

Access, Retention & Completion Committee Meeting Agenda & Minutes

Date: June 14, 2021 / 10:30 – 12:00 pm / **Location:** Zoom / **Facilitator:** Jennifer Anderson / **Recorder:** Michell Gipson

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

Present: Shalee Hodgson, Jennifer Anderson, Stephanie Murphy, Lauren McGuire, Terrie Sanne, John Ginsburg, Beth Wicklund, Tami Harper, Dustin Bare, Katrina Boone, Lisa Reynolds, Joan Jagodnik, Kelly Love, John Phelps, Jaime Clarke, Adam Wickert, RB Green, Ryan Stewart, Chris Sweet, Veronica Finney, Shannon Castleton, Jim Martineau, Dianna Huynh. Lori Hall

Absent: Josh Aman, Michell Gipson, Jennifer Nickell,

Guests: None

Topic/Item	Discussion	Materials/Action/Decision
Commitments from previous meeting?	<ul style="list-style-type: none"> Tara is going to look into identifying SEM data dash boards for us to use over the summer. The Policy and Steering Committee will meet and review the notes from today and identify a proposal to bring back to the group for the next meeting. Jennifer will send examples of SEM plans to the committee for review with the ARC minutes. 	 Bergen Community College SEM Plan.pdf  COCC SEM Plan.pdf

		 <p>BMCC SEM Plan.pdf</p>  <p>Monroe County CC SEM Plan.pdf</p>
Committee Business		
Committee Business Jennifer Anderson – 10 minutes	<ul style="list-style-type: none"> • Warm Up Activity <ul style="list-style-type: none"> ○ Post accomplishments in the chat. See list of the chat. • Approval of ARC meeting minutes from May <ul style="list-style-type: none"> ○ Jim M. moved to approve ○ Beth W. seconded ○ Minutes approved. • Last meeting of AY 2020-2021 – This group will reconvene in Fall 2021 	 <p>ARC Warm Up Activity – Last meeting</p>
CCC Information & Initiatives		
Proposal: ARC Sub-committees & SEM Plan Development for AY 2021-2022 Jennifer Anderson & Committee Members – 20 minutes	<p>Tara met with the ARC Steering and Policy committee on 5.19.2021 to discuss the idea of having ARC take on the responsibility for developing and maintaining the SEM Plan. The group discussed various options and identified the following proposal for the full committee to consider.</p> <ul style="list-style-type: none"> • Proposal: <ul style="list-style-type: none"> ○ The Steering and Policy committee will coordinate with Tara to lead the overall development of the SEM plan in conjunction with the existing sub-committees. ○ Tara will work over the summer to identify data sources and help align the existing Key Enrollment Indicators (KEI's) with the DEI plan, Guided Pathways, and Strategic plans. ○ Tara will work with the Steering & Policy committee to develop trainings for ARC members to help ensure that all members understand how to develop measurable and appropriate goals, tactics, and strategies for each KEI. ○ Each sub-committee will review the existing KEI's and identify those that align with their areas. ○ Each sub-committee will develop goals, tactics, and strategies for the KEI's that they have identified along with implementation timelines, assessment criteria, etc. ○ Each sub-committee will communicate needs, developments, and plans with the Steering & Policy committee. 	<ul style="list-style-type: none"> • SEM Report information located here. • The group voted and approved this proposal.

	<ul style="list-style-type: none"> ○ The Steering & Policy committee will use the information from each of the subcommittees and will work with Tara to create a comprehensive SEM plan. ○ SEM Plan information will be shared with the larger campus community as appropriate. ○ Other actions would be taken as appropriate as the work developed. ● Discussion: <ul style="list-style-type: none"> ○ Adds another layer....concerned about doing the work at the subcommittee level not meeting the larger vision. ○ Need to make sure that we are connecting the ideas about “right size” of institution with the larger goals of the institution. ○ May need to adjust the make up of the Steering & Policy Committee to help meet the larger vision of the institution. ● Called for a vote to adopt this work in ARC ● This was approved. 	
<p>Proposed new ARC “Onboarding & First Term Transitions” Subcommittee</p> <p>Beth Wicklund & John Phelps – 20 minutes</p>	<p>John Phelps and Beth proposed being co-chairs of a new ARC subcommittee with sharp focus on new students transitioning into classes and their first term experience.</p> <ul style="list-style-type: none"> ● The focus of this group would focus on the first term experience and students in the “application” phase of the onboarding process. Goals would include trying to collaborate with other sub-committees and with faculty to make the initial getting started experience positive for students. ● This is different than the Retention committee which focuses on current students and their retention term to term. ● Week by week plan to work with students in the first term. <ul style="list-style-type: none"> ○ Making sure that all students who apply get enrolled. ○ Review the PPT for full overview of the plan. ● This is different than ARC FRS because first time students have specific financial needs at the beginning. ● Beth and John P. are requesting approval for the new sub-committee so that they can start work this summer 2021. They have a 15 month plan for gathering data and starting specific projects. ● Questions/Discussion from the group: <ul style="list-style-type: none"> ○ How do people join the committee? A: If approved, folks could join as they do any existing ARC sub-committee. ○ Are you creating new surveys for this population or leveraging what already exists? <ul style="list-style-type: none"> ▪ A: Use the survey data to identify what the data already shows. What data do we have and how can we use that appropriately? 	 <p>Successful Transition-First Term .</p> <ul style="list-style-type: none"> ● After discussion, the group was not ready to vote on adding this sub-committee. The group voted to hold off on making a vote until we have more information/time to consider. ● The group made suggestions for Beth and John to consider including connecting with the new co-leads of the ARC Retention and Completion sub-committee to better understand any areas of overlap or connection between the existing group

