


Access, Retention & Completion Committee Meeting Agenda & Minutes


Date: March 7th, 2022 / 10:30 – 12:00 pm / [Location: Zoom](#) / **Facilitator:** Jennifer Anderson / **Recorder:** Michell Gipson

ARC MEMBERSHIP		
<input checked="" type="checkbox"/> ASG Representative – Arina Gordienko	<input checked="" type="checkbox"/> John Ginsburg	<input checked="" type="checkbox"/> Lisa Reynolds
<input checked="" type="checkbox"/> Josh Aman	<input checked="" type="checkbox"/> Michell Gipson	<input checked="" type="checkbox"/> Joan San-Claire
<input checked="" type="checkbox"/> Jennifer Anderson	<input checked="" type="checkbox"/> RB Green	<input checked="" type="checkbox"/> Terrie Sanne
<input type="checkbox"/> J. Anderson	<input type="checkbox"/> Lori Hall	<input checked="" type="checkbox"/> Ashley Sears
<input type="checkbox"/> Felicia Arce	<input checked="" type="checkbox"/> Shalee Hodgson	<input checked="" type="checkbox"/> Ni’Cole Sims
<input checked="" type="checkbox"/> Dustin Bare	<input checked="" type="checkbox"/> Joan Jagodnik	<input checked="" type="checkbox"/> Chris Sweet
<input type="checkbox"/> Claire Bach	<input checked="" type="checkbox"/> Kelly Love	<input checked="" type="checkbox"/> Jordan Taylor
<input type="checkbox"/> Katrina Boone	<input checked="" type="checkbox"/> Jim Martineau	<input checked="" type="checkbox"/> Adam Wickert
<input type="checkbox"/> Carol Burnell	<input checked="" type="checkbox"/> Stephanie Murphy	<input checked="" type="checkbox"/> Beth Wicklund
<input checked="" type="checkbox"/> Bev Forney	<input checked="" type="checkbox"/> Ariane Rakich	

Present: An “X” indicates present at the meeting and empty box indicates absent.

Guests: Francina Lockerby

Topic/Item	Discussion	Action/Decision
Committee Business		
Committee Business & Warm Up Jennifer Anderson – 20 minutes	<ul style="list-style-type: none"> • February meeting minutes approval – see attached. <ul style="list-style-type: none"> ○ Terrie moved to approve minutes as written and Shalee 2nd the motion. ○ Meetings minutes approved as written. • Welcome to new members: <ul style="list-style-type: none"> ○ ASG Representative: Arina Gordienko ○ Joan San-Claire ○ Ni’Cole Sims • Warm-Up: <ul style="list-style-type: none"> ○ 54% of our current student body is 25 or more years old. Consider the student experience for our adult learners. What do you imagine it must be like? If you could ask for 1 million dollars to help support recruitment and retention efforts for adult learners, what would you ask for? 	 ARC Meeting Agenda February 7, 2022 Fin.

	<p>Comments/Questions/Chats</p> <ul style="list-style-type: none"> • Honoring the experience and wisdom they can bring to deepen and enrich the learning experience for all. • Maintaining zoom options for both courses and services, and b) offering services in the evening, too. • Alternate options for course days/times - weekend classes, etc. Also, drop-off childcare so parents can attend class for a few hours without paying for full day daycare. 	
CCC Information & Initiatives		
<p>Access & Retention Deep Dive Sub-committee Group 30 Minutes</p>	<ul style="list-style-type: none"> • Provided an overview of the work of the Access & Retention subcommittee and upcoming initiatives. <ul style="list-style-type: none"> ○ Focus <ul style="list-style-type: none"> ▪ Reviewing prospective student and application data. ▪ Identifying trends in student application and registration patterns. ▪ Working with key service units to develop short term and long term recruitment activities. ○ Past work <ul style="list-style-type: none"> ▪ Live chat. ▪ Cougar card, get ready postcard. ▪ DACA and Undocumented student Resource Guide. ▪ Virtual Drop in support week. ▪ Virtual Preview Day. ○ DEI Goals <ul style="list-style-type: none"> ▪ Evaluate current high school outreach and recruitment strategies. ▪ Identify and collaborate with affinity groups to advance outreach and recruitment activities. ▪ Determine necessary resources to support new and strengthen existing outreach and recruitment activities. ▪ Develop a recruitment and re-engagement plan for underrepresented and underserved adult learners. ▪ Identify necessary resources to support new recruitment and re-engagement activities. ○ 21-22 focus <ul style="list-style-type: none"> ▪ Support SEM plan development. ▪ Support subcommittee-connected DEI Goals. 	<div style="text-align: center;">  Access and Recruitment Subcomr </div>

- Student Technology access Resources.
 - Support students, staff and faculty in using the myriad CCC student technology tools.
 - Current Student Technology Access Resources work:
 - Audit existing resources and identify gaps.
 - Goals to centralize resources.
 - Create video focus on core platforms student use at CCC.
 - Shared one of the partners ...Grand Rapids Community College.
 - Current Student Technology Resources Audit shared a form that we can take back to our departments.

