


# Access, Retention & Completion Committee Meeting Agenda & Minutes

**Date:** January 11, 2021 / 10:30 – 12:00 pm / **Location:** Zoom / **Facilitator:** Jennifer Anderson / **Recorder:** Michell Gipson

ARC MEMBERSHIP	<input type="checkbox"/> Marc Goldberg	<input type="checkbox"/> John Phelps
<input type="checkbox"/> ASG Representative	<input type="checkbox"/> RB Green	<input type="checkbox"/> Ariane Rakich
<input type="checkbox"/> Josh Aman	<input type="checkbox"/> Lori Hall	<input type="checkbox"/> Lisa Reynolds
<input type="checkbox"/> Jennifer Anderson	<input type="checkbox"/> Shalee Hodgson	<input type="checkbox"/> Ryan Stewart
<input type="checkbox"/> Dustin Bare	<input type="checkbox"/> Joan Jagodnik	<input type="checkbox"/> Terrie Sanne
<input type="checkbox"/> Katrina Boone	<input type="checkbox"/> Kelly Love	<input type="checkbox"/> Chris Sweet
<input type="checkbox"/> Jaime Clarke	<input type="checkbox"/> Jim Martineau	<input type="checkbox"/> Adam Wickert
<input type="checkbox"/> John Ginsburg	<input type="checkbox"/> Lauren McGuire	<input type="checkbox"/> Beth Wicklund
<input type="checkbox"/> Michell Gipson	<input type="checkbox"/> Jennifer Nickell	<input type="checkbox"/>


**Present:** Josh Aman, Jennifer Anderson, Dustin Bare, Katrina Boone, Jaime Clarke, John Ginsburg, Michell Gipson, Marc Goldberg, RB Green, Lori Hall, Joan Jagodnik, Kelly Love, Jim Martineau, Lauren McGuire, Jennifer Nickell, John Phelps, Ariane Rakich, Lisa Reynolds, Ryan Stewart, Chris Sweet, Adam Wickert, Beth Wicklund, Jaime Clarke

**Absent:** Terrie Sanne, Shalee Hodgson **Guests:** Lindsay Curletto, Annissa Rhynders, and Shannon Castleton-Rudolph

Topic/Item	Discussion	Action/Decision
<b>Committee Business</b>		
<b>Committee Business</b>	<ul style="list-style-type: none"> <li>Welcome &amp; Agenda Overview</li> <li>Review and approve December meeting minutes.               <ul style="list-style-type: none"> <li>Committee Approved Meeting minutes as written.</li> </ul> </li> <li>This meeting will be recorded.</li> <li>Welcome guests – members of ARC FRS and ASG Representative – Shannon Castleton-Rudolph.</li> <li>Began the meeting with each participant naming 1 new initiative or activity that they (or their area) has taken on in the past months to remove barriers for students. Members shared great work happening across the college to support and enhance the student experience. Great work everyone!</li> </ul>	 <p>ARC Minutes and Materials 12.14.2020 I</p>

<b>CCC Information &amp; Initiatives</b>		
<b>Retention Subcommittee – CCC Feedback webpage</b>	<p>Ryan Stewart gave an update about the development and implementation of a new student feedback webpage.</p> <ul style="list-style-type: none"> <li>• The subcommittee is working on a draft feedback webpage to provide accessibility and remove barriers for students.  <a href="https://docs.google.com/document/d/1rifgiYaK4iJt_Plcr8bK6LUZSepzOjiv-6h4NzhEj-0/edit">https://docs.google.com/document/d/1rifgiYaK4iJt_Plcr8bK6LUZSepzOjiv-6h4NzhEj-0/edit</a> <ul style="list-style-type: none"> <li>○ The webpage will allow students to communicate to provide us with feedback about:           <ul style="list-style-type: none"> <li>▪ Their overall experience at CCC.</li> <li>▪ Report a safety concern to CCC.</li> <li>▪ Resolve an issue with a class or instructor.               <ul style="list-style-type: none"> <li>• There is a Problem Resolution Form that is embedded in the web page.</li> </ul> </li> <li>▪ Report a concern about a follow student or myself.</li> </ul> </li> <li>○ Still working on where the webpage should live on the website.           <ul style="list-style-type: none"> <li>▪ The subcommittee has been thinking of adding a miscellaneous page for those needing help but don't know who to contact.</li> </ul> </li> </ul> </li> </ul> <p>Comments:</p> <ul style="list-style-type: none"> <li>○ Clarification was provided that the Problem Resolution form is not the appropriate form for a grade dispute. ISP is working on a process for a grade dispute process for students to use. You can use the Problem Resolution form if you have a concern with a member of the college staff that you would like help in resolving. Please note this procedure is not appropriate to address a grade dispute (the instructor maintains authority over a grade) or to pursue a sexual harassment or a discrimination complaint (separate procedures through the HR office are available for these).</li> <li>○ Maybe there should be clarification on what the Problem Resolution Page is used for.</li> </ul> <ul style="list-style-type: none"> <li>• The link to the test page is: <a href="https://sitefinitytest1.clackamas.edu/test-pages/feedback">https://sitefinitytest1.clackamas.edu/test-pages/feedback</a></li> </ul>	<ul style="list-style-type: none"> <li>• Please email if you have further comments/feedback about this proposed website.</li> </ul>