	<ul style="list-style-type: none"> <ul style="list-style-type: none"> ▪ A: Thinking about a survey to staff and faculty to get their ideas about serving first-term students. ○ How does this work connect with the work of other sub-committees or groups who are also asking these types of questions? <ul style="list-style-type: none"> ▪ A: Looking at the needs of students who start during different terms. ▪ Tie the work of the subcommittees, GP, collective planning. Increase the communication and collaboration between these groups to continue moving the work forward. ○ Comments: <ul style="list-style-type: none"> ▪ Questions were asked about how this overlaps with the retention committee. “It seems like a more focused version of the work of the retention group”. ▪ We need to be thoughtful about adding more committees as we may spread ourselves out too thin. We sometimes need to go slow to go fast further down the road. ▪ We want to make sure we aren’t duplicating work or changing entire systems for unique situations. ▪ We need to understand the requirements this new committee would have on the existing IR workload. ▪ The purpose of any onboarding effort is to improve student success, which ultimately serves to improve retention and completion rates.... I see this piece as a subset of the larger picture. ▪ Suggestion: Should this group work with the Retention & Completion committee over summer so that they can get started and return to ARC in the fall with more details? 	<p>and the proposed group and to better understand the data needs of IR.</p>
<p>Leavers Survey</p> <p>Lauren MCGuire– 10 minutes</p>	<p>IRR closed the CCC Follow-up Survey (aka Leavers Survey) and has data to share with the group and the following survey results will be available on the IR Moodle site by the end of next week:</p> <ul style="list-style-type: none"> • Spring 2021 Leavers Survey • Spring 2021 Graduates Survey • Spring 2021 End of Year Engagement Survey (EYES) • Spring 2021 to spring 2020 (looking over the past year) EYES Comparison <p>Summary:</p> <ul style="list-style-type: none"> • Majority of the respondents said that they transferred out of CCC. • Many said they did not like online classes. 	

	<ul style="list-style-type: none"> • In response to the open question of “Could we have done anything different?”....responded with “loved my experience but just needed to leave to transfer, work, family, etc. • Many responded with “no other questions/concerns”. • Very different from the responses from the last survey which had a lot more negative responses. • In previous surveys we got angry responses from students who didn’t know they were students. This time really honed in on students that knew they were here and shortened the survey. • Graduate survey coming up.....last spring graduates – over 90% said that they were satisfied with their experience. • The engagement survey – same as the engagement survey from last spring – We had the same version of the engagement survey going out since 2016. Had to change the questions to make it appropriate for students taking classes online. Some things have really improved 80% of students said that CCC was adjusting to the online environment well. • More students said they had a computer/laptop. • 50% students said they received academic and career coaching. • One of the main concerns from last year was re: online courses....this year major improvement in the results from students who had asked that we improve online courses. • This spring students thought their classes were harder than last spring. • Positive comments – CCC has given me “great opportunities”.... <p>Questions:</p> <ul style="list-style-type: none"> • When we show the % of students in these reports do we also indicate the number of students surveyed versus enrolled? • Desire to see the response rate information as part of future SEM planning. 	
Subcommittee Updates – As time allows		
Steering & Policy Committee Updates Jennifer Anderson	<ul style="list-style-type: none"> • Proposal brought forward from the Steering & Policy committee to adopt SEM planning as part of our core work. Proposal reviewed and adopted by ARC. See notes above for more information. 	
Access/Recruitment Subcommittee Ariane Rakich	<ul style="list-style-type: none"> • End of year updates provided in the attached written brief attached. 	 Access and Recruitment Subcomr

