**Access, Retention & Completion Committee Meeting Agenda**

**Date:** March 12, 2018 / 1:30-3pm / Location: CC126 / Chair: Jennifer Anderson / Recorder: Tami Strawn

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| **Present:** ASG Admin (David Mullins), Chris Sweet, Emilie Azorr, Jennifer Anderson, Jim Martineau, John Ginsburg, John Phelps, Josh Aman, Lisa Reynolds~~,~~ Lisa Anh Wang, Lori Hall, Max Wedding, Ryan Stewart, and Tami Strawn**Absent:** Christina Bruck, Dustin Bare, Jaime Clarke, Kara Leonard, Karen Ash, and Donna Larson**Guest:** None |

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| **Pre-Work** |
| **None** |
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| **COMMITMENTS** |
| **Date** | **Who** | **What** | **Promised To** | **When** |
| * Emilie will reserve meeting days/times/locations for summer term (every 3 weeks, skipping September) and for next year
* Jennifer is taking ARC 402 to President’s Council on 3/20, ARC 600 & 603 to College Council in April.
* Jennifer will bring a revised policy template to an upcoming meeting
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| **Topic/Item** | **Presenter** | **Key Points****Provide 50 words or less on expected outcome** |
| **Committee Business:** |
| * Review and approve previous meeting minutes
 | Jennifer Anderson | * The meeting minutes for 2/12 and 2/26 were reviewed and approved with no changes.
* Emilie was introduced as the new administrative support for this committee. Emilie was welcomed and Tami was thanked for her work supporting the group these past few months.
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| * Review changed meeting dates for spring term
 | Jennifer Anderson | * The new meeting dates for spring term were reviewed and are set as follows: 4/9, 4/30, 5/21, 6/11.
* The new meeting dates for the steering committee are as follows: 4/23, 5/14, 6/4.
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| * Discuss summer term meetings
 | Jennifer Anderson | * Discussion about if/how often ARC would meet in summer.
* Decided to meet on same schedule (every 3 weeks) during the summer (June, July, August), but wouldn’t meet during September.
* During summer, if there’s nothing on the agenda, then meeting will be cancelled.
* Emilie will save room for summer & next year’s meetings.
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| **Policy Updates** |
| * Change to Policy Template to include reference to procedure materials
 | Jennifer Anderson | * Proposed change to the policy template to add an “effective date” and a section for referencing procedure documents within the policy.
	+ Suggestion to list a “related policies and procedures” line, could be a “link” or just listed. Depends on if it’s a public facing policy or not.
* Jennifer will bring an updated template/example to an upcoming meeting.
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| * ARC 604 Deceased Student Procedures
 | John Ginsburg | * No change to policy, but changes to procedure were discussed.
* Need to change “process” to “procedure” on document.
* Number 7 & 8 are new editions to this document.
* Discussion ensued about formatting of the document. Lori tracked changes of formatting issues in her notes. Will need to update document with these changes.
* Important for campus to know that there’s a procedure and process for this. Need to spread this information to staff. Issues with communication- who do we tell? Staff? Students? What’s best practice? Err on the side of communicating vs. not communicating.
* Need to clarify which AD or Dean is responsible for each part of the procedure. Can also list “AD or designee” to cover if the AD isn’t available.
* Current version has no notification to BIT.
* Notes- director of Financial Aid needs to be updated, and student records person
* Jennifer posed question about if we could wait until April once BIT decides about care team and its model. John said that there would be a lot of confusion about process if the policy was needed between now and April.
* This process will most likely change. Jennifer, Lisa, and Donna will work with John and Lori to revise the policy to clarify the roles of the AD’s in this procedure.
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| * Status Updates
 | Jennifer Anderson  | * ARC 402 – Active Military Deployment – Being reviewed at President’s Council on March 20, 2018 date.
* ARC 600 Email Use Policy – Ready for 2nd review at College Council in April 6th.
	+ Status of procedures? Comments from Ryan are still embedded.
* ARC 603 Identity Theft Policy – Ready for 1st review at College Council on April 6th.
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| **Recruitment & Retention Activities/Initatives/Barriers/Needs** |
| Skills Competition | Max Wedding | * Tuition Waiver notes (full document listed in meeting minutes on the ARC drive)
	+ Giving all students this year 4 credit waivers since Skills competition was cancelled
	+ Can’t use for Advanced College Credit (ACC) courses
	+ Currently only communication is 1 financial aid letter that goes to students
	+ Students can use if they don’t graduate
	+ Have lots of expired tuition waivers, not a lot of students used them
	+ 88% of students who used tuition waivers used all the credits they were awarded
	+ Research questions for IR:
		- Want more information on what happens to students after they use credit waiver. What did they go on to do? Transfer? Get a certificate? Etc.?
		- What programs did they enroll in?
		- Any awardees Oregon Promise students? If so did those students participate in the skills competition so they could get more credits waived since OP waives 12 credits?
		- Can we see if they are ACC students?
		- How many waivers are given out per year?
		- What schools are people coming from so we can connect with them and do more outreach?
	+ Question- what happens to the tuition waiver funds if the competition is cancelled? Answer- since there’s no money allocated, no money is “unused” if student doesn’t use them. Money isn’t being spent elsewhere
	+ There are goals around increasing % of people who use waivers. Group question- what’s the % that we want to get to? How do we get there?
		- Will revisit this discussion once we get answers from IR
	+ Is there a benefit to doing more communication? Is there a benefit to increasing % of students who use waivers? What does the College get out of it? Public relations! Not just direct marketing/recruitment, it also helps students envision themselves as a college student
	+ We have students/high schools that are from other districts, not just ours
* Skills Feedback (full PowerPoint listed in meeting minutes on the ARC drive)
