

Access, Retention & Completion Committee Meeting Agenda & Minutes



Date: November 1, 2021 / 10:30 – 12:00 pm / **Location:** Zoom / **Facilitator:** Jennifer Anderson / **Recorder:** Michell Gipson

ARC MEMBERSHIP	<input checked="" type="checkbox"/> Michell Gipson	<input checked="" type="checkbox"/> Ariane Rakich
<input checked="" type="checkbox"/> ASG Representative – Shannon Castleton Rudolph	<input checked="" type="checkbox"/> RB Green	<input checked="" type="checkbox"/> Lisa Reynolds
<input checked="" type="checkbox"/> Josh Aman	<input checked="" type="checkbox"/> Lori Hall	<input checked="" type="checkbox"/> Ashley Sears
<input checked="" type="checkbox"/> Jennifer Anderson	<input checked="" type="checkbox"/> Shalee Hodgson	<input checked="" type="checkbox"/> Terrie Sanne
<input checked="" type="checkbox"/> Felicia Arce	<input checked="" type="checkbox"/> Joan Jagodnik	<input checked="" type="checkbox"/> Ryan Stewart
<input checked="" type="checkbox"/> Dustin Bare	<input checked="" type="checkbox"/> Kelly Love	<input checked="" type="checkbox"/> Chris Sweet
<input type="checkbox"/> Katrina Boone	<input checked="" type="checkbox"/> Jim Martineau	<input checked="" type="checkbox"/> Jordan Taylor
<input checked="" type="checkbox"/> Carol Burnell	<input checked="" type="checkbox"/> Stephanie Murphy	<input checked="" type="checkbox"/> Adam Wickert
<input checked="" type="checkbox"/> Beverly Forney	<input type="checkbox"/> Jennifer Nickell	<input checked="" type="checkbox"/> Beth Wicklund
<input checked="" type="checkbox"/> John Ginsburg		

Present: Noted with an “X” in the box by each name listed above.


Absent: Noted by an “empty” box by the name listed above.

Guests: Kara Leonard and Amy Cannata
 ELT Members: David Plotkin, Tara Sprehe, Tim Cook, Lori Hall, Alissa Mahar, , Casey Layton, Jeff Shaffer, John Chang, Kattie Riggs, Melissa Richardson

Topic/Item	Discussion	Action/Decision
Committee Business		
Committee Business Jennifer Anderson – 5 minutes	<ul style="list-style-type: none"> Meeting minute approval via email for June 14, 2021 and October 4, 2021 	 ARC Meeting Agenda and Minutes June 14,
CCC Information & Initiatives		
Communications & CRM Updates and Information Ryan Stewart and Team – 30 Minutes	<ul style="list-style-type: none"> Current outreach/communication processes and how a CRM could enhance them - Ryan, Jordan, Beth, Kara, and Ariane reviewed the current CCC Communication volume via email and discussed the benefits of a CRM. See the presentation attached. <ul style="list-style-type: none"> Ryan reviewed current email communication processes for applicants and creation and management of application tracks. 	 CRM Pitch.pdf

	<ul style="list-style-type: none"> ○ Ariane reviewed the “Godzilla” report that is used by the Admissions and Navigators use to current manual process for pulling and following up with applicants for applicant follow up. ● ELT members invited to listen to this presentation. ● Questions: <ul style="list-style-type: none"> ○ Bev indicated that BACS is currently using a CRM. ○ Tim: Have you looked at integration with CBI and Foundation that use Salesforce and Razer’s Edge? How will we know in 3 years that we’ve met ROI. i.e. are there specific metrics in addition to increased FTE that point to CRM success? ○ Can a CRM integrate our texting communications? Yes. ○ Other groups that may be interested: Instructional departments and Graduation services. 	
<p>SEM Plan Development Subcommittee Leads – 50 minutes</p>	<ul style="list-style-type: none"> ● Review SEM Report & Key Enrollment Indicators identified for each subcommittee ● Report outs by subcommittee: <ul style="list-style-type: none"> ○ Arianne reported out on the Access and Recruitment sub-committee. Requesting more time. The framework felt natural and not like an “extra-layer”. ○ Adam gave a report out on the Retention and Completion sub-committee. Had a bit more of a challenge with how data has been used in this process in the past and how this work fits into retention and completion. Where is the data located that can help us with this? Using data out of Navigate, using data from previous surveys. Challenge with keeping eyes on short and long term goals. Suggestion to include Tara, Jennifer, and Ashley with future meetings to help with this. ○ John gave a report out on the Financial Resources and Supports and they would be interested in having Tara come to a meeting and/or look at what is written and provide feedback. ● Discuss questions, barriers, next steps needed. 	<ul style="list-style-type: none"> ● SEM Report ● CCC Strategic Plan ● JA to share sample SEM plans.
<p>Wrap Up and Announcements All – 10 minutes</p>	<ul style="list-style-type: none"> ● John G. shared that a new format of student handbook has been posted. ● Ashley reported that the EYES survey is opening tomorrow and closing later in November. Emails will go out to individual student emails and will have a unique link. Historically sent to folks who are credit seeking. Preview the survey here. ● Beth shared that the CCC Innovation Team will be requesting proposals for innovative ideas to support students. Look for that coming soon. 	<ul style="list-style-type: none"> ●

