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

**Date:** October 22, 2018 / 1:30 – 3:00 pm / Location: CC 126 / Chair: Jennifer Anderson / Recorder: Michell Gipson

**Members:** ASG Admin, Sunny Weinard, Chris Sweet, Christina Bruck, Dustin Bare, Jaime Clarke, Jennifer Anderson, Jim Martineau, John Ginsburg, John Phelps, Josh Aman, Karen Ash, Lisa Net Reynolds, Lori Hall, Max Wedding, Ryan Stewart, Ariane Rakich, Joan Jagodnik, Michell Gipson, Lauren McMillian, Adam Wickert­­ and Tami Strawn

**Present: Sunny Weinnart, Chris Sweet, Dustin Bare, Max Wedding, Joan Jagodnik, Adam Wickert, Josh Aman, Ryan Stewart, Lori Hall, Lauren McMillin, Lisa Reynolds, Christina Bruck, Shallee Hodgson, John Ginsburg, and Michell Gipson**

**Absent: Jaime Clarke, Jim Martineau, and Karen Ash**

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| **Topic/Item** | **Presenter** | **Discussion** | **Action/Decision** |
| **Committee Business – 40 Minutes** |  |
| Review and approve previous meeting minutes | Jennifer Anderson  | * Time to Review: Joan moved to approved and second from Lisa.
 | * Minutes approved with no changes
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| Review subcommittee Dates/Times/Locations | * Handed out spreadsheet that had Subcommittee Date, Times and Rooms also see bottom of meeting minutes
* If you have questions about agenda or about other thing in the subcommittee.

 Please see Subcommittee lead: Ariane: Recruitment Jennifer :Steering & Policy Ryan: Retention | * Ryan will set his own calendar appointment for his subcommittee.
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| Committee Membership | * Welcome Shalee Hodgson, AD TAPS
* New ASG participant: Madison (she goes by “Sunny”) Weinard is interested in joining ARC.  She’s a member of ASG.
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| CARE Team Referral Process | * CARE Team Referral Process – Informational Item

Update: process for submitting to CARE team: * In process of finalizing the flyer and once it is finalize will get it out.
* In the process of working with Kim to get a webpage about the CARE team created. In the meantime you can still submit a referral.

If you are concerned or become aware of a student in distress/disruptive or dangerous or has situation that is related to sexual misconduct: You can submit a referral to the CARE Team. The team meets on Weekly basis**.** **Process for Submitting a referral to the CARE team.** 1. Go to the “Forms” web page ( it lives on forms on the public facing side and on the portal) and click the “CARE Team Referral Form”
2. Form will ask you information that you are wanting to share about the situation or student.
3. Once submitted it will automatically send the report via email to Jennifer Anderson and Tami Harper who will triage it with the CARE Team.
 | * Working on the Flyer
* Working on webpage
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| EYES Survey Data | Lauren McMilin | * Lauren shared a survey response summary hand-out for the committee to review and she highlighted key themes.
	+ Lauren looked across 4 terms to see how student responses stayed steady or changed over time. Most items seemed to stay steady except for a few areas that were lower in the fall as opposed to the spring because students had more time to become aware of different services that were offered.
* Qualitative results: open ended questions where students write in their responses.
* Some subgroups of students identified that they don’t feel welcome or didn’t find a connection on campus (exploring and African American students were reporting this more than others).
* 60% of students who did not return did not know or utilize Academic advising.
* Lauren is still following the percentage of students who returned the following term and the percentage of students that didn’t return.
* Key Barriers Identified in EYES Survey Data:
* Financial difficulties
* Working outside of schools
* Families responsibilities
* Surprising things:
	+ Transportation
	+ Not know what they want to do with education
 | * Working on Tableau report that is more up to date.
* Next time Lauren will show everyone how to access the F drive and detail how Tableau reporting works.
* Next EYES Survey will be sent out Tuesday of next week (last week of October) and it will close middle of November
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| **Steering & Policy Subcommittee Updates – 15 Minutes** |  |
| **Policy Updates**  | Jennifer Anderson | * The Active Military Deployment and Sex Offender policies went through College Council on October 5th and October 19th. Next step will be review at President’s Council.
* Course Overload and Registration/Late Registration policies are scheduled for review at ISP on October 26, 2018.
* Subcommittee is reviewing Email Use policy with the next step of taking this for President’s Council review and starting to review the Campus Speech/Expressive Conduct polices/procedures for current status and next steps.
 | * JA to take the Active Military Deployment, Sex Offender, and Email Use policies for review at President’s Council.
* JA to review Course Overload and Registration/Late Registration policies with ISP on October 26, 2018.
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| **Policy Approval Flow Chart** | Jennifer Anderson | * Jennifer reviewed the policy approval flow chart with the group and discussed the various timelines for new policies to get approved.
* Ideas for new policies should be discussed with the chair of ARC as the starting point for policy development.
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| **Access/Recruitment Subcommittee - 20 Minutes** |  |
| **Committee Update** | Chris Sweet | **Long Term Goals:** * Increase communications with incoming students
* Incorporate text messaging into our communication options
* Develop and implement a comprehensive marketing campaign
* Identify Barriers to Access and Enrollment at CCC

