

# Palm Beach Community College

## Minutes

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### STUDENT SERVICES LEADERSHIP COUNCIL

February 5, 2009

1:00 p.m.

Conference Room B, Lake Worth

#### **ITEM 1. 4-Day Work Day**

Discussion: Dates are the usual summer dates, but 4 day instead of 4 ½ days. Very few exceptions will be made to Friday hours, only in cases when college has a preexisting contract to meet. Everyone needs to plan for this summer schedule for the foreseeable future. The college will pay for ½ lunch break, so 40 hour employees will only need to be at work for 10 hours a day. Others adjust accordingly. Campuses will be open 6am to 11pm, offices open as determined between those hours and individual working hours can extend beyond office hours.

Data source: Information will be forthcoming.

Action: Plan for 4-day work week.

#### **ITEM 2. Phone contact during peak registration (Handout)**

Discussion: Concern has been expressed for our ability to reach each other during peak, as well as student's ability to get through on telephone. Discussion of challenges followed and options to consider are instant messaging, prepaid cell phones or analog phones.

Data source: Phone contact handout

Action: Patti will discuss prepaid cell phones with Mr. Becker

#### **ITEM 3. Testing Cluster Recommendations**

Discussion: Testing cluster recommendations were reviewed and

They will also go to Joint Deans later this month.

Data Source: Testing cluster recommendations

Action: All should read closely and let Scott (cluster liaison) know any concerns. Document will go to Joint Deans on February 19 for discussion.

#### **ITEM 4. Financial Aid Challenges**

Discussion: The largest processing backup this past fall was in financial aid due to increased volume and late applicants. This is expected to continue with new BAS students, a continued poor economy and anticipated increase in Veterans. A new financial aid position will be added to the Lake Worth campus funded by Student Activities funds.

Data Source: None

Action: Continue to brainstorm ways to increase processing efficiency and assist each other.

#### **ITEM 5. Early Alert**

Discussion: Discussion of how early alert referrals are being handled by student services and initiated by faculty. Some faculty overuse early alert when they should be intervening themselves. Others are not sending notices early enough in term to intervene with students.

Data Source: None

Action: Will recommend to Joint Deans that we suspend early alert until review early alert system and educate faculty. Enrollment management steering committee will discuss.

#### **ITEM 6. Social Network Ownership**

Discussion: Scott raised the issue of our responsibility when student groups create a social network on the web with PBCC's name. This item is on the Legal Issues Conference Dr. Anderson and Penny McIsaac are attending this month. Scott Maclachlan will also raise the issue at the upcoming Council of Student Affairs meeting.

Data Source: None

Action: All will report information gained from meetings. Patti will ask Grace Truman if PBCC logo is registered and what its use policy is.

**ITEM 7. Student Services Assessment and Related Documentation**

Discussion: All areas of student services need to be able to identify at least one means of assessing the services they provide. This can be tied to learning outcomes that will be written this spring and discussed with clusters. Or assessment can be a separate instrument.

Data Source: SACS requirements

Action: All areas should discuss and document assessment and their outcome in written minutes places on a campus or college wide website. Patti will forward most recent Student Services assessment by IE to all.

**ITEM 8. Other**

Discussion: IT attended the beginning of the meeting to discuss the shutdown of all services over spring break for upgrade of the communication process. PBCC “Unplugged” will be announced to students through the college web site, email, CCTV, and telephone system.

Data Source: Handouts from IT

Action: Please let IT know of any concerns or other ways to communicate shutdown to college community.