

PASO/SSO Committee Meeting
Friday, April 19, 2019
Macon Cove Campus, ML 254
12:30 p.m.

Present: Edward Ashworth, Dr. Shanita Brown, Keneshia Seals, Elizabeth Wilson, Robert Jackson, Brenda Williams, Barbara Helton, Acting Secretary

Absent: Clint Norwood, Tujuana Douglas, Lana Harris, Amy Shead, Rhonda Martin, Dr. Nikita Ashford-Ashworth, Tilicia Washington, Dr. Jennifer Townes, Kariem-Abdul Salaam; Tresa Danley

The PASO Meeting was called to order at 12:38 p.m. by PASO President, Edward Ashworth. The first order of business was the PASO Yearly Awards. Mr. Ashworth informed there were nominees for this award and questioned whether we should consider all who did not make the cut” for employee of the month. Mr. Ashworth stated that he will send out the list of nominees. It was suggested that the nominator be notified that they can nominate the person(s) for Employee of the Month. Those present agreed. The two PASO Awards to be presented are for Leadership and Service. The persons selected will remain anonymous until the award ceremony. The Support Staff Organization usually presents three – four awards.

Dr. Shanita Brown, Executive Director for Admissions/Records/Enrollment Services was invited to the PASO meeting and presented her “wish list for a cross-training platform.” Ms. Keneshia Seals, Specialist with Enrollment Services, accompanied Dr. Brown. Dr. Brown informed that when she first started at Southwest, her plan was making the enrollment process a cross-campus event. The process under her tutelage allowed the students to be triaged so that they were able to get to where they needed – an easier process. Looking at Achieving the Dream, we have made changes, but the students have not changed. Southwest continues to experience students who register late. The department received 2,000 applicants for summer and there is no way to accommodate this number of students and the students have the best experience, without assistance. Additionally, over 5,000 applicants received for spring and the 2,000 came before December 1, 2018. We have to “ramp up” if we are going to do a better job for these students. This meeting with PASO/SSO is to collaborate with PASO to get staff assistance. She also remarked that she is aware that Student Affairs will not be available to assist. There will be a total of 10 volunteers (three at Macon and Union Campuses and two at the Whitehaven and Maxine Smith Centers) with two-hour slots, six hours a day. Volunteers will triage the line to ascertain the student’s reason for visiting Southwest and direct the students to the proper area, if needed (i.e. Admissions/Financial Aid/Computer lab). This will decrease the students’ wait time in line if they actually should be in another area. Also, volunteers will man a computer lab – Financial Aid (IT personnel possibly) to determine exactly what is needed and/or provide immediate assistance should computer problems take place. Dr. Brown mentioned that Southwest Financial Aid has contracted with Ed Financial in Knoxville who handles Southwest. Training time for volunteers is anticipated to be one hour a week. The month of May is ideal for

training volunteers with mid-June as the start time for volunteer hours. A comment was made regarding possible incentives, as is done with faculty. Conversation ensued regarding needing more support from managers, extending this opportunity to faculty, meeting with Academics, departments possibly covering a certain number of hours and deciding who will be volunteering daily. It was mentioned that the faculty's contract has been altered to require that faculty engage in other activities at the College. It was asked if training can happen in May and extend into June. Dr. Brown answered that she is flexible and more than one training session can occur.

Ed Ashworth questioned, due to time restraints, how we want communication to go forth so that it will be fresh on the minds of the College community before the SCOOP is published. Possible communication pieces: E-Blast and use of the monitors. It was also suggested that President Hall and her administrators make known their support to the College, so that other leaders, i.e. chairs, managers, etc. will allow their staff to volunteer. It was mentioned that a calendar of scheduled volunteers should be available. It was determined that PASO/SSO needs to have a special call meeting in order to create a schedule of volunteers from this area. Mr. Ashworth remarked that we need the Human Resources (HR) piece in order to go forth. Dr. Brown and Ed Ashworth will meet with HR. Additionally, Mr. Ashworth announced that Dr. Nikita Ashford-Ashworth and Brenda Williams are the representatives from Student Affairs. A call meeting was tentatively set for Friday, May 3, 2019, dependent upon the meeting with HR. Dr. Brown stated that she will draft/provide the layout to address – what, how, when, where.

Positive comments regarding this effort was expressed and the need for positive attitudes is imperative. Additionally, a baseline of frequently asked questions would be helpful. A question was asked as to if there will be a piece to train employees in a more in-depth, specialized area as a way for individuals to grow. A positive response was provided.

Edward Ashworth mentioned that there should be a piece to work with Advising to get employees to refer to faculty. This can be done across the board – volunteers in Advising. Robert Jackson questioned how academic mapping (CPOS – Course Program of Study) assists advising. Degree Works will allow students to see their degree path, what they have taken, what remains, what courses do not count towards their degree. CPOS require a Banner process for Financial Aid in that only classes in their program will be listed.

Next Steps:

- Meet with HR personnel (Dr. Brown, Rhonda Warren, Keneshia Seals, Ed Ashworth) to explore needs – ask about volunteers.
- Discuss what is reasonable for each area at the next meeting.
- Discuss with Advising to find out if they want to take part in this volunteer piece. (Ed Ashworth will reach out to Dr. Jacqueline Taylor to get her viewpoint.)

Adjournment was at 1:40 p.m.