**Short term goals:*** Work with marketing to have self-mailer developed to send to newly admitted students.
* Work with Jaime to proactively communicate with the ACC population about becoming a future CCC college student. Specifically looking at in-district seniors writing courses.
* Review and refine enrollment marketing activities
* Max will come and talk about recruiting with the skills competition students.
 | * Chris put in request to marketing for self-mailer to newly admitted students
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| **CRM** | Chris Sweet | **Customer Relationship Management System (CRM):** We have received tentative approval to move forward with implementing a CRM on campus. This will be a way for the admissions office to manage prospective students. We don’t have a CRM everything currently and our communication process has been manual. * Chris, Ryan, Ariane, and Jennifer are getting demo’s with different companies to find a product that will work for us.
* Demo with Infusion Soft: they have been given the money to do it.
* Will have to do a unit plan to continue it after that the initial year.
* Looking at Ellican product this week and see what they have to say.
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| **Fall Enrollment**  | Chris Sweet | * Enrollment stats as of this meeting showed our full time enrollment (FTE) down 4.8% as compared to the same time last year.
* Head count we are within 100 of last year: this year 20,536 and last year 20,436
* Our data is showing that we have approximately the same number of students enrolled but that our students aren’t taking as many credits as they have previously.

**Recent Recruitment/Outreach**: Ryan stated that they are focusing on outreach to our Winter 2019 applicants. He is in the process of sending 3 emails:1. Email Messages have gone out to applicants from Jan 1 – Sept 12: Welcome from Tim Cook and some resources and call to action log into Navigate.
2. Reminder to “Apply for Financial Aid”
3. It’s time for Registration
* 1st group had 132 application emails and 74 opened emails

