

Access, Retention, & Completion (ARC)

Annual Report for College Council 4.16.2021



Education That Works



Committee Charge

Through research, best practice implementation, and student engagement practices, ARC members, in consultation with the Instructional Standards and Procedures Committee as appropriate, will inform and guide the college regarding institutional priorities and enrollment management practices and policies.

Committee Members

- Multidisciplinary committee with over 20 members
 - **ASG Student Representative:** Shannon Castleton-Rudolph
 - **Admin Confidential:** Jennifer Anderson, Dustin Bare, Katrina Boone, Jaime Clarke, John Ginsburg, Marc Goldberg, Lori Hall, Kelly Love, Shalee Hodgson, Jim Martineau, Terrie Sanne, Lisa Reynolds, and Chris Sweet
 - **Classified Staff:** Josh Aman, Michell Gipson, RB Green, Joan Jagodnik, Lauren McGuire, Ryan Stewart, Ariane Rakich, and Beth Wicklund
 - **Faculty:** John Phelps, Adam Wickert, Jennifer Nickell, & Joan San-Claire

Committee Structure

- Full committee meets once a month between September & June.
- Focus is on identifying and addressing recruitment, retention, and completion issues.
- Connect our work with campus wide initiatives like Guided Pathways, SEM, and the DEI Strategic Plan.
- Develop and maintain student facing policies.
- Four Sub-Committees meet at least once a month to develop and implement specific ARC initiatives.

Key Agenda Items 2020-2021

- Develop and update ARC and ISP policies
- Review and implement initiatives related to the ARC specific DEI Strategic Goals
- Track and discuss activities related to access, retention, and completion
 - Live Chat Implementation
 - Virtual Preview Day
 - Progress Reports
 - Application Postcard
 - Emergency Fund Web Page
 - Move to virtual & Zoom appointments and services
 - SEM Report
 - DEI Equity Framework Training

