

# Access, Retention & Completion Committee Meeting Agenda & Minutes


**Date:** December 16, 2019 / 10:30 – 12:00 pm / **Location:** Fireside Lounge / **Facilitator:** Max Wedding / **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 Wiglesworth, Dustin Bare, John Phelps, Lori Hall, Max Wedding, Ryan Stewart, Ariane Rakich, Joan Jagodnik, Michell Gipson, Lauren McGuire, Christopher Zimmerly-Beck, and Beth Wicklund

**Absent:** John Ginsburg, Jennifer Anderson, Jaime Clarke, Jim Martineau, Josh Aman, Shalee Hodgson, Adam Wickert, Lisa Reynolds, and Karen Ash

**Guests:** Jay Anderson

Topic/Item	Discussion	Action/Decision
<b>Committee Business – 5 minutes</b>		
<p><b>Review and approve previous meeting minutes</b></p>	<p>Max reviewed the December meeting minutes with the group:</p> <ul style="list-style-type: none"> <li>• John Phelps expressed concern about ISP 281: Grade Appeal Policy Procedure. He shared that there is language in the student handbook that doesn't match up with the syllabus and we have additional language in the contract. Doesn't have a good idea of where the need for this policy came from.               <ul style="list-style-type: none"> <li>○ Chris suggested that John reach out to Sue Goff since it is the ISP committee that is responsible for the development of this policy.</li> </ul> </li> <li>• ISP 171: The use of the CCC brand.               <ul style="list-style-type: none"> <li>○ Lori identified concerns about this policy as well. Not having a review can put the college at risk.</li> </ul> </li> <li>• Christina moved to approve Meeting minutes Chris 2<sup>nd</sup> motion               <ul style="list-style-type: none"> <li>○ Chris 2<sup>nd</sup> the motion</li> <li>○ Minutes approved</li> </ul> </li> </ul>	<div style="text-align: center;">             11.18.2019 ARC Meeting Minutes final         </div> <p>The ISP policies were included in the previous meeting as an FYI for the committee members. Those with concerns can reach out to ISP chair Sue Goff directly</p>

CCC Information & Initiatives – 45 minutes		
<p><b>Policies available online</b></p>	<ul style="list-style-type: none"> <li>ISP &amp; ARC Policies now available on the CCC website: <a href="https://www.clackamas.edu/about-us/accreditation-policies/policies-and-procedures">https://www.clackamas.edu/about-us/accreditation-policies/policies-and-procedures</a></li> </ul>	
<p><b>Program of Study Changes</b></p>	<p>Max reviewed proposed changes to the way that we capture primary program of study in Colleague and Navigate for our students with the group.</p> <ul style="list-style-type: none"> <li>Executive Summary of proposed changes and timeline (see attached document)</li> <li>Tara is leading a group that has been working on creating recommendations/changes to student programs of study. <ul style="list-style-type: none"> <li>The group is working on implementing 5 recommendations: <ol style="list-style-type: none"> <li>Develop and define terminology around EFAs and programs.</li> <li>Degree-seeking students will select one primary programs with an option to add multiple secondary programs.</li> <li>All applicable programs will be tied to EFAs in Colleague.</li> <li>Build processes for all new and the majority of current students to declare.</li> <li>Develop processes for students to change their primary program, secondary programs, or EFA.</li> </ol> </li> <li>Max explained the program and the EFA tagging Flow. (see attached document): looked at different case studies.</li> </ul> </li> </ul> <p><b>Recommendations/Questions:</b></p> <ul style="list-style-type: none"> <li>Workflows <ul style="list-style-type: none"> <li>New Students: <ul style="list-style-type: none"> <li>Why are we asking the student to select the program first rather than EFA? <ul style="list-style-type: none"> <li>On the application the EFAs will be listed first and the programs will drop down.</li> </ul> </li> <li>Students are picking the program because they think that is what they want but they don't always have enough information to make their decision.</li> <li>How will they confirm that they have selected the right program/EFA?</li> <li>Are we going to ask about transfer plans? It might be helpful to have that information on the front end.</li> </ul> </li> <li>Current students: <ul style="list-style-type: none"> <li>If someone wants to change their primary intent: Can they can do it by themselves online or does someone have to change it for them? <ul style="list-style-type: none"> <li>One of the reason that we are making this change is that allowing students to change their program at any time can impact their timeline to completion and their financial aid eligibility. We want the student to generate a conversation with an</li> </ul> </li> </ul> </li> </ul> </li> </ul>	<p> FA19 Executive Summary 11.27 note</p> <p> Program and EFA Tagging Flow version:</p>