Current audit of existing student technology support resources: If you could look at the current audit and see if there are other items or things we may have missed.

<https://docs.google.com/document/d/1K34afECmVF28ovifZOF26q8r8oIosJvVQZ5OkkGYeGM/edit?usp=sharing>

GRCC technology video:


<https://www.youtube.com/watch?v=1GBqCe0Jygg>

Provide feedback/resources:

<https://forms.gle/rrzcdYYNS2LUbe6K8>

Questions/Comments/Chats

- The video needs to be able to be updated easily because technology is always changing.
- Joan San-Claire shared that First year experience and all faculty could provide the link in their courses or show it in f2f classes and advising could also share it.
- Positive response to the idea of having it all in one place.
- Could we have our music department customize for us?
- Financial Aid would certainly use this information as part of our initial contact with students.
- From a student perspective that it would be good.
- Looking for perfect time and information so that we don't lose student attention with the step by step.
- Jordan shared that I am in the process of creating a Data Studio report that will bring the YouTube video analytics into one place--that anyone can access. We can see the data around performance for the existing tech-based videos.
- What is the Outcome?
 - Subcommittee feels that the most feasible outcome would be the video for this year.

	<ul style="list-style-type: none"> ○ Will you put it together and would you be asking for funds ○ We would be reaching out to Marketing department ○ Advising and Navigators. Would like to do this video in house. ● Are there connection with Career connect desk? ● DRC has video for the DRC 	
<p>Fall 2021 Student Engagement Survey Results</p> <p>Ashley Sears 20 minutes</p>	<ul style="list-style-type: none"> ● Review updated SEM plan and subcommittee goals to date and review next steps with developing the plan. ● Reviewed EYES survey data from Fall Term 2021 results. ● Ashley did an introduction to the EYES survey <ul style="list-style-type: none"> ○ Educational and Career planning ○ Ident challenges affecting students ○ Gauge online learning needs ○ Collect data for grants(e.g., Title III) ● Respondents rate was 27% with over 1000 responses. <p>Results: Educational & Career Planning:</p> <ul style="list-style-type: none"> ○ Someone at CCC helped me explore programs options - Fall 2020 58% - Fall 2021 65% ○ Someone at CCC helped me to explore career options – Fall 2020 40% - Fall 2021 46% ○ Someone at CCC helped me choose a program of study – Fall 2020 34% - Fall 2021 43% ○ An academic and career coach helped me set academic goals and create a plan for achieving them - Fall 2020 42% - Fall 2021 48% ○ CCC provided quality information to help me with selecting my courses – Fall 2020 62% - Fall 2021 72% <p>Results: Barriers Experienced</p> <ul style="list-style-type: none"> ○ Work outside of college – Fall 2020 27% - Fall 2021 37% ○ Mental health issues - Fall 2020 22%- Fall 2021 27% ○ Difficulty paying for tuition and fees - Fall 2020 23% - Fall 2021 21% ○ Difficulty getting courses due to scheduling conflicts F20 12% F 21 21% ○ Household finances rent bills groceries - Fall 2020 25% - Fall 2021 20% ○ Not knowing what I want to do with my education yet – Fall 2020 16% Fall 2021 20% <p>Results: Online Learning and Digital Access – Fall 2021</p> <ul style="list-style-type: none"> ○ Overall CCC has helped me succeed in online course format 69% ○ CCC has helped me learn how to access all the systems I need for online learning 72% ○ Do you have consistent access to laptop or computer with windows 70% <ul style="list-style-type: none"> ● Tech and training needs <ul style="list-style-type: none"> ○ Provide information regarding available technology resources available to students 44% 	 <p>Fall 2021 EYES Results.pdf</p>