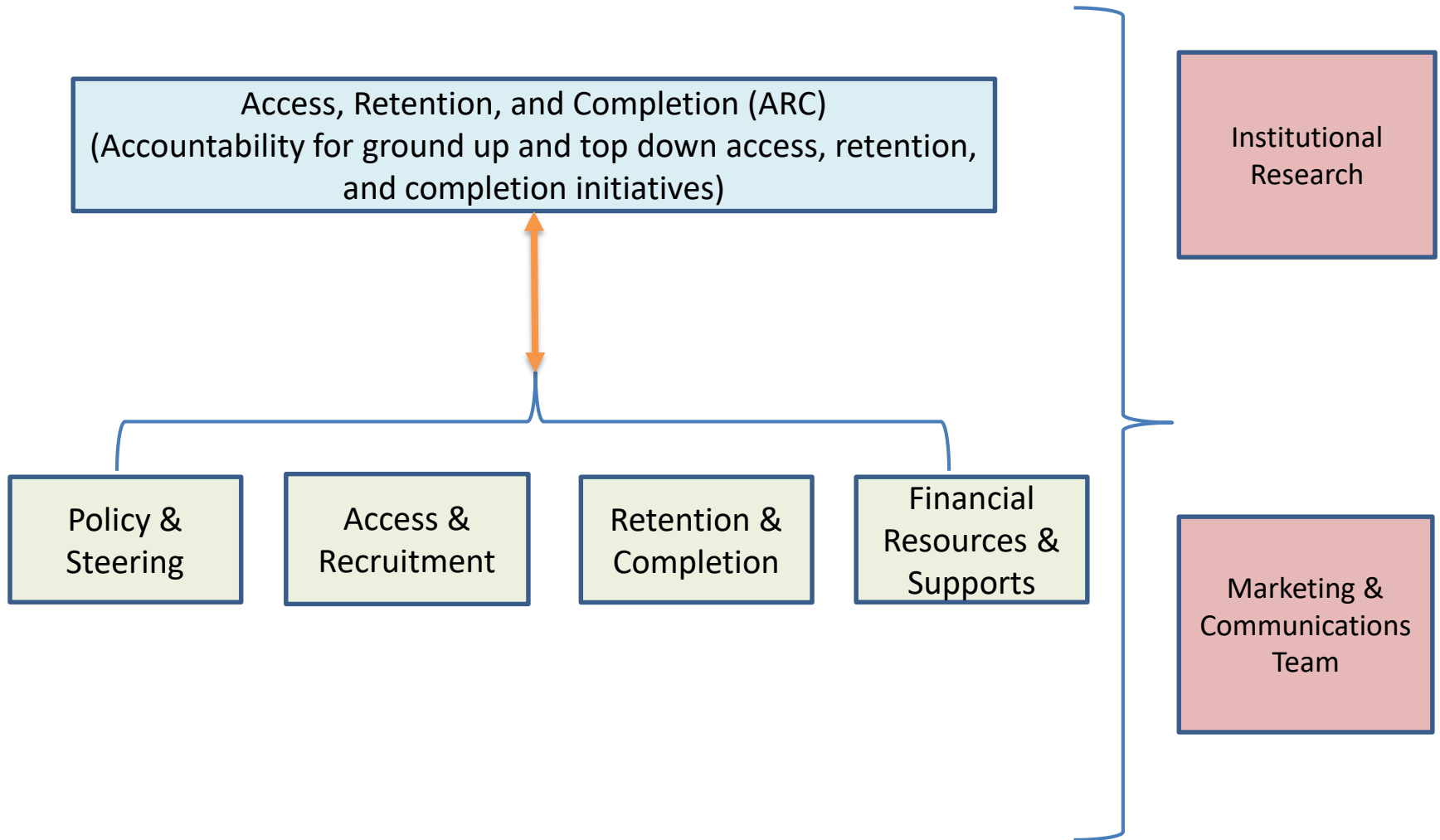
ARC Policy work 2020 - 2021

- Developed and moved the following policies through the policy approval process:
 - ARC 407 – Use of Chosen and Legal Name – New policy adopted
 - ARC 601 – Expressive Conduct – Moving this policy to BOE level in progress
- As part of our work with ISP we worked to update the following:
 - ISP 280 Grading – Existing policy updated and approved
 - ISP 191 & 191P Administrative Withdrawal – Existing policy and procedure updated and approved

DEI Strategic Plan Goals for ARC

- 2.2.2.1: Assess the new student online orientation modules using the DEI framework and develop recommendations
- 2.3.2.1: Evaluate current high school outreach and recruitment strategies
- 2.3.2.2: Identify and collaborate with affinity groups and allies to advance outreach and recruitment activities
- 2.3.2.3: Determine necessary resources to support new and strengthen existing outreach and recruitment activities
- 2.3.3.1: Develop a recruitment and re-engagement plan for underrepresented and underserved adult learners
- 2.3.3.2: Identify necessary resources to support new recruitment and re-engagement activities.
- 2.4.1.1: Identify a means to assess current college processes to identify barriers to retention for underrepresented and underserved students

ARC Committee Structure



ARC Policy & Steering Subcommittee

This group is responsible for developing and maintaining the mission statement and scope for the ARC Committee. This group is responsible for identifying needed student policies, developing and editing policies under review, and tracking feedback from key stakeholders regarding policy changes.

- Key initiatives this year have been focused on policy development as well as engaging the committee with reviewing the DEI Strategic Plan, getting the members trained in the DEI Framework, and identifying groups to work on specific ARC related DEI goals.

Members:

- Jennifer Anderson
- Katrina Boone
- Shalee Hodgson
- Lisa Reynolds
- Joan San-Claire

ARC Access & Recruitment Subcommittee

This group is responsible for reviewing prospective student and application data, identifying trends/patterns in student application and registration patterns to develop short term and long term recruitment activities that can be implemented at various levels throughout the college.

- Key initiatives this year have been focused on recruitment initiatives including ‘Cougars, get ready!’ applicant postcard, Virtual Preview Day this spring, as well as working on specific ARC related DEI goals.

Members:

- Ariane Rakich – Lead
- Josh Aman
- Jaime Clarke
- Lori Hall
- Chris Sweet
- Tiffany Thrift (Student Representative)
- Joan Jagodnik
- Kelly Love
- Mitchell Gipson
- Wryann Van Riper

ARC Retention & Completion Subcommittee

This group is responsible for reviewing current enrollment and completion data identifying trends/patterns in student enrollment behaviors and identifying barriers to student enrollment, and working with key service units to develop short term and long term retention activities that can be implemented at various levels throughout the college.

- Key initiatives this year have been focused on reviewing retention data and developing a webpage designed to gather feedback from the CCC student body and community so that we can provide just-in-time responses and identify institutional barriers that need to be addressed.

