



Student Services

Status Report as of November 28, 2017

Admissions and Records

Applications – Continuing to learn and fix issues in CRM Recruit

- Spring 2018 – 1147 received compared to 947 this time last year
- Summer 2018 – 36 received compared to 48 this time last year
- Fall 2018 – 1025 received with 58 of them accepted compared to 995 this time last year with 103 of them accepted – we are in the process of updating our acceptance letter

Other tasks:

- Continuing to work with OIT on change of major workflow we copied from Pellissippi State
- Opened registration controls and required Advisor pins
- Training Completion Coaches on Banner and Reverse Transfer Audit reports
- Submitted Fall subsequent term file to the Clearinghouse
- We are making progress with the vault scanning
- Currently reconciling grant certification rosters with Business Office
- Conducted interviews for the Admissions and Records Clerk position
- Participating in Degreeworks training – this has been extremely beneficial!
- Beginning to register DE students for Spring classes
 - Registering Lexington High School
 - Dates set with Crockett County & South Side High School to Accuplacer if needed and register spring students
- **Admission Officers** –
 - School visits and other locations as requested
 - Having EPSO conversations at schools as requested
 - Providing campus tours for prospective students and groups requesting
 - Working with student appointments, assisting students with admission applications and communicating with student follow ups
 - Assisted with Student Activities JSCC has Talent

- **From the Tn Promise realm, Kathy has**
 - Been actively using Advisortrac regarding student contacts.
 - Conducting reviews of TNP Students Class Attendance followed up with emails and calls on Monday and Wednesday.
 - Assisted students with questions, inquiries and concerns as requested – calls, walk-ins, emails.
 - Sent mass emails regarding Community Service Deadlines & Spring Registration.
 - Updated JSCC TN Promise Facebook & Twitter accounts.
 - Completed the search for the two Completion Coaches and have assisted with their transition into their new positions.
 - Attended Degreeworks Plans Training.

Financial Aid

- Began to update Banner forms for 1819 (in progress)
- Preparing tracking forms for 1819 (in progress)
- Updating website for 1819 (in progress)
- Sent referrals to DOE for 201710 and 201750 federal overpayments
- Completed all scanning of 1617 files
- Shredding of all 1617 files (in progress)
- Student Aid & Appeals Committee meeting 11-15-17
- Balanced Fall 17 SEOG and SEOGM
- Attended TASFAA training at Union University
- Submitted report to FSA – due 12-15-17 – Active confirmation of TG numbers and User Accounts
- FAFSA Frenzy workshops
- Processing “Return to Title 4” for official and unofficial withdrawals
- Processing Pell Recalculations for students that “Never Attended” class(es)
- Sent reconciliation roster to TSAC for Lottery
- Sent reconciliation roster to TSAC for TN Promise
- Sent reconciliation roster to TSAC for TSAA grant
- Testing Program of Study in TEST (in progress)
- Completed Pell reconciliation for October
- Awarding Spring 2018 files
- TNP Fall 17 cohorts loaded to Banner (SGASADD)
- Sent TNP extract file to TBR for Spring 2017
- IRP met to review appeals for TNP and TELS
- Participating in Search committee for FAO director
- Began testing the automation of TNP and TSAA (certification uploads to TSAC)
- Processed Federal WorkStudy Payroll
- Completed contract with Boys & Girls Club – placed a student worker there to help fulfill the community service requirements for FWS funds

Orientation and Registration

Registration Center

- Facilitated Professional in the Workplace training for tutors (Veronica Jones, AAC): Oct 17
- MTSU True Blue Tour Luncheon: Oct 18
- Attended President's Open Forum: Oct 19
- Completed GE Hold process for spring: Oct 20
- Began creating Standard Operating Procedure manual for the Registration Center: Oct 20
- Attended Opioid Crisis training: Oct 24
- Began logistics planning for GE; securing necessary rooms in the McWherter Building : Oct 24
- Facilitated Registration Center team meeting: Oct 25
- Attended workshop (ATD) Overcoming diversity Barriers: Oct 25
- Attended Race Relations Panel-BSA: Oct 25
- Accuplacer discussion w/Veronica Jones regarding the RC's role and how we use the data: Oct 26
- Search committee meeting for Workforce Development Director: Oct 26
- Community Involvement-read to 2nd grade class at Thelma Barker Elementary School: Oct 27
- ME³ planning meeting: Oct 27
- Completion Coaches meeting: Oct 27
- Degreeworks training: Oct 30
- Search Committee interviews: Oct 31
- Leadership Meeting: Nov 3
- Meeting w/VPAA to discuss GE dates: Nov 6
- Safe Place Training w/Linda Nickell and Registration Center: Nov 8
- Curriculum Committee meeting: Nov 8
- Jackson Civitan meeting: Nov 8
- TACRAO Conference: Nov 15
- Administered Performance Evaluation for Vickey Taylor-Jones: Nov 15
- Completed Data Security Training: Nov 15

