

# Palm Beach Community College

## Minutes

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### **STUDENT SERVICES CLUSTER CHAIRS & LIAISONS**

February 5, 2009

**2:30 p.m.**

**Conference Room B, Lake Worth**

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#### **ITEM 1. Plans for Development Day**

Discussion: Development Day will open with a continental breakfast and ice breaker activity, followed by a brief introduction of the student ambassadors and peer advisors. Each cluster will recognize an exemplary employee. Clusters will then meet with the assignment of writing learning outcomes for their areas and/or training. After lunch (on your own), Dr. Maggie Culp will speak about the major challenges facing student services, providing a national prospective. Patti will ask Dr. Culp to place special focus on support staff and their challenges.

Data source: Development Day agenda

Action: Each cluster should provide the name of the person to be recognized to Dr. Anderson by February 28. Plans for cluster activity should be finalized shortly. It was agreed all student services office may close and signs will be posted of the closing at least a week before Development Day. Robin will invite student ambassadors and Deans should invite peer advisors. One from each group should plan to give brief update. All should seek door prizes

#### **ITEM 2. Learning Outcomes (Ginger Pedersen-3pm)**

Discussion: Dr. Pedersen, Helen Shub and Jennifer Campbell gave a review of learning outcome goals and process.

Data source: PBCC website

Action: Each cluster should write learning outcomes and related assessment plans by late spring and send to Patti by May 13. Development Day is an opportunity to begin this important improvement process, but chairs may draft and take to clusters for review.

**ITEM 3. Student Handbook**

Discussion: Each cluster should review any sections of the handbook related to their area of responsibility. Please submit to Dr. Anderson by February 28. It was agreed only the first contact in problem resolution process would be published in handbook, but all contacts given to college staff.

Data Source: PBCC Student Handbook

Action: Submit recommended changes to the Student Handbook by February 28, 2009. Review drafted appeals process and problem resolution documents by same date.

**ITEM 4. Enrollment Management Update**

Discussion: Dr. Anderson gave an update of the initial enrollment management concepts. The steering committee will meet later this month to begin work, consistent with the College's new strategic plan. Clusters are asked to support and/or volunteer to assist with action plans related to their area of expertise.

Data Source: None

Action: Prepare to assist with enrollment management related action plans.

**ITEM 5: Student Services and Cluster Training or Professional Development Plans**

Discussion: A major goal for next year will be to be certain student services areas have needed training and perhaps related certificates in place. Possible areas are basic advisor training, customer service training, and individual cluster training. Written training plans are important to stay on track.

Data Source:

Action:

**ITEM 6: Other**

Discussion:

Data Source:

Action:

