Student Services Information Specialist Meeting

ITEM 1: Annual CSO (student) Database Clean-Up

Discussion
Deleted all students who attended 2012-13 academic year, but did not graduate or re-enroll. Also deleted graduates who have not used Online Career Center in over a year. Graduates have lifetime access so if a graduate contacts us for access, they can be added manually. After the clean-up, we have over 35,000 students and graduates in the database.

Data Source:

Action: None

ITEM 2: CSO User’s Conference (presentation and wish list update)

Discussion
Jim reviewed our “wish list” items he presented at the CSO conference this past May. The list contained many of the same items we presented to them at the 2012 users conference. There were three specific things that they addressed at the meeting, two with, “strong chance it could be completed soon”, and one “not possible at this time”, however most other items were still on the “master wish list”, and a couple require/d follow-up. The person he met with said he would get back to Jim after the conference to follow-up, but he has not.

Data Source:

Action: Jim will contact CSO representative to follow-up with the items on our list of requests that could possibly be addressed or looked into quickly.

ITEM 3: Undecided Workshop Utility (update on adding a question before sign-up, “are you undecided about your major/program of study?”)

Discussion
Jim reported this was done. We now also ask the question, “Do you have less than 30 credits?” We are able to see the attendees response to these questions by going into the online utility and looking at the list of registrants.
ITEM 4: Undecided Workshop Utility – Auto Archiving

Discussion: Undecided workshops currently auto-archive at midnight the day they are held. Tracy asked if it can be changed so that auto-archiving takes place at the start time of the workshop.

Action: Jim will speak to Andrew with our request.

ITEM 5: Other

Discussion: Jim reported the 16 week student import was done successfully.

Action: None

Coordinator/Manager Meeting

Items

ITEM 1: Annual PDF page hits in CSO

Discussion: Before resetting for the new school year, Tracy created a report showing how many “views” all of the resources linked on the student CSO homepage had during the 2012-13 year. The data was examined to determine if we should make any changes in linked resources.

Action: Jim to:

- Delete “Career books & ebooks” link (due to zero usage)
- Change text from “Featured videos” to “Good Career Videos”
- Change text from “Career Digest” to “Career Newsletter”

Coordinators will determine at the end of 2013-14 if text changes had any impact (increased usage)

ITEM 2: EMSI Analyst Update (Gail)
Discussion: Gail is waiting to hear from IRE that all of the PBSC AS and certificate program information has been updated in the system.

Data Source:

Action: Gail will contact someone from IRE to find out. Once the information is updated, we will organize a training for Cluster members.

ITEM 3: New Career Mentor “How to Contact” Card (print & for web)

Discussion: Tracy shared the new (print) resource with Gail and April. The card was created (with help from CRM) because we have been hearing from the mentors in the Network that many students do not know how to communicate professionally. Tracy reported PBG campus plans on giving the card to students in SLS 1501 classes where the instructor requires them to conduct an informational interview with a Career Mentor and SLS 1301 instructors.

Tracy asked if the new resource should replace the current “How to contact a mentor” linked from our website. Decision was that we should ask Amber to re-design the online resource with elements of both.

Data Source:

Action: Tracy will speak with Amber

ITEM 4: Other Items

Discussion: 1. Undecided workshop “study” – we have been holding Undecided workshops (“Exploring College & Career Options”) since 2007, and are wondering if workshop attendance has a positive outcome for attendees (what percentage of students were retained/enrolled, graduated; GPA; and number of credits attempted by graduation). We have student ID numbers for all students who have attended.

2. Career Center Awareness & Needs Assessment – Tracy reported that IRE sent the awareness/needs assessment to students today, and she will share results with the Cluster as soon as we have them.

Data Source:

Action: 1. Tracy will speak with Scott M. about whether it is possible to do a study similar to what we did in 2004. (looking at student outcome factors listed above).
Attendance:
T. Joinson, A. Rosenblatt, G. Tomei, J. Wallen
Scribe – T. Joinson