	+ Marketing- need better marketing from/within high schools. Better marketing for winners, seniors (future and past). Something to bring them back- like physical tuition waiver. Better internal marketing- many don’t know what Skills Competition is
	+ Logistics- Clearer communication- confusion about cancellation, whether class is happening @ Harmony. Scheduling- not during President’s Day week.
	+ Question- Can we have it on Friday? Spring term? Answer- High schools don’t like to participate in spring because they have a lot going on. Conversation with high schools about Friday- need to ask the high schools about this
	+ Tuition waivers- simplify how to use them and clarify the process. Could they be awarded to a household instead of an individual? Transferable? Can we offer other prizes besides tuition waivers?
	+ Design- theoretical changes? More conversation between our faculty and the high schools. Does it have to be competition based? More interactive sessions? Would like to connect CCC instructors with high school teachers to help with advertising skills day
	+ What do we want students to take away from Skills Competition? Fun, connection, familiarity with CCC campus, career insight, engagement, opportunity, see themselves as a college student
	+ What do we want students to know about us after participating? Campus life, community, what is offered, money value, different department disciplines.
	+ Question- Can we do an “opening session” with all students where everyone comes together before the competition and we tell them about CCC? Post engagement?
	+ What would you like to see after participating in skills? Chance to talk to seniors, advertising opportunity, collaboration, interaction, give them resources
	+ Plan to have more listening sessions in the spring
	+ Question- what is the impact of cancelling classes for students here? Can we move it to Friday?
	+ As conversations continue, Max will keep us in the loop
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| Athletics Recruitment  | Jim Martineau | * Overview
	+ Have every fall- 275-300 student athletes on campus. Either have a spot or try to earn a spot on a team. All of those have had some sort of recruitment. 95% are from recruitment, here for an athletic program. 60% of 275-300 are new recruits. Tend to lose a lot of students- don’t stay long, don’t like sport, etc.
	+ Start making list of prospects 1-2 years in advance. Compile lists. Every sport has a different process
	+ To get that number of athletes, talk to 5-10x that amount of people. Example of women’s basketball- need 8 athletes, start with a list of 40, go through that list, might need to start another list. Get recommendations from coaches. Long process, spend a lot of time recruiting. Lots of turnover so there’s a lot of time spent on recruitment
	+ Have a lot of school visits
* Process
	+ Return emails, calls, texts. Spend 1-2x per week talking to recruits for a few months. 1st step is visit. Once you get them here it’s a pretty easy sell. Issue is actually getting them here. But once they get here and see facilities/campus, it’s easy to convince them. Focus on selling school, connection (to coaches, other athletes, advisors, etc.)
	+ Take tour of campus, make sure they get connected/feel connection with others
	+ Already know their skill level, but still do a workout with them
	+ Sit-down meeting with coach, advisor, go over 2 year ED plan. Make things personal
	+ Talk a little bit about athletic program but most students already know about it
	+ Usually takes 3-4 hours. Can go for coffee or something afterwards with students, go to look at nearby housing. Some students stay the night
* Barriers/Concerns
	+ The more information we can give them to get them here the easier it is. Usually concerned about finances- can put together financial aid estimate package. Help them get through financial aid process, FAFSA, etc. Give them an estimation
	+ Question- do athletes apply for scholarship? Answer- yes. We promote that a lot.
	+ #1 barrier- if they don’t have someone that they’re connected to, we’re going to lose them
	+ Needs to be a point of contact for them so that they can navigate the CCC process. Able to do this currently because we have a great staff. Term to term retention- most stay. Some leave to go to other schools, some don’t feel connected
	+ Coaches are limited with recruitment to reach out to 10 western states but can contact anyone who has contacted us first (international students, etc.)
	+ Biggest retention barrier is financial aid, academics, owe money at the end of the term, same as regular students
	+ Process has to be individualized so that they have a person that they can go to
	+ Question- is there a set amount of tuition waivers they can give out? Answer- yes. Conference sets a max allotment of waivers. On campus we have a max amount of waivers. Probably 40% of athletes on waiver, 60% paying. Have to pick and choose how it’s allotted
	+ Email/communication- most communication to students is done via text/call because email isn’t a good form of communication. Lose several students a year because students miss emails about financial aid, etc.
	+ Question- Do you have a database of your students? Answer- Every sport is individualized. Most sports use Excel. Also flag them in Colleague. Track credits and retention rates through Colleague
	+ Marketing/brochures/pamphlets- every sport is different. More important marketing is relationship. Some sports like to do it through marketing because they think it’s important
	+ Discussed having a future conversation about tuition waivers. If we only offer 12 credits in waivers, students can’t finish school on time at that rate. Many students can’t afford to pay out of pocket for additional credits. Need to look at how other schools do tuition waivers
	+ Question for another day- who owns recruitment and retention here?
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| Future Agenda Items |  | In progress Policies:* Course overload policy – 2nd review at ARC - Dustin
* Academic Standing policy – Dustin
* Religious Holiday Policy – 2nd review at ARC –
* ISP Gap Analysis – Steering Committee
* ARC 604 – Sex Offender – Steering Committee
* ARC Charter – Steering Committee

Recruitment/Retention:* Advising Traffic Flow – Dustin
* Collaborative Advising
* Portal Updates
* Institutional Data
* Skills Competition Re-vamp
* Changes to Work-Study allocation and potential for future estimated awarding.
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| **Upcoming Meetings** | **Start Time** | **End Time** | **Location** |
| Full ARC Committee:4/9,4/30, 5/21, 6/11**Note:** ARC Steering Committee Meeting Dates: 4/23, 5/14 & 6/4 | 1:30pm | 3:00pm | CC126 |