**Student Services Leadership Team**

**Agenda**

**October 5, 2021**

Participants: Clinton Slaughter, Bob Brown, Donald McArthur, Rianne Connor, Darren Turpin Jr., Heidi Bareilles, Jordan Walsh, Kelly Carbone, Rory Johnson, Tiffany Schmitcke, Alia Dunphy, Stephanie Burres

Old Business

1. CR Mobile App
   * Rianne expressed some concern because student services use different mediums for communication (web advisor, email, canvas, text, etc.). How do we maintain consistency?
   * Bob would like to add Athletic events to the app if possible Brian Van Pelt can make this update.

New Business

1. Introduction – Iris Leal, TRIO Advisor, Del Norte
2. Counseling and Advising Training Manual
   1. Kelly has developed an advising manual for onboarding. She is looking to have it vetted by counseling and advising staff. Kelly will send the document to those who expressed interest.
   2. Clinton has recommended that we find a way to let multiple people update the document.
   3. Jordan mentioned that when Megan was in Counseling and Advising they began putting together a manual. We may want to utilize that document. Counseling had also used a Canvas shell for document sharing in the past.
3. Providing Services to unvaccinated/non-exempt students in Spring 2022
   1. Laptops/Chromebooks
      1. Colin is seeing a lot of concern from non-exempt students taking online courses about how to deliver services and materials to them.
      2. Can we meet them in the parking lot? Is it ok to have CSEA staff do that? Do we mail them? Set up pick-up stations or locker?
      3. Rory thinks that this is an issue for Cabinet to determine.
   2. Other questions or concerns
      1. Rory mentioned that there is currently more laptops and Chromebooks than demand for them.
4. Strategic Planning: Technology Prioritization
   1. Full implementation of electronic forms in Enrollment Services
      1. Financial Aid has implemented E-forms. There is an interest in moving all admissions documents to E-forms. This would be very helpful for add/drop cards and forms for fully online students.
      2. This has the potential to be a huge benefit for students who can’t come to campus or do not have access to a computer and or printer.
      3. The E-form platform is difficult and labor intensive to update from year-to-year for financial aid.
   2. Automate degree/certificate awarding
      1. The current degree evaluation process is time consuming and labor intensive. It would be beneficial to automate some of the evaluation tasks to be reviewed by staff.
      2. We currently only look at students who petitioned, not those who might have achieved a degree without petitioning for award.
   3. Implement online appointment scheduling
      1. SARS has the functionality to publish calendars by location. This will give students access to schedules and to self-schedule meetings.
   4. Implement Self-Service
      1. Support for WebAdvisor is ending.
      2. Updated User Interface (appearance) for students
      3. Enhanced functionality
         1. Fees
         2. Course Schedules
         3. Registration directly from Ed Plan.
         4. \*Financial Aid is already in self-service
   5. Automate SARS appointment reminders – text and/or email
      1. SARS has the ability to automate appointment reminders (email or text messaging).
   6. SARS Data – Reason codes
      1. Potential need to add/standardize reason codes
   7. Maxient – Confidential Records Management System
      1. We currently don’t have a complete of efficient record keeping process or location for student services files (i.e. student conduct).
   8. Secure meeting platform for meetings with students
      1. Zoom is not a secure meeting platform so discussing confidential information with students is not ok.
      2. Cranium Café has a disclaimer and mechanism for authentication.
   9. Single Sign-On
      1. Students would have to sign on once and be able to access multiple platforms and services.
   10. Workshop/Training Assessment
       1. There is a functionality within the mobile app for assessments.
   11. KT Technology needs
   12. Plug-in tool for Website to communicate in multiple languages.
5. Accreditation
   1. Sections II.B and II.C
      1. Postponed until next meeting

Standing Items

1. Department Updates
   * No updates at this time.