ARC Meeting Minutes

**Meeting Date:** November 28, 2016

**Present:** Dustin Bare, Kara Leonard, Ryan Stewart, Chris Sweet, John Phelps, Max Wedding, Matthew Altman, Josh Aman, Suzanne Munro, David Miller, Fernanda Mercado, Karla Zarate, Donna Larson, John Ginsburg, Christina Bruck, Tami Strawn (recorder)

Recap from last meeting. Went through the tracking document at the last meeting. Stopped right at military deployment, only 3 items left to review and all three will be TBD.

* **Just-in-Time issues**

David Miller: Did the student issue brought up at the last meeting get resolved? David asked Ryan if the student had contacted him yet. No, not yet. Got them resolved for fall eventually.

Dustin Bare: In the student info update that happens every 3-4 months, the form defaults to all programs being selected. If the student doesn’t check what their program is, the system will end all their programs and the student cannot register. The intent is to have accurate info. ITS in charge and BJ got it going. Would be good to alert BJ.

Can we stop the update request until we fix the issue? Yes, it’s on hold for now.

Make sure student has an active program checked. How many persist through? Stops their ability to register without picking a program. Send to advising or enrollment services.

Dustin Bare: Still working on training timeline for student planning. Update at next meeting.

Chris Sweet: When a new student applies for admission, it takes 24-72 hours for a record to be processed. Required human being to process. Beginning next Monday, that time frame will be reduced to about 1 hour. Good news for students. Clears out some manual time from a staff member.

* **Policy/Sub-group Updates**

Reviewed policy statuses at last meeting. Any questions on them? Free speech – approved yet? Didn’t go to PC? Should go to PC. Updated on Tracking document.

Leading any of these groups – would it be a valuable use of time to hash out issues/questions to help you get jump started or started? Ryan still getting bearings under him. Max nothing right now.

Online orientation: Ryan Stewart reports that we are in the process of building online orientation. Coming out of data integrity project. In the early stages. The vendor is out of Jacksonville, FL. Just finished initial kick off meetings with them. What do we need to do now? Vendor is building and will be sending us updates. Looking at mid-June for a soft launch probably. Gathering an advisory group – check in at major points to get feedback. Design and big decisions run by that team.

Looking at how students apply for admission. What data do we actually collect? On committee, Beth Wicklund, Harmony, Wilsonville, Vet Center, Enrollment Services Coordinator, Advisors, ISPD, 2 FT Faculty, and 1 PT Faculty. Are students available to be on? How best to do? More email than actually meeting. Focus groups later.

Couple of meetings ago, discussed having a one stop shop for students where they don’t have to get the run around. We would have info for students when they come looking for help. Josh and his folks working to develop a one stop shop. Call them Cougar Connectors? Not just in the Dye Building. Could have Cougar Connectors at other buildings too. CCC quiz to become a cougar connector.

Academic computing lab is a hot spot for a lot of general questions. They get a lot of these questions anyway. More direct access to ITS. Triage better to get to ITS. Getting everyone on board and advertise. Right now they have 10 tutors and 5 are returning. They will start at this desk. Training will get easier and easier. Connecting with Ric to see what questions we get from the call center. Launch beginning of winter term.

Make sense to have more than one location. Have call center, Dye, ASG, advising desk – front line people getting questions. What questions can we answer or what should go to a department? Making a map of campus with who should I talk to at the bottom of the map. Getting same questions at all places. Students coming in multiple locations.

Ryan Stewart suggested triage questions to ask the students – like a script. What is it you really need? Dustin likes a form to fill out. What are the additional questions? Not make too complicated. Need to have better conversations with students. Maybe go through more of a checklist. John pointed out that Wilsonville and Harmony Campuses are not mentioned at all or evening/weekend students. Resource for others? Evening/weekend students – lab is open until 8pm Monday through Friday and then Saturday from 11am-3pm.

Don’t want to lose students just because they didn’t/don’t know where to go. Not overwhelm students. When students are not getting the run around they are more likely to be retained. Present them to info and get them where they need to be.

John oversees the peer assistant program – advising, call center, DRC, international student support, and others. Peer assistants get paid by tuition waivers but there are only so many tuition waivers to give out. PA’s need to take Leadership class each term. Student working in same area with different levels of the leadership class. Will eventually have a leadership certificate. All PA’s are getting evaluated every term based on SLO’s. To expand in the future, we can’t rely on staff. We will have to rely on students. Getting all the stuff in one spot will be good. Opportunity to look at what we do for student services. Look at holistically to see what else needs to be updated in order for this to work.

* **Big Picture Brainstorming**

A time for if you have an idea of something and want to hash through it.

* **Future Meetings**

Next meeting is on the 12th of December but not a lot of people will be here. John will reach out to the subgroups to see if they want to keep the 12th. January meeting is the 23rd. Subgroups can take 2 months to meet and then come back to the group.