



Student Services

Status Report as of February 7, 2018

Admissions and Records

Applications –

- Spring 2018 –
 - 2408 received compared to 2150 last year
 - 1448 completed processing for acceptance compared to 1337 last year
- Summer 2018 – 178 received compared to 265 this time last year
- Fall 2018 –
 - 1526 received compared to 1631 this time last year
 - 232 completed processing for acceptance compared to 214 this time last year

Other tasks:

- Workflow automations –
 - Continuing to work with OIT on change of major workflow
 - Grade Changes completed by workflow as of 1-11-18
 - 2014 – 124
 - 2015 – 567
 - 2016 – 307
 - 2017 – 403
 - 2018 – 32
 - Cancelled classes processed by workflow as of 1-11-18
 - 2014 – 3
 - 2015 – 248
 - 2016 – 192
 - 2017 – 214
 - 2018 – 52
- Completed Fall 2017 reporting to the Clearinghouse
- Completed End of term and Supplemental reporting for Fall 2017 to TBR
- Working on 14th Day enrollment reporting for Spring 2018 and Clearinghouse Spring reporting
- Processed grades for Fall semester
 - Suspended – 39 compared to 23 Fall 2016
 - Probation – 99 compared to 94 Fall 2016
 - Released Honor Roll and Deans list to PR
- Awarded degrees for Fall 2017
 - Degrees - 154 compared to 115 Fall 2016
 - Certificates – 105 compared to 126 Fall 2016
- We have boxed all of the student folders from the vault and are working with the scanning company to try to finish imaging those folders in the next couple of months

- Welcoming our new hire for the Admissions and Records Clerk position, Victoria Harper
- Participated in Degreeworks reports training
- Completed registration for Dual Enrollment students – as of 14th day Dual enrollment is at 1,454 HC and 427 FTE. Dual enrollment makes us 34% of our headcount and 16.6% of our FTE.
- Working on consortium agreements, checking grant applications and grant eligibility to request funds from TSAC for grant payments
- Admission Officers –
 - School visits and other locations as requested
 - Gathered Dual Enrollment information and registered students
 - Assisted with jHub coverage
 - Served on open position search committees
 - Assisted in GE sessions and Registration Center as needed
 - Providing campus tours for prospective students and groups requesting
 - Working with student appointments, assisting students with admission applications and communicating with student follow ups
 - Contacting students who didn't attend Spring to assist with moving applications forward to Summer or Fall 2018

Financial Aid

- Completed IPEDS and submitted to Institutional Research
- End of term processing for Fall 17 (SAP and "I" grades) – updated Banner and sent letters
- Processed end of term withdrawals, R2T4's, and pell recalculations for Fall 2017
- Ordered Electronic Statement of Account to closeout 1617 Pell grant
- Completed the 1617 Pell closeout and reconciliation reports (sent to DOE)
- Awarded state aid for 201810 (Lottery, TN Promise, TN Reconnect, TSAC)
- Processed and monitored winter term students
- Processed workstudy placements for 201810
- Spring 2018 processing – disbursements, freeze hours, drops, etc.
- Processed TNP and TELS holds for 201810
- Begin 201810 R2T4 and recalc processes.
- Monitored 201810 canceled class list; called students that with FA
- Processed WIA Needs Assessment forms
- Auditing, correcting and awarding files for 201810
- Awarded Innovation tuition and book funds
- Awarded Athletic tuition, room, and book funds
- Presented at Nursing Orientation
- Worked at GE sessions
- Worked at FAFSA Frenzy workshops
- Continue testing Program of Study in TEST (in progress)
- Completed the update of 1819 forms and loaded to the website
- Updated FA info sheet – ordered 500
- Completed credentialing for Campus-Based Aid (Jacob, Betty P, Beth)

- (3) Student Aid & Appeals Committee meetings
- (2) IRP committee meetings for TNP and TELS
- Send letters to students that lost the lottery scholarship after 201780
- Held FA training session with Sam, Sherry, and Kara
- Listened via phone to FA portion of TBR integration training held at TBR
- Participated in the monthly TBR Directors call
- Attended DegreeWorks training by Jennifer Cherry (Beth)
- Attended 1819 Verification webinar (Beth)
- TASFAA webinar DOE policies (Beth)
- Attended inservice (Beth)
- Attended VA Green Zone meeting
- Attended Dr. Hamilton's Open Forum
- Each employee attended at least one FAFSA workshop
- Attended TN Reconnect roundtable discussions at JSCC and DSCC
- Mailed College & Foundation application to 49 high schools
- Updated website with new College & Foundation apps

Orientation and Registration

Registration Center

- Attended Green Zone training in an effort to develop ways to support and empower student veterans: Nov 28
- Attended Athletic Logo Focus group: Nov 30
- Facilitated Great Expectations Orientation and Registration: Dec 1
- Attended BSA meeting: Dec 4
- Attended Curriculum Committee meeting: Dec 5
- Attended Online Orientation webinar with Utah State University: Dec 6
- Facilitated Great Expectations Orientation and Registration: Dec 15
- Facilitated Great Expectations Orientation and Registration: Jan 10
- Classes began with late registration through January 25-extended hours
- Attended ME³ meeting: Jan 23
- Attended Jackson Civitan: Jan 23
- Black History Month kickoff: Feb 1

