technician programs coming as well. More CNA, Phlebotomy and Forklift will continue to rotate.

b. Student Affairs Updates

- a. Introduction of Chaia Wiley
- b. Meeting in Person: Will begin to meet in person in September. We will rotated campuses and travel bimonthly.
- c. Graduation Recap: Conferred over 250 individual degrees. Great turnout, flowed well. Thanks for the hard work that was put into it.
- d. Convocation: In person in Columbia Theater on August 9, 2021. Be prepared that their will be a faculty professional development day on August 10.
- e. Student Affairs professional development will occur in the Spring.

- f. Enrollment Update: Building some traction with our enrollment. Up from Summer 2019. Our comparisons are based on 2019 data. Focus on applied but not registered. Follow up on the students who were registered in the spring but not in the fall. Darriona suggested using the pace progression worksheet to assist in identifying students to contact. We cannot wait for the students to show up.
 - a. Lacombe Advising Days: Set dates for advising and registration on a walk-in basis. One person manned the office and answered phones. Exceeded the goal for those two days. Used a computer lab. Targeted emails and text.
- g. Student Affairs Survey Results: We will be doing it again in the Fall and SESSI in the spring. We will get more details in July.
- h. Admissions
 - a. ACT scores: ACT charges \$15 for students to send scores. Please make sure when they send screenshots that we see the full name. You can take them when they pull them up in campus.
 - b. Homeschool Requirements: Virtual, online schooling. Our policy requires that the student be registered or the program be registered with the state Department of Education. The state of Louisiana does not accredit homeschools, they certify homeschool students. The student has to have that BESE form for the 12th grade along with their diploma.
 - c. Student program updates: Work with students as they are trying to apply. We will revisit the application process. Make sure they veterans have the right major.
- i. Assessment Items:
 - a. Departmental Admin Unit Plans. Mid-cycle results are coming up. Paul will send template. Melandie can provide data as needed. Check your action plans.
 - b. Student Support Services Enhancement Plan Committee
 - a. April sent out a survey in May to Student Services group, asking what topics would you like to see covered. Responses included standard operations, train the trainer, report writing, eating healthy while busy, Recruit, Office 365, effective communication, refresher on Banner. Policies and protocols for major events. Tips for student outreach, degree works, Maxient, processing for graduation, missing links on webpages, training on SHADGREE. Still open so will resend for more responses to get better feedback.
 - c. SA Professional Development
 - a. Onboarding and Professional Development Committee: Allie provided a document that is attached for the

committee's recommendations. It is attached to these minutes. Please review for discussion in next meeting.

- j. Sub-Committee Updates
 - a. New Student Orientation
 - a. Online Orientation: We need to update the information for our areas. Send to Mr. Ngo or Allie.
 - b. Orientation Contest: Using the videos to update our Admissions pages.
 - b. Student Retention Plan: No new update
 - c. Communication Plan
 - a. Payment Plan Email/Text is going out. Working on making sure the language isn't confusing. Will go out around the 7th.
 - b. Proactive vs Reactive Communication: Being clear about expectations. Taking time to make sure the student understands.
 - d. Student Engagement and Programming: No new updates
 - e. Student Records and Review: No updates

VI.Motion to Adjourn- Allie, Second-April

VII.Adjourned: 11:49 PM

VIII.Next Meeting July 20th at 1 pm