Access, Retention & Completion Committee Meeting Agenda & Minutes

Date: February 7, 2022 / 10:30 – 12:00 pm / Location: Zoom / Facilitator: Jennifer Anderson / Recorder: Michell Gipson

ARC MEMBERSHIP		
☐ ASG Representative – Vacant	X Beverly Forney	X Ariane Rakich
X Josh Aman	X John Ginsburg	☐ Lisa Reynolds
X Jennifer Anderson	X Michell Gipson	X Ashley Sears
☐ J. Anderson	☐ RB Green	X Terrie Sanne
X Felicia Arce	☐ Lori Hall	X Chris Sweet
X Dustin Bare	X Shalee Hodgson	X Jordan Taylor
X Claire Bach	X Joan Jagodnik	X Adam Wickert
☐ Katrina Boone	X Kelly Love	X Beth Wicklund
X Amy Cannata	☐ Jim Martineau	
X Carol Burnell	X Stephanie Murphy	

Present: "X" indicates present at the meeting.
Guests: Tara Sprehe, Annissa Rhynder, Debora Perrault, Emily (student), and Jennifer Mildrum

Topic/Item	Discussion	Action/Decision
Committee Business		

Committee Business & Warm Up
 	
Jennifer Anderson – 0 minutes
	• January meeting minutes approval – see attached.
	  ○ Felicia moved to approve mintues as written and Dustin 2nd the motion
	  ○ Meeting minutes approved as written
	• Warm up
		ARC Meeting Agenda January 10, 2022 Fina

CCC Information & Initatives		

ARC FRS Deep Dive
Sub-committee Group
30 Minutes
	• Provide an overview of the work of the ARC FRS subcommittee and upcoming initatives. (see attached presentation)
	  ○ Introduction of the team
	  ○ Subcommittee Purpose:
	    ▪ Indentify and address financial barriers to access retention and completion; taking action on barriers that we encounter.
		ARC FRS presentation - 2.7.22

- Identification, awareness/Understand, and increasing education/distribution of supports for students.
- Invite ideas for reducing financial barriers for students.
- Get feedback and additional ideas from wider ARC group as necessary.
- DEEP dive for ARC FRS SEM KEI stratagies:
  - Retention: helping student understand their bill.
    - John invited a current student (Emily) from ASG to go over her tuition bill as a sample and Emily gave some suggestions and had some questions.
      - There is confusion about where in myclackamas to go to find the billing statement. It could be more specific .
      - Confusion about when tuition has to be paid 6th FRIDAY OF THE TERM. Could it be more specific?
      - The charges and the credits don't seem to add up.
        * Jennifer Mildrum shared that the charges and the debits that you see are done with accounting principles through Touchnet a third party billing system.
      - Course fees being charged to students could be clearer.
      - Suggestion that on the financial aid page that some of the drop downs culd be made into tabs at top of page.

Understanding student Bills Comments/questions:
  - Is there a way to create a student facing decription of the bill that isn't fully accountant based? Goal for the future?
  - FTE/Retension: provide student an opportunity to share why they are dropping a class
    - The idea is to have a drop down menu with option to share why they are dropping the class.

Drop Class Comments/ Questions:
  - The student would ask when they were face to face and not doing online registration but we never collected that data.
  - Follow up is important to identifying the reason why they are dropping especially now that we have the Benefits Navigator on campus who can help direct them and try and retain them.
  - DRC could be apart of the follow up when it is health related.
  - Faculty can not see when a student has dropped their class. If they could see that they might be one of the first and best to reach out to the student.
    - Chris shared that leaving dropped students on the roster is possible just need to work on the details of how to do that.

