

# Access, Retention, & Completion (ARC)

## Annual Report for College Council 5.18.2022



Education That Works



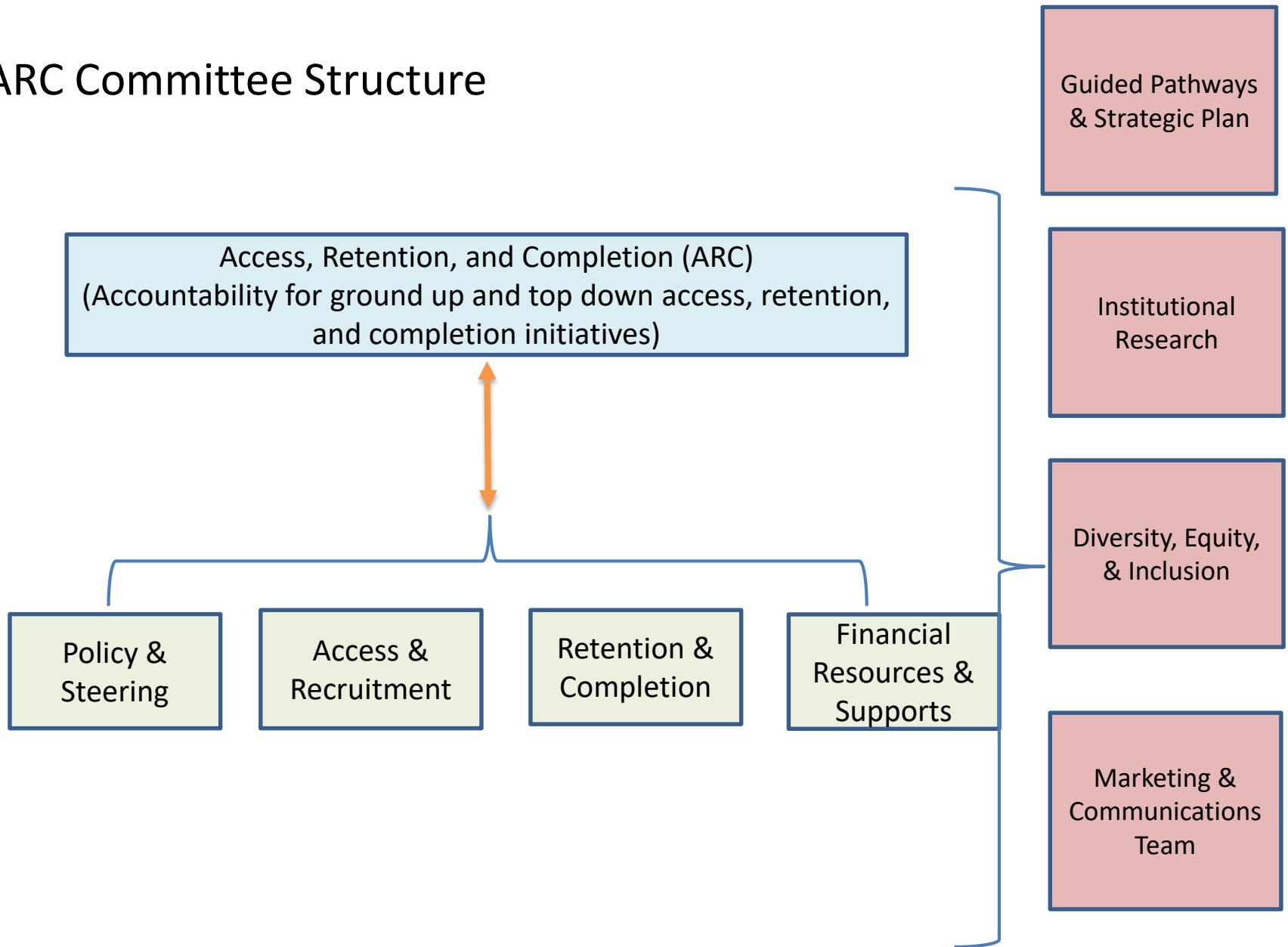
## Committee Charge

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:** Arina Gordienko
  - **Admin Confidential:** Jennifer Anderson, Dustin Bare, Katrina Boone, John Ginsburg, Lori Hall, Kelly Love, Shalee Hodgson, Jim Martineau, Stephanie Murphy, Terrie Sanne, Ashley Sears, Ni’Cole Sims, Lisa Reynolds, and Chris Sweet
  - **Classified Staff:** Josh Aman, Felicia Arce, Claire Bach, Michell Gipson, RB Green, Joan Jagodnik, Ariane Rakich, Jordan Taylor and Beth Wicklund
  - **Faculty:** Carol Burnell, Bev Forney, Adam Wickert, & Joan San-Claire

# ARC Committee Structure



## 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 2021-2022

- Focused on developing Strategic Enrollment Management (SEM) plan strategies and tactics.
  - Each subcommittee reviewed the identified “key enrollment indicators” and developed strategies and tactics for each goal that connect to the KEI’s and the Strategic Enrollment plan.
- Reviewed the Strategic Plan with a focus on Holistic Student Supports and identified how to connect the SEM plan with the HSS strategic goal.
  - Connected ARC’s annual meeting goals to the Holistic Student Supports strategic priority and worked with the Mission Fulfillment committee to align ARC initiatives with the work of other strategic priority groups.
- Discussed software and technology changes and proposals (including the deactivation and reactivation process, proposed customer relations management system, updated web page redesign, and texting tools) that are needed to help engage with current and prospective students in a mostly remote environment.

# ARC Policy work 2021 - 2022

- Developed and moved the following policies through the policy approval process:
  - ARC/ISP 641 Animal Service Policy – Reviewed with ISP and College Council in January. Currently working to integrate feedback and will bring back in the fall.
  - ARC 601 – Expressive Conduct – Moving this policy to BOE level in progress.
  - Contributed to clarification of the BOE Public Complaint policy which is currently under review.
- As part of our work with ISP we worked to update the following:
  - ISP 460 Underage Enrollment – currently in progress.

# 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.

- Our main focus this year was working to develop the Strategic Enrollment Management Plan, connect the work of the plan to the Holistic Student Supports goal of the Strategic Plan, and connect our work to ongoing DEI and Guided Pathways efforts.

## Members:

- Jennifer Anderson
- Katrina Boone
- Shalee Hodgson
- Lisa Reynolds
- Joan San-Claire
- Bev Forney
- Jim Martineau
- Tara Sprehe



# 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 developing strategies and tactics for the SEM plan and

- Cougars, Get Ready!
- New applicant registration postcard
- DACA and Undocumented Student resource guide
- Virtual Drop-In Support Week
- Virtual Preview Day

## Members:

- Ariane Rakich – Lead
- Chris Sweet
- Daniela Castro
- Felicia Arce
- Joan Jagodnik
- Jordan Taylor
- Josh Aman
- Lori Hall
- Tiffany Thrift
- Trisha Torgerson
- 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 developing strategies and tactics for the SEM plan and assessing student our digital communications to students. Presented key proposals to request funding for a customer relations management database, increased use of texting tools, and locating resource and feedback information on central webpages.

## Members:

- Adam Wickert – Co-lead
- Beth Wicklund – