

DSS Meeting Minutes

January 30, 2013

2:00 p.m.

DO Boardroom

Meeting called by: Carla Mathews
Facilitator: Carla Mathews
Attendees: C. Mathews, S. Linden, J. Brown-Williams, K. McMullen, W. Porter, K. Van Buren
L. Nadlicki, A. Lewis

Type of meeting: Director's Meeting
Recorder: Alkinie Lewis

Minutes

Agenda item: **Introductory Comments** **Presenter:** Dr. R. Holcomb

Discussion: Continued discussion of transparency, visibility, and accountability. Communication is always first and foremost. Accountability is walking the walk and talking the talk. Gave encouraging speech.

Agenda item: **Reorganization Efforts** **Presenter:** C. Mathews

Discussion: Communication issues at Campuses, DSSs are encouraged to communicate and build relationships at campuses. Janice mentioned Elucian training video, purpose is to improve communication with students. Carla envisions a marriage relationship between Campus Affairs Deans, Directors, Student Life, Recruiters, Academic Managers, etc. You are encouraged to attend meetings which include individuals you would regularly have communication with. Continue to work toward Transparency, Visibility, and Accountability. Request through Marketing, Directors of Student Services to be featured in Quintette, DSSs need to prepare for interviews and pictures.

Agenda item: **Staffing Updates** **Presenter:** All

Discussion:

- AH – K. McMullen
A. Bouchard (*out*)
H. Fink (*covering for A. Bouchard*)
M. Snell (*retiring in April, position will be vacant*), position request form completed and will be forwarded to campus President.
- HL – K. Van Buren
Full Staff
- OR – K. Van Buren
R. Dunham (*remain in FA*)
1 SSS Level III position open (*four internals applied*)
D. Schmeichel (*returned*)
- RO – J. Brown-Williams
S. Reeves is temp for C. Porter
- SF – T. McFadden
Counseling and Enrollment Services need student workers
- DO – S. Linden
Full staff
- Financial - W. Porter
AH – VA 2 openings, 1FT & 1PT
HL – Need secretary
OR – Secretary selected
RO/SF - Okay

Agenda item: Recruiters & ISA Offices

Presenter:

Discussion: Met w/S. Spears-Booth (1/28/13). Expressed interest in meeting w/S. Spears-Booth (1mth or bi-weekly). Have all resources needed. Per Carla, all DSS should meet w/S. Spears-Booth as a group, write notes down and distribute to Presidents. Also, DSSs should set up training sessions w/T. McFadden for overseeing TSA's and ISA's. ISAs, two secretaries to retire, dealing w/issues w/Hergon University in CA, cleaned up issues w/Tri-Valley and now other schools doing same thing and ISA webpage haven't gotten any further.

Agenda item: Student Financial Resources/Scholarships

Presenter: W. Porter

Discussion:

- Approximately 500 FAFSA to process for Winter 2013
 - Have to stay current on FAFSA policy, because of new online inquiry (FA Status Online Inquiry) lets students know that processing is between 4 to 6 weeks, if we go over that timing, it voids them out of the system.
 - Although Pell charts are created, money is not available until another meeting amongst Congress.
 - Tentative FA funding, not available yet.
 - New on Horizon, emphasis on HS diploma, GED, Homeschooled, and HS Overseas. Congress unsure of how to handle issues w/HS Overseas students who are unable to retrieve diplomas, in meantime, OCC need to continue to work on this issue and see what you can come up with. School may accept alternative documentation to verify high school completion.
 - Pell students who have been in school forever and never received a degree, has decided to cut them off at 12 semesters, (use to be 18 semesters), called 600%. Also possible with Subsidized Direct Loans, called 150%. Will cause challenges, government starting to review student programs.
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Agenda item: DO Operations

Presenter: S. Linden

Discussion:

- All Fall graduations have been submitted to National Student Clearinghouse (approx. 640).
 - Transcript evaluations are taking a little longer than the 3 week processing time that we allow due to scanning issues and O2O transcript evaluations.
 - Per Carla, for optimal service, 3 week processing would be good.
 - Student email communication: If student send email requesting specific information on their account from their OCC email account, it would be okay to reply to that OCC email account as if student was standing right there because in order to access their email account, they have to know their OCC ID and password, in other words, they have adequately proven that they are that student.
 - UIC Resolution – state reporting on P-20 level, last year reported in 1 batch, this year will report in 2 batches.
 - Touch*Tone going away. Starting in Summer semester, touch tone payment will not be available. As of Fall semester Touch*Tone is completely gone. Summer Schedule of classes, all references of touch tone payment removed. Fall semester, all reference of Touch*Tone will be completely gone.
 - 'N' grade policy issues (remain the same)
 - K. Van Buren – want to set up meeting regarding requisitions for temps w/R. Oszust and J. Whitfield/P. Ryals to clarify process. Carla will set up a meeting.
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Agenda item: Orientation

Presenter: K. Van Buren

Discussion:

K. Van Buren met on 12/6 w/PDTC regarding moving forward w/orientation. Came up with 4 Key Components:

1. Define target population
2. Determine objective, measurement, and content
3. What Information to communicate to student and how are we going to measure the effectiveness of the information? Who will be involved in orientation?
4. Follow-up w/student, giving a evaluation tool to student and send to IR, however, we do not do anything with them.

Mandatory Orientation – Having a need to define what college wants for mandatory orientation once AtD process has ended. Should it piggy back of what's in place or use current model or are we reinventing wheel? Still have unanswered questions. Carla will get AtD information to DSS and will invite IR to one of our meeting and do some data education around the AtD information. Dr. Holcomb, there is a need to have a general orientation for students, possible through Portal.

Agenda item: **New Evaluation Instrument for Administrative Staff** **Presenter:** C. Mathews

Discussion: Carla presented a new evaluation tool for Administrative Staff. Encourage employees to do a self-assessment before a performance review.(please see handout).

Agenda item: **Counseling Meeting Agenda** **Presenter:** S. Linden

Discussion:

S. Linden

- Want meeting to focus on counselors
 - 2nd half of meeting to focus on SSS in counseling office
 - Improvement to XSCL
 - Grad App Errors
 - Ensuring correct semester usage on grad apps
 - Telling students 'no' "the obvious answer" instead of sending them in circles
 - Add-a-Seat
 - Handling reverse transfer
 - SSS program & catalog entry from grad app
 - Entry of Certificate of Achievement
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Agenda item: **Telephone Improvements for Student Success & Completion of CASC Project** **Presenter:** J. Brown-Williams

Discussion: Telephone assessment plan to look at different areas of college to provide FAQs to better our services to students. Want to add more people to telephone system and give them this tool. Need clarification on 2 issues, multiple payment on student accounts and graduation cost.

Agenda item: **ImageNow Update** **Presenter:** K. McMullen

Discussion: Identified all issues to address before super user meeting Friday. Tanya visited AH campus for training, staff created nice flow chart.

Agenda item: **Developmental Education Project** **Presenter:** C. Mathews

Discussion: Brian Moss did a new project (case study) regarding how students would react when being told that they need to take the COMPASS testing seriously. Talked about changing questions in COMPASS right before taking test (S. Linden).

Agenda item: **Accidental drops after drop/add but before FA transmittals** **Presenter:** J. Brown-Williams/W. Porter

Discussion: When students do an accidental drop, there is a problem when transmittal are being run by FA. When occurs, let P. Buck in FA.

Agenda item: **Scanning/Purging Process** **Presenter:** T. McFadden

Discussion:

- Sent a SSS to AH
- Have desk full of files (already scanned), what should we do with them or how long should we retain the files? After scanning and linking, only approximately 30 days.
- Will order shredder bins