Access, Retention & Completion Committee Meeting Minutes

Date: April 10, 2023 / 10:30 – 12:00 pm / Location: Zoom / Facilitator: Jennifer Anderson / Recorder: Isaiah Lee

ARC MEMBERSHIP		
☐ ASG Representative – Heather Nagy	X Erin Gravelle - New	X Joan San-Claire – Full-Time Faculty Rep
X Paul Allen	X Joan Jagodnik	X Terrie Sanne
X Josh Aman	X Miranda James	X Ashley Sears
X J. Anderson	X Isaiah Lee - Recorder	☐ Ni'Cole Sims
X Jennifer Anderson - Chair	☐ Kelly Love	X Chris Sweet
X Felicia Arce	X Jim Martineau	X Jordan Taylor
☐ Claire Bach	X Keoni McHone - Full-Time Faculty Rep	X Amy Warren – Associate Faculty Rep
X Dustin Bare	X Stephanie Murphy	☐ Adam Wickert – Associate Faculty Rep
X Katrina Boone	X Ariane Rakich	X Beth Wicklund
X Bev Forney	X Lisa Reynolds	☐ Gabby Sloss
X John Ginsburg	X Shanna Schacher	

Present: An "X" indicates present at the meeting and an empty box indicates absent.

Guests: ASG Member: Olivia Gordon | ARC FRS: Annissa Rhynders

Topic/Item	Discussion	Action/Decision
Committee Business		
Committee Business & Warm Up Jennifer Anderson – 25 minutes	• Welcome to our newest member: Erin Gravelle, Associate Dean, TAPS. • Review and approve March 2023 meeting minutes: 　○ Beverly Forney moved to approve March meeting minutes, Stephanie Murphy seconded. March minutes were approved. • Warm Up 　○ Volatility, Uncertainty, Ambiguity, and Complexity (VUCA). We are living through a period of change and transformation in our personal and professional lives. See the infographic attached. As we reflect back on the past few years where COVID created a lot of volatility and uncertainty in our work, where were we agile? What	 ARC Meeting Minutes March 13 202... Bennett and Lemoine, Harvard Business Rev...

	were some of the areas where you struggled with the complexity of that situation and what have you learned about yourself and/or the institution from that situation? o Are there current instances where you are seeing VUCA in your current work or with our students' experience?	
CCC Information & Initatives		

ARC FRS Subcommittee Deep Dive
 	
John Ginsburg & committee Members – 30 minutes
	• Subcommittee Rock Stars
	  o John Ginsburg – co-chair, Stephanie Murphy – co-chair, Joan Jagodnik, Carrie Kraten, Jennifer Milldrum, Annissa Rhynders, Terrie Sanne, Shanna Schacher, and Gabby Sloss.
	• FRS has spent majority of time this year focusing on SEM Tactic 2.2.1
	  o Provide CCC employees with an understanding of where to find student financial resources.
	• Online Scavenger Hunt
	  o Designed to teach employees HOW TO FIND information in a fun and interactive way.
	  o Pilot drive has been tested!
	• Interactive "Passport" Activity
	  o Employees can visit various physical locations to gain information about resources on campus and add to their passport.
	  o Incentives may include entrance to a drawing for a gift card or school swag.
	  o Aim is to be ready by summer.
	• Other FRS Updates
	  o Updates to Funding Resources and Support webpage
	    - Renamed and removed "emergency" from title.
	  o Updates to list of withdrawal reasons
	  o Reconfiguring Tuition/Fees webpage
	    - Converting blocks of text into easy-to-read chart.
	    - Developing cost estimator per # of credits.
	      ▪ Current cost estimator is mandated to use 2019-2020 financial data.
	  o Increased clarity on student billing
	    - "How to Navigate Your Bill" video by Accounts Receivable.
	• If volunteers wish to help test these initiatives, reach out to John Ginsburg!
	• See the presentation materials attached (right column).
		ARC FRS deep dive 4.10.22.pptx

ARC/ISP/BOE Policy and Procedure Updates
 	
Jennifer Anderson – 20 minutes
	Jennifer provided an update on some current policy updates:
	• ARC-ISP 641 Service Animal Policy & Procedure is attached for committee review and comment. Of note:
	  ○ Emotional support animals are not supported by board policy.
	  ○ A service animal can only be a trained dog or miniature horse.
	  ○ If you see animals that do not fit under this category, immediately report to College Safety.
	  ○ If you are unsure whether an animal is a service animal, you can ask these questions:
	  ○ Is this animal required because of a disability?
	  ○ What work or task has the dog been trained to perform?
	  ○ If you have issues with students in class following these directions, reach out to the DRC.
	• New Board of Education policy: Expressive Speech Policy and Procedure is attached for committee review and comment. Currently these materials are being prepped for review by the BOE policy committee. Jennifer will update the group when that meeting occurs.
	• The revisions to the ISP Underage Enrollment Policy and Procedure have been through the review process and will be approved in April 2023.
	• Jennifer reviewed the ARC charter and noted that we do not have a "policy review timeline" formally adopted. The ISP committee reviews policy on a five-year cycle. Jennifer has proposed that ARC adopt a five-year policy review cycle as well to be in alignment with our other policy processes. Jennifer will bring this forward for a vote to the committee in the May meeting.
		ARC- ISP 641 Service Animal Policy 2.27.20
		