Members:

- Ryan Stewart – Lead
- Dustin Bare
- Robin Dryden
- RB Green
- Jim Martineau
- Lauren McGuire
- John Phelps
- Adam Wickert
- Helen Paz
- Beth Wicklund

ARC Financial Resources & Supports

This group is responsible for Responsible for identifying information about financial supports and resources from across the campus (E.g. scholarships, grants, loans, emergency funds) and creating ways to help students access and receive financial supports and resources that will remove barriers and address key needs.

Key initiatives this year have been to:

- Update the Emergency Resources and Funding web page
- Review and expand the marketing for the Food Pantry to increase usage
- Reviewed the Financial Aid Information Sheet and discussed this document as potential barrier

Members:

- John Ginsburg – Lead
- Jim Martineau
- John Phelps
- Terrie Sanne
- Debora Perrault
- Lindsay Curletto
- Annissa Rhynders
- Tasia Sullivan
- Beth Wicklund

ARC Policies can be found here on the CCC website under [Accreditation + Policies Page](#)

ARC MINUTES AND MATERIALS CAN BE FOUND ON THE PORTAL

QUESTIONS?

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Access and Recruitment Subcommittee

2020-21 Updates and Initiatives

February 8, 2021

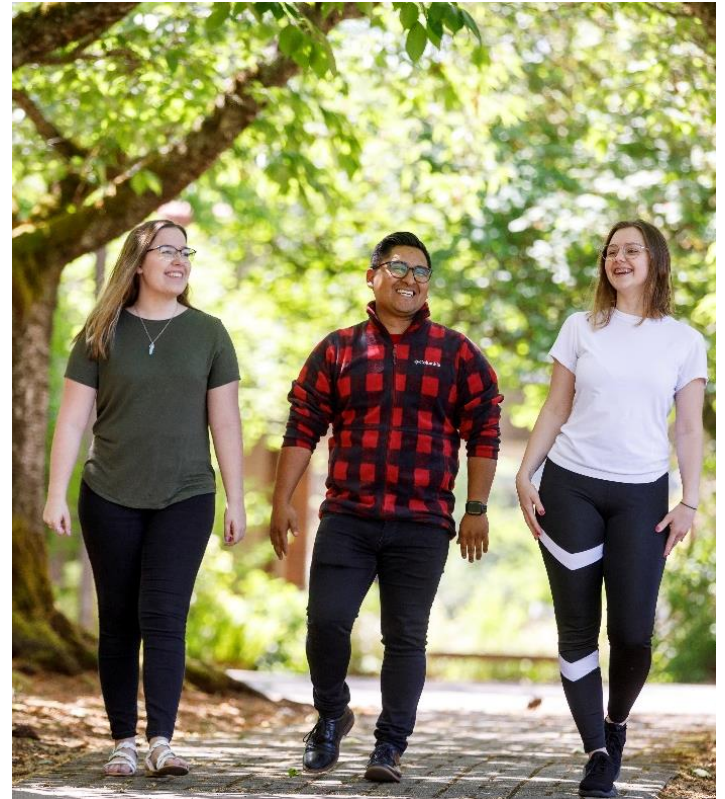


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Our Access and Recruitment Subcommittee focus

- 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



Our subcommittee members

- Ariane Rakich
- Chris Sweet
- Jaime Clarke
- Joan Jagodnik
- Josh Aman
- Kelly Love
- Lori Hall
- Michell Gipson
- Tiffany Thrift



Photo: CCC students (not our subcommittee 😊)

We are still looking for a faculty member to join us!

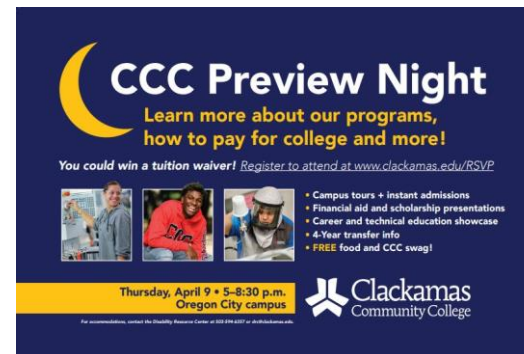
Past work (and some present!)

- Live Chat
- New Applicant Postcard
- Preview Night
- DACA and Undocumented Student resource guide
- Senior citizen connections, outreach, resources
- ACC and Skills Waiver recipient outreach

We are so excited you are taking the next step toward achieving your goals by joining us here at CCC. Congratulations!

Your future starts now.

