

EGCC Student Government Association 2022-2023

Meeting Agenda

Wednesday, April 26, 2023

Call to Order

The meeting was called to order by President McCloud at 8:02pm EST.

Special Orders

None.

Attendance

McCloud	X
Richards	X
Cooper	X
De la Cruz	X
Drips	X
Grimes	--
Hunter	X
Nickell	X
Ogle Evans	--
Rogers	X
Whitaker	X
Wright	--
York	X

Present:

Absent:

Quorum is: 9 Majority is: 6

Reading of the Minutes

The minutes of the previous meeting on April 12, 2023 were provided via email from Advisor Twyford for your review prior to this meeting.

Motion to approve: Whitaker Second: Hunter

Motion approved via voice vote.

Officer Reports

McCloud: No report

Richards: No report

Cooper: No report

Committee Reports

CTL: Whitaker – it's scheduled for tomorrow (4/27)

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

McCloud: What are your thoughts on everything?

Rogers: We had representation from SGA at the HLC peer review meeting, and there were a few students – just a half a dozen. Senator Nickell and Senator Ogle Evans and myself were there. I think it went quite well. I'd like to hear what the others thought.

Ogle: I came in a little late, but the part I caught I thought it went well. It was very detailed but I was stunned there were a few people there. The questions were answered to the best of our ability.

Nickell: They were very easy to talk to, and it was a lot easier to give the answers than I thought, especially when it was the things I'd like to see worked on. They were very receptive. I'm nervous that there were so few students there, because there can be misrepresentation when the sample size was so small.

Ogle: I agree, I know the timing wasn't right. There weren't a lot of people there to share their thoughts, which was surprising for me.

Rogers: The timing was inconvenient for a lot of people. I'm sure they'll take that into consideration, but I think it went quite well. They didn't drill us on the college mission/vision/core values, but they were very easy going. Dr. Karen Soloman, the HLC liaison, stepped out for a few minutes, but I wish she'd heard more of our responses.

Martin: Just FYI, there were two meetings going on at the same time so she might have gone into another meeting to observe.

Rogers: Did they have an in person meeting?

Martin: Yes

Twyford: *Gave update on the on-campus session*

McCloud: When will we know their decision?

Martin: 5 weeks. When we did a debriefing with the senior leadership team and the peer reviewers, they said it would be approximately 5 weeks. The report could be shorter or longer.

Rogers: That's for the peer reviewers team for 5 weeks. I think it'll be November before we hear from their board of directors.

Martin: 5 weeks for the preliminary draft, and then we can send information back to them for things we disagree with. I don't know if that one will be released to everyone, or if we'll need to do some work on our end. More material was being requested during the sessions, the peer review team was really good about that so they can get summed up as quickly as possible. No one wants to be in trouble with HLC. I can't answer if we'll be off of probation, or on probation but in good standing, which would mean we need to do a few more things to come off. I think a

lot of “not mets” were met, enrollment did well, Criteria 1 and 2 did well, I think we still have some work on some areas like Assessment or Criteria 5.B – that’s just my take.

McCloud: Does anyone have anything else?

Motion: Table

Made by: York

Seconded: Drips

Student Feedback Survey

There were 9 new responses to your feedback survey since the last time you reviewed it earlier this spring. Two students have requested follow-up. The raw data has been downloaded and attached to the email for this agenda (responses 155-163).

Twyford reviewed. Cooper will follow up with students requesting info.

McCloud: I think we should

Motion: Table

Made by: Nickell

Seconded: Drips

2. Financial Aid – Guest: Rebecca Steckman

Invitation has been extended to SVP Kurt Pawlak to come to answer questions SGA has about Financial Aid; we’ve been advised to work with Rebecca Steckman instead. She is working on her availability but said it may be helpful to know some of the questions ahead of time.

Two main questions for Financial Aid:

How does it work: every student is required to have a FAFSA on file. Next, any other required documentation will have to be completed. We’d email those documents and we’d contact you via phone/email. *Get from recording*

How does FCB work?: Works as a last dollar scholarship. Any financial aid comes in first to cover tuition and fees, vouchers from employer, etc, and then the FCB covers what is remaining.

Drips: I appreciate you coming. A big question I have about FA is responsive to student inquiries. For example, we were trying to get Kurt Pawlak to come here but we didn’t hear from him for several weeks despite multiple inquiries. I’m happy you’re here to answer, but if we’re having trouble getting through to answer questions, it raises the question of how FA will be responsive to student inquiries.

