

# Access, Retention & Completion Committee Meeting Agenda & Minutes



**Date:** October 14, 2019 / 10:30 – 12:00 pm / **Location:** CC 126 / **Chair:** Jennifer Anderson / **Recorder:** Michell Gipson


**Members:** ASG Admin, Chris Sweet, Christina Wiglesworth, Dustin Bare, Jaime Clarke, Jennifer Anderson, Jim Martineau, John Ginsburg, John Phelps, Josh Aman, Karen Ash, Lisa Reynolds, Lori Hall, Max Wedding, Ryan Stewart, Ariane Rakich, Joan Jagodnik, Michell Gipson, Shalee Hodgson, Adam Wickert, Lauren McGuire, Christopher Zimmerly-Beck, Lanie Sticka (ASG rep) and Beth Wicklund


**Present:** Chris Sweet, Christina Bruck, Dustin Bare, Jennifer Anderson, Jim Martineau, John Ginsburg, John Phelps, Josh Aman, Karen Ash, Lisa Reynolds, Lori Hall, Max Wedding, Ryan Stewart, Ariane Rakich, Joan Jagodnik, Michell Gipson, Shalee Hodgson, Lauren McGuire, Christopher Zimmerly-Beck, and Lanie Sticka (ASG rep).



**Absent:** Jaime Clark, Beth Wicklund and Adam Wickert




**Guests:** Tara Sprehe

Topic/Item	Discussion	Action/Decision
<b>Committee Business – 60 minutes</b>		
<b>Review and approve previous meeting minutes</b>	<ul style="list-style-type: none"> <li>• Introductions &amp; welcome of new members – Christopher Zimmerly-Beck (AmeriCorps Navigator) and Lanie Sticka (ASG representative).</li> <li>• Review and approve meeting minutes from June 2019 meeting:               <ul style="list-style-type: none"> <li>○ Joan moved to approve the minutes as written and Shalee seconded the motion.</li> <li>○ June meeting minutes are approved as written.</li> </ul> </li> </ul>	 6-11-19 ARC Meeting Minutes final.1.pdf  <ul style="list-style-type: none"> <li>• Meeting Minutes approved as written</li> </ul>
<b>Enrollment Update</b>	<ul style="list-style-type: none"> <li>• CCC is up 3% in FTE for fall term. Chris reported that at his Statewide Registrar meeting the other institutions were down 2-5% in FTE and headcount (including Lane, PCC, Chemeketa). We were pretty much the only one that was up.</li> <li>• Jennifer shared the short term recruitment and retention activities from the last year that many of the members of this group worked on both in ARC subcommittees and in their professional roles. These are great examples of the various initiatives that we are engaged in that have most likely led to positive enrollment for this term.</li> </ul>	 Short Term Recruitment and Rete
<b>Live Chat Demo</b>	<ul style="list-style-type: none"> <li>• Josh Aman and other members of the Access and Recruitment subcommittee applied and received a mini grant to implement Livechat.               <ul style="list-style-type: none"> <li>○ We have purchased software with three licenses.</li> <li>○ Chris's team is in the final stages of testing the software so that they can go live this term.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Josh and Chris did a live demonstration of LiveChat.</li> <li>• Josh will send out a sample email to the service areas.</li> <li>• Lori will send an email to all staff to give an update about</li> </ul>

