

# EGCC Student Government Association 2022-2023

## Meeting Minutes

Wednesday, March 29, 2023

### Call to Order

The meeting was called to order by President McCloud at 8:04pm EST.

### Special Orders

*None.*

### Attendance

**Present:** McCloud, Richards, Cooper, De la Cruz, Drips, Grimes, Nickell, Ogle Evans, Rogers, Whitaker, Wright

**Absent:** Hunter, York

Quorum is: 9 Majority is: 6

### Reading of the Minutes

The minutes of the previous meeting on March 15, 2023 were provided via email from Advisor Twyford for your review prior to this meeting.

Motion to approve: Nickell/Rogers

Second: Grimes

***Motion approved via voice vote.***

### Officer Reports

**McCloud:** No report

**Richards:**

**Cooper:** No report

### Committee Reports

**CTL: Whitaker – meeting moved to tomorrow (Thursday 3/30/23)**

### Old Business

1. HLC/DOE Concerns

*Survey Committee created at 9/28/22 meeting: Richards, Cooper, Nickell, Hunter, Rogers*

*HLC Criteria 3 Members: Nickell, McCloud, Rogers, Richards, Hunter*

**VP Vanessa Birney is in attendance to discuss HLC updates**

Shared a PowerPoint slide with HLC updates. (Will include in the next email with minutes.)

- We do not have a schedule for their visit yet, but once it is available it'll be publically available for all stakeholders (students, employees, BOT, public, etc)

- Peer team will want to meet with MG, senior admins, BOT, community members, and then have meetings based on the 5 HLC criteria. Meetings only with faculty, only with students, and then focus areas (such as assessment, advising, strategic enrollment management plan, etc).
- They currently have access to our assurance argument, they're reading through it, and drafting a report on it. They're using it to put together questions for their visit.
- Info slides that pop up in the portal for EGCC community. There will be newsletters with updates on our progress on HLC from last couple of years, and criteria review sessions. There will be HLC criteria videos that can be shared, too.
- **Important to know: EGCC Mission, Vision, Core Values.**

**Nickell:** Is it possible for us to get a copy of the assurance argument?

**Birney:** Don't see why not, going to check with cabinet and MG. Its available on the employee portal, but its wise to have it in the student portal, as well. This past weekend, we sent a group to the HLC conference and we met with President Dr. Karen Solomon, and she emphasized importance of everyone reading it.

**Drips:** What is a peer reviewer, and what's their role?

**Birney:** Each institution to get financial aid and accreditation, they must be reviewed by an accrediting body. Peer reviewers are members from other institutions, highly trained in what to look for, what to ask, what standards are, etc. They meet with stakeholders across the institution and ask questions to see how well we are meeting criteria. We have a lead reviewer who works as HLC's liaison, and our college liaison (Birney), communicate about updates, needed documents, any questions, etc.

**Whitaker:** We didn't meet Criteria 4

**Birney:** Yes, that's correct. We didn't meet 3C/3D, or 4A/4B/4C (support services at institution). We didn't do a great job in our 2020 visit talking about our support services, our report was short with little evidence. We've also had a spotty history of assessment, but now we have an established department within the college to make it college wide, with various subcommittees and do regular assessment for continuous improvement. The peer team wants to see us make progress, and we've been getting support from a mentor and a scholar. We have to show how we're continuing to improve our reporting and services. We could still be on probation, or they could have some sanctions and monitoring reports that will be due, or they could fully clear it. With the number of areas we did not meet, we may have some sanctions. This will not affect the transferability of credits.

**McCloud:** How will the student meetings be conducted?

**Birney:** Reviewers will be very professional, student sessions will be open for any to attend, they'll have questions about your experience. These will be set up as Zoom or Teams meetings.

**Birney:** I wanted to talk about how we can get the information out to students. We're sending newsletters to employees, and there are pop-ups in your portals. We're having criteria sessions, mock interviews, and daily drop in sessions before the HLC peer team visits campus. First newsletter was general, next one will be about Criteria 1. I can work on more customized ones that go out to students, but I'm looking for your thoughts. I will send a list of potential questions to Advisor Twyford for you to review. Mock interview sessions are not meant to put

words in our students' mouths, but allow you to think through the questions and how you might respond. In 2020, a specific class of students was chosen – I wasn't involved in how that was selected.