	<ul style="list-style-type: none"> ○ Offer additional training for software like Zoom or Microsoft Office 30% ○ Connect me with additional technolog 24% ○ Provide more technology troubleshooting for computer issues 23% ○ Other 15% ● Instructor Support Requestd <ul style="list-style-type: none"> ○ Create consistent online course layouts 56% ○ Increase course related communication and check in 41% ○ Offer additional instruction on accessing online course material 36% ○ Add more opportunity to collaborate with student in my course 30% ○ Other(please explain) 11% ● Most common method used to access online learning <ul style="list-style-type: none"> ○ Personal computer/laptop – Fall 2020 87% - Fall 2021 81% ○ Chromebook – Fall 2020 6% - Fall 2021 8% ○ Shared compter/laptop – Fall 2020 3% - Fall 2021 4% ○ Tablet – Fall 2020 <1% - Fall 2021 2% ○ Mobile phone – Fall 2020 1% - Fall 2021 2% ○ Other (please describe) – Fall 2020 2% -Fall 2021 2% <p>IR Moodle: https://online.clackamas.edu/course/view.php?id=66529</p> <p>Winter Survey: https://clackamas.teamdynamix.com/TDClient/1853/Portal/KB/ArticleDet?ID=138263</p>	
<p>Hot Topics/Announcements All Remaining Time</p>	<ul style="list-style-type: none"> ● Lumina Grant Submission: https://www.luminafoundation.org/challenge/ 	
Subcommittee Updates – Informational		
<p>Steering & Policy Committee Updates</p>	<ul style="list-style-type: none"> ● The committee met on February 14th and reviewed the draft SEM plan with Tara and guest, Kattie Riggs. Discussion occurred related to how to arrange and prioritize strategies and tactics. ● The Board of Education (BOE) policy committee met on February 28, 2022 to review proposed changes to KL G2 Public Complaint policy and administrative regulation (among other policy updates) and the changes submitted by ARC and OSBA were approved. These documents will now be reviewed at Presidents Council and College Council prior to final BOE adoption. 	
<p>Access/Recruitment Subcommittee</p>	<ul style="list-style-type: none"> ● See meeting notes above. 	

Retention & Completion Subcommittee	<ul style="list-style-type: none"> Working on how students provide feedback to CCC and how to integrate that work with other resources for students. 	
Financial Resources and Supports Subcommittee	<ul style="list-style-type: none"> Subcommittee met on February 8, 2022 and reviewed the SEM tactics related to this area. Specific discussion occurred around the “drop-down” list of items that would be asked of students when they initiate a “drop” request. The next meeting is slated for March 8, 2022. 	
Upcoming Trainings/Events/Activities		
Important Announcements & Upcoming Trainings	<ul style="list-style-type: none"> Happy Lunar New Year to those who celebrate! Today marks the first new moon of the lunar calendar, which is celebrated in some Asian countries. This year is the year of the tiger. If you are interested in learning more, the Portland Lan Su Chinese Garden is holding a Zoom webinar on “Lunar New Year Traditions with Sarah Chung” on Feb. 9 at 2 p.m. Black History Month - Join the CCC Multicultural Center in celebrating Black History Month by visiting the Nelson Mandela exhibit at OMSI. Please share with students that the Multicultural Center is providing one free ticket per student to visit this exhibit on their own time. The Mandela exhibit is open through Feb. 13. Students can request tickets here. Website Assessment findings presentation on 2/17 @ 1 PM https://us06web.zoom.us/j/81046099884?pwd=M3cxeDNRVzlhZkxDaGNwb2JkOR2UT09 	
Future Agenda Items		
Future Agenda Items	<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 House and Senate Bills 	

	<ul style="list-style-type: none"> • CRM • Service Area Assessment • CARE/College Safety Update • Sub-committee Deep Dives 	
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ARC Full Committee Meeting Dates 2020-2021

Fall: <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 	Winter: <ul style="list-style-type: none"> • January 11, 2022 – 10:30 – 12:00 • February 7, 2022 – 10:30 – 12:00 • March 7, 2022 – 10:30 – 12:00 	Spring: <ul style="list-style-type: none"> • April 4, 2022 • May 2, 2022 • June 6, 2022
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Subcommittee Meeting Dates

Access and Recruitment: <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 • Deep Dive re: Access and Retention in March 2022 • 	Retention and Completion: <ul style="list-style-type: none"> • TBD • Deep Dive re: Retention and Completion in April 2022 • 	Financial Resources and Supports <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 2022 	Policy and Steering <ul style="list-style-type: none"> • TBD – as needed.
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