Access, Retention & Completion Committee Meeting Agenda & Minutes

Date: February 8, 2021 / 10:30 – 12:00 pm / Location: Zoom / Facilitator: Jennifer Anderson / Recorder: Michell Gipson

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

Present: Jennifer Anderson, Beth Wicklund, Adam Wickert, Ariane Rakich, Chris Sweet, Dustin Bare, Jim Martineau, Joan Jagodnik, John Ginsburg, John Phelps, Josh Aman, Katrina Boone, Lauren McGuire, Lisa Reynolds, Lori Hall, Marc Goldberg, Michell Gipson, RB Green, Ryan Stewart, Terrie Sanne, and Shannon Castleton Rudolph (ASG Rep).

Absent: Jaime Clarke and Shalee Hodgson
Guests: None

Topic/Item	Discussion	Action/Decision
Committee Business		
Committee Business	- Welcome & Agenda Overview - Review and approve January meeting minutes. - Chris moved to approve the meeting minutes. - Shalee 2nd the motion. - The meeting minutes for January 11, 2021 were approved by the committee with no edits.	
CCC Information & Initatives		
Student Portal Update – Dustin Bare	As you're all aware Web Advisor – Cougar Trax – the Old Reg System, is expiring on 3.29.21. This is happening for several reasons, but in short, the company that created it doesn't support it anymore.	PDF Self Service Screen Shot.pdf

	The good news is all of what you could do in the old system can be completed in Self-Service student planning. Student Planning has been live and in use at Clackamas since fall term 2017 and this has been the sole system taught to new incoming students.
	
	• On 3/29/21 students will only be able to register using student planning through Self Service.
	    o Web advisor will not be supported by Ellucian after this date.
	    o Students can use both systems through Spring and then Web Advisor will go away. Advisors are hosting a drop in session for new, returning and current students to help with self-service or any other advising needs.
	        ▪ Drop in Sessions will be Monday from 11-1 and Thursday 3-5.	

Live Chat Update - Lori Hall and Josh Aman	• We have had Live Chat up and running for over a year and we are wanting to find the right home for it, the best use for it and make sure we are getting the most out of it.
	    o Live Chat was purchased using a mini grant. Which gave us a subscription for a year.
	    o In June 2020 College relations and Marketing decided to continue funding Live Chat.
	    o We currently have 5 seats and a yearlong subscription.
	    o Live chat is currently being managed by the enrollment team, the Learning Center Coordinator and a few student tutors.
	    o Ariane and Chris did a live demo of how Live Chat works and the capabilities of communicating directly or having canned responses.
	    o Live Chat Usage:
	        ▪ Spring 351 Chats.
	        ▪ Summer 184 Chats.
	        ▪ Fall 338 Chats.
	        ▪ Average of 9.5-minute duration.
	        ▪ 75 second response rate.
	        ▪ 16 offline tickets.
	    o Live Chat Response Fall 2020:
	        ▪ 48% Cougar Connect.
	        ▪ 44% registration.
	        ▪ 8% Getting started.
	    o Live Chat Conversations Fall 2020:
	        ▪ 24% Registration.
	        ▪ 17% Advising.
	        ▪ 11% Moodle/MyClackamas.
	        ▪ 8% Application/Getting Started.
	        ▪ 7% Transcripts.
	        ▪ 6% Class offering, Office 365 & Tutoring and High School Connections.
	• Next Phase for LiveChat:	

	- o Staff Specialists: LiveChat would be on specific pages run by staff who know the content and are able to answer direct questions or at least able to get them on the right track.
	o Student Generalists: a page like cougar connect that has a bunch of questions that are easy questions to figure out. - Our recommendation is that we keep the existing pages that we have.
	   o We see possibilities for the following sites:
	      ▪ Advising.
	      ▪ ASG* run by peer assistant.
	      ▪ High School Connection.
	      ▪ TBD. Questions/Comments: - Lisa had shared that some of the department have noticed LiveChat and are interested for their department. - Adam: what are the hours?
	- Ariane team and Chris have their hours Mon – Fri 8-5.
	- Cougar Connect is 5 Mon – Fri 7 -4.	

Access & Recruitment Deep Dive - Ariane Rakich & Committee members	- Update and initiatives from the Access & Recruitment Sub-Committee Chair
	   o Past work (and some present).
	      ▪ Live Chat –Past initiative:
	      ▪ New Applicant Postcard – past and current initiative.
	      ▪ Preview Night – past and current initiative.
	      ▪ DACA and undocumented Student resource guide. - past initiative.
	      ▪ Senior Citizen connections, outreach, resources – currently on hold because of COVID.
	      ▪ ACC and Skill Waiver recipient outreach. Currently on hold because of COVID.
	   o DEI Goals: some of the DEI goals were assigned to out committee.
	      ▪ We have a meeting set up between Chris, the Admissions and Recruitment team to talk through goals because a lot of the data and the activities is done by this team. This meeting will be to get an initial baseline set.
	      ▪ Then they will reach out to their key stake holders to add to the baseline.
	      ▪ We will then bring this baseline information to the subcommittee.
	      ▪ Then bring it to Larger ARC committee. 2020-21 Subcommittee Plans:
	   o 'Cougar get ready!' postcard,
	   o Virtual Preview Event/open house – patterned after the in person,
		
		Access and Recruitment Subcon

	o Focus on on-ramps and transition points into CCC degrees and certificates/EFAs (via ACC, GED, ESOL and others).	
Subcommittee Updates – As time allows		