	<p>advisor in order to make an informed choice about how changing their program of study will impact them.</p> <ul style="list-style-type: none"> <li>▪ The New Program Update form is going to be a request form. The form will generate a report or the change will be sent to an advisor so see if that change makes sense.</li> </ul> <ul style="list-style-type: none"> <li>• Any feedback you have about this proposed change can be sent to Max or Jay.</li> </ul>	
<p><b>Progress Reports Demonstration</b></p>	<p>Max reviewed the plan to pilot progress reports in Navigate with identified faculty in winter 2020.</p> <ul style="list-style-type: none"> <li>• This coming term we will be piloting progress reports with faculty teaching key Writing and Math courses this winter 2020. <ul style="list-style-type: none"> <li>○ Max walked everyone through the process of sending progress reports. (See attached auto email document).</li> <li>○ The goal is to send the progress report requests out to faculty winter 2020 in week 4 through week 6.</li> <li>○ The student will receive 2 emails. <ol style="list-style-type: none"> <li>1. Needs tutoring with verbiage and a link for tutoring.</li> <li>2. You are at risk we would like to provide you with support, please expect contact with advisor. (Still working with EAB on wording).</li> </ol> </li> </ul> </li> <li>• Discussion/Questions: <ul style="list-style-type: none"> <li>○ John Phelps - Does this report ever go out to other faculty that the student has? If John has a student that is struggling in Math it would be helpful for him to be able to know so that he could follow up with the student as well to make sure they are getting the resources to help. <ul style="list-style-type: none"> <li>- Jay shared that if program chairs are interested in knowing how their students are doing across the board that maybe we could potentially configure the system so that they could run reports on their current students.</li> </ul> </li> <li>○ Christina asked why is DRC not listed as a resources: <ul style="list-style-type: none"> <li>- Refer to draft email text.</li> <li>- We would love to hear how DRC could help.</li> </ul> </li> <li>○ What is emotional impact to the student who maybe not doing well at all and they receive 16 emails?</li> <li>○ Lori suggested working on the verbiage to simplify.</li> </ul> </li> </ul>	 <p>Progress Report Auto Emails 10.20.201</p>

<b>Steering &amp; Policy Subcommittee Updates – 10 minutes</b>		
<b>Committee Updates</b>	<p>Max gave an update on the topics covered during the last Policy and Steering committee meeting.</p> <ul style="list-style-type: none"> <li>The committee with DEI strategic plan committee members Kjirsten Severson and John Ginsburg to review the plan for the DEI strategic plan and discuss how to involve ARC members in providing input/feedback.</li> </ul> <p>-</p>	Kjirsten and John will join ARC to review the DEI strategic plan and next steps with the committee for the January meeting.
<b>Access/Recruitment Subcommittee - 10 Minutes</b>		
<b>Committee Updates</b>	<ul style="list-style-type: none"> <li>Next meeting is today.</li> <li>Live Chat has been going for six weeks – last week was the biggest week we have had. <ul style="list-style-type: none"> <li>We added the LiveChat option to the transcripts webpage to will continue to expand where this is placed as we go forward.</li> </ul> </li> <li>New application post card - is in a holding pattern right now because of the website and there has been an update on Facebook regarding # and posting things to someone’s personal page.</li> <li>Preview night/Open house: <ul style="list-style-type: none"> <li>Top 2 initiatives: Shalee and Ariane are going to Co-Lead</li> <li>Need to move forward with planning</li> <li>We have chosen 2 days that might work March 3rd or March 5th. We are leaning more towards March 5<sup>th</sup>.</li> </ul> </li> <li>Senior program: working to figure a plan of attack for creating clearer pathways for seniors to access registration information. <ul style="list-style-type: none"> <li>Working on sprucing up our webpage</li> <li>We did get support not asking our seniors to have to do navigate as well as online orientation. <ul style="list-style-type: none"> <li>We will talk about the mechanisms to make that happen.</li> </ul> </li> </ul> </li> </ul>	
<b>Retention &amp; Completion Subcommittee - 10 Minutes</b>		
<b>Committee Updates</b>	<ul style="list-style-type: none"> <li>No new updates</li> </ul>	
<b>Financial Resources and Supports Subcommittee - 10 Minutes</b>		
<b>Committee Updates</b>	<ul style="list-style-type: none"> <li>No new updates</li> </ul>	
<b>Upcoming Trainings/Events/Activities</b>		
<b>Master Calendar</b>	The latest version of a master calendar has been posted to the I-drive (I:\Master Calendar). We’ll see updates to this living document over the course of the year, including updates from:	

	<ul style="list-style-type: none"> <li>• Guided Pathways (via Lori Hall)</li> <li>• Strategic Enrollment Management (via Tara Sprehe)</li> <li>• Diversity, Equity, and Inclusion (via Melissa Richardson)</li> <li>• Strategic Planning (via Jason Kovac)</li> </ul>		
<b>Future Agenda Items</b>			
<b>Future Agenda Items</b>	<ul style="list-style-type: none"> <li>• DEI Report</li> <li>• Equity Lens</li> <li>• Navigate and Expanding Navigate beyond advising</li> <li>• Workshop One Place and Review new building plans with group</li> <li>• House and Senate Bills</li> <li>• Upcoming trainings/events/activities</li> <li>• SNAP</li> <li>• CRM</li> <li>• Service Area Assessment</li> <li>• CARE/College Safety Update</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> <ul style="list-style-type: none"> <li>• Monday, January 13, 10:30-12:00</li> <li>• Monday, February 10, 10:30 – 12:00</li> <li>• Monday, March 9, 10:30 - 12:00</li> </ul>	<b>Spring Term</b> <ul style="list-style-type: none"> <li>• Monday, April 13, 10:30 – 12:00</li> <li>• Monday, May 11, 10:30 – 12:00</li> <li>• Monday, June 8, 10:30 – 12:00</li> </ul>	
<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 – 1:30</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> <li>• Monday, January 27, 2020</li> <li>• Monday, February, 24, 2020</li> <li>• Monday, March 16, 2020</li> </ul>