

Minutes of the Student Services Commission Meeting
VCCA Conference 2013 – Virginia Beach, VA
October 3, 2013

- Present:** Carolyn Williams, Vickie Rogers, Michele Barnes, Michelle Scoggins, Judi Bartlett, Madeline Marks, Pam Frederick, Christy Baier-Mullin, Carletta Perry, Angela Lawhorne, Dorothea Sizemore, Dianne Parker, Hyler Scott, Arnold Gayles, Ted Tyler, Kimberly French, Judy Graves and Chris Pauly.
- Call to Order:** Co-Chairs Vickie Rogers and Carolyn Williams called the meeting to order at 2:00 p.m. on October 3, 2013.
- Old Business:** VCCA President Chris Pauly asked that the October 3, 2012 minutes be amended to note that Marilyn Medley and Chris Pauly ran the meeting.
- New Business:** Vickie Rogers and Carolyn Williams asked for volunteers for Chair and Secretary for the Student Services Commission for the next year. Dr. Carletta Perry and Angela Lawhorne from PDCCC agreed to co-chair for the next year. Chris Pauly asked Dianne Parker from TCC if she would consider serving as Secretary for one more year as there were no volunteers for this position. Dianne agreed to this.
- Special Guest:** Jennifer D. Allman, VCCS Director of Student Services

Vickie Rogers and Carolyn Williams welcomed Jennifer Allman to the group. Jennifer noted she was glad to see the amount of people who were in the room. Chris Pauly invited her to speak to the group to address items from last year's meeting.

Jennifer Allman noted that Professional Development used to include Admissions & Records and their peers (Financial Aid, Student Services, Counseling, Deans of Student Services and Disability Coordinators) for 1 ½ day meetings. When the VCCS hired a new Professional Development Coordinator we went back to the concept of faculty teaching/learning. Admissions and Records and Financial Aid then became separate workgroups meeting once a year or by phone. There are not many face-to-face meetings. Later Veteran groups and Disability Coordinators did one day drive-in meetings. Jennifer said she felt we should be supporting these groups along with teaching and learning. She sees our Commission doing things for the whole gamut of Student Services. She suggested Student Services should consider sponsoring/offering a 1 ½ day workshop similar to what the Black Concerns Commission does.

Jennifer Allman mentioned that SAILS (Student Assistance and Intervention for Learning Success) recently went live and training is going on now. She said this early warning and student tracking system used to promote student success will be very positive for students. She noted that Pam Frederick and she will be discussing this in more detail at the concurrent session tomorrow.

At the Chancellor's Retreat this summer, Jennifer Allman noted it was mentioned that due to budget cuts over the years the VCCS is underfunded in Student Services.

In the Systems Office the Vice Chancellor asked, if money were available, how can this make a difference for students? If you hire more people, what would you tell your Vice President that staff would do to better serve the needs of students? Jennifer Allman said there needs to be more discussion at the campuses about this.

Jennifer said there is a greater emphasis now on serving veterans and the military better. The System Office had a meeting and training session recently with the Veterans group. Offering credit and

non-credit classes that are eligible for veterans benefits were discussed. This group meets about once a year.

Jennifer Allman discussed Financial Aid Super Saturday. She said there is a proposal to have a system wide date for all colleges to offer assistance with FAFSA forms for all new students on a Saturday in February. They are hoping for state wide press advertising for this event.

Jennifer said the Chancellor has approved nine colleges for a College Success Coach Program which serves the underserved population of students. There are 100 students per coach with two coaches at each of these nine colleges – serving a total of 200 students at each college. Eventually the Chancellor may want to do this for all colleges.

Jennifer Allman commented on the following concerns from last year's October 3, 2012 Student Services Commission meeting:

1. Students With Psychological Disorders -There was discussion about mental health counselors within the VCCS regarding policy.
2. Student Service Staffing –Jennifer said Student Services is totally underfunded but this has now been brought up in a state meeting. She emphasized that more discussion needs to begin at the campus level.
3. Continuous Registration Past Deadlines – Jennifer said this really surprised her as the Vice Presidents had voted that adding a student to a class after the drop date was a bad idea. Ted Tyler and Michele Barnes from TCC got approval for a Fall 2014 target date that will not allow late registration. Ted said NVCC has a process on this and TCC contacted them. Jennifer said that if late registration is going on at your campus to please let her know.
4. Placement Tests – Jennifer said Heather Sorrell will be presenting on this tomorrow. She said Heather has not given the scores to anyone. The test adapts to each student now and there are nine math skill levels. Jennifer said that some high schools are teaching students to write essays toward test topics. These topics are getting ready to change.
5. No High School Diploma or GED – Jennifer said the VCCS has never had any control over this. The government took away the option to test for ability to benefit for those wanting financial aid who have no GED or high school diploma. She said the Special Diploma and the Certificate of Completion are not recognized by the Department of Education as high school diplomas. Jennifer said soon there will be no more Modified Standard Diplomas; instead students will get a General Diploma per the Department of Education. Students who do not earn a Standard Diploma will still be eligible for a Certificate of Completion if certain attendance requirements are met. Jennifer said there has been discussion regarding students getting a high school diploma online. Some states have called to see if the school is accredited.
6. Retention Peer Group – Jennifer said we cannot petition for peer group status for Retention as there is no course to be taught for this. She suggested that instead we could have a Retention Workshop. Chris Pauly said the VCCA will authorize up to \$2,000.00 for the workshop which includes lunch. Chris said you can charge a registration fee to recoup the meal expense. Chris said if someone wants to plan this, she would suggest it be held in the center of the state. Chris said she also has hotel contacts if anyone needs them.

Vickie Rogers, Carolyn Williams and Chris Pauly thanked Jennifer Allman for coming to the meeting. The meeting was adjourned at 3:05 p.m.

Submitted by Dianne Parker, Secretary
Through Dr. Carletta Perry and Angela Lawhorne