Our Admissions Center is here to help!
503-594-3284 | welcome@clackamas.edu



DEI Goals

- 2.3.2.1: Evaluate current high school outreach and recruitment strategies
- 2.3.2.2: Identify and collaborate with affinity groups and allies to advance outreach and recruitment activities
- 2.3.2.3: Determine necessary resources to support new and strengthen existing outreach and recruitment activities
- 2.3.3.1: Develop a recruitment and re-engagement plan for underrepresented and underserved adult learners
- 2.3.3.2: Identify necessary resources to support new recruitment and re-engagement activities.



2020-21 Subcommittee plans

- ‘Cougars, get ready!’ postcard
- Virtual Preview Event/Open House
- Focus on on-ramps and transition points into CCC degrees and certificates/EFAs (via ACC, GED, ESOL, and others)



It's time to take the next step, Ariane!

Spring Term open registration begins at Noon, Friday, Feb. 26.

Visit www.clackamas.edu/enroll to get ready to register for classes.

Need help finishing your getting started steps?
Our Admissions Center is here for you!
503-594-3284 | welcome@clackamas.edu

We need your feedback and ideas!

2020-21 initiatives (and barriers addressed):

- 'Cougars, get ready!' postcard
 - *Communication and onboarding*
- Virtual Preview Event/Open House
 - *Recruitment, virtual event turnout, and more*
- On-ramps and transitions points
 - *Transitions, communication, supports and resources*
- Other thoughts?



Access Retention Completion Retention and Completion



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Current members

- Ryan Stewart – AFaC Communications & Project Coordinator (Chair)
- RB Green – Veterans Service Coordinator
- Helen Paz – GED Wrap Around Navigator
- Beth Wicklund – Lead College Navigator, Title III
- Lauren McGuire, PhD – Research Associate, IR
- Dustin Bare – Director of Student Academic Support Services
- Jim Martineau – Director of Health, PE, and Athletics
- John Phelps – Welding Instructor, FTF
- Adam Wickert – English/Skills Instructor, and S.T.E.P Support Coordinator
- Robin Dryden – Administrative Assistant

Subcommittee purpose

- Identify and address barriers to student retention and completion using institutional data
- Develop short-term solutions and projects to address retention and completion barrier
- Share projects and work with ARC and the CCC community
- Get feedback and additional ideas from wider ARC group as necessary

Past Work

- Conversations on barriers to student retention and completion; using subcommittee's different student experiences to identify areas of need
- Developed 'Important Dates' calendar that was placed in every building on the OC campus to ensure students were aware of deadlines (e.g., scholarships, registration, add/drop, etc.)
- Provided input to IR on the "Leavers Survey" to address term-to-term retention issues
- Reviewed institutional retention and completion data to understand trends

This year

- Developing a webpage designed to gather feedback from the CCC student body and community about their experiences, for the subcommittee to then glean just-in-time and short-term retention and completion issues to address. Year over year, EYES data has shown a need for a centralized, accessible and inclusive way for students to communicate with the College about their experiences outside of the bi-annual EYES survey.
- The webpage also elevates similar communication processes already in place at CCC that are not centralized – CARE referral, campus safety, and the problem resolution process. Additionally, a section labeled “I’m not sure who to contact” has been added in hopes of easing confusion and bouncing students back and forth between service areas