<p><b>ARC FRS Deep Dive</b></p>	<ul style="list-style-type: none"> <li>• John Ginsburg is the lead for the ARC Financial Resources and Supports (ARC FRS) sub-committee.</li> <li>• John reviewed a PowerPoint of what the Financial Resources and Support Subcommittee have been working on.</li> <li>• Purpose of the subcommittee is: <ul style="list-style-type: none"> <li>○ Identify and address financial barriers to access retention and completion and take action on barriers.</li> <li>○ Identification, awareness/understanding and increase education/distribution of supports for students.</li> <li>○ Invite ideas for reducing barriers for students.</li> <li>○ get feedback and additional ideas from Larger ARC committee.</li> </ul> </li> <li>• Past Work <ul style="list-style-type: none"> <li>○ Discussions on consistency of various funding sources that come from CCC Foundation (Counseling, financial Aid, Veterans Services).</li> <li>○ Met with business office to discuss students who had small account balances which might easily be covered and then enabling them to register.</li> <li>○ Provide input on “How to Pay for College” brochure produced by Financial Aid department.</li> </ul> </li> <li>• This Year <ul style="list-style-type: none"> <li>○ Edited the Emergency Resources and Funding web page.</li> <li>○ Helped to review marketing for the Food Pantry to increase usage.</li> <li>○ Discuss the Financial Aid Information sheet as potential barriers.</li> </ul> </li> <li>• Upcoming Issues to Examine <ul style="list-style-type: none"> <li>○ ARC-DEI connection, especially is regards to -2.1.1.1: Identify a means to assess current college processes to identify barriers to retention for underrepresented and underserved students.</li> <li>○ Proving more complete information on cost of attendance (tuition, fees, materials).</li> <li>○ Bookstore returns/charges.</li> <li>○ ASG Grant process review.</li> <li>○ Re-visit outstanding balance issue with business office.</li> </ul> </li> </ul> <p>Questions and Comments:</p> <ul style="list-style-type: none"> <li>• Lori Hall said they are working on revamping the website and working on a more comprehensive paying for college webpage. <ul style="list-style-type: none"> <li>○ Lori had shared that Kim is working on a stakeholder group to innovate for this page. Should this group go through the subcommittee?</li> </ul> </li> </ul>	
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	<ul style="list-style-type: none"> <li>○ Anissa shared that it would be great if the subcommittee could have some presence in the planning meetings for this web page.</li> </ul>	
<b>Subcommittee Updates – As time allows</b>		
<b>Steering &amp; Policy Committee Updates -</b>	<ul style="list-style-type: none"> <li>• No written briefs submitted.</li> </ul>	
<b>Access/Recruitment Subcommittee –</b>	<ul style="list-style-type: none"> <li>• Our subcommittee has had three great meetings this academic year (our last meeting was December 22<sup>nd</sup>). A general overview of what we discussed is summarized in the attached.</li> </ul>	 ARC Access and Recruitment January V
<b>Retention &amp; Completion Subcommittee -</b>	<ul style="list-style-type: none"> <li>• No written briefs submitted.</li> </ul>	
<b>Financial Resources and Supports Subcommittee -</b>	<ul style="list-style-type: none"> <li>• See updates provided above.</li> </ul>	
<b>Upcoming Trainings/Events/Activities</b>		
<b>Announcements/ Information</b>	<p>Oregon Transfer Day is Jan. 14  Let your students know that Oregon Transfer Day is Jan. 14! There's two opportunities for students to join the conversation virtually, so they can find the time that best works with their schedules.</p>	

