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

**Date:** June 11, 2018 / 1:30-3pm / Location: Fireside Lounge / Chair: Jennifer Anderson / Recorder: Emilie Azorr

**Members:** ASG Admin (David Mullins), Chris Sweet, Christina Bruck, Donna Larson, Dustin Bare, Emilie Azorr, Jaime Clarke, Jennifer Anderson, Jim Martineau, John Ginsburg, John Phelps, Josh Aman, Kara Leonard, Lisa Reynolds, Lisa Anh Wang, Lori Hall, Max Wedding, Ryan Stewart

**Present:** ASG Admin (David Mullins), Chris Sweet, Christina Bruck, Donna Larson, Dustin Bare, Emilie Azorr, Jaime Clarke, Jennifer Anderson, Jim Martineau, John Ginsburg, John Phelps, Josh Aman, Kara Leonard, Lisa Reynolds, Max Wedding, Ryan Stewart

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| **Topic/Item** | **Presenter** | **Time** | **Key Points****Provide 50 words or less on expected outcome** |
| **Introduction/Overview of Today’s Meeting** | Jennifer  | 1:30 -3:00 | * Jennifer introduced today’s agenda and gave brief overview of today’s goals
* Worksheets were handed out to be completed individually, and then to be discussed in groups of 3-5
* Group then engaged in a larger discussion by putting sticky notes on larger sheets of paper that listed each question. Answers to the questions posed to the group are below
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|  | **Group Discussion** |
| **Retreat Agenda- What ARC Does** |  |  | * Defining what ARC does:
	+ In your opinion, what is the primary function of the ARC Committee at CCC?
		- Positively affect student experience
		- Student services issues
		- Access concerns
		- Form policies
		- Diverse group of on the ground workers
		- Discussion, problem solving
		- Remove barriers, create student centered solutions
		- Bring together key departments
		- Group think discussion related to ARC and non-instruction policy development
		- Policy development that supports ARC
		- Discuss methods on solutions that affect ARC
	+ Group discussion
		- Do we vet ideas or do we create solutions?
		- Lots of comments about more policy work than what was originally thought
		- Most of policy work we’ve done is review current policy. Possibly need to start writing new policy. There’s always been a focus on policy, 50/50 create new policy and review old policy
		- Develop/brainstorm/discuss solutions- see this as separate from policy work
		- See policy work as a subset of the broader work. Under the impression that policy work fell in this group because there was a need and this was the most logical group. This group doesn’t need to be policy centered, could just be an end of the year thing and main focus is on developing ideas
		- Policy work came out of ARC because there was a lot of discussion but not a lot of action, so policy was the outcome
		- Nothing is truly “immediate” for this group. We do a lot of long-term work for fixes
		- Have we ever reviewed effectiveness of policies? Mentioned that we haven’t, could be part of future work that we do
	+ What expectations do you have for ARC?
	+ What expectations do others have for ARC?
		- Do we agree with these expectations?
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| **Retreat Agenda- ARC Goals** | Jennifer  | 1:30 -3:00 | * ARC Goals
	+ What do we want ARC to achieve short term? Long term?
		- Access to policies for everyone
		- Plan actions, increase ARC
		- Prioritize policy work and finish them
		- SEM plan
		- Form a subcommittee that reports back to all and develops needed policy so we don’t need to meet too often
		- Find a home for policies and procedures
		- Minimize barriers for students
		- Compliance policy
		- Complete set of policies then inform people about where to find them
		- Develop strategies for ARC driven by best practice
		- Identify and audit areas for improvement
		- Complete current policy work
		- Determine highest priority and give out work to sub groups
		- More faculty participation
		- Take action towards access and completion
		- Have measurable impact on ARC
		- Use data to assess effectiveness of policies
		- Use data analytics to inform decisions
	+ Group discussion
		- Lot of folks put down policy as short term goals
		- Wanting to use data to drive these conversations
		- Finding a place where stuff lives
	+ What does success/failure for the ARC Committee look like to you?
		- Higher enrollment
		- **Put a metrics spot on agendas- work with GP because they’re doing the same thing**
		- Retention rates go up
		- ASG programs are influenced by ARC data
		- Complete accessible policy list
		- Easy to find policies
		- More faculty involvement
		- Increase retention
		- Increase completion
		- Policy input, not creation
		- Resolving issues with an MDT
	+ What topics/projects/agenda items shouldn’t we/should not be working on?
		- Marketing
		- Map of student experience
		- Focus on students who apply but never enroll
		- Review current processes from student view
		- Compliance retention support- policy
		- Early alert
		- Student analysis- who are our students and what are they having issues with?
		- Policy development
		- Access to policies online
		- Brainstorm solutions and new ways to look at ARC processes
		- Initiatives- more action, less policy
		- Integrate ARC with GP
		- Recruitment- have ARC have better understanding about admissions
		- ARC give feedback on why students leave/retention
	+ Discussion
		- More specifics
		- If someone has an idea, it’s important to bring it to important parties in the group so that we don’t miss anything. This could be the information/vetting part of the group
		- If someone brings up a good idea, how do we get going? What conversations need to happen before it gets to the group? Tara? Other departments? There are somethings that we can just decide and move forward on, and then there are somethings that have larger implications
		- What is the role of this group? Would be a good idea to bring these conversations forward. We’re able to determine what needs approval and what doesn’t
		- We could have the group write down a few specific things that we want the group to take a look at
			* Auto awarding
			* Auto application and admission to get into the scholarship database so people can get pre-approved for scholarships. Could be just foundation scholarships or larger ones
			* Want data on retention- what is going on specifically with students? What are top reasons students leave? What programs/activities etc. do we change to meet this need? What programs don’t have anyone leave- what are they doing right? Demographics of students that are leaving?
			* CRM- customer relationship management
			* Text messages from FA with what forms students don’t have completed
			* Inactivation of student records
			* Automatic withdrawal, make sure we’re in compliance
			* Home for policies
			* Students that are close to signing up for classes who don’t end up enrolling. They’ve applied but haven’t enrolled- why not?
			* Early alert- look at the data to see what it looks like here, identify who does it. Need to figure out what early alert actually means, what we do with students identified
			* Financial literacy for students.
			* Explore mandatory trainings for students beyond orientation- could be in any format (FYE, online). Could include financial literacy
			* What would be an ideal first year experience here? How can we support our evening students/services for all students? Second year orientation? Athletics is doing a 2nd year class for athletes to help them be successful in the future
			* Certain cohorts have a number of credits that students need to take. An email sent out when student drops below credits
			* Financial aid census date
			* Need better data
			* Email that notifies students of where they’re at in terms of their program completion if they drop below credits one term
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| **Retreat Agenda- Individual Roles** | Jennifer  | 1:30 -3:00 | * Individual roles on ARC – What is your contribution to ARC? How do we ensure that contribution continues?
	+ When do you feel most engaged with ARC?
	+ When do you feel least engaged with ARC?
	+ How do you define your role on ARC?
	+ What do we need from the members?
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| **Retreat Agenda- Organization and Mobilization** | Jennifer  | 1:30 -3:00 | * How do we organize ourselves to make this happen?
	+ How do we make that happen?
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|  | **Other** |
| **Other** | Jennifer  | 1:30 -3:00 |  |
|  | **Other** |