	<ul style="list-style-type: none"> <li>○ If you are in service areas, you may get emails forwarded to your area if they were unable to answer the questions or if LiveChat was closed.</li> <li>○ Josh will send out a sample of the ticket email so that everyone is aware what the email looks like.</li> </ul>	<p>Livechat and where it can be found</p>
<p><b>SEM Plan &amp; Title III Grant</b></p>	<p>Tara gave a status update about Strategic Enrollment Management (SEM) and the new Title III Grant.</p> <ul style="list-style-type: none"> <li>● <b>SEM at CCC</b> – (see power point) <ul style="list-style-type: none"> <li>○ What is SEM? <ul style="list-style-type: none"> <li>▪ Process of setting key enrollment indicators</li> <li>▪ Anticipate and respond to economic, internal and external forces</li> <li>▪ Effectively recruit and retain students</li> </ul> </li> <li>○ Problems to Solve <ul style="list-style-type: none"> <li>▪ Shrinking high school graduating classes</li> <li>▪ Uncertain Economy</li> <li>▪ Adult learners returning to school</li> <li>▪ Preparing skilled work force with high wage/high demand employees</li> <li>▪ CCC specific retention issues</li> </ul> </li> <li>○ Questions to address <ul style="list-style-type: none"> <li>▪ Who are we as a college?</li> <li>▪ What do we want to be as a college?</li> <li>▪ What are we known for?</li> <li>▪ How do we balance the needs of community while faced with dwindling resources?</li> <li>▪ How do we best balance supporting/marketing some programs and/or say no to some initiatives or request?</li> <li>▪ What is the right size for CCC?</li> </ul> </li> <li>○ So Far... <ul style="list-style-type: none"> <li>▪ Spent 15 month collecting and analyzing data</li> <li>▪ Wrote 61-page reporting detailing the data</li> <li>▪ Established Key Enrollment Indicators for 2024-25</li> <li>▪ Met with Instruction and Student Services deans twice</li> </ul> </li> <li>○ Key Data/Information Points <ul style="list-style-type: none"> <li>▪ Demographics</li> <li>▪ Feeder institutions</li> <li>▪ National and regional public policies</li> <li>▪ Labor Market</li> <li>▪ Competition</li> </ul> </li> </ul> </li> </ul>	 <p>SEM Communication.ppt</p>

	<ul style="list-style-type: none"> <li>○ Key Examples <ul style="list-style-type: none"> <li>▪ Enrollment, First year, first term – Baseline 2,967 students and the Target for 2024-25 3,440 students</li> <li>▪ FTE, Annual Total – Baseline -6,815 target for 2024/25-7,901</li> </ul> </li> <li>○ Next steps <ul style="list-style-type: none"> <li>▪ Meet with campus community through: Open House, Feedback sessions &amp; Meeting with specific groups across campus</li> </ul> </li> <li>● <b>TITLE III at CCC</b>– Tara gave an overview of Title III (see power point) <ul style="list-style-type: none"> <li>○ Overview – Title II is a Federal Grant used to Strengthen the Institution and support all students but particularly low-income</li> <li>○ Award – Length of the grant is 5 years running from Oct 2019 - September 2024. The award total is \$2.2 million over 5 years</li> <li>○ Title iii at CCC <ul style="list-style-type: none"> <li>▪ Grant Title: Prepare to Learn and Navigate to Success(PLAN)</li> <li>▪ Project Director: Tara Sprehe (temporarily)</li> <li>▪ Objectives: Increase retention and completion rates</li> </ul> </li> <li>○ Deliverables <ul style="list-style-type: none"> <li>▪ Establish effective structure and processes to focus and expand Guided Pathways strategies</li> <li>▪ Establish structured onboarding activities and enhance Peer Assistant Program</li> <li>▪ Establish Start Labs to assist with onboarding</li> <li>▪ Expand FYE courses for all degrees and certificate seeking students</li> </ul> </li> <li>○ Next Steps <ul style="list-style-type: none"> <li>▪ Create Title III Work group</li> <li>▪ Hire project director</li> <li>▪ Develop implementation plan for the 5 years</li> <li>▪ Hire navigators</li> <li>▪ Start helping students</li> </ul> </li> </ul> </li> </ul>	 <p>CCC Title III Communication.ppt</p>
<p><b>DOE Audit and Policy Changes</b></p>	<p>Karen Ash gave an update about the Department of Education (DOE) audit that happened over the summer.</p> <ul style="list-style-type: none"> <li>● DOE Audit happened in July 2019.</li> <li>● Last Monday we received our Program Review Report telling us what the DOE finds are. <ul style="list-style-type: none"> <li>○ We have 60 days to respond to this to show either <ul style="list-style-type: none"> <li>▪ We agree with findings show how we are implement the changes</li> <li>▪ Or disagree with the findings and provide documentation as to why we disagree.</li> </ul> </li> </ul> </li> <li>● There were 7 findings: <ol style="list-style-type: none"> <li>1) Improper charges of late fees –DOE is saying that we can’t charge students late fees</li> </ol> </li> </ul>	

