

Palm Beach Community College

Minutes

STUDENT SERVICES CLUSTER CHAIRS & LIAISONS

October 2, 2008

3:00 p.m.

Conference Room B, Lake Worth

ITEM 1. Introductions/Purpose/Role of Clusters (draft role/purpose)

Discussion: Patti shared various aspects of the clusters' role...including communication across campuses, consensus seeking for policy and procedure changes, college wide training and pursuit of new initiatives in cluster area of expertise. She will also depend on clusters to pursue QEPs and strategic planning action, as well as participate in enrollment management planning.

Data source: None

Action: None

ITEM 2. Enrollment Management, QEPs, Action Teams, Oh My

Discussion: Patti asked that cluster chairs and liaisons review former related QEPs and make certain all action has been reported. Those not completed should be reviewed for needs, and perhaps included in upcoming strategic planning process.

Data source: February 2007 QEP document was passed around meeting

Action: QEP review and update Patti

ITEM 3. Plans for Development Day, October 22, 2008/Cluster agenda

Discussion: The agenda has already been planned with clusters meetings before the general all student services session. It was agreed this schedule should be flipped in the spring. Various clusters chairs shared plans for discussion, team building and planning during time set aside for clusters. Patti will facilitate an open discussion of our student services vision for the future.

Data Source: October 22, 2008 Development Day room schedule

Action: All should consider a possible speaker or plan for Spring Development Day, including the student services awards process. Patti will ask Kathy Gamble to switch student services cluster and all student services meeting times.

ITEM 4. Customer Service Best Practices

Discussion: The Customer Service committee has asked us to discuss best practice ideas during our cluster time on October 22. Please discuss and include ideas in the cluster minutes.

Data Source: Handout from Customer Service Committee

Action: Each cluster will discuss best practices and include in cluster minutes.

ITEM 5: Student Handbook and Catalog Review

Discussion: Several present have been involved in recent catalog review meeting, and are aware of November 3 deadline to CRM for recommended changes. Please look at any areas of catalog related to area of expertise and submit to Patti or CRM by November 3. We will also be reviewing the Student Handbook in the near future, beginning with review of appeals process language. It was agreed much of the student handbook needs to be simplified. Recommendations for assistance with editing were solicited.

Data Source: PBCC Student Handbook and Catalog

Action: All should review related catalog sections and provide input, if any, by November 3, 2008. Also begin to review student handbook.

ITEM 6: Documentation for SACS (cluster minutes, assessments and responses)

Discussion: A VPSS Student Services web page where all student services minutes should be placed has been added. Helaine Fazio is the “maintainer” of the site and will upload cluster, SSDC, SSLC and other minutes. Please send your last year’s minutes and continue to share in the future. Assessment of student services areas is also important, including evidence of taking action as a result of assessment results. A student services assessment is currently being undertaken by IE and results will be compared to a similar assessment two years ago.

Data Source: None

Action: Send cluster minutes for past year and forward to Patti. Also document any assessments in cluster minutes.

ITEM 5: Other

Discussion: The Miami-Dade online orientation tool was referred to...and can be found at <http://www.mdc.edu/orientation/home.html>

It was also agreed cluster chair and liaison meetings are useful and should be held at least each term.

Data Source: <http://www.mdc.edu/orientation/home.html>

Action: Patti will schedule the next Cluster Chair and Liaison meeting in early spring.

Attendance: Patti Anderson
Ed Mueller
Joanne Patton
Nicole Banks
Penny McIsaac
Scott Maclachlan
Dave Bodwell
Robin Johnson
Donna Marquardt
Marcella Montesinos
Ron Long
Eddie Hoyle
Susan Lang

c. Vice Presidents
Provosts
Dr. Gallon
Deans of Student Services
SSLC