	<ul style="list-style-type: none"> <li>• 10 a.m.-1 p.m.</li> <li>• 4-6:30 p.m.</li> </ul> <p>More than 20 four-year colleges and universities will have representatives on-hand to share information about admissions, scholarships, programs and more.</p> <p>Direct students to the <a href="#">Transfer Day event page</a> where they can find more information and the link to the event. Be sure to tell them that they can save the event to their calendars and even get an email reminder directly from the page!</p> <p>Questions? Email PJ Martineau at <a href="mailto:pj@clackamas.edu">pj@clackamas.edu</a>.</p>		
<b>Future Agenda Items</b>			
<b>Future Agenda Items</b>	<ul style="list-style-type: none"> <li>• Equity Lens</li> <li>• Workshop Progress Reports and Care units in Navigate and Expanding Navigate beyond advising</li> <li>• House and Senate Bills</li> <li>• Upcoming trainings/events/activities</li> <li>• SNAP/STEP/PTO</li> <li>• CRM</li> <li>• Service Area Assessment</li> <li>• CARE/College Safety Update</li> </ul>		
<b>ARC Full Committee Meeting Dates 2020-2021</b>			
<b>Fall Term</b> <ul style="list-style-type: none"> <li>• Monday, October 12, 2020: 10:30 – 12:00</li> <li>• Monday, November 9, 2020: 10:30 – 12:00</li> <li>• Monday, December 14, 2020: 10:30 – 12:00</li> </ul>	<b>Winter Term</b> <ul style="list-style-type: none"> <li>• Monday, January 11, 2021 10:30 – 12:00 <ul style="list-style-type: none"> <li>○ ARC FRS Committee Deep Dive on the agenda</li> </ul> </li> <li>• Monday, February 8, 2021 10:30 – 12:00 <ul style="list-style-type: none"> <li>○ ARC Recruitment Committee Deep Dive on the agenda</li> </ul> </li> <li>• Monday, March 8, 2021 10:30 – 12:00 <ul style="list-style-type: none"> <li>○ ARC Retention Committee Deep Dive on the agenda</li> </ul> </li> </ul>	<b>Spring Term</b> <ul style="list-style-type: none"> <li>• TBD</li> </ul>	
<b>Subcommittee Meeting Dates</b>			
<b>Access and Recruitment:</b> <ul style="list-style-type: none"> <li>• Tuesday, November 24, 11-12</li> <li>• Tuesday, December 22, 11-12</li> <li>• Tuesday, January 19, 11-12</li> <li>• Tuesday, February 23, 11-12</li> <li>• Tuesday, March 23, 11-12</li> </ul>	<b>Retention and Completion</b> <b>Fall:</b> <ul style="list-style-type: none"> <li>• Oct. 1, Nov. 4, Nov. 19, Dec. 8</li> </ul> <b>Winter:</b> <ul style="list-style-type: none"> <li>• 3<sup>rd</sup> Thursday of each month, 3 – 4 pm, starting Nov. 19</li> <li>• 2<sup>nd</sup> Tuesday of each month, 10:30 – 11 am, starting Dec. 8</li> </ul>	<b>Financial Resources and Supports</b> <ul style="list-style-type: none"> <li>• 11.3.2020 – 10a-11a</li> <li>• 11.30.2020 – 2p-3p</li> <li>• 1.5.2021 – 10a-11a</li> <li>• 2.2.2021 – 10a-11a</li> <li>• 3.2.2021 – 10a-11a</li> </ul>	<b>Policy and Steering</b> <b>Fall:</b> <ul style="list-style-type: none"> <li>• Tuesday, October 27, 2020</li> <li>• Tuesday, November 24, 2020</li> </ul> <b>Winter</b> <ul style="list-style-type: none"> <li>• January 28, 2021 @ 10:00 am</li> </ul>

<ul style="list-style-type: none"><li>• Tuesday, April 20, 11-12</li><li>• Tuesday, May 25, 11-12</li><li>• Tuesday, June 22, 11-12</li></ul>			<ul style="list-style-type: none"><li>• February 18, 2021 @ 2:00 pm</li><li>• March 18, 2021 @ 3:00 pm</li></ul>
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