Steckman: Reaching out to Pawlak will not be helpful to get answers. Best suggestion is to reach out to finaid@egcc.edu. We have two supervisors – myself and Chris Fox – if our staff can’t answer a question, it escalates to us.

Drips: Are there any areas that either you or Mr. Fox are not able to answer? Are there questions that a student might have that you’d have to redirect?

Steckman: It’s our goal to be able to answer every question, but there are some things that we have no control over – for example, disbursement dates. We don’t have the answer for that.

There were issues with awarding of scholarships. We're having discussions in our department about moving it around. We can accept applications, but we can't award scholarships. We can let you know we received it, but we don't actually award scholarships.

Rogers: Thanks for coming to speak to us tonight. In regard to FCB, there were two 4-yr colleges that students from EGCC were able to transfer to that had been participating in FCB. For some reason, I'm under the impression that that's not happening right now, or they're not participating in that because of the DOE issues. Can you tell us what you know about that?

Steckman: I can't speak to what any other school is doing.

Rogers: So it would be best to contact those schools or contact the union about that? The other one was one in Texas (Paul Quinn)

Steckman: Right now we are currently offering the FCB, and its our goal to continue to do that.

Rogers: Do you think that the DOE dispute will be resolved in favor of the college?

Steckman: Its still being litigated but I hope so.

Rogers: It seems like the last court ruling helped us out a bit.

Steckman: I just know that it's in litigation. I can give you all my direct line (740-266-9923, or x1923) if you want to reach out to me, otherwise you can reach out to the Financial Aid email.

Drips: An additional area of Mr. Pawlak's responsibility would be handling complaints regarding FA, so in the event that a student has a complaint about their FA, it would be sent directly to his email, correct?

Steckman: Because he is the head of the department, it would go to him, but if it is a complaint about him, it may go elsewhere.

Drips: If reaching out to him via email isn't effective, is sending student complaints to someone who is busy, is that the best avenue for those complaints to be resolved? I'm hopeful there may be the possibility to delegate responsibilities to a staff member who can be more responsive.

Martin: When Steckman says he's busy, when you're asking for help from someone, if it's something that a staff member can help with, it's better not to bypass them and go straight to the department head. He is busy managing his staff and complaints, but the way the complaint system is set up, if something comes to me that should go elsewhere, I delegate it or forward it over to that department and then input the info. How timely that might be, I don't know, but we already established that FA may take longer, such as Academics would.

Steckman: Feel free to reach out to me and I'm happy to help however I can.

McCloud: Thank you for your time here. When it comes to FCB on your balance sheet, it may show that you owe a balance until the end of the semester. Is that correct?

Steckman: That's correct, it doesn't post until the end of the semester. If you're graduating and we need to close it, please reach out to us.

Cooper: If you're graduating and need to closer your account, is that something that those of us finishing up should do, or is that something handled on your side?

Steckman: We can make sure it gets closed up so your balance is showing zero.

Rogers: If there aren't any other questions, I'd like to thank you again for addressing us, it's helpful to have you here and you've provided your contact information. I think we have a better understanding of how things work and get our concerns addressed.

Motion: Close

Made by: Drips

Seconded: Hunter

New Business

1. Charter Documents Review (Drips)

Discussion of amending the SGA Constitution and reflecting the language on the SGA website

Drips: As some of you know, I've been messaging on Discord about a couple of topics, including publicizing the complaint process that the college recently deployed. I put a document up for feedback, but if you want to go over it, we can. Is there anything that is preventing us from getting it on the website?

Nickell: What's the process?

Twyford shared website update process.

Drips: Did anyone else have a chance to look at it? I've heard from a few (Cooper, Rogers, etc) I can pull it up for review. *From recording.*

Nickell: Quick question, maybe I missed it because there is a lot of info here. Is there a path of how to escalate, because I might have missed it.

Drips: We had to ask SVP Roeschenthaler, he said to do another complaint. The complaint system as implemented doesn't offer the ability to escalate within it. You can only go to the department its supposed to go to. Ideally it would have a process that would escalate it, so right now, you'd just have to submit another complaint.

Rogers: Has there been any communication about implementing an escalation procedure?

Martin: The managers of that department decide how it gets escalated, but if its something in another department that may be large, it goes to the SVP and they will delegate it out. All academic complaints go to Crooks, all FA complaints go to Crooks. Its more of a de-escalation, so if Kurt can pass it on to Rebecca, he'll pass it to her. Crooks will probably pass it down to a dean over that program.

