

Winter Meeting Minutes
Illinois Community College Chief Student Services Officers
Thursday, March 5 and Friday, March 6, 2009

Present: Dick Vallandingham, Black Hawk College; Belinda Dalton-Russell, Danville Area Community College; Carol Cowles, Elgin Community College; Kathleen Collins, Heartland Community College; Elizabeth Gerber, Highland Community College; Andrea Berryman, ICCB; Jennifer Timmons, ICCB; Guy Goodman, Illinois Central College; Bob Marshall, Illinois Valley Community College; Tim Daughtery, John A. Logan College; John Letts, John Wood Community College; Betsy Oudenhoven, Joliet Junior College; Cathy Robinson, Kankakee Community College; Larry Apperson, Kishwaukee College; Tina Stovall, Lake Land College; Faye Fullerton, Lincoln Land Community College; Joianne Smith, Oakton Community College; Linda Hamman Moore, Parkland College; Amy Diaz, Rock Valley Community College; Luis Moreno, Sauk Valley Community College; Richard Massie, Shawnee Community College; Songie Milhouse, South Suburban College; Sarah Bond, Southeastern Illinois College; Dana Keating, Southeastern Illinois College; Michelle Birk, Southwestern Illinois College; Deborah Alford, Southwestern Illinois College

I. Call to Order and Introductions: The meeting was called to order by Tina Stovall, President.

II. Secretary's Report

a. Minutes from November 2008 Meeting – Minutes from the November 19, 2008 meeting were approved.

b. Minutes from January 2009 Joint CAO/CSSO meeting – These minutes have not been received yet. Tina Stovall will put the minutes on the Listserve when received.

c. Minutes from January 2009 Joint CAO/CSSO/President's meeting – Tina Stovall sent those minutes to the Listserve and distributed to CAO/CSSO/Presidents' groups. Minutes were approved.

III. Treasurer's Report – Balance of \$4,183.52. Songie Milhouse gave a correction in the final balance line date from 2/5/09 to 3/5/09; approved following a motion by Amy Diaz and seconded by Kathleen Collins.

Songie Milhouse reviewed the institutions that are still outstanding regarding the ICCCSSO annual dues. Tina Stovall announced that ICCCSSO will donate \$500.00, as it has in the past, to the Phi Theta Kappa event.

IV. Old Business

a. Cooperative agreements – Follow-up/clarification from January Joint CAO/CSSO discussion – Jennifer Timmons, ICCB - Tina Stovall updated those present on John Avendano's presentation on the CAREER Consortium at the CAO/CSSO meeting. Discussion was held at the CAO/CSSO meeting regarding the relationship between cooperative agreements and chargeback agreements. Jennifer Timmons and Elaine Johnson took the following question back to ICCB for clarification: If a college has a cooperative agreement with another college, and a student wants a chargeback to a different college, can the student be held to the cooperative agreement? Jennifer Timmons reported that a cooperative agreement can be open ended as long as it is only a CTE program or non-degree program. She reviewed ICCB Administrative Rules and statute (Section 1501.307). Cooperative agreements do supersede chargebacks and need ICCB approval. Chargebacks go back to the Community College Act. She reviewed 110ILCS805/6-2, and if there is a program that a college does not offer, and there is a cooperative agreement or contract, a college can require the student to attend the college with the cooperative agreement over the student's choice of chargeback. This needs to be completed 30 days ahead of time. Discussion was held about communicating what programs are available, contacts at colleges, cooperative agreements relative to when both degrees and certificates are offered, and state reimbursements regarding attendance. Jennifer Timmons will email the ICCB website link where programs can be reviewed, that are offered at each college.

Tina Stovall shared that Jennifer Timmons will be attending a meeting regarding the issue of student tuition fees for students who are no longer employed in a college's district. Jennifer Timmons will send an official clarification on this topic to the listserve. Discussion followed regarding programs and assistance available to students who are displaced workers.

b. Recommendation to change GECC for the AS Degree- As discussed at January Joint CAO/CSSO meeting

Tina Stovall asked those present to review a handout "Proposal to Revise the IAI General Education Core Curriculum in the A.S. Degree" from a CAO subgroup. This recommendation is related to concerns as to whether or not the current AS degree is meeting the needs of students majoring in physical sciences and pre-professional programs. As a motion was made at the meeting to present this recommendation at this meeting, the goal for the CSSO's is to send back a recommendation to the CAO group. After discussion, it was suggested that the IAI task force put the wording together for a recommendation. General consensus is that this issue should be addressed by Transfer Coordinators and the CSSO's would support the recommendation.

