



Access, Retention & Completion Committee Meeting Minutes



Date: May 8, 2023 / 10:30 – 12:00 pm / [Location: Zoom](#) / Facilitator: Jennifer Anderson / Recorder: Isaiah Lee

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

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

Guests: Michell Gipson





Topic/Item	Discussion	Action/Decision
Committee Business		
Committee Business & Warm Up Jennifer Anderson – 25 minutes	<ul style="list-style-type: none"> Review and approve April 2023 meeting minutes: <ul style="list-style-type: none"> Shanna moved to approve April meeting minutes, J seconded. April meeting minutes were approved. VOTE: Should ARC adopt a five year policy review timeframe similar to what is already adopted and utilized by the ISP and BOE policy committees? <ul style="list-style-type: none"> Chris moved to approve April meeting minutes, Bev seconded. Vote passed. Warm Up: A key indicator of the Holistic Student Supports CCC Strategic Priority is to increase students’ sense of belonging and connectedness to CCC. The DEI consultant and facilitator, Parfait Bassale, provided the attached “Fostering a 	 ARC Meeting Minutes April 10, 2023.  Fostering a Culture of Belonging Reflection (

	<p>Culture of Belonging Reflection Questions” for use with a conversation about how we can design a culture of belonging at this institution.</p> <ul style="list-style-type: none"> • Take some time to talk in small groups to reflect and discuss the questions that Parfait poses related to creating a culture of belonging at the institution. What are we doing well? What areas need more attention or are creating barriers that we should address? 	 <p>ccc-strategic-plan-2021-2026.pdf</p>  <p>ARC Policy Review Schedule updated 4.3.</p> <ul style="list-style-type: none"> • Suggestion: Training for new staff • Consider how we can be more intentional about thinking about the folks who are not in the room when decisions are being made.
CCC Information & Initiatives		
<p>ARC Access and Recruitment Deep Dive</p> <p>Paul Allen & Ariane Rakich & Committee Members – 30 minutes</p>	<ul style="list-style-type: none"> • Committee Members <ul style="list-style-type: none"> ○ Ariane Rakich (co-lead), Paul Allen (co-lead), Chris Sweet, Felicia Arce, Jordan Taylor, Josh Aman, Lori Hall, Ni’Cole Sims, Olivia Rockwood, Tiffany Thrift, Trisha Torgerson, and Wryann Van Riper. • Key Focus of Access and Recruitment Subcommittee: <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/On-Going Work: <ul style="list-style-type: none"> ○ Live Chat ○ Cougars, Get Ready! New applicant registration postcard – getting good traction! ○ DACA and Undocumented Student resource guide ○ Virtual Drop-in Support Week ○ Virtual Preview Day • Current Focus for 2022-2023 <ul style="list-style-type: none"> ○ Student Technology Access Resources Video <ul style="list-style-type: none"> ▪ Short video outlining technology resources and how to use them for students. ▪ Progress is stalled. 	

- Live Chat Updates
 - Eye-catcher animation has been standardized across all pages for easier accessibility.
 - Currently on CougarConnect, HS Connections, Registration & Records, Financial Aid, and Admissions Team pages.
 - Converted individual profiles into a single team login for each team to reduce costs.
 - Live Chat to be added to new student resource webpage soon.
 - Filtered through over 6k chat responses to determine the most frequently asked questions. Technology tutor, Theo, helped identify the most common questions and the team has started building an FAQ to help answer these questions.
 - **Q: Why not have a live chat box on the main web page?** This is a high traffic page and there is a question of who would manage that chat. Live chat is managed by the subject experts for the pages that folks land on. Adding more pages requires different teams and more staff time to take ownership of those pages.
 - **Q: Possibility for an AI Chat Bot?** This would require a big team to explore. But could be built upon pre-existing knowledge base.
- Unified Recruitment Efforts
 - Partnership with CCC departments to enhance and coordinate recruitment efforts.
 - A tool box of admission tools for departments to use when pulling together different recruitment activities.
 - Committee is working with pilot departments to develop tools for events.
 - Pilot Departments are Music and WET.
 - CCC Athletics and Cross Country will be included soon.
- Community College Smart
 - Program through Phi Theta Kappa focused on changing brand narrative of community colleges.
 - How do we do this? How do we change the narrative that might be contributing to low enrollments with community colleges?
- Operationalize Preview Day
 - What would Preview Day look like if brought back? What would be included? How do we bring it back?
 - Pre-recorded virtual preview option would be available in the form of videos on CCC YouTube.