	<ul style="list-style-type: none"> <li>▪ Required action: review 2017-18 and 2018-19 files and access if they are right or not.</li> <li>2) Inadequate Staff academic monitoring having to do with students we disqualified because we turned in as 0 completers. <ul style="list-style-type: none"> <li>▪ Immediate change: That policy has been updated</li> </ul> </li> <li>3) Verification violation – subsequent transaction: They found 1 <ul style="list-style-type: none"> <li>▪ We will have to do some training and ensure we have Best Practices set up for that.</li> </ul> </li> <li>4) Failure to cancel pending disbursement and the COD records. Whenever we are unable to establish a last day of attendance working with ISP <ul style="list-style-type: none"> <li>▪ Working with ISP to be changing the last day of attendance</li> </ul> </li> <li>5) Missing student enrollment reporting to NSLDS.</li> <li>6) 6. Inadequate consumer information <ul style="list-style-type: none"> <li>▪ Action Item: new consumer information page</li> </ul> </li> <li>7) 7. Failure to conduct Biannual review: <ul style="list-style-type: none"> <li>▪ It's a report and its posted</li> </ul> </li> </ul> <ul style="list-style-type: none"> <li>• Looking at 2 ISP policy changes regarding the audit: We are looking last day of attendance and grading. <ul style="list-style-type: none"> <li>○ Required administrative withdraw policy</li> <li>○ Changing our deadline by which you can drop with no grade</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Jennifer, Chris, and Dustin will work with ISP related to changes to the Grade and Administrative Withdrawal policy.</li> </ul>
<b>Steering &amp; Policy Subcommittee Updates – 15 Minutes</b>		
<b>Policy Updates</b>	<ul style="list-style-type: none"> <li>• President’s Council reviewed and approved ARC 405 Financial Aid Disbursement (Census) Policy on July 12, 2019. Final ARC review and approval of the Financial Aid Disbursement Policy – ARC 405 <ul style="list-style-type: none"> <li>○ Policy will go into effect in the summer on 2020.</li> <li>○ Moved to approve by Chris and Dustin second the motion</li> <li>○ 405 is approved as written.</li> </ul> </li> <li>• First review of ARC 406 and 406 P Funding for VA Educational Recipients <ul style="list-style-type: none"> <li>○ Please look at both policy and procedure for ARC 406 and email feedback in by no later than Oct 28<sup>th</sup>.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• ARC 405 Financial Aid Disbursement (Census) Policy Approved as written.</li> </ul> <div style="text-align: center;">  <p>ARC 405 Financial Aid Disbursement Policy</p> </div> <div style="text-align: center;">  <p>ARC 406 and 406P Funding for VA Educational Recipients</p> </div>
<b>Upcoming Trainings/Events/Activities &amp; Announcements</b>		

Revised Services	<ul style="list-style-type: none"> <li>• Counseling is offering drop in appointments for students experiencing a crisis M-F between 2-3.</li> <li>• Work source advising (career coaching, job search training, and connections to Work source services are available every Wednesday on the Harmony campus from 1:30 -6:00</li> <li>• AmeriCorps Navigator, Christopher Zimmerly-Beck, is joining us this year to work with newly admitted first-generation students through the onboarding steps.</li> <li>• We are up 3%</li> <li>• Financial aid packaging is 15 days</li> </ul>	
Upcoming Trainings/Events/Activities	<ul style="list-style-type: none"> <li>• Safe Zone training – October 11th, Oregon City Campus, 1-5 pm in M253</li> <li>• Stand Down Day – supporting the homeless US Military Veterans in Clackamas County – October 12<sup>th</sup>, Oregon City Campus 9:00 – 2:00</li> <li>• STEM Talk: Intel Technologist Career Panel – Oregon City Campus 4:30 – 6:00 Gregory Forum</li> <li>• Career Fair – October 22nd (60 employers from all industries available) Oregon City Campus 10:00 – 1:00 in Gregory Forum</li> <li>• Athletic events – Soccer and Volleyball: <a href="https://www.clackamas.edu/campus-life/athletics/inside-athletics/athletics-calendar">https://www.clackamas.edu/campus-life/athletics/inside-athletics/athletics-calendar</a></li> <li>• National Coming Out Day Panel – October 10<sup>th</sup> - Oregon City Campus, CC 127 12:00 – 1:00</li> <li>• Language Exchange - October 8th, 22<sup>nd</sup>, November 5<sup>th</sup> and 19th - Oregon City Campus, CC 145 12:00 – 1:00</li> <li>• National Hispanic Heritage Month Reception – October 14<sup>th</sup> – Oregon City Campus, Community Center Mall – 12:00 – 1:00</li> </ul>	 Language Exchange_Fall 2019.pc   Hispanic Heritage Month.pdf   20190906_National Coming Out Day Pos
<b>Future Agenda Items</b>		
Future Agenda Items	<ul style="list-style-type: none"> <li>• Add enrollment reports as a standing update to ARC agendas.</li> <li>• Review GP initiatives/activities: <ul style="list-style-type: none"> <li>○ CAR</li> <li>○ EFA's</li> <li>○ Pipeline</li> </ul> </li> <li>• Enrollment update and short term strategies</li> <li>• Setting an Equity lens to our discussions regarding policies and subcommittees</li> <li>• Upcoming trainings/events/activities</li> <li>• SNAP</li> <li>• CRM</li> <li>• Listen to Jims suggestions about enrollment numbers so that we are aware <ul style="list-style-type: none"> <li>○ Total number applicants ...</li> <li>○ Some of the data we saw during in service about equity and guided pathways: achievements gaps...</li> </ul> </li> </ul>	