c. Community college agreement for counseling support - At the November meeting, it was asked that Cathy Robinson take this to the counselor group. Cathy Robinson reported that there is no recommendation or report at this time due to the challenge of convening the Counseling Commission. In clarifying whether this was a mutual aid in case of crisis for counseling support, or examining models where colleges contract with private vendors in their areas, it was decided at the

last meeting to look at this in terms of having a contact person at each college and not needing a full agreement. Models of crisis prevention plans and counseling licensure were discussed. It was discussed that the CSSO's take this on at this time, creating a listserv and directory with a contact list of resource people. CSSO's would identify staff at their colleges for the directory (i.e. counselors and prevention teams) and would share who would be the crisis contacts at each community college.

V. Discussion Items

a. ICCB Updates - Jennifer Timmons announced an upcoming Homeland Security Event on April 15 and 16, 2009 in Springfield, Illinois at the Hilton Hotel.

Tina Stovall reported on Lake Land College's hosting of the National Guard event on February 28, 2009. The event was for families of soldiers currently serving active duty. It was set up in a fair-like atmosphere and presentations were set up in classrooms. The National Guard plan includes the current topic of Family Academics and in the late summer and fall, reintegration events for soldiers. Jennifer Timmons reported that the National Guard provides a list of colleges through the President's Council, and they in turn contact the colleges to find out what days are best at the facilities. The Yellow Ribbon Campaign takes care of all of the invitations, publicity, and signage for the campus. This is a President's Council initiative, and on March 26, 2009 in Springfield, Illinois, the National Guard will be hosting a luncheon for the college presidents at the Lincoln Library.

Jennifer Timmons shared the following calendar items and deadline dates. Student Advocacy day is on April 23, 2009 at the Abraham Lincoln Hotel at 9:30 a.m. and the topic is 64/14. Community Colleges have 64% of the students in the state, but community colleges receive 14% of the funding. Registrations have been sent out. ICCB Student Board member applications are due on Friday, March 6, 2009, and the Student Advisory Committee forms will go out around the April 15th date. The Student Leadership Institute is in Chicago, Illinois on June 4- 6, 2009, and is open to all student leaders. Information will be sent out in April. In regards to the qualifications for the "Achieving the Dream" Program, campuses must be either 33% minority or 50% Pell Grant. College Presidents, who met these requirements, attended a meeting. A RFP, due back March 31, has been sent out to the colleges. Colleges will know by May if they are eligible.

Jennifer Timmons gave the following legislative information:

SB-01624 – Legislative bill on Veteran's Support Services, which requires a separate coordinator for veterans on campuses

SB-1828 – ICCB, IBHE and State Board of Education Longitudinal Data System Campus Security Bill

HB-01079 - Dual Credit Quality Act

HB-02330 - Legislation regarding the Student Trustee term elected by April 15 would serve until June the following year.

SB-01485 -Text book publishing

SB-00037 - 21st Century Scholars identifies 8th grade students at risk, where those students sign a contract and get college scholarship support.

Amy Diaz reported on the ICCB Latino Advisory Committee which meets three times a year for at least the next two years, and there is an ESL/GED focus. She is serving on the committee which is working on how to improve academic preparedness of Latino students. If there are any suggestions, please email her, she will look at having the minutes of the meeting forwarded to the listserv.

Andrea Berryman announced the upcoming Phi Theta Kappa Banquet on April 22, 2009. Information was sent directly to Phi Theta Kappa contacts at the colleges, and registration is online. Lincoln's Challenge Career Fair will be on March 26, 2009. They have also been partnering with ISAC on Parent Orientation Day, where information and computer availability at Parkland College was provided to parents. The directory and the listserv are being updated and the rejuvenated advisory committee will be meeting after the spring break. The Interagency Coordinating Council is working on a 2009 strategy plan for course transitions, and there is a focus on data. A joint meeting with the Special Education Council will focus on legislation. The Disabilities Advisory Committee will email a survey soon on services to students with psychological disabilities. There is a task force being formed for best practices documentation and representatives from several universities, colleges, agencies, and an ICCB representative will be on this task force also. She discussed student tracking systems and what is available. They recently partnered with Council on Developmental Disabilities, and are looking at the Public Agenda for Higher Education regarding disabilities. The next meeting is scheduled for April.