	<ul style="list-style-type: none"> ▪ Preview Days should highlight what makes CCC unique. ▪ General audience but with potential to focus on high school students or adult learners, CTE, or transfer students. ▪ Key elements include interactive program previews and demo classes, campus tours, clubs, Spanish-speaking student options, tutorials on getting started and paying for college sessions. ▪ Emphasis on interactive! ▪ Last CTE showcase had over 150 registrants. 	
<p>Coordinated Student Resource Team (CSRT)</p> <p>Shanna Shacher – 20 minutes</p>	<ul style="list-style-type: none"> • Collaborative Student Resource Team (CSRT) Members <ul style="list-style-type: none"> ○ Shanna Schacher (co-chair), Joan Jagodnik (co-chair), Stephanie Murphy, Michell Gipson, Helen Paz, Britany Ellerbrook, Michelle Baker, Tami Harper, and Gabby Sloss. • CSRT representatives connected to and able to make decisions regarding potential funding sources and other supports across the campus for students who are requesting assistance beyond Financial Aid. • How does CSRT keep track of all grants? <ul style="list-style-type: none"> ○ Members were strategically chosen due to their knowledge of particular grants and resources. ○ Department or program specific grants or limited duration grants are tracked by the team. • Why is a triage approach needed? <ul style="list-style-type: none"> ○ Many students requesting support beyond Financial Aid. ○ There are various funding sources across CCC and the community. ○ It is easier for a group of individuals with access to these varying funding sources to come together and address student needs. ○ Provides equitable support for students and ability to braid funding. • What can CCC Staff do to help? <ul style="list-style-type: none"> ○ If you know of a student in need, encourage them to fill out the CSRT Request for Support form. • What does the process look like for students? <ul style="list-style-type: none"> ○ One application via an online Qualtrics form on the Funding Resources and Support page: https://clackamas.co1.qualtrics.com/jfe/form/SV_b31DuNiDuSw9Xq6 ○ Automated response to let students know their case is being reviewed. ○ A single point of contact will reach out to student after their case has been reviewed and triaged by the group. 	

- What does the process look like for the CSRT?
 - Team gathers on Thursday mornings for review of referrals.
 - Referral discussed as a group based on responses on form.
 - Team reviews possible funding sources and supports that the student might qualify for and determines who will be the best point of contact.
 - Student is contacted.
- Triage Case Demonstration
 - Jane Doe submitted a CSRT application on Tuesday.
 - Team convenes on Thursday morning to review application.
 - She is looking for rent and utility support, potentially the cost of clothing, as well as a spring tuition balance of \$550 that she is requesting support for.
 - She is a single mom who is leaving her previous home. She has a student ID number of 0000.
 - Is she successful in the last few terms?
 - Records show she is a veteran. Michell checked but the time since service means she does not qualify for any event services.
 - Team goes through and checks which grants Jane might qualify for.
 - Team finds services to connect student with for help with requested needs.
 - Team follows up to ensure services will help cover student.
 - Go team!
- **Q: How do we know if students have submitted an intake form to the CSRT?**
 - Feel free to ask the Co-leads (Shanna or Joan) for an update or ask the student directly if they filled the form out. Note: The CSRT is responsible for triaging the intake form but services are not guaranteed just because the form was submitted. The appropriate grant/service area that responds to the student will make notes and track their follow up with the student as required. Tracking of services may look different for each group depending on their grant requirements and whether the student chooses to participate or follow up with the services offered.
 - The CSRT is exploring if additional tracking options about receiving an intake are needed but at this time this isn't noted specifically as students can complete the form multiple times as their situation changes over the course of their time at CCC. We prefer that staff encourage students to submit a request if they think it would be beneficial for the student regardless of whether they submitted the form previously.