Steering & Policy Committee Updates -	• Revisions to a few key ISP policies will be coming through to College Council in the coming months that members may want to pay attention to including revisions to:
	  o ISP 191 Administrative Withdrawal.
	  o ISP 280 Grading.
	  o ISP 281 Grading Appeal – see the attached draft process for students to use with a grade appeal that is being discussed in ISP now. Provide Jennifer with feedback as needed.
	• Each ARC Sub-committee is looking at the list of 7 DEI goals that have been identified for ARC this year and is identifying which goals they are planning to work on. The Steering & Policy Committee will review any goals that are not "claimed" and look to identify next steps as needed.
	• DEI committee members will be providing training on the Interim Equitable Decision-Making Framework to ARC members for the March 8, 2020 meeting. This meeting has been extended to 2 hours and participants will be asked to review materials in advance of the meeting to prepare for large and small group discussions together. Members can review the interim framework here: https://www.clackamas.edu/docs/default-source/about-us/vision-initiatives/interim-dei-framework.pdf?sfvrsn=f5fd8268_2
		
		Student Procedure for a Grade Appeal.d

Access/Recruitment Subcommittee –	• See updates from presentation noted earlier in the meeting and noted above.	
Retention & Completion Subcommittee -	• The feedback webpage – the page is its ready to go form, but there's still a lot of discussion we need to have based on feedback from faculty. We will look to address these items and move forward in upcoming meetings. • We discussed the two DEI priorities that were tentatively assigned to our subcommittee and decided we can tackle goal 2.4.1.1: Identify a means to assess current college processes to identify barriers to retention for underrepresented and underserved students.	

Financial Resources and Supports Subcommittee -	Highlights from the meeting on 2.2.2021 include: • Financial Aid office has removed the program of study portion of the Financial Aid Information sheet, which caused lots of "send-backs" for completion. The form will be used to collect Terms and Conditions, but eventually be eliminated when those are able to be signed off in Self Service. • Some preliminary conversations have begun regarding the "Paying for College" portion of the CCC website. Kim Crane will join ARC FRS at a future meeting for a thorough review and edits. • As a group the ARC FRS subcommittee walked through the application process for ASG grants. We recorded this on Zoom to capture our experience, as well as took notes of questions that arose. We'll be meeting with Michelle Baker and the ASG Grants Chair to review for improvement	
	Upcoming Trainings/Events/Activities	
Announcements/ Information	Winter In-Service is coming up on February 12th. Jason Kovak and the leaders of each of our strategic initiatives (SEM, Strategic Planning, Guided Pathways, and DEI) will be giving updates and an overview of their work and upcoming plans. ARC members should plan to attend in order to better understand the connection between these important campus wide strategic initiatives occurring on the campus. The Multicultural Center has several upcoming events this week and next! The college community is invited and encouraged to participate: **Land Acknowledgement Drop-In Session** Tuesday, Jan. 26 1-2p.m. Open to all CCC students & staff Zoom Link: https://clackamas.zoom.us/j/92132554108 **Game Nights** Thursday, Jan. 28 & Thursday Feb. 11 5-6p.m. Open to all CCC students & staff (family friendly) Zoom Link: https://clackamas.zoom.us/j/812945052 **Lunar New Year – Calligraphy & Poetry** Thursday, Feb. 4 7-8p.m. Open to all CCC students & staff (family friendly)	📄 PDF DEI Newsletter_Fall 2020.pdf 📄 PDF Land Acknowledgment Post

	Register here: https://forms.gle/URFxpAKKfxm2B2Rt8 Visit https://www.clackamas.edu/campus-life/student-involvement/multicultural-center for a full listing of Multicultural Center events and activities.	
Future Agenda Items		
Future Agenda Items	• Equity Lens • Workshop Progress Reports and Care units in Navigate and Expanding Navigate beyond advising • House and Senate Bills • Upcoming trainings/events/activities • SNAP/STEP/PTO • CRM • Service Area Assessment • CARE/College Safety Update	
ARC Full Committee Meeting Dates 2020-2021		

Fall Term
• Monday, October 12, 2020: 10:30 – 12:00
• Monday, November 9, 2020: 10:30 – 12:00
• Monday, December 14, 2020: 10:30 – 12:00
	Winter Term
	• Monday, January 11, 2021 10:30 – 12:00
	  o ARC FRS Committee Deep Dive on the agenda
	• Monday, February 8, 2021 10:30 – 12:00
	  o ARC Recruitment Committee Deep Dive on the agenda
	• Monday, March 8, 2021 10:30 – 12:00
	  o ARC Retention Committee Deep Dive on the agenda
		Spring Term
		• TBD

Subcommittee Meeting Dates		

Access and Recruitment:	Retention and Completion	Financial Resources and Supports	Policy and Steering
• Tuesday, November 24, 11-12 • Tuesday, December 22, 11-12 • Tuesday, January 19, 11-12 • Tuesday, February 23, 11-12 • Tuesday, March 23, 11-12 • Tuesday, April 20, 11-12 • Tuesday, May 25, 11-12 • Tuesday, June 22, 11-12	Fall: • Oct. 1, Nov. 4, Nov. 19, Dec. 8 Winter: • 3rd Thursday of each month, 3 – 4 pm, starting Nov. 19 • 2nd Tuesday of each month, 10:30 – 11 am, starting Dec. 8	• 11.3.2020 – 10a-11a • 11.30.2020 – 2p-3p • 1.5.2021 – 10a-11a • 2.2.2021 – 10a-11a • 3.2.2021 – 10a-11a	Fall: • Tuesday, October 27, 2020 • Tuesday, November 24, 2020 Winter • January 28, 2021 @ 10:00 am • February 18, 2021 @ 2:00 pm • March 18, 2021 @ 3:00 pm