



## Student Services Council January 28, 2014 Meeting Notes

**Present:** Angel Ruvalcaba, ASLCC representatives Hannah Leighton and Ben Vasion, Betty Sjoblom, Breanne Bok, Brian Isbell, Carmilla Rollins, Chad Meadors, Crystal Heitz, Darren Schwegler, Eddie Smith, Heidi Hamer, Jenny Smith, Jodi Dahlke, Kami Bair, Kara McElroy, Karla Rivers, Kelly Johnsen, Kristy Enser, Leszek Cromwell, Lupe Rodriguez, Marcy Gilchrist, Marisa Geier, Mary Kate Morgan, Megan Wiggins, Meghan Evans, Micah McKee, Nichole Seroshek, Nicole Walker, Ronda Manick, Sandie St. Onge, Shalaina Joiner, Traci Fuller, and Lisa Matye Edwards, Chair

**Not Present:** Aaron McNabb, Anna Brodt, Ashley Bemm, Bill Josh, Brian Sharp, Bryan Bales, Grady Tweit, Harlan Crusier, Heather Woodridge, Jennifer Houge, Jessi Hanna, Jim Roffler, Judith Chapar, Kirc Roland, Linda Wilson, Lynn Lawrence, Maggie Stewart, Margit Brumbaugh, Roxana Ahmadifard, Shannon Wachob, Stephanie Ruvalcaba, Steven Chapman, Tamra Bell, and Traci Hilligoss

- **Updates from Lisa:**

- New Student Services members introduced by Lisa, included: Meghan Evans, Stephanie Ruvalcaba, Mary Kate Morgan, Crystal Heitz and Heidi Hamer.
- Lisa also announced that Institutional Research has moved to the Library building in the area that used to house the VP for Instruction.
- Updates on searches indicate that the Student Activities Assistant position is now closed. Mary Kate Morgan is serving in Megan Jasurda 's vacant position until the new job is posted and filled. Karla Rivers is the interim Registration Office lead, while Lynn continues her medical treatments. The position vacated by Bunpa Lim will be posted soon, as is the Career Pathways position vacated by Hahli Clark when she moved to Business and Industries director for two years.
- Leszek Cromwell is scrambling to define a program and move forward with the WSU BS nursing cohort.
- Enrollment and Calendars –
  - Enrollment needs to grow, along with retention as we have fewer high school students in the graduating class this year.
  - Currently enrolled veterans will start their priority spring enrollment appointments on February 28. Remind all students that their priority enrollment appointment is not their advising appointment, which they should have already scheduled with their advisor.
  - Quarterly calendars have been developed for final approval and distribution for spring and summer 2014, based on suggestions from the 2012 calendar committee that were approved by Cabinet and Governance Council.
  - The 2014 calendar committee will begin the chore of suggesting dates for the next several academic years very soon, to help get vital information out to campus members.
  - Pay attention to the calendar online.
  - Plans are underway to move summer enrollment forward to May.
  - Hold medical withdrawals to the 60% point of the quarter if possible. See a counselor to start processing any necessary paperwork.

- Encourage students to get their income taxes filed. That information is required for FAFSA, 1098 T forms will be available online next week.
- Smart Service – This concept should be followed by all Student Services employees. Encourage student employees to be aware of incoming customers. Look up and greet customers coming into your area. A simple “*Hi, how can I help you?*” will go a long way in crossing that bridge to service. Walk them to their campus destinations if at all possible, rather than pointing in a general direction. Also, empower all staff to deal with issues at the lowest possible level. Do not refer students to the Vice President with questions that belong with different office (Financial Aid, Cashier, Business Office, etc.) or the Manager/Director of that office. First line of contact for questions should be personnel in the office providing the service being questioned, not Lisa. Besides, Lisa will be off campus all but five days next month and her busy schedule normally requires scheduling an appointment, which can be a daunting and discouraging task for students who are requesting assistance.
- Website updates – Review your websites, mark changes in red ink, and return your printouts to Sue Groth or Eli in her office.
- ctCLink - Screenshots were provided by Kristy. Training for first link colleges will be underway soon. Everything “legacy” will be gone when we go live in May of 2015. The new system will have similar abilities, but will be totally different. Campuses across the state will all be seeing the same screens and will be using the same processes for the first time ever! Get familiar with the new terminology, sign up for list serves and webinars, and get into the User Productivity Kit at least 15 minutes a week to get your learning curve started!
- **Around the Table:**
  - **Angel Ruvalcaba** – A five-day math boot camp is scheduled in March.
  - **Chad Meadors** – The first year seminar may be changing from a one-year process to a one quarter process.
  - **Lisa Matye Edwards** – The Athletic *Hall of Fame* event will be Saturday at the Red Lion. Watch for information to come out on several campus policy updates, including e-cigarettes and equality.
  - **Megan Wiggins** – Tickets are still available for the comedian event on Saturday.

The next Student Services Council meeting is scheduled for February 18, 2014