**Cooper:** How much weight does the team site visit hold in the overall decision of the status?

**Birney:** Not sure if one is more than another, my understanding is that the institution submits the assurance arguments with as much evidence as they want. Then the peer team comes to campus to visit with stakeholders and find out if what was written is accurate, how is the campus climate, etc. There is always room for improvement, but it's all meshed together. Self-identifying problem areas but talking about our improvement plans.

**Cooper:** Who is conducting mock interviews? I know some students wouldn't feel comfortable speaking their truth about the college. I would suggest, based on communications with the student body, make it plain, since not everyone is on the same level. On SGA, we might understand certain things, but new or uninformed students might not know. Any communication is better than none and transparency is key. I encourage more communication from the Assessment Office about this.

**Twyford:** I have suggested Asako and Ashlea help conduct mock interviews.

**Birney:** The sessions for students will be closed.

**Rogers:** Going back to Senator Nickell's statement about making the assurance argument available to students, in HLC 3 we discussed this, and I think this would be an important document for students or at least students on our criteria to have. We can help share the information with our student groups and educate other students.

**Drips:** I assume that the peer review team is going to have questions similar to the ones you've shown, and probably some other open questions. Given the desire for students to speak freely about their college experience, what advantages do you see associated with any communication to the student body about the upcoming meeting or sessions? Why would it be advantageous to prepare students for interactions with the peer review team?

**Birney:** I think it's important to help students learn what HLC is, its importance, etc. If they happen to drop into the session, they might know what it's about. They won't be blind-sided. I know that there is a very brief mention in the NSO, but if students don't go through that, they may not know, or may not remember it. The more information we can give, the better. Students on campus should know in case they run into reviewers in the hallway. HLC also has to be accredited every 5 years with the federal government.

**Whitaker:** Is HLC national or regional?

**Birney:** The accreditors used to be considered regionally, but several years ago, they moved away from the term "regional" to national accreditors, so it allows institutions to pick which accreditation they carry. For an institution to go from one to another, they have to be in good standing with current accreditor, they apply to the other body, get a provisional standing, and then move over.

**Whitaker:** Is it reputable?

**Birney:** Yes, it accredits 900+ institutions. When an institution is accredited, their credits can transfer to other institutions.

**Ogle:** Once they acquire all of the info, what is the turnaround on a resolution?

**Birney:** Once they do all of the visits, the team stays for another half a day working on the draft report. Once it is filed, the institution can send in a correction of errors, then the team finishes

the report and finalizes it. Since we are on probation, we can go before them to provide more information and evidence to the interactions council, which can agree with the peer team, change the recommendations, or escalate it.

**Ogle:** How many people are on the committee?

**Birney:** There will be 6 reviewers on campus.

**Motion: Table**

**Made by: Nickell**

**Seconded: Cooper/Grimes**

### **Student Feedback Survey**

McCloud: On the website, students now have the ability to file a complaint. Can be found in the student portal.

Drips: Its more or less what we saw in the last SGA meeting with the things we requested, such as ability to upload a document. I do want to clarify, there is the complaint form, but there is also a feedback form that goes to Cabinet, I don't know that it'll be acted on. It's kind of confusing when you look at the student portal. The complaint form is on the left hand side, and in the main area with the "apps," there is a feedback form. Interesting that they're both present, but the distinction is that the feedback form is reviewed quarterly by cabinet, but the complaint form gives you a trackable number towards reviewing for resolution.

Martin: The feedback form might not go to full cabinet first, a few members review before it goes there (Martin, Birney, Wanat, Crooks). The complaint forms go to the department heads and then can be escalated, they all will be reviewed and responded to. I'm over the surveys for the school in terms of the Strategic Plan, but not departmental surveys. We use those to make data driven decisions.

Whitaker: Is the feedback form the end of the semester evaluations?

Drips: Shared screen to show different forms.

Martin: We just had a different survey go out, my apologies, I thought you were referencing that one, this EGCC Feedback Form goes to SVP Roeschenthaler, and he brings responses to cabinet for resolution and response.

Drips: As President McCloud said, we have a lot going on, and like SVP Martin said, we have a bunch of student surveys. Even for us with the experience and exposure, it can be confusing, and maybe even more confusing for students with things like HLC and DOE. Students are focused on their own studies. I think it would be helpful for SGA to help students break down some of the confusion. I'm interested in helping provide clarity to students and encourage them to use the feedback mechanisms. Like SVP Martin said, it is important to share feedback in numbers, I think it will help, but I would like SGA to help publicize info about the process of getting complaints heard properly. One way that would be helpful is providing info on the SGA website.