Rogers: One concern that I have is including the last part of where we're going to HLC with this. It could be counterproductive to our accreditation. I think we may have to work on this a little bit and refine the process, and be a little pushy at times, but I think we should be able to get this resolved in house before escalating to the HLC. Does anyone have any thoughts about that?

Nickell: I think if we're submitting it to the student body, it's important to drive home that we encourage the chain of command instead of going right to the HLC in anger. I think part of our role should be to guide students about what *should* happen, I think with the language at the end, not everyone will use it wisely.

Drips: I think that's a reasonable concern, and I'm open to modifications to get our collective thought as SGA. I think if there are serious cases, with systemic issues at the college, it's important that students have the ability to get that resolved. I do just want to visit the HLC page. Part of their page says that they won't accept a complaint unless someone has exhausted their appeals process through their institution. At the end, you have to certify that you have attempted to use the published grievance procedures. Part of HLC's role if they do get a complaint is refer people to the internal procedures at their college if not. In the event if someone jumps the gun and goes to HLC, they'll be referred back to the institution. If there is a better way we can phrase this that has more emphasis of desiring to stay in the chain of command, or emphasizing the role of SGA, let's do it.

Cooper: I understand the concerns of we don't want to mess up our accreditation, but I think that if we're going to give students info on their rights, we need to give it to them in full. It isn't our job to make sure the school is accredited, that's on the school. I think maybe we can reword the last part, and maybe clarify what HLC covers and what they don't. I think they need to have a step by step process. As an SGA student, I know what the process is but the average student probably won't know. A lot of students probably don't know the head of the department for the class they're in.

Rogers: I agree that we don't want to cover things up or leave anything out, I think that by rewording that – john, you can handle that. Elsewhere in the document, you include that students can reach out to us to help. If we have more emphasis on that, with SGA helping resolve things, that might work.

Drips: Let's add language that encourages students to reach out to us for help before going to HLC.

Cooper: Maybe next administration can come up with a procedure or processes within the group to help guide a student to where they need to be.

Drips: Ideally, the new student complaint form will help resolve this as far as knowing who to contact. To VP Cooper's point about how to escalate, I think the chart is the best I could come up with, but I'm sure it can be improved.

Martin: I think you do have to be honest as far as HLC with the escalation, it doesn't need to be hidden or anything. We have had complaints come in through HLC from them kicking them back to us – a lot have been financial aid complaints, so they don't even review them. The EGCC system is set to escalate automatically. The problem I would foresee is that complaints are ignored, since they're going to the top. If a complaint isn't being answered, its going to sit in the system. We just have to make sure how to finalize things on our end. I don't think there's anything wrong with saying, "if you don't get a response in a timely manner, here's how to escalate." If administration sees this, they're more likely to respond in a prompt manner. I'm happy to help look over the document.

Drips: I will definitely add, as VP Cooper mentioned, I'll add the SGA email at the end along with the feedback form.

Motion: Add to the SGA website

Made: Hunter

Seconded: De La Cruz Romero

Grimes: Is this before or after revisions?

Vote: Posted as is instead of before revision – raise zoom hand

Aye: Drips, De La Cruz Romero, Whitaker

Nay: Cooper, Hunter, Nickell, York, Rogers, Ogle, Grimes

McCloud: Senator Drips, please send to SVP Martin to review and we'll have the finalized revised version to vote on for next meeting.

Gallery Remarks

Martin: I will say that you all have been such a pleasure to work with and thank you for everything you have done. You all picked up the Torch and carried it proudly!! Kudos!!

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 Ogle Evans:

"You cannot go back and change the beginning, but you can start where you are and change the end."

– C.S. Lewis

Nominates Senator York for next meeting's quote.

Closing Remarks from Advisors

- Collin's Law Anti-Hazing Training requirement – please do this! I'll put the info into Discord, too.
- Graduation update form
- **Application to participate in the in-person graduation ceremony is due May 1; applications received after that date will still be processed to receive a diploma but will not be able to participate in the ceremony. This is also the last day to order your cap and gown for the ceremony to ensure it arrives in time.**
- Tuesday, May 2 at 8pm: GeoQuest
- Thursday, May 4 at 9pm: Star Wars Trivia
- Thursday, May 11 at 7pm: Virtual Cooking Class – Udon Noodles

Adjournment

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

Motion: Ogle Seconded by: Drips/Hunter

This meeting is adjourned at 9:17pm EST.