

## Student Services & Success Council Meeting

September 8, 2016

### Meeting Minutes

#### Attended:

Maria Davidson, Clemmie Solomon, Ernest Cartledge, Eunice Akitobi-Ndoug, Joanne Carl, Frances Raphael-Howell, Judy Taylor, Byron Jamison—Guest Nik Sushka

**Call to Order**—Maria Davidson 2:14pm

**Approval of Agenda**—Clemmie Solomon-- Approved

No Constituent Concerns

#### Chairs Report

- New website for Governance
- Speakers from IT may come to Oct. or Nov. meeting
- Middles States-Speakers may visit
- Student Complaints-Vicki Duggan is working with a group to update the process
- Collaborate with other councils; get students connected to councils
- May partner with Staff Council
- Policies to review from Kevin Long
- Membership—Meetings 2<sup>nd</sup> Thursday of the month; may adjust meeting time if availability changes; reach out to student members
- Michael Brown will not return; finding replacement

#### Service Learning—Nik Sushka

- Explained the Service Learning program at MC
- Serves 2000
- Volunteer Fairs
- Various opportunities in many areas
- Enhance learning in the classroom and experience outside of the College
- No role in WDCE
- Building positive relationships with community
- Focus on Equity

- Working with GenEd redesign
- Impact MC
- Need to improve how students know about service learning projects
  - Clemmie—Number of students? How are they being tracked?
  - Office works with Federal Work Study
  - How can the Student Services Council assist?
    - Attend On Campus Service Day
    - Sept. 26 Interfaith Day
    - Use enrichment leave
    - Advise clubs
    - Promote through WDCE

### **Annual Plan/Goals**

- Finding ways to engage students
- Customer Service

Recommendation—On Time Registration—Ernest

- Move procedure to policy
- Continue discussion

Shuttles—Clemmie

- Late arrivals and complaints
  - Recommendations---Bus schedules should be published; communication about bus status
  - Create App

Recommendation—Office 365, email issues

Goals---

- How to make it easy for constituent concerns to get to the council
- Making recommendations and sending them to people who need to know

Recommend

- Easier Graduation procedure
- Better communication to students

**Adjournment** ---3:59pm