

**Student Services Council Minutes**  
**Wednesday, August 3, 2016**  
**10:00 A.M. ~ Board Room**

**Distribution List:**

- |                   |                    |
|-------------------|--------------------|
| ✓ Melissa Green   | Charlie Roche      |
| ✓ Sunny Greene    | ✓ Bart Scott       |
| Denis Hagarty     | Todd Scott         |
| Jan Harris        | ✓ Scotty Thomason  |
| Doug Haugen       | ✓ Meghan Witherell |
| ✓ Jan Keen        | Stephanie Wroten   |
| ✓ Valerie Roberts |                    |

**I. Approval of Minutes**

July minutes approval tabled (there was not a quorum present.)

**II. Siskiyou Promise**

There have been 132 applications submitted and 78 of those applicants have been awarded. The deadline has been extended until August 12<sup>th</sup>. Sunny posed the question whether the fall book voucher unspent dollars could be carried over until spring. It has been assumed that they will be administered the same way the EOPS vouchers are which would not allow that. Melissa will do some checking with the Foundation and others.

**III. Recruitment and Retention Plan**

A Recruitment and Retention Plan is an important element of an overall Enrollment Management Plan. Melissa is intent on getting one in place so will engage everyone in putting together a document. Following are some comments from the ensuing discussion:

- Data is a huge piece that has been missing here for quite some time.
- Use data to determine which classes and programs need focus. For instance, a wide array of Social Sciences are a great way to increase FTE because they are so varied and can be used by most students for goal completion.
- Coordination between Student Services (counseling, in particular) and Instruction is a must when building a semester of classes.
- Can GUID 5 courses compliment Orientation? They have not been a focus at COS for a number of years here, but data shows there are issues with that format. Better success seems to come from certain learning communities and we will test that to a small degree this fall with a Learning Strategies course (Greene) linked with ENGL 0850 (Fernandez).

**IV. Noel Levitz Survey Results**

Bart shared some data on the local statements we created. Students rated importance and satisfaction to the statements. There were some significant gaps

between importance and satisfaction. In the ensuing discussion it was determined that communication with students was vital for them to achieve satisfaction. We need to make sure we widely advertise the complaint process.

**V. Area Updates (All)**

- DSPS
- Financial Aid –
- Lodges/Student Life –
- Yreka Campus –
- Counseling -
- Research –
- Student Services –
- Admissions
- Upward Bound –
- ASB –
- Instruction Office –
- President’s Office –

**VI. Other**

**Future Agenda Topics:**

- Use of Student Center Fee (Haugen)
- Possibility of Student Body Fee (Haugen)

**2016-17 Meetings**

July 6, 2016

August 3, 2016

September 7, 2016

October 5, 2016

November 2, 2016

December 7, 2016

January 4, 2017

February 1, 2017

March 1, 2017

April 5, 2017

May 3, 2017