Student Services Leadership Team

November 16, 2021

10:00am – 11:30am

 **Participants:** Clinton Slaughter, Rianne Connor, Colin Trujillo, Bob Brown, Katy Keyser, Jordan Walsh, Kelly Carbone, Tiffany Schmitcke, Heidi Bareilles, Donald McArthur, Darren Turpin, Stephanie Freyermuth

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| 1. Tech Prioritization
 | * Number 1: implement single sign-on across software/services. This has been “in progress” for years.
* Number 2: Implement online appointment scheduling in SARS, allowing students to self-schedule.
* Number 3: Implementations of electronic forms in Enrollment Services
* Number 4: Implement Self Service in the place of WebAdvisor – this may need to be elevated because WebAdvisor is sun setting at the end of the academic year.
* Number 5: Automate degree & certificate awarding
* Automate SARS appointment reminders for students (text/email)
* Number 7: Maxient – confidential records management system. This will require additional funding, Clinton is looking to find a way to pay for this.
* Number 8: Implement secure meeting platform for meeting with students.
* IM Software for DSPS
* Number 10: KT Tech Needs – internet bandwidth continues to be their largest need.
* Number 11: SARS Data/Reason Codes/MIS (standardize)
* Number 12: Website translation – toggle or plug-in
* Number 13: Provide tool for workshop/training assessments
* It is feasible that that the SARS specific items can be put together as a single request. There may be other priorities that can be achieved with a single (tech) solution.
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| 1. Student Services Organizational Chart
 | * Clinton reviewed the student services organizational chart that was developed based on each areas submissions.
* There are certain tasks (dual enrollment, retention alerts, etc) that don’t effectively live anywhere, how do we get that work done? Who does it make sense to task with these duties?
* Bob pointed out that Athletics often lives with the instructional Health/PE/KINS area at other schools.
* It was noted that counseling was the only area without a dedicated manager. There was a feeling that when Sheila Hall was the director of counseling (who also oversaw retention alert, dual enrollment, and outreach) that was the best structure. There are not currently enough counselors to meet the needs and challenges of our students and our advisors don’t have the skill to do so.
* If you have any other feedback on the org chart please send it along to Clinton.
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| 1. Departmental Updates
 | * No updates at this time.
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