Similar campaign to students that applied for 2018 and never registered:* We had over 1400 student apply for Fall 2018 that never enrolled over the course of 9 months.
* Email went out to those students a couple of weeks ago and had a 30% open rate.
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| **Retention & Completion Subcommittee 10 Minutes** |  |
| **Committee Update** | Ryan Stewart | * We will be looking into Eyes data and drilling into details and see what info will be helpful to address retention and completion issues.
* Lauren and Lisa Ann will be sending out a “Leaver survey” to captures why 30% of students don’t come back. Winter term. Should be ready by end of this term.
* Took inventory of what others are doing in their departments for Retention and Completion: there was some good Ideas
* Past Advisors
* Jim will bring some data to us on Athletes. 30% don’t return. Especially fall sport athlete
* We discussed Directional signage being a barrier:
* There is a whole plan for that, it is in the process of being discussed. Signage at Harmony campus is going up next month and that will set the stage for our campus.
*
 | * Max will send email to Ryan regarding EAB and Quick pulls for the subcommittee
* Ryan will ask the committee for any updates they would like to include in the newsletter.
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| **Workshop & Events** |  | * Ryan is doing a Workshop planning for success. JA is going to be giving a 20 min presentation on tactics for student success. There will be campus resources present and department representatives there so that students can have a one on one opportunity to facilitate conversation. Ryan asked for additional ways to get students more involved with this and similar events.
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| **Other** |  |
| Member Brief Updates |  All | * Ryan runs a Newsletter: CCC Bulletin: Goes out to all actively enrolled students.
	+ First newsletter went out this week. Gets a good student response rate. Would like to scope out a term plan what is going on campus and sharing with students. One of Ryan’s goals is to find a way to curate a list and relevant details about events that could be shared with the broader student body.
	+ Upcoming institutional initiatives that connect to recruitmen/retention initiatives
* Chris indicated that the Winter term class schedule will look a little different in regards to Veteran registration. It will begin a little early. Starting Tuesday Nov13
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| **Future Agenda Items** |  |
| Future Agenda Items |  | In progress Policies:* Course overload Policy & Procedure
* Late Registration Policy & Procedure
* Military Deployment Policy & Procedure
* ARC 604 – Sex Offender – Steering Committee

Recruitment/Retention:* Financial Aid – Changes to Work Study & Thinking about Estimated Award Packages
* Changes to work-study process
* Portal Update
* Equity Committee
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| **Future Meeting Dates** |  |
| Our fall term meetings are not on a cycle due to varied schedules, but get established on the first and fourth Wednesday’s of each month starting in January, 2019.  * Monday, November 26th from 1:30 – 3:00 – Full committee
* Wednesday, December 19th from 1:30 – 3:00 – Full committee
* Wednesday, January 23rd, 1:30 – 3:00 – Full committee (will meet every 4th Wednesday of each month following)
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| ARC Subcommittee Meetings Dates/Times/Locations |
| **Retention/Completion** | **Access/Recruitment** | **Policy Steering** |
| **Lead: Ryan Stewart** | **Lead: Ariane Rakich** | **Lead: Jennifer Anderson** |
| **Date** | **Time** | **Room** | **Date** | **Time** | **Room** | **Date** | **Time** | **Room** |
| 10/15/2018 | 2:00-3:00 | CC126 | 10/15/2018 | 1:30 -3 | RR117 | 10/15/2018 | 2:00 -3:00 | CC105 |
| 11/14/2018 | 11:00 -12:00 | CC126 | 11/14/2018 | 11:00 -12:30 | RR117 | 11/16/2018 | 3:00-4:00 | CC105 |
| December | TBD | CC126 | 12/4/2018 | 11:00-12:30 | RR117 | Dec-18 | TBD |   |
| 1/9/2019 | 11:00 -12:00 | CC126 | 1/9/2019 | 11:00 -12:30 | RR117 | 1/9/2018 | 3:00-4:00 | CC105 |
| 2/6/2019 | 11:00 -12:00 | CC126 | 2/6/2019 | 8:30 - 10:00 | D126 | 2/13/2018 | 3:00-4:00 | CC105 |
| 3/6/2019 | 11:00 -12:00 | CC126 | 3/6/2019 | 11:00 - 12:30 | RR117 | 3/13/2018 | 3:00-4:00 | CC105 |
| 4/3/2019 | 11:00 -12:00 | CC126 | 4/3/2019 | 11:00 - 12:30 | RR117 | 4/10/2018 | 3:00-4:00 | CC105 |
| 5/2/2019 | 11:00 -12:00 | CC126 | 5/2/2019 | 11:00 - 12:30 | RR117 | 5/8/2018 | 3:00-4:00 | CC105 |
| 6/5/2019 | 8:30 - 9:30 | D126 | 6/5/2019 | 8:30 -10:00 | DJ206 | 5/12/2018 | 3:00-4:00 | CC105 |

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