<p>Retention & Completion Subcommittee</p> <p>Ryan Stewart</p>	<ul style="list-style-type: none"> • Lauren McGuire and Adam Wickert will co-lead the subcommittee for the 2021-2022 year <ul style="list-style-type: none"> ○ Summer meeting schedule is TBD • The feedback webpage is still on hold due to the board policy on complaints but is in a great place to launch once those details are worked through. Behind the scenes processes and procedures will need to be ironed out, but that can really only happen when the webpage goes live and feedback comes in <ul style="list-style-type: none"> ○ Do you have any updates from the exec team on the policy? • The subcommittee is excited to take on retention work as it relates to SEM KEIs. We talked about that briefly and with Lauren’s expertise of and access to all things data, the group hopes to find one key SEM-focused effort to lead during the year for both short and long term implementation 	
<p>Financial Resources and Supports Subcommittee</p> <p>John Ginsburg</p>	<ul style="list-style-type: none"> • The ARC FRS subcommittee’s overall goal is to help identify and eliminate barriers to student success in access and retention, particularly college resources (and of those, primarily financial, but other resources as well). This includes identifying resources that don’t currently exist to meet needs that do. This is tied to the DEI strategic plan Action Item for which ARC FRS is tasked. • In order to identify gaps, the ARC FRS subcommittee first plans to educate itself about as many of the college resources available to students. This will take place during Summer 2021. • The subcommittee will put together materials - including presentations, .pdf documents, Financial Aid newsletter updates - for the rest of the college community about these resources to help educate students, and employees who work directly with students. Fall 2021. • Winter 2022 – survey to students and employees to capture information on where barriers exist among the resources. Share survey results and start work on resolving barrier issues • 	
<p>Upcoming Trainings/Events/Activities</p>		

<p>Important spring term dates & reminders</p>	<ul style="list-style-type: none"> • June 7 - 12: Finals Week • June 11: Drive-thru graduation commencement ceremony 	
<p>Update to CCC fees</p>	<ul style="list-style-type: none"> • Beginning summer term, CCC will no longer assess a \$30.00 deferred payment fee. Instead, a late payment fee of \$100.00 will be assessed on the 6th Friday of the term (except for Summer, it will be the 7th Monday of the term). Visit www.clackamas.edu/tuition for more information. 	
<p>Future Agenda Items</p>		
<p>Future Agenda Items</p>	<ul style="list-style-type: none"> • Update re: FYE expansion • Update re: Peer Assistant Program • Update from STEP Grant & PTO • Master Admissions Report • DEI Goals Updates from sub-committees • Provide updates about Progress Reports and Care units in Navigate and Expanding Navigate beyond advising • House and Senate Bills • CRM • Service Area Assessment • CARE/College Safety Update • Sub-committee Deep Dives 	
<p>ARC Full Committee Meeting Dates 2020-2021</p>		
<p>Fall Term</p> <ul style="list-style-type: none"> • Monday, October 12, 2020: 10:30 – 12:00 • Monday, November 9, 	<p>Winter Term</p> <ul style="list-style-type: none"> • Monday, January 11, 2021 10:30 – 12:00 <ul style="list-style-type: none"> ○ ARC FRS Committee Deep Dive on the agenda • Monday, February 8, 2021 10:30 – 12:00 <ul style="list-style-type: none"> ○ ARC Recruitment Committee Deep Dive on the agenda • Monday, March 8, 2021 10:30 – 12:00 <ul style="list-style-type: none"> ○ ARC Retention Committee Deep Dive on the agenda 	<p>Spring Term</p> <ul style="list-style-type: none"> • Monday, April 12, 2021 10:30 – 12:00 • Monday, May 10, 2021 10:30 – 12:00 <ul style="list-style-type: none"> ○ ARC Retention Committee Deep

<p>2020: 10:30 – 12:00</p> <ul style="list-style-type: none"> Monday, December 14, 2020: 10:30 – 12:00 			<p>Dive on the agenda</p> <ul style="list-style-type: none"> Monday, June 14, 2021 10:30 – 12:00
Subcommittee Meeting Dates			
<p>Access and Recruitment:</p> <ul style="list-style-type: none"> 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 	<p>Retention and Completion</p> <p>Fall:</p> <ul style="list-style-type: none"> Oct. 1, Nov. 4, Nov. 19, Dec. 8 <p>Winter:</p> <ul style="list-style-type: none"> 3rd Thursday of each month, 3 – 4 pm, starting Nov. 19 2nd Tuesday of each month, 10:30 – 11 am, starting Dec. 8 	<p>Financial Resources and Supports</p> <ul style="list-style-type: none"> 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 	<p>Policy and Steering</p> <p>Fall:</p> <ul style="list-style-type: none"> Tuesday, October 27, 2020 Tuesday, November 24, 2020 <p>Winter</p> <ul style="list-style-type: none"> January 28, 2021 @ 10:00 am February 18, 2021 @ 2:00 pm March 18, 2021 @ 3:00 pm