b. Report from January 2009 President's Council Meeting - Tina Stovall sent out her notes from the January 23, 2009 meeting. She shared the overall focus of the meeting which was the future with the change of leadership in Springfield, stimulus money, potential opportunities for monies to come to community colleges and the budget. She reviewed the rescission process discussed at the President's Council meeting and hopes to get an update at the next meeting which is March 13, 2009. The Student Development Committee met, chair, Dr. Geungerich from Wilbur Wright College, Jennifer Timmons, Charley Holstein and she met on Friday, January 23, 2009. The discussion included "Achieving the Dream," Illinois National

Guard Project, the PTK Banquet and Student Advisory Committee students being supported to miss classes to attend meetings.

c. Best practices in veteran's support/universal logo - Tina Stovall asked attendees to share information currently going on from their campuses regarding Veteran's Support and new initiatives. Questions and discussion were held about the Yellow Ribbon Program, a grant available from Walmart and the new GI Bill. The Yellow Ribbon Program allows private institutions to sign up as a yellow ribbon school to make private education possible at the cost of public education. Information from the Yellow Ribbon GI Enhancement Program website was shared regarding matching funds, tuition and waivers, regulations, and student expectations. Best practices were discussed including: Student Veteran's Associations; and the process of obtaining money to go to school; providing workshops and teaming with veteran's offices to make a seamless transition; training sessions for staff who work with veterans; creation of a brochure and timeline checklist focused on what veterans need to do to come to college; and establishing veteran's organizations that are part of a regional and national organization. Jennifer Timmons discussed the idea from ICCB and the National Guard of creating a universal logo that can be used on all campus websites for veterans' support. The logo will be presented for support at the next meeting of the Presidents Council.

d. Best practices for behavioral intervention teams/campus safety - Tina Stovall asked for updates and examples of campus safety. Campus Threat Assessment Teams were discussed and the appropriate procedures for both judicial and behavioral situations. Students are getting support, follow-ups and the connection to resources. Tina Stovall shared information from the National Center for Higher Education Risk Management (NCHERM) which provides CUBIT training. The training includes handouts, a scale that assesses risk, forming teams and DVDs are available. Carol Cowles provided a handout on information from the Elgin Community College Behavioral Intervention Team. Handouts from John Letts on John Wood Community College's Threat Assessment Teams and Joianne Smith on Oakton Community College's RADAR Protocol were distributed. Videos on campus safety, security cameras and GPS locators for campus mapping purposes were discussed. The importance of recordkeeping and documentation at a recent Association of Student Judicial Affairs conference was reviewed.

e. New FERPA guidelines – Tina Stovall distributed a handout on the AACRAO summary of FERPA changes. The handout from Robbins Schwartz Legal firm clarifies regulations in providing information to outside sources when there is a threatening situation. In a health or safety emergency, colleges can contact outside sources and release information without a signed release from the student, as long as there is good documentation—from the beginning, who was contacted and what type of information was released. In regards to FERPA regulations, it clarifies that you can consider outside contractors as school officials as long as a college has it noted correctly on the annual notification.

f. New ICCSSO task forces – Discussion regarding current issues/opportunities – Tina Stovall announced that the ICCSSO Task Force for IAI Transfer needs volunteers.

VI. Task Force Work and Reports

Tina Stovall asked for possible topics for each of the task forces:

- a. IAI and Transfer:** Topics include: Recommendations from the group regarding the recommended changes to the Associate in Science Degree; Articulation agreements; and ACE credit evaluation for veterans.
- b. Financial Aid/Student Costs:** Topics include: To look at best practices in default management programs; a model to combine financial aid and student accounts and what are the benefits and what is lost with this kind of model. Textbooks and cost containments and consider talking about this more in depth at the summer meeting; and FAFSA exit counseling comparing one-on-one exit counseling to online exit counseling.
- c. International Students:** Discussion was held if this group should be part of a larger group. Topics include: re-certifications; legal aspects; and best practices in serving international students; a volunteer is needed to switch to this group
- d. Dual Credit:** Topics include: Quality and Dual Credit Legislation pending; updates on what was formerly known as Tech Prep; Partnerships in college and career success and Student Development's role. Amy Diaz shared information about the High School Connections Office at Rock Valley College which houses Dual Credit and Dual Enrollment along with a new program call Running Start. Belinda Dalton-Russell will provide more information about Danville Area Community College's Middle College Program.
- e. Veteran's Support:** Topics include: Issues with new legislation; best practices regarding the new GI Bill; suggestions to look at community connection and support, veteran's coordinator on behavioral intervention teams and veterans' student organizations.
- f. Legislative:** Topics include: Legislative updates and Student Advocacy Day
- g. P-20 Partnerships:** Topics include: "Achieving the Dream," College and Career Readiness, and the American Diploma Project.