		ARC - ISP 641 Service Animal Proce
		
		Expressive Conduct Draft Board Policy Rev
		
		Expressive Conduct Draft Administrative R
		
		ISP 460 Underage Enrollment- Students
		
		ISP 460P Underage Enrollment - Students
		
		ARC process flow chart 2023.xlsx

SEM Tactic Updates SEM Tactic Leads – As time allows	• **SEM Tactic 2.2.1:** Provide CCC employees with understanding of where to find resources. • **Tactic Team:** ARC FRS lead by John Ginsburg and Stephanie Murphy. • **Status:** On track! Activities being piloted and projected to be ready by summer.	SEM Tactic Lead Update for ARC Meeti
Subcommittee Written Updates – Informational		

		See the current version of this cross-walk here: 📊 Action Overlaps - Strategic Planning.xlsx
SEM and Strategic Planning Committee	• Tara convened a meeting with all SEM Tactic Leads on 3.10.2023 to review current status updates of the SEM plan, discuss areas of overlap and where folks are stuck, and get a refresher on using Outlook Planner software for tracking status updates. • Tara worked with the DEI Huddle Team and IR in March to create a cross-walk identifying how DEI, SEM, and Strategic Plan goals and tactics were connected. • Tara convened the ARC SEM and Strategic Planning meeting on March 15, 2023. The group reviewed priorities and data needs. Tara and Ashley will meet to review the SEM Tactic Charters and work to establish measurable goals. • Tara provided the Strategic Planning Mission Fulfillment group with an update on our current SEM plan status. See attached document for updates.	📄 HSS_ProgressReport_WI23.docx
Access/Recruitment Subcommittee	• Access and Recruitment did not meet as a subcommittee in March. The subcommittee is looking forward to their April meeting to discuss plans for 2023-2024 Preview Day events and to continue SEM Tactic conversations.	
Retention & Completion Subcommittee	• The Retention and Completion Subcommittee met once in the month of March. We worked on the SEM tactics involving the use of Navigate alerts to see how students fared in classes in which they were issued an alert. We also are working on a variety of completion related efforts. Our group is planning to meet twice in April to dig into the impact of Moodle 4.0 on retention.	
Financial Resources and Supports Subcommittee	• SEM tactic activities of Passport program and Scavenger Hunt are wrapping up, and hope to pilot this summer before implementing in fall. These activities are meant to provide employees with understanding of where to find student funding resources. • The Funding and Resources webpage has been renamed and updated. It is here: www.clackamas.edu/funding-resources	

	• Working with Marketing web team on converting the Tuition and Fees webpage into a chart, and to implement a cost-calculator • "How to navigate your bill" videos being uploaded to myClackamas where students find their billing information	
Upcoming Trainings/Events/Activities		
Important Announcements & Upcoming Trainings	• CCC staff and students are encouraged to attend the upcoming Joint Committee on Ways & Means 2023 Spring Road Show meeting to advocate for funding for Oregon's Community Colleges. The meeting will be held this Saturday (April 8) is the Ways and Means Roadshow, which will be at the PCC Sylvania Campus, 10 a.m.-noon. We need to have a presence at this event in person and have folks sign up to give testimony. You must register to give testimony and testimony must be 2 minutes or less. I have drafted up several versions of testimony that you may use or get inspiration from. There is no guarantee that everyone's names will be pulled to testify, so the more people we have sign up, the better chances we have. • Step Up Clackamas: On Saturday, April 8, you are invited to participate in Step Up Clackamas. This event -- sponsored by the Coalition for Communities of Color, the college, and other organizations -- will center the experiences of BIPOC (Black, Indigenous, and People of Color) students in Clackamas County, Oregon.	📄 PDF Step up Clackamas Co. (Music, Art, and Co
Future Agenda Items		
Future Agenda Items	• Hot Topics • ARC Goals for 2022-2023 • ARC & Shared Governance • ARC & Mission Fullfillment • Enrollment Data Overview • Virtual One Stop – Brainstorm • Sub-committee Reports	
ARC Full Committee Meeting Dates 2020-2021		

Fall:	Winter:		Spring:
• October 10, 2022 10:30 – 12:00 • November 14, 2022 10:30 – 12:00 • December 12, 2022 10:30 – 12:00	• January 9, 2023 – 10:30 – 12:00 • February 13, 2023 – 10:30 – 12:00 • March 13, 2023 – 10:30 – 12:00		• April 10, 2023 - 10:30 – 12:00 • May 8, 2023 - 10:30 – 12:00 • June 12, 2023 - 10:30 – 12:00
Subcommittee Meeting Dates			

Access and Recruitment:
• December 1, 2022
  9:00 – 10:00
• January 17, 2023
  9:00 – 10:00
• February 16, 2023
  11:00 – 12:00
• March 16, 2023
  11:00 – 12:00
• April 13, 2023
  2:00 – 3:00
• May 11, 2023
  2:00 – 3:00
• June 8, 2023
  2:00 – 3:00
	Retention and Completion:
	• January 17th, 2023
	• January 31st, 2023
	• February 14th, 2023
	• February 28th, 2023
	• March 14th, 2023
	• April 11th, 2023
	• April 25th, 2023
	• May 9th, 2023
	• May 23rd, 2023
		Financial Resources and Supports
		• January 18th, 2023
		  1:00 – 2:00
		• February 15th, 2023
		  1:00 – 2:00
		• March 15th, 2023
		  1:00 – 2:00
		• April 19th, 2023
		  1:00 – 2:00
		• May 17th, 2023
		  1:00 – 2:00
			SEM & Strategic Planning
			• TBD