

**Enrollment Services Director's Meeting
Thursday, August 11, 2011
9:00am – 12:00pm
Highland Lakes Campus, Room WH-371
Minutes**

IN ATTENDANCE:

x	Brown-Williams, Janice	x	McMullen, Katherine	x	Porter, Wilma
x	Van Buren, Kelli	x	Powell, Andrea (Recorder)	x	Isaac, Jedarius (Visitor)
x	Linden, Steve	x	Mathews, Carla		

- I. Reviewed and approved June 21, 2011 meeting notes.
- II. Approved today's Agenda.
- III. Standing Updates
 - A. Staffing Updates-
 1. District Office-
 - a) Andrea Powell's last day will be Wednesday, August 24, 2011.
 - b) Recommendations for the two permanent SSS positions were sent to Human Resources. September 12, 2011 is the projected start date.
 2. Royal Oak Campus-
 - a) Administrative Specialist position posting ends today
 3. Southfield Campus-
 - a) SSS position will be reposted internally with the last day to apply being August 12, 2011.
 4. Highland Lakes Campus-
 - a) Miyung Pinner has completely separated from the college as of September 9, 2011. Her duties have temporarily been assigned to counseling SSS's. The transition went well.
 5. Auburn Hills Campus-
 - a) Kathleen Dell is out on FMLA awaiting doctor's clearance to return as early as Monday, August 15, 2011.
 - b) Interviews for vacant SSS (B. Dilworth) position have been completed.
 - B. Recruiters
 1. No updates.
 - C. International Student Advisors (ISA)
 1. No updates.
 - D. Financial Aid (Student Financial Resources and Scholarships-SFRS)
 1. Wednesday closures have been a success and have allowed the Student Financial Resources and Scholarships staff to process between 450 – 500 applications per closing. Last Wednesday they processed almost 600 applications. The office will be closed two days next week (week of August 15 – 19).
 2. Application updates:
 - a) 12,000 financial aid applications completed
 - b) 4,500 loan applications to be processed
 - c) 1000+ financial aid appeals to be processed
 3. Processing of applications for 2011/2012 started June 16, 2011, six weeks later than normal.
 4. OCC does not package loans as other schools do. We are lacking an automated accept/reject process. We will need to work closely with IT to incorporate/utilize the available resources.

- E. DO Operations
 - 1. Audit Results-
 - a) Last year we failed. They audited 10 files and out of the 10 files that were audited all 10 had problems.
 - b) This year we passed with flying colors! The department as a whole was congratulated by Dr. Richard Holcomb. This year 66 files were audited and out of the 66 that were audited only 3 had problems.
- F. O2O (Oakland 2 Oakland)-
 - 1. We are approaching 200 students (2/3 of Macomb Community Colleges numbers) currently enrolled in the program.
 - 2. Steve is currently working on data issues. The current lists were excluding converted student data. We have held all O2O students classes to prevent them from being dropped on payment due date.
- G. Redesign
 - 1. C.A.S.S.C. - Meetings have been temporarily suspended.
 - 2. C.A.S.C. - The consulting group Semcon is currently here working with the college on efficiencies.

IV. New Business

- A. Coverage in Enrollment Services: Counseling SSS's
 - 1. There have been a number of instances where the staff member covering the 5:00 pm – 6:00 pm shift in Enrollment Services has had an emergency and needed to close the office. The Director must communicate a feasible alternate plan with other departments in advance so that all parties are prepared for emergency staff shortages.
- B. Black-Out Dates
 - 1. Who does the "Black-Out" dates pertain to?
 - a) Administrative Specialists
 - b) Student Service Specialists
 - c) All others- Please use judgment to ensure adequate coverage.
- C. New Student Orientation
 - 1. A question was presented to give the duties of New Student Orientation to Student Life. New Student Orientation will remain with the Director of Student Services at this time.
 - 2. A question was presented to change the name of the New Student Orientation as to not confuse the students with the required mandatory orientation for AtD. Kelli Van Buren will schedule a meeting after registration to create a plan and will invite other departments.
- D. Phone Coverage
 - 1. Discussions are taking place within SSSRT.
- E. Myung Pinner's Vacancy in Career Services
 - 1. Her duties will remain distributed
 - 2. Position will not be replaced.
- F. SEVIS Inquiries
 - 1. Dr. Holcomb is the PDSO.
 - 2. The Registrar and all DSS's will be added to the DSO List.0
- G. Common Sense Approach to Optimal Service with Limited/No Resources
 - 1. Seeking outside assistance with ACD
- H. Inclusion of International Student Paperwork into ES Files

1. Is it feasible to include ISO papers into ES files? We will keep the documents separate.
2. Carla recommends the purge process be given to Semcon.

I. Current Application Turnaround Time

1. Royal Oak has a backlog of applications. They will be distributed among all campuses.

V. Old Business / Action Items

- A. None