

Palm Beach Community College

Minutes

STUDENT SERVICES LEADERSHIP COUNCIL

March 18, 2009

1:30 p.m.

Conference Room B, Lake Worth

ITEM 1. Finalize Development Day Plans

Discussion: Plans for the March 24 Development Day were reviewed. The Career Cluster has graciously provided a get acquainted scavenger hunt that will be handed out at the check in table. Recognition awards have been ordered. It was agreed cluster chairs will present the awards. Robin Johnson will have a presentation by student ambassadors and peer advisors, with a looping slide show during the initial gathering. Clusters are to write learning outcomes or provide training. The speaker has several excellent handouts and a copy of her power point presentation for an afternoon handout packet. Dr. Anderson is also including an evaluation form, and Robin and campus student activities have provided door prizes. Thanks to all for your help.

Data source: None

Action: The VPSS office will finalize copies, arrange set up and provide handouts. All should encourage attendance.

ITEM 2. 4 day work day coordination between campus and college wide services

Discussion: Reminder we have campus hours, office hours and individual employee hours. College wide offices will keep their current office hours. Campuses will determine office hours, but should be sensitive to not being open at times related services are not provided. Supervisors should determine appropriate individual work hours, and it was noted more overlap of employee hours may assist with summer peak registration and advisement.

Data source: None

Action: Consider impact on students and non-student services hours when determining 4-day work week hours.

ITEM 3. 2009-10 Handbook and 2010-11 Handbook changes

Discussion: Dr. Anderson noted today is the last day to make changes to the 2009-10 student handbook so it can be ready for students when orientation sessions begin this summer. Also, next year the handbook can be put on the web and not published. It is hoped student planners can be purchased by student activities. Dr. Anderson will consult with the Strategies Cluster to determine selection.

Data Source: None

Action: Dr. Anderson will follow up with the Strategies Cluster. All should consider impact of this pending decision and share potential planners.

ITEM 4. Customer Service

Discussion: The work on customer service done by Tabatha McDonald and committee will be used by various Enrollment Management action plans, including the Communications Team focused on improving in person and phone communications. Discussion of need to measure service at exit points in addition to entrance points and needed customer service training followed.

Data Source: Customer Service Committee Recommendations “Students Matter”

Action: Consider other means to carry out and support this customer service effort.

ITEM 5. Progress on College Wide Student Services Restructuring

Discussion: Dr. Anderson shared the new Director of Trio and Special Populations, Van Williams, will begin April 6. He will oversee Trio programs, write new grants and lead the college’s outreach efforts, initially to Hispanics, veterans and nontraditional adults.

Data Source: Van Williams resume

Action: Prepare to greet and make Mr. Williams welcome.

ITEM 6. Higher Ed Act (Please review)

Discussion: Dr. Anderson shared a copy of “HEA 101: President’s Guide to the New Law” and recommended review of sections relevant to areas in Student Services.

Data Source: HEA 101

Action: Review document

ITEM 7. Other Handouts

Discussion: Dr. Anderson also distributed Florida College System Updates, FERPA regs related to a health and safety emergency and information on the White House internship program.

Data Source: Handouts listed above

Action: Please review

Attendance:

Nicole Banks
Scott Maclachlan
Penny McIsaac
Ed Mueller
Dave Bodwell
Robin Johnson
Susan Lang
David Holstein

Cc: Vice Presidents
Provosts
Dr. Gallon