	<ul style="list-style-type: none"> CSRT is a good place to funnel students who are experiencing food or housing insecurity instead of to separate services individually as they can identify the best resource that is available to the student at that time. . 	
SEM Tactic Updates SEM Tactic Leads – As time allows	<ul style="list-style-type: none"> No SEM Tactic Updates at this time. 	
Subcommittee Written Updates – Informational		
SEM and Strategic Planning Committee	<ul style="list-style-type: none"> Tara convened a meeting with this group on 4.17.2023 and 4.26.2023. Members in attendance included Tara Sprehe, Jennifer Anderson, Jim Martineau, J Anderson, Paul Allen, Casey Layton, and Ashley Sears. Ashley provided an overview of how FTE is defined at the institution as well as reviewed the definitions for indicators, measures, and milestones that we can use as part of future development of our SEM tactics. The group discussed ways in which we could share this information more broadly with the SEM Tactic Leads and with others on campus who are leading enrollment recruitment and retention efforts. 	<p>See the current version of this cross-walk here:  Action Overlaps - Strategic Planning.xlsx</p> <p> SEM Plan Indicators.docx</p> <p> What Even is FTE Anyway.pdf</p> <p> What Even is FTE Anyway.pptx</p>
Access/Recruitment Subcommittee	Paul Allen reviewed SEM Tactic 1.1.1 with the group and answered questions related to the proposed goals and activities; progress is being made in all areas. Ariane Rakich led the group in a discussion about Preview Day; topics included location, elements of focus, registration, follow up, incentives, and promotion. The group also discussed preparing for the large ARC committee debrief coming in May.	
Retention & Completion Subcommittee	<ul style="list-style-type: none"> No written brief submitted from this group for this month. 	
Financial Resources and Supports Subcommittee	Our ARC FRS subcommittee continued to develop the staff/faculty passport and scavenger hunt activities, as part of our SEM tactic work. Additionally, our updates to the	

	tuition and fees webpage, as well as the funding webpage, went live. Lastly, we continued to work on getting “how to pay your student bill” videos posted to the website (this is in process).			
Upcoming Trainings/Events/Activities				
Important Announcements & Upcoming Trainings	<ul style="list-style-type: none"> • CCC Foundation Rise Up Fundraising Luncheon – May 17, 2023. • Compose Creative Writing Conference – Saturday, May 20, 2023 • CCC Summer Connections celebrates Juneteenth and Pride Month on June 9th from 5:30 – 7:30. • CCC Commencement is scheduled for June 16, 2023 from 4:00 – 6:00. 			
Future Agenda Items				
Future Agenda Items	<ul style="list-style-type: none"> • Hot Topics • ARC Goals for 2022-2023 • ARC & Shared Governance • ARC & Mission Fulfillment • Enrollment Data Overview • Virtual One Stop – Brainstorm • Sub-committee Reports 			
ARC Full Committee Meeting Dates 2020-2021				
Fall: <ul style="list-style-type: none"> • October 10, 2022 10:30 – 12:00 • November 14, 2022 10:30 – 12:00 • December 12, 2022 10:30 – 12:00 	Winter: <ul style="list-style-type: none"> • January 9, 2023 – 10:30 – 12:00 • February 13, 2023 – 10:30 – 12:00 • March 13, 2023 – 10:30 – 12:00 	Spring: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • December 1, 2022 9:00 – 10:00 	Retention and Completion: <ul style="list-style-type: none"> • January 17th, 2023 • January 31st, 2023 	Financial Resources and Supports <ul style="list-style-type: none"> • January 18th, 2023 1:00 – 2:00 	SEM & Strategic Planning <ul style="list-style-type: none"> • TBD 	

<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • February 14th, 2023 • February 28th, 2023 • March 14th, 2023 • April 11th, 2023 • April 25th, 2023 • May 9th, 2023 • May 23rd, 2023 	<ul style="list-style-type: none"> • 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 	
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