

Fall Business Meeting Minutes  
Illinois Community College Chief Student Services Officers  
November 18, 2009  
Springfield, IL

Present: Malinda Aiello, ICCB; Andrea Berryman, ICCB; Sarah Bond, Southeastern Illinois College; Carol Cowles, Elgin Community College; Terry Crain, John A. Logan; Tim Daugherty, John A. Logan College; Amy Diaz, Rock Valley Community College; Felicia Gather, College of Lake County; Elizabeth Gerber, Highland Community College; Shawn Govan, Prairie State College; Ashley Knight, Harper College; Songie Millhouse, SSC; Luis Moreno, Sauk Valley Community College; Juletta Patrick, McHenry County College; Lisa Price, Rend Lake College; Mary Reaves, Prairie State College; Normah Salleh-Barone, Moraine Valley Community College; Kent Scheffel, Lewis and Clark; Tina Stovall, Lakeland College; Jennifer Timmons, ICCB; Tod Treat, Richland Community College; Dick Vallandingham; Blackhawk College

**I. Call to Order and Introductions:** The meeting was called to order by Carol Cowles, President. Cowles also thanked the panel and coordinators for hosting the panel discussion for new chief student services officers earlier in the day.

**II. Secretary's Report**

**Minutes from June 17 and 18, 2009 Summer Meeting** – Minutes from the June 17 and 18, 2009 meeting were approved. Amy Diaz made a motion to approve, which was seconded by Dick Vlandingham.

**III. Task Force Reports**

**Campus Safety** – The survey distributed by Betsy Oudenhoven has been posted on the ICCSSO web site.

**Dual Credit** – No report

**Financial Aid/Student Costs** – Refer to the minutes from the joint AO/ICCCSSO meeting for an update.

**IAI/Transfer** – Judy Marwick explained that the CAOs discussed IAI and transfer at length during the summer meeting. Concerns centered on the fact that some universities are only accepting courses within majors as elective credit. The group expressed concern that many students have not made a decision about the transfer institution, and they are later reporting that they have to re-take courses in their major. This issue has been discussed at IBHE, IAI steering committee and president's council committee. The idea of pursuing a legislative solution to facilitate transfer has been discussed. CAOs unanimously passed a recommendation on transfer of IAI major courses, which Marwick then read to ICCSSO. Rick Pearce made a motion to endorse the recommendation. Luis Moreno seconded the motion. It passed unanimously.

**International Students** - Carol Cowles asked if someone would take leadership role in the International Student task force. She appealed to members to let her know if they are interested.

**Leadership Development** – Participants in the orientation received an advanced copy of the manual. It will be emailed to the listserv and suggestions may be forwarded to Amy Diaz. In the back of manual there is a list of task force members, however, chairs are not listed for many of the task forces. Volunteers can step forward to be on task forces and task force chairs should submit a charge for the task force to Amy Diaz. She also alerted members that dues will be requested in the next month. Dues are \$25 and cover some minimal meeting expenses and costs for the commission.

**Legislative Issues** – HJR 75 and 54 joint resolutions.

**P – 20 partnership** – No report

**Veteran's Support** - Veteran's surveys should be posted on college web sites. This task force assisted by helping to create a survey to comply with the Act.

**IV. Informal discussion of new or emerging campus issues in fall 2009**

**MAP** - Concern was expressed that the MAP grant will become an unfunded mandate. Several colleges shared that they were considering not posting MAP to student accounts while other colleges indicated that they planned to post as normal. Question arose about whether or not colleges can legally choose to not post MAP to a student's account or if they had the ability to seek payment from the student if MAP is unfunded. Opinions were shared that since MAP is not an entitlement, we could seek payment from students. Members also discussed the likelihood of a rescission in order to pay for MAP.

**Civility** –The issue of civility was raised by Carol Cowles who shared her opinion that some issues may arise from overcrowding. Many more students are on campuses that need to be acculturated. Elgin will be holding a civility conference and is considering building a mediation center for student/student issues. Waubensee has experienced that students appear to be more spontaneous and tend to speak quickly. Some schools reported an increase in incident rates and reports filed while others reported some evidence that there is fear related to handling abrasive students. Reports of increased non-student disruptions were also shared. The group discussed that these campus visitors can be arrested and that the student disciplinary code does not apply to them. Efforts were discussed by various colleges including: educating faculty and students about the differences between high school students and college students, encouraging faculty to take time at the beginning of each class to discuss expectations, encouraging faculty to take a participatory role in managing conduct and to develop relationships with students when the disruptive behaviors are not taking place, and developing opportunities to consult with faculty before behaviors are disruptive. COD put together a team of faculty, public safety, student affairs to address behavioral concerns. They agreed to share the COD guide for managing student behaviors with the listserv. Referrals to

their behavioral intervention team require the referring person to stay involved in the process, which seems to be developing empowerment within the staff and faculty.

#### **V. Current Hot Topics Discussion**

**H1N1** - The group discussed experiences related to whether or not community colleges were getting vaccines and/or flu clinics for the student population, differences in how vaccines are being distributed, whether or not turn out is meeting expectations, and the role of student affairs in creating and utilizing a pandemic flu plan. Discussion also included monitoring of absence patterns or monitoring attendance when there is no college-wide uniform attendance policy.

#### **VI. Planning for Winter Meeting**

Ideas for winter meeting topics included:

Discussion of best practices in behavioral intervention. Waubensee Community College is a member of NaBITA and offered to share conference materials.

Discuss staff development and student development practices including service learning.

Assessing student learning outcomes. Tina from Moraine Valley Community College said they would be willing to discuss the student development milestones they utilize. These were originally developed at Valencia.

Athletics – It's all about \$.

How are students balancing the social/human services needs and expectations?

#### **VII. Other**

Carol Cowles explained to new members that the listserv is available and members who pose questions accept the responsibility to summarize the responses. Secretary/treasurer has the responsibility of having summaries posted to the web site.

Luis Moreno shared that Sauk Valley Community College found a vendor for inflatable games at a package price of \$15,000. Another member suggested checking with risk management staff to be certain that insurance will cover the liability.

**VIII. Adjournment** - Meeting adjourned at 5:11 p.m. Felicia Ganther moved and Marcus Brown seconded.