Martin: I agree, we do a lot of surveys. What I'd like to do is cut down on surveys. You're not getting a good mix of the whole school, students get surveyed-out. They're important but you don't want to overwhelm. As for the forms and feedback, utilize them. HLC said we had to provide an easier way to have your concerns heard. A student may spend lots of time sending it

to the wrong person without it ever getting to the right person. We want to take the time to make sure the complaint and feedback systems are working properly.

Grimes: Is there something SGA can do to see if students need clarity on the complaint and feedback forms? How do we find the students that are struggling with them?

Martin: We can give you a definition with bulletpoints for each type of form. Before we had an actual complaint form, people were using the feedback form. Now that we have both, is feedback necessary?

Drips: We have avenues to get that out to the student body.

### **Motion: Publicize feedback and complaint form**

**Made by: Whitaker**

**Seconded: Drips**

### **New Business**

Wright: On FB, there is a question if a student can graduate with a second certificate in the same degree if they already have one.

Twyford: (corrected answer provided from advising) A student may obtain a second certificate from the same degree, but they will have to pay out of pocket for it, since it is still considered the same degree.

Rogers: Wanted to give SGA an update on attempts to contact Kurt Pawlak, AVP of Financial Aid. Contacted immediately following last SGA meeting, routed to voicemail. Two weeks later no response. Called back earlier this week, spoke to someone in FA, saying they'd send an email to their supervisor about the SGA requesting he meet w/ us, and I still haven't heard anything back. Dr. Crooks wasn't at HLC meeting yesterday, he'd originally suggested we invite Pawlak to SGA. I'll keep trying, anything we can do to get him in to the meeting.

Martin: I won't give any excuses, we're all busy and I know Kurt is busy, but he needs to respond. I will let his boss know (MG) that he isn't responding.

Rogers: We'd like to have him speak to the group, it would be very informative.

Whitaker: Going back to academic advising, how do we contact them? I need to talk to someone about my schedule.

Drips: I usually just email [info@egcc.edu](mailto:info@egcc.edu) and that works, or [online@egcc.edu](mailto:online@egcc.edu) and that usually gets a response.

Grimes: I usually find it from the EGCC home page or the portal. They still haven't separated that part where you have to talk to someone with your major.

<https://egcc.edu/students/student-support-services/academic-advising/>

Richards: There are updates on the SA/consent initiative.

Twyford: Gave updates

Richards: When this workshop is created, we need to incorporate/address a content or trigger warning to let students know they can step away or take a break if they need to. It can be really

hard to sit through it, but it is important. For those who haven't experienced it, we can prepare them with coping mechanisms or resources. There is a cycle when going through traumatic experiences. Those who have experienced it are more likely to be targeted again. We want to make sure students know they have support, and the last thing we want is to make someone who is actively struggling go through this. In a recent Active Minds meeting, there was a presentation about suicide prevention, and there were little stop-outs within the slides to remind people they can walk away for moment if they need to.

## Gallery Remarks

No comments.

## Announcements

### New meeting schedule:

- ~~January 11~~
- ~~January 25~~
- ~~February 8~~
- ~~February 22~~
- ~~March 15~~
- ~~March 29~~
- April 12
- April 26 (*Winners of 2023-2024 SGA Elections Announced*)
- May 10
- June 2: Grad Fest – Steubenville Campus
- June 3: Commencement

### ***Motivational Quote from Senator Grimes:***

***“The greatest glory in living lies not in never falling, but in rising every time we fall...”***

***- Nelson Mandela***

*Nominates Senator Wright for next meeting's quote.*

## Closing Remarks from Advisors

- Graduation update form
- Asako is hosting Women's History Movie Night tomorrow (Thursday 3/30 at 8:30pm EST)
- Ashlea is hosting bingo next Tuesday 4/4 at 9pm EST
- Asako will be playing Switchboard Epic Game Night on Thursday 4/6 at 9pm EST
- EGCC closed on 4/7

## Adjournment

*At this time, I would entertain a motion to adjourn...*

**Motion: Rogers**

**Seconded by: Multiple**

This meeting is adjourned at 9:32pm EST.