

Student Services Council Minutes

August 30, 2018

4:00 P.M. ~ Board Room

Distribution List:

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|-------------------|--------------------------------------|
| ✓ Jude Baldwin | ✓ Valerie Roberts |
| Joshua Collins | Dr. Stephan Schoonmaker (ex officio) |
| ✓ Janice González | ✓ Bart Scott (Nathan Rexford) |
| ✓ Melissa Green | Dr. Todd Scott (ex officio) |
| ✓ Jan Harris | ✓ Regina Weston |
| ✓ Dr. Doug Haugen | ✓ Meghan Witherell |
| Wayne Keller | ✓ Stephanie Wroten |
| Michelle Knudsen | ✓ Dr. Zachary Zweigle |
| ✓ Shirley Louie | |

Information

- I. Noel Levitz Survey Presentation (Nathan Rexford)
 - Nathan Rexford attended in Bart Scott's place to present the results of the Noel Levitz Survey. One questions that came out as over the national average was: "Campus Staff are caring and helpful."
 - Nathan advised that it would be prudent to look at bridging the gap between satisfaction and importance.
 - Other positive areas were "My Academic Advisor is knowledgeable" and "[I received] personalized attention through the admissions process."
 - Some room for growth examples include "I receive feedback on progress..." and "Financial Aid awards are awarded on time to be helpful for college planning." "My Advisor helps me apply my program of study to career goals" came up as a need for improvement; however, it was stated that this is not a function of advisors at our institution.
 - Other discussion was had regarding improving Financial Aid related responses. This included the possibility of opening up Financial Aid packaging earlier. Also, there could be possible confusion on which year FAFSA to fill out because of which FAFSA year Summer falls into.
- II. BP and AP changes for 2018-19
 - Janice updated the council that 5000s (Student Services) Administrative Procedures and Board Policies are up for review and some of those APs and BPs have League Updates.
- III. Outreach and Recruitment Update
 - Looking for volunteers to go to Montana College Fairs. Need to know right away.

Action

- I. Administrative Procedure for Academic Research at COS (Nathan Rexford)
 - Nathan presented on the newly proposed Administrative Procedure and Board Policy for Academic Research to establish an IRB process. The committee was unable to review the whole document to give recommendations ahead of time, so the committee agreed to vote through Outlook to approve the new documents so that they could go forward to College Council for review. The committee approved by e-mail.