

**Student Development Leadership Group**

January 23, 2017  
12:00 – 1:00 pm  
SS-104

**Notes**

**Participants:** Angelina Hill, Trish Blair, Joe Hash, Brady Reed, Kirt Frischkneckt, Eric Sorensen, Rory Johnson (telepresence), Stephanie Burres (support).

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| 1.0 | Re-routing main phone tree  (Kirt Frischkneckt)   * Outcome ~ determine the most effective/easy way of directing phones away from the warehouse | * When people call the mainline (x4100) it guides you to different options including the campus operator. Right now the campus operator is the warehouse. * Admissions and Records has agreed to accept the mainline calls. Kirt and Eric will work with Tiffany and Rianne to select the phones that will accept the mainline calls. * Staff will have to be trained in how to direct all mainline calls. * Does Admissions and Records have enough staff to answer the call volume? It has been determined that the bulk of the routed calls are going there anyways, so this may be cutting out a duplication of effort. * Once a replacement for Lyn has been secured, counseling could assist in the routing of calls. * Records and Admissions is exploring an online chat feature that they are hoping will reduce the number of incoming calls. |
| 3.0 | Online Education Initiative (OEI) Course Exchange   * Outcome ~ determine the impacts on Student Development if we join; determine whether or not Student Development is supportive of joining this year | * The current pilot phase of the OEI requires Colleges to participate as both a teaching and home college. * The Senate would also have to approve a resolution during their next meeting. * There are DSPS, counseling, and financial aid considerations that need to be analyzed before we move forward. * The OEI also requires a sign-off system, which we do not have. * Courses in the exchange have to be a hard of an ADT and only a certain number of seats in any course would go to students in the exchange. |
| 4.0 | Information Sharing   * Share pertinent information with the group about your program, and identify information to share with your areas | * Brady is now the Director of Upward Bound in addition to Trio. * Integrated plan is due on Wednesday of next week. * The Chancellor’s office has moved to the NOVA system for reporting. |