ARC FRS

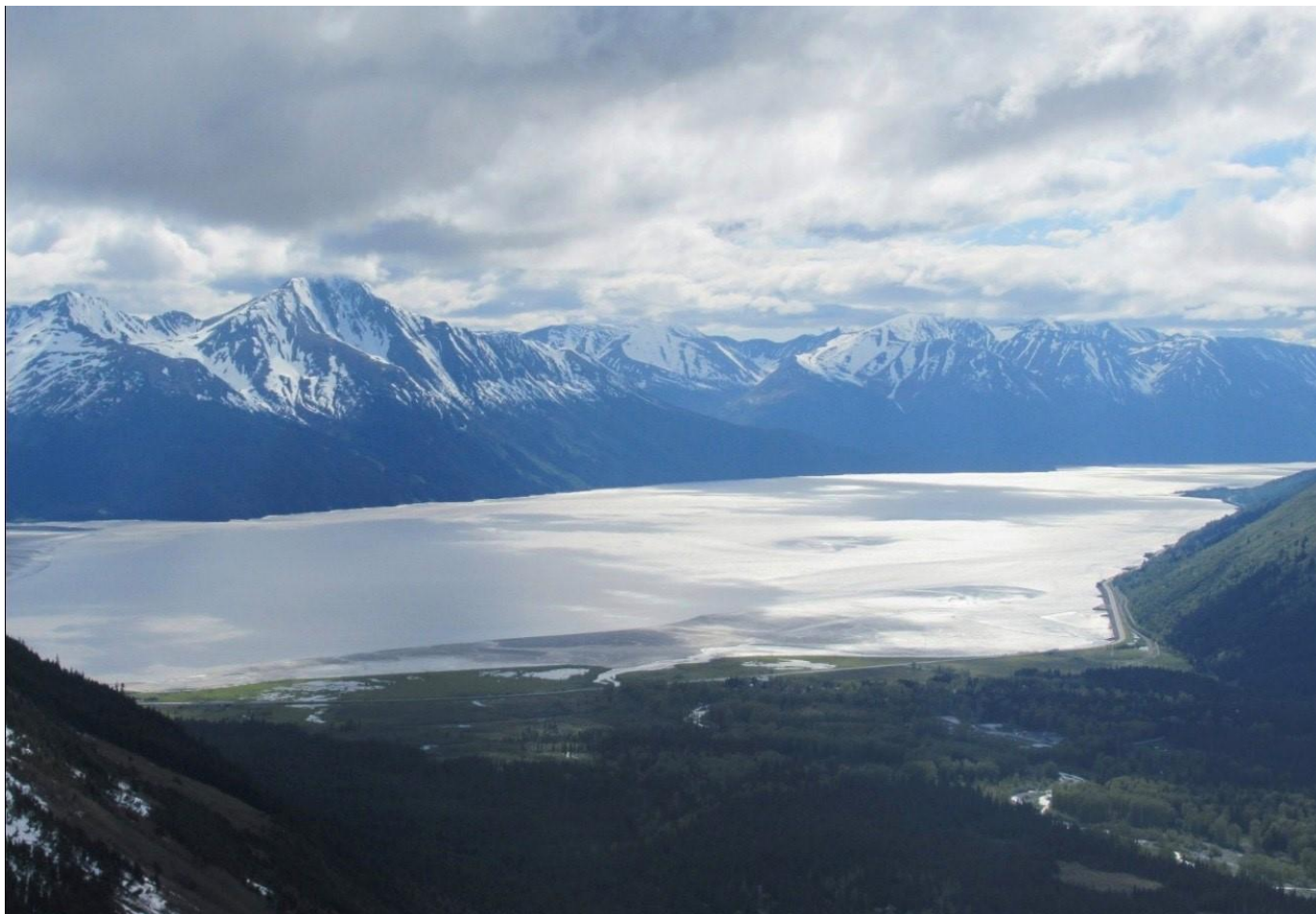
Access Retention Completion Financial Resources and Support Subcommittee



Education That Works



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Current members

- John Ginsburg, Director, Student Life (chair)
- Debora Perrault, Financial Aid Coordinator
- Lindsay Curletto, Admissions Counselor
- Annissa Rhynders, Student Life and Leadership Assistant
- John Phelps, Welding Technology Instructor
- Jim Martineau, Director, Health/PE/Athletics
- Beth Wicklund – Lead Title III Navigator – *just added!*

Subcommittee purpose

- Identifying and addressing financial barriers to access, retention and completion; taking action on barriers that we encounter
- Identification, awareness/understanding, 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

Questions we ask ourselves

- What do we know about challenges students have faced within our systems of support?
- How do we survey the needs/issues across the board that might be barriers to student success?
- How do we move from identifying the problem to finding a solution (frequently complicated w/ many players)?
- What is our authority when we engage with a department that oversees something where barriers might exist?

Past Work

- Discussions on consistency of various funding sources that ultimately come from CCC Foundation (Counseling, Financial Aid, Veterans Services)
- Met with Business Office to discuss students who had small account balances which might be easily covered, and thus enabling them to continue to register.
- Provided input on “How to Pay for College” brochure produced by the Financial Aid department.

This year so far

- Edited the Emergency Resources and Funding web page
- Helped to review marketing for the Food Pantry to increase usage
- Discussed the Financial Aid Information Sheet as potential barrier

Upcoming Issues to Examine

- ARC-DEI connection, especially
 - *2.4.1.1: Identify a means to assess current college processes to identify barriers to retention for underrepresented and underserved students*
- Providing more complete information on cost of attendance (tuition, fees, materials)
- Bookstore returns/charges
- ASG Grant process review
- Re-visit outstanding balance issue with Bus. Ofc.
- Your ideas.....?