- h. Leadership Development:** Topics include: Orientation at ICCCA conference: suggestions for manual content: task force information, ICCB SAC Student travel, ICCSSO website, Student Services organizations, current topics and status, awards and deadline dates, acronyms, and an online manual vs. printed version.
- i. Campus Safety:** Topics include: Reporting structure of campus safety; best practices for emergency response; monies available for physical plant infrastructure, what is budgeted for counseling prevention and spending patterns at colleges; behavioral intervention teams.

Reports from Task Force meetings on Friday, March 6, 2009:

Campus Safety: The task force discussed collecting policies and procedures from different colleges and to work on a survey this summer regarding prevention, resources available, facilities, additional funding needed, warning systems (such as email and messages on phones) and sharing emergency response manuals. They also want to know what colleges have gone through NIMS Training and judicial process training.

Dual Credit: The task force will compile a list of dual enrollment projects in existence and will check with ICCB to see if there is a statewide list. They will provide any updates or changes on Dual Credit legislation.

Leadership Development: The task force, before the summer meeting, plans to have a draft of the manual that can be reviewed. They will compose a draft of a welcome letter from the current ICCSSO President. This letter for new CSSO members will have important ICCSSO information and encourage new members to attend the next meeting. A consensus was reached to have the orientation at the Fall meeting.

P-20 Partnership: The task force discussed best practices in college readiness and different programs available, developing career strands from high school to colleges and programs such as Middle College that target populations. The task force will send out on the listserv, trends and programs currently going on and asking what colleges are currently doing.

Legislative: The task force plans to keep up-to-date on relevant legislative issues, and to monitor and send out alerts if something will have a major impact.

Veteran's Support: The task force will work on outlining the differences between the current GI bill and the new GI bill from the financial perspective, and also look at the ISAC summary and proposal for benefits; they discussed ACE transfer consideration for veterans and credit transfer. They will provide National Guard updates as events take place and information about the regional and national veteran student associations; Andi Berriman will contact Janetta Clemons, Outreach Program Coordinator for ISAC to give a presentation at the summer meeting, and a recommendation for the state meeting to do a round table discussion on returning veterans and family assistance.

International students: The task force would like to focus on three things: best practices, campus support services that are provided to international students; legal updates and federal regulations. A survey will be sent to the listserv to gather what the best practices are and will be reported back through the listserv and at the summer meeting.

Financial Aid/Student Costs: The task force plans to have an information gathering/ research focus. Collecting information on best practices for default management and looking at creating a survey on on-line vs. face-to-face exit counseling.

IAI and Transfer: The task force reviewed the ideas for the response letter to CAO, Alan Saaf, and Marcus Brown from Richland College regarding the CAO proposal to change the requirements of the Associate in Science Degree. The letter recognizes that the Transfer Coordinators would be the most appropriate group to address the question and create a recommendation. The letter will be ready before the next Transfer Coordinators' Meeting. In regards to IAI majors, they would like to invite Jessica Barrientos to the summer meeting to give an update from the ICCB perspective.

VII. New Business

a. Summer 2009 meeting , Wednesday and Thursday, June 17 and 18 – Starved Rock.

i. Ideas for agenda items/guest speakers – Carol Cowles went through the proposed agenda for the summer meeting including task force reports and an invited speaker (Janetta Clemons) from ISAC. The group would like to view DVDs on Campus Safety. The cost of registration will be higher than usual as it will also include an on-site dinner. The meeting will start at 2:00 p.m. on Wednesday and last until 5 -5:30 p.m., a cocktail hour, then dinner. On June 18th, the group will meet for breakfast and the meeting will last until 12:00 p.m.

ii. Will elect President-Elect and Secretary-Treasurer for 2009-2010

Tina Stovall reviewed the officer positions up for election at the summer meeting. The group will elect a Secretary-Treasurer, which is a two-year term, and a President-Elect. Carol Cowles will become President for 2009-2010. Attendees were encouraged to consider serving in officer positions.

b. Summer drive-in conference regarding behavioral intervention teams – Tina Stovall discussed the possibility of a regional drive-in conference on behavioral intervention teams for late June or early July through NCSO (National Council on Student Development). Possible location and costs were discussed.

The Student Services Officers orientation meeting will be held again at the Fall meeting and the Winter Meeting for 2010 will be the 1st Thursday and Friday in March. Tina Stovall extended best wishes to Larry Apperson on his retirement.

Meeting adjourned.