	<ul style="list-style-type: none"> • Ariane shared that the Admissions team is hosting a Virtual drop-in support week – coming December 6th – Monday – Thursday - https://www.clackamas.edu/drop-in-support • Dustin shared that Makayla Blackburn has been hired as the new Assistive Technology staff in the DRC. They will be searching for a part-time staff member soon. • Terrie did a “<i>shout out</i>” to Ashley for her help with pulling together a report for annual Veteran’s student report and shared that the Fin Aid team is “current” in their FAFSA processing. • Dye Learning Center is currently open 9-5 M-TH and can help answer general questions for students. 	
Subcommittee Updates – Informational		
Steering & Policy Committee Updates	<ul style="list-style-type: none"> • The group met on October 26, 2021. Jim Martineau has joined this committee this year and Tara met with the group to review a general SEM Plan template and discuss next steps with developing the key portions of the SEM plan. • The group spent time talking about SEM plans overall and how our work will focus on pulling all of the goals, strategies, and tactics together from the various subcommittees and teams as well as • ARC/ISP 641 Animal Service Policy and Procedure are under review. The committee sent back questions to Felicia who is sponsoring these updates. 	
Access/Recruitment Subcommittee	<ul style="list-style-type: none"> • Group met and developed specific tactics and strategies for the SEM plan. They have requested some additional time to work on their tactics before sending to Jennifer/Tara for inclusion in the SEM plan. 	
Retention & Completion Subcommittee	<ul style="list-style-type: none"> • Group met and discussed data needs and the goals of the SEM plan to track current or future type of goals, tactics and strategies for the SEM plan. They have requested that Jennifer/Tara/Ashley join the next meeting to help them develop tactics, goals, and strategies. 	
Financial Resources and Supports Subcommittee	<ul style="list-style-type: none"> • Group met and developed specific tactics and strategies for the SEM plan. They have requested Jennifer/Tara/Ashley to review their tactics and strategies for clarity and/or join a future meeting as needed. 	

Upcoming Trainings/Events/Activities		
<p>Important Announcements</p>	<p>1. Wacheno Welcome Center Dedication Invitation</p>  <p>DEDICATION Friday, Oct. 29, 2021 • 4 p.m.</p> <p>Wacheno Update:</p> <ul style="list-style-type: none"> ○ ASG: Looking to be on campus 8-5 with ASG and peer assistants in the new Wacheno Welcome Center. Will be sending that announcement out soon. Food Pantry is available. Send students here for more information. ○ Question? Will doors be open? Answer: Doors not quite yet “open” due to lack of security and staffing. Directors and Jennifer are working on this <p>2. DEI Learning Sessions facilitated by World Trust: “The Roots of Social Justice: Framing and Analysis of Systems and Structures.” There are two virtual learning sessions to choose from:</p> <ul style="list-style-type: none"> ○ Friday, Oct. 29, 9-11:30 a.m. ○ Thursday, Nov. 18, 2:15-4:45 p.m. ○ Note: This is the same training that was offered over the spring and summer. If you participated in one of those learning sessions, you do not need to attend a second time. 	<ul style="list-style-type: none"> • Goal is to have all ARC members attend one of these DEI sessions.
Future Agenda Items		
<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 • Enrollment Report • DEI Goals Updates from sub-committees • Provide updates about Progress Reports and Care units in Navigate and Expanding Navigate beyond advising 	

	<ul style="list-style-type: none"> • House and Senate Bills • CRM • Service Area Assessment • CARE/College Safety Update • Sub-committee Deep Dives <p>3.</p>		
ARC Full Committee Meeting Dates 2020-2021			
<p>Fall:</p> <ul style="list-style-type: none"> • October 4, 2021 – 10:30 – 12:00 • November 1, 2021 – 10:30 – 12:00 • December 6, 2021 – 10:30 – 12:00 	<p>Winter:</p> <ul style="list-style-type: none"> • January 3, 2021 – 10:30 – 12:00 • February 7, 2021 – 10:30 – 12:00 • March 7, 2021 – 10:30 – 12:00 	<p>Spring:</p> <ul style="list-style-type: none"> • April 4, 2021 • May 2, 2021 • June 6, 2021 	
Subcommittee Meeting Dates			
<p>Access and Recruitment:</p> <ul style="list-style-type: none"> • Thursday, October 21, 11-12 • Monday, November 29, 2-3 • Tuesday, December 7, 1-2 • Tuesday, January 11, 1-2 • Tuesday, February 22, 1-2 • Tuesday, March 22, 1-2 • Thursday, April 21, 11-12 • Monday, May 16, 1-2 • Tuesday, June 14, 1-2 • 	<p>Retention and Completion:</p> <ul style="list-style-type: none"> • TBD 	<p>Financial Resources and Supports</p> <ul style="list-style-type: none"> • October 11 - 3:30-4:30 • November 8 – 3:00-4:00 • December 13 – 1:00-2:00 • Deep Dive re: ARCFRS in February 	<p>Policy and Steering</p> <ul style="list-style-type: none"> • TBD