		<ul style="list-style-type: none"> <li>ISP/ARC Policies and Procedures Webpage</li> </ul>				
<b>ARC Full Committee Meeting Dates</b>						
<b>Fall Term</b> <ul style="list-style-type: none"> <li>Monday, October 14, 10:30 – 12:00</li> <li>Monday, November 18, 10:30 – 12:00</li> <li>Monday, December 16, 10:30 – 12:00</li> </ul>		<b>Winter Term</b>		<b>Spring Term</b>		
<b>Subcommittee Meeting Dates</b>						
<b>Access and Recruitment:</b> <ul style="list-style-type: none"> <li>Monday, July 29<sup>th</sup>, 1:30-3</li> <li>Wednesday, August 28<sup>th</sup>, 12-1</li> <li>Monday, September 23<sup>rd</sup>, 12-1:30</li> <li>Monday, October 28<sup>th</sup>, 11:30-1</li> <li>Monday, November 25<sup>th</sup>, 11:30-1</li> <li>Monday, December 16<sup>th</sup>, 11:30-1</li> <li>Monday, January 27<sup>th</sup>, 11:30-1</li> <li>Monday, February 24<sup>th</sup>, 11:30-1</li> <li>Monday, March 23<sup>rd</sup>, 11:30-1</li> <li>Monday, April 27<sup>th</sup>, 11:30-1</li> <li>Monday, May 18<sup>th</sup>, 11:30-1</li> <li>Monday, June 22<sup>nd</sup>, 11:30-1</li> </ul>		<b>Retention and Completion</b> <ul style="list-style-type: none"> <li>Monday, October 18<sup>th</sup>, 10:00-11:00</li> <li>Monday, November 15<sup>th</sup>, 10:00 – 11:00</li> <li>Monday, December 20<sup>th</sup>, 10:00 – 11:00</li> <li>Monday, January 17<sup>th</sup>, 10:00 – 11:00</li> <li>Monday, February 21<sup>st</sup>, 10:00 – 11:00</li> <li>Monday, March 13<sup>th</sup>, 10:00 – 11:00</li> <li>Monday, April 17<sup>th</sup>, 10:00 – 11:00</li> <li>Monday, May 15<sup>th</sup>, 10:00 – 11:00</li> </ul>		<b>Financial Resources and Supports</b> <ul style="list-style-type: none"> <li>Tuesday, October 29 12 – 1:30</li> <li>Wednesday, November 27 12 – 1:3</li> <li>Monday, December 23 11 – 12:30</li> <li>Monday, January 27 11 – 12:30</li> <li>Monday, February 24 11 – 12:30</li> <li>Monday, March 23 11 – 12:30</li> <li>Monday, April 27 11 -12:30</li> <li>Monday, May 25 11 – 12:30</li> <li>Monday, June 29 11 – 12:30</li> </ul>		<b>Policy and Steering</b> <ul style="list-style-type: none"> <li>Thursday, October 31, 2019</li> <li>Thursday, November 21, 2019</li> </ul>