

Palm Beach Community College

Meeting Minutes

October 22, 2008

I. Call to Order

Robin Johnson called to order the regular meeting of the **Outreach and Recruitment Department** at **2:15 pm** on **October 22, 2008** in **Room 314 Palm Beach Community College Boca Campus**.

II. Attendees

The following persons were present: Robin Johnson, Tanya Washington- Bostic, Bobbi Marsh, Sheryl Agresti, Rebecca Johnson, Joal Solaas, Thomas Ferazzoli, Roseanne Hauer, Effie Scott-Jackson, Sharon Simmons, Charla Reece, and Kenya Robinson.

III. Agenda

- a) Task for today's meeting
- b) PBCC'S Customer Service Standards/ Best Practices
- c) Outreach Services 2008 – 2009

IV. Actions

- a) Robin informed us the task for today's meeting was for every member of the outreach and recruitment team to think of 3 critical issues that will have the most impact and make best practices in customer service to ensure and enhance the learning environment at PBCC.
- b) Outreach and Recruitment thought of several suggestions to better serve the learning environment for PBCC students. We all came to a consensus on 3 and also developed 3 alternatives.

Number	Item	Details
1	Professional Courtesy, i.e Telephone, Personal Contact, Email, etc.	Basic knowledge of etiquette is lacking in departments and causing discouragement in current and potential students.
2	Internal/ External Departmental Awareness	Making departments aware and have basic knowledge of what other department feature
3	Customer Completion of Application Process (Facts.org / PBCC website)	Complaints of template on Facts. Org site as well as hyperlink from PBCC website.

Alternates include:

Number	Item	Details
1	Return phone calls within 48 hours	Discrepancies' with students attempting to contact departments, and no return call once voicemail is left.
2	College-Wide Checklist/ Consistent Documentation for Residency	Varying information of residency classification for student (different department wide)
3	Workshops on "How to Prepare Students for College"	Workshops to prepare prospective students on application, financial aid, etc.

- c) Began to play a game called "Are You Smarter than a Prospective Student" but unfortunately we could not have a group winner because of timing.

V. Adjournment

Robin Johnson adjourned the meeting at **3:15pm** and concluded with all Outreach and Recruitment department to attend the All Student Services Meeting.

Minutes submitted by: Kenya Robinson