Upcoming Events/Meetings

- GE: December 1, 15, and January 10
- Curriculum Committee meeting: Dec 5
- Online Orientation webinar: Dec 6

Counseling and Career Services

Dean of Students

- The Student Intervention Team (SIT) fielded 17 referrals between Oct. 14 and Nov. 22, which included:
 - Consistently poor or significant change in academic performance 8
 - Attendance/tardy problems 6
 - Serious health or personal circumstances 6
 - Mother is in hospice care in Louisiana 2
 - Concerned about comments 1
 - Concerned about student 1
 - Home-related stress 1
 - Mental/Emotional Health Concerns 1
 - Personal problems 1
 - Sexual harassment and stalking 1
 - Significant change in behavior 1
 - Sleeping in class 1
 - Student reported family emergency 1
 - Unauthorized media use (repeated) 1
- The SIT met Oct. 26 and Nov. 9 with one more meeting scheduled this fall.
 - The SIT Employee Satisfaction Survey was issued Nov. 14 to get feedback on our services and other campus needs.
- I met with Registration Center employees to discuss how to address various situations and what to report.
- Handling student behavioral issues.
- Attended the TBR Fall Retreat Oct. 23 which included discussion on support services for students in need and Title IX.
- Hosted a presentation, “TN’s Opioid Crisis Is SCARY” Oct. 24, by Angie Bryant, Regional Overdose Prevention Specialist working in conjunction with the Coalition and the West Tennessee Healthcare Foundation, as part of Red Ribbon Week.
- Attended webinar on CHASCo grant opportunities for our alcohol and other drug prevention efforts.
- Attended a CHASCo meeting and training at Trevecca Nazarene University on compiling the mandatory Drug-Free Schools Biennial Review.
- Attended portions of the “Identity and Difference Conference.”
- Attended DegreeWorks training.
- Attended the information sharing meeting of JSCC directors.
- Assisted Tina Williamson with the Annual College Transfer Fair.
- Working on new policy/process for Emergency Loans.
 - Fielded Student Relief Fund emergency assistance requests to restore shut-off heat, and rent assistance to prevent eviction.

Counseling and Career Services and Placement Services

Tina Williamson reported that she:

- Organized and facilitated the Annual College Transfer Fair the morning of Nov. 2 with 28 colleges and universities represented. The satisfaction survey results from the college representatives and from students are attached.
- Made phone calls for the Star Tree Christmas project.
- Recorded 17 requests (51 people) to use the food pantry since Oct. 13.
 - Due to the large numbers of food pantry requests, Tina made a few trips to the stores purchasing items to restock the pantry and assist some especially needy students with items for a Thanksgiving meal.
 - We have been notified that the JCM Early College High School conducted a food drive and has approximately 700 canned goods to deliver. We are working to figure out where we might store these items as we gradually move them through the pantry.
 - Attended a meeting with Vice President Gann, Annette Deaton and Linda Nickell to discuss the Food Pantry needs, and options to serve a particular cohort of students regularly accessing the pantry.
- Attended the JSCC Veterans Day program.
- Attended the Counseling and Career Services staff meeting.
- Completed Title IX Haven online Training Part 2 for employees.

Annette Deaton reported:

Student Contact Data:

Activity	Number of Student Contacts
Job Placement Services	113 Students
10 Class Presentations: Career Planning	130 Students
3 Class Presentations: Resume Writing	52 Students
Total Students	295 Students

Other Data:

Employer Contacts	40
New Jobs	11
Student Job Referrals	21
Students "Self-Reported" Hired	32

Activities:

- Facilitated 10 class presentations (including the Humboldt Center) on Career Planning
- Facilitated three (3) class presentations (including the Humboldt Center) on Resume Writing
- Assisted the Coordinator of Veterans and Adult Students Coordinator with the planning and facilitation of the Adult Community Resources Fair Nov. 14.
- Cleaned up work room in the Counseling office and set up a computer area for students to use for career assessments, resume writing, and job search
- Assisted students with the JSCC Food Pantry and stocking the Pantry on numerous occasions. We had more than 11 students bring donations by this week thanks to extra credit opportunities offered by faculty, and ongoing campus food drives.
- Met with the VP of Student Services, the Dean of Students, and Tina Williamson concerning the JSCC Food Pantry

- Continued to rebuild the online JSCC Career Resource Center
- Attended the PTA Readmission and Student Aid and Awards Committee meetings

Upcoming Activities:

- Begin preparations for the 2018 JSCC Career and Job Fair
- Meet with representatives from FedEx as well as the TN Department of Labor and Workforce Development to start planning for their hiring event

Disability Resource Center

Linda Nickell reported:

- Assisted Dr. Richard Coppings in proctoring a math exam at a student's home due to their mobility impairment.
- Met with Jessica Reece, Becca Rhea, Abby Lackey, and Kim Warren-Cox to discuss course accessibility for the spring term.
- Interviewed by student writing a paper on classroom accommodations.

Veterans Affairs

Lynda Davis reported the following projects/activities:

- 10/25** Re-launched the JSCC Green Zone training program. Marcus Van Cleve of Tennessee Department of Veterans Services will facilitate a training session scheduled for 10:00 a.m. – 11:00 a.m. on November 28, 2017 in Room 108 of the Nursing Building.
- 10/25** Student Veteran Marcus White, was interviewed by Mitch Curry, THEC Education Specialist III. The interview was a last-minute request from Mr. Curry due to a cancellation. (Several veterans will be interviewed state-wide. The interviews were published during Veteran's Day week.)
- 10/26** Met with Completion Coaches Fisher, Raines and Reeves to better understand roles and areas for collaboration.
- 10/27:** Attended JSCC's 1st Annual Identity and Difference Conference.
- 10/31:** Wrote and published JSCC's inaugural copy of its monthly newsletter. The newsletter will include a variety of issues, accomplishments, concerns and celebrations impacting veterans.
- 11/1:** Coordinated with President and Vice President, Student Services Offices and several faculty members, along with the Innovations Vocal Ensemble to develop the JSCC 2017 Veterans' Day Ceremony from 11:00 a.m. – noon on November 10 in the Student Center Commons.
- 11/2:** Collaborated with Annette Deaton to host JSCC's 1st Resource Fair for the adult learner population on November 14 from 9 a.m. – noon. On hand were our two Completion Coaches, West TN Legal Services, Department of Human Resources (Madison County) and American Job Center. (RIFA was unable to participate, as previously planned).

11/11: Coordinated JSCC's first entry in the 2017 Jackson Madison County Downtown Veterans Celebration Parade. Thanks to Dr. Allana Hamilton for participating, along with Groundskeeper David Greenway driving the college van, members of the JSCC Student Veterans Association, and Linda Nickell representing Jackson State.

11/14 - Attended VA School Certifying Official and Chapter 33 Training in Nashville November 15-16.

12/11 - Scheduled THEC Audit.

Student Veteran Demographics:

To date, we have counseled with 48 veterans/dependents regarding registering for the Spring 2018 semester, TN Reconnect and TN Strong as follows:

- 28 – Chapter 33
- 03 – Chapter 33 D
- 01 – Chapter 31
- 06 – Chapter 35
- 04 – Chapter 1606
- 02 – TN Reconnect
- 01 – TN STRONG

48 Total Veteran Counseling Sessions to Date

Student Activities and Athletics

- Men's and women's basketball eligibility was completed and submitted to the NJCAA on Oct. 24th.
- On Oct. 27th met with Kara Reeves and Sam Raines regarding questions they had relative to their new roles and Athletics & Student activities.
- Oct. 30th Met with several faculty and staff regarding JSCC Day of Service. Opportunity for JSCC TN Promise students to earn the volunteer hrs they need. This will be an ongoing effort.
- Nov. 1st SGA meeting. Items of interest include the rescheduling of homecoming activities, Spring semester activities and officer code of conduct.
- Nov. 9th attended TBR External Affairs meeting.
- Nov. 11th Attended Veterans Day event in the student center.
- Participated in group advising on Nov. 17th.
- Men's basketball team is 4-3. Our next home game is Friday, Dec. 1st vs. Roane State.
- Women's basketball team is 3-2. Our next home game is Friday, Dec. 1st vs. Roane State.