	- Do we have data on when a student is added to a class through an instructor or if they want to drop a class do they email Registration? - Most of the time students are dropping classes through Clackamas self service and looking into trying to have a drop down for a reason why they are dropping classes.	
SEM Plan Development Tara Sprehe 30 Minutes	- Reviewed the updated SEM plan and subcommittee goals document and reviewed the next steps for developing the plan (see the draft plan attached). - ARC Steering and Policy committee has taken our work and begun to shape a strategic enrollment plan. - We will be reminding the college community that this is not about recruitment this is about holistically looking at all parts of the student experience and recruiting and retaining students and supporting students as they meet their goals. - ARC has been identified by the Strategic Plan Mission Fullfillment committee to be responsible for the "Holistic Student Support" strategic priority. This allows the work of SEM and access, recruitment, and completion to align with the institutions strategic goals. 4 Key Enrollment Indicators (KEI's) have been specified in the SEM plan and three align specifically with the Holistic Student Support strategic priority. KEI's: - By end of 2024-25 academic year, increase enrollment by 3% and retention by 6% - By End of 2024 acedemic year, creaete and amitain up-to-date, consistent messagin and shared knowledge related to student support(Holistic Student Support Action 1) - By end of 2024-5 academic year, improve ease of access to and between services (Holistic student Support Action 2) - By end of 2024-5 academic year, strengthen students' sense of belong at CCC(Holistic Student Support Action 3) - We will continue to refine and refine this document before bringing forward to the campus community; - Please review the plan to share any thoughts/feedback about potential gaps or alignment needed to influence enrollment at CCC. - Final steps will idenify who will do this and how this will be measured.	DRAFT 2022 Plan CCC Strategic Enrollm

Subcommittee Breakouts	• No designated time for break out sessions.	
Subcommittee Updates – Informational		
Steering & Policy Committee Updates	• This committee did not meet in December. Service Animal policy and procedure will be reviewed at ISP on January 14, 2022.	
Access/Recruitment Subcommittee	• Deep Dive re: Access and Retention in March 2022	
Retention & Completion Subcommittee	• Deep Dive re: Retention and Completion in April 2022	
Financial Resources and Supports Subcommittee	• Deep Dive re: ARCFRS in February 2022	
Upcoming Trainings/Events/Activities		
Important Announcements & Upcoming Trainings	• A Martin Luther King Jr. Day event being presented by the MLK Racial Justice Campus Collaboration, which CCC and our Multicultural Center is part of. The event is "Defining Abolition: Black People Liberate Themselves" a virtual racial justice teach-in in honor of the legacy and work of Rev. Dr. Martin Luther King Jr. This learning opportunity will be held Jan. 22, 10 a.m. to 3:30 p.m. For more information and to register, visithttps://www.givepulse.com/event/253052. • Reg starts two weeks from tomorrow. Starting with Vet students • Jordan remind Feb 17 final results of the survey that was sent out. • Website Assessment findings presentation on 2/17 @ 1 PM https://us06web.zoom.us/j/81046099884?pwd=M3cxeDNRVzlhZkxDaGNwb2JJc0R2UT09	
Future Agenda Items		

Future Agenda Items	- 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 - House and Senate Bills - CRM - Service Area Assessment - CARE/College Safety Update - Sub-committee Deep Dives	

ARC Full Committee Meeting Dates 2020-2021

Fall: - October 4, 2021 – 10:30 – 12:00 - November 1, 2021 – 10:30 – 12:00 - December 6, 2021 – 10:30 – 12:00	Winter: - January 11, 202 2– 10:30 – 12:00 - February 7, 2022 – 10:30 – 12:00 - March 7, 2022 – 10:30 – 12:00	Spring: - April 4, 2022 - May 2, 2022 - June 6, 2022

Subcommittee Meeting Dates

Access and Recruitment: - 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	Retention and Completion: - TBD - Deep Dive re: Retention and Completion in April 2022	Financial Resources and Supports - October 11 - 3:30-4:30 - November 8 – 3:00-4:00 - December 13 – 1:00-2:00 - Deep Dive re: ARCFRS in February 2022	Policy and Steering TBD – as needed.

- Tuesday, March 22, 1-2 - Thursday, April 21, 11-12 - Monday, May 16, 1-2 - Tuesday, June 14, 1-2 - Deep Dive re: Access and Retention in March 2022			