Upcoming Events/Meetings

- ATD Conference: Feb 20-23
- Various Black History Month events

Counseling and Career Services

Dean of Students

- The Student Intervention Team (SIT) fielded 11 referrals between Nov. 28, 2017, and Jan. 30, 2018, which included:
 - Consistently poor or significant change in academic performance 4
 - Serious health or personal circumstances 4
 - Attendance/tardy problems 2
 - Violent references or threat of harm to self or others 2
 - Consistently arriving late doing little or nothing and leaving early 1
 - Domestic abuse by husband 1
 - Home life 1
 - Serious attitude or disciplinary problem 1
 - Significant change in behavior 1
 - Student's mother called to report student taken to mental facility 1
 - Student with sick child denied extension 1
- Attended "The Path to Resilience" conference regarding the impact of adverse childhood experiences on students.
- Handled Access and Diversity Scholarship processing; award meeting Dec. 18; and issuing results letters to all applicants. Awarded 29 scholarships for a total of \$24,780.
- Met with Dee Henderson, Tim Dellinger, Lynne Rouse, Lisa Kincaid, and Gayla Phillips regarding concerns with Emergency Loan processes, since we no longer have a way to "force repayment. Issued" three book loans for the holiday term and two for the spring before decision made to cease making loans until a new process is established.
- Assisted four students with utilities and two with gasoline vouchers through the Student Relief Fund.
- Attended TNAchieves mentor training
- Issued the Drug-Free Schools notice to all students as required by law.
- Will issue the TBR Climate Survey to all students Feb. 5 through March 2, 2018.

Counseling and Career Services and Placement Services

Tina Williamson reported that she:

- Worked with Annette Deaton stocking the food pantry with a large donation of (1000 plus can items) from JCM Early College High.
- Staff received 25 requests (68 people) to use the food pantry this period.
- Assisted often at the jHub until the jHub Manager position was filled. Started this week working from 8am-9am once a week this semester until further notice.
- Completed the Annual Employee Performance 2016-2017 Review with the Dean of Students.
- Attended President Hamilton's come-and-go Christmas Celebration Reception.
- Attended Retirement Receptions for Jack Laser, Mary Jackson and Helen Thompson.
- Attended the Spring Convocation in the Ayers Auditorium.
- Processing paperwork and scheduling college and university recruiters' campus visits for the spring semester.
- Will attend the BSA meeting on Wednesday, January 31st.

**Annette Deaton reported:
 Student Contact Data:**

Activity	Number of Student Contacts
Job Placement Services	63
FedEx Trade Networks Job Fair	37+
Total Students	100+ Students

Other Data:

Employer Contacts	32
New Jobs	20
Student Job Referrals	40
Students "Self-Reported" Hired	2

Activities:

- Hosted a mini job fair for FedEx Trade Networks on Wednesday, January 24, 2018. FedEx Trade Networks will be opening a clearance office in Jackson and are interested in hiring JSCC students. **Over 37 JSCC students** participated in the mini job fair. The student turnout was good and FedEx Trade Network HR team has expressed interest in possibly having another mini job fair at JSCC. The FedEx Trade Networks' HR team was very impressed with Jackson State.
- Collaborated with the FedEx Trade Networks' HR team as well as The American Job Center on planning, scheduling as well as rescheduling (due to weather), promoting, and facilitating the mini job fair. This also included participating in several conference calls (including while at home during the snow days).
- Sent out 100+ electronic invitations to the 2018 JSCC Career and Job Fair that is scheduled for Wednesday, April 11, 2018. As of 1/29/18, thirty (**30**) employers and organizations from around the region including Missouri have submitted reservations for the career and job fair.
- Booked the U.S. Air Force and the Tennessee Army National Guard to set up informational tables during February
- Assisted with JSCC Food Pantry:
 - Straighten up, organized, and pulled outdated cans of food from the pantry
 - Sorted through boxes and boxes of can goods donated by the JCM Early College
 - Stocked pantry with the JCM Early College donations
- Attended Spring Convocation (in-service)
- Met with the Health Services Completion Coach
- Attended the following:
 - 2 Student Aid and Award Committee meetings
 - 2 IRP Committee meetings
 - 1 Student Aid and Award Committee meeting
 - 1 Student Intervention Team meeting

Upcoming Activities:

- Continue preparations for the 2018 JSCC Career and Job Fair
- Facilitate mini job fair for Scribe America
- Facilitate another mini job fair for FedEx Trade Networks
- Career Development presentations to the COL1010 College Success classes

Disability Resource Center

Linda Nickell reported:

- So far have only 29 students requesting classroom accommodations. Have several more who previously used accommodations but have not requested yet for this term.
- Worked with Jacob Moore in the financial aid office to get classroom assistants in two classes.
- Assisting student to get accessible textbooks.
- Attended “Leveraging the ADA and Accommodations at Work” webinar regarding students moving from college into the workforce.

Veterans Affairs

- Had a positive audit of VA files by Mitch Curry, THEC Veterans Education Coordinator Dec. 11-12, 2017. Will institute our own annual audit within the department to keep track between official audits.
- Hosted Marcus VanCleave, Veterans Education Coordinator, West, from the Tennessee Dept. of Veterans Services, who presented Empowerment Training, formerly known as Green Zone training, on Jan. 10 to help faculty and staff better understand veteran students and how to assist them.
- Lynda Davis, our Veteran and Adult Student Coordinator, resigned the position effective Jan. 19, 2018. Our VA Work Study student, Bobert Shumpert, also left his work in the Military Student Center (MSC) Jan. 22.
- Linda Nickell is trying to handle those functions while seeking new veteran work study students and advertising the coordinator’s role. That involves opening, checking periodically and closing down the MSC daily and doing VA benefit processing on all students registered and making changes this spring.
- To date we have 78 students using VA benefits and an additional five using other resources this semester.

Student Activities and Athletics

- Men’s basketball team has an overall record of 8-5, (3-5 TCCAA). Next game is Friday, Feb. 2nd at Roane State.
- Women’s basketball team has an overall record 6-6, (2-6 TCCAA). Next game is vs. Roane State, Feb. 2nd.
- Games postponed due to hazardous weather on Jan. 12th and 13th have been rescheduled. We will play Dyersburg State on Monday, Feb. 26th at 5:30pm & 7:30pm. We will play Southwest Feb. 27th at 2pm & 4pm.
- Due to a roof leak on the gym floor, our games scheduled for Saturday, Jan. 20th vs Columbia were rescheduled for Wednesday, Feb. 14th.
- No members of our athletic teams were lost due to academic hardship during the Fall 2017 semester.
- Currently working on baseball and softball eligibility. First softball game is scheduled for Saturday, Feb. 3rd at Itawama CC in Fulton, MS. First baseball game is scheduled for Friday, Feb. 9th at Beville-Fayette CC in Fayette, AL.
- SGA met Jan. 25th and 26th to discuss Spring 2018 activities.
- SGA will begin monthly officer receptions in the student union on Feb. 1st.
- SGA has planned a Valentines social Feb. 8th at 6:30pm in the gym.
- Spirit week for basketball scheduled

Completion Coaches

Events/Meetings/Trainings

- 11/28/17: Green Zone training
- 11/29/17: Hosted grant-funded Transfer Talk with Austin Peay for academic transfer majors
- 11/30/17: Athletic Logo focus group
- 12/1/17: Assisted with Great Expectations
- 12/1/17: ME3 Committee Meeting
- 12/4/17: Study Tips Presentation for finals week
- 12/4/17: BSA Meeting
- 12/5/17: Hosted grant-funded Transfer Talk with University of Memphis-Lambuth for academic transfer majors
- 12/5/17: Degree Works Training follow up for developing plans and templates
- 12/5/17: Helped PTA student with tuition scholarship
- 12/13/17: Meeting with ATD Coaches
- 12/15/17: Assisted with Great Expectations
- 12/18/17: Meeting with new Health Sciences Completion Coach, Sherry Channell
- 12/18/17: Meeting with Steve about summer gym usage
- 1/8/18: Worked on Factbook for IR.
- 1/8/18: Met with OTA and PTA faculty.
- 1/10/18: Assisted with Great Expectations.
- 1/11/18: Assisted with HOSA
- 1/21/18: Helped return voicemails from the Registration Center.
- 1/25/18: Began meeting with COL 1010 and COL 1030 classes.
- 1/25/18: Met with Tony Rafalowski, faculty chair
- 1/26/18: ME3 Committee Meeting

Completed

- Updated TN Promise Employee Mentors regarding mentees
- Mailing campaign to TN Promise students who made a 4.0 Fall during Fall 2017
- Mailing campaign to TN Promise students with less than a 2.0
- Data for TIE Grant
- jHub Manager Hiring Committee
- ME3 Strategic Plan
- Social media pages for JSCC Completion Coaches
- Helped contact students who needed to change their schedule because pre-requisites for Spring 2018 classes were not met in Fall 2017 classes
- Planned Completion Coach visits to the centers at Savannah, Lexington, Humboldt, and Paris
- Planned Completion Coach visits to each COL 1030 and COL 1010 class on the main campus
- Health Science Degree Works templates completed
- Assistance with executing Star Tree Project
- Multiple mass emails to students regarding attendance, academic performance, upcoming events, etc.

Active Projects

- Contacting TN Promise students who have never attended this semester
- Execution of TIE grant projects
- Data for communication plan to 12-, 24-, and 36-credit hour students
- Factbook
- Participation in ME3 and BSA events
- Planning a Summer Pell Grant Campaign
- Developing internal tracking for students' attendance records
- Uploading 600+ individual academic plans to Degree Works
- Developing templates to assist faculty advisors with creating academic plans

Student Contacts

- In-person meetings with students: 172
- Phone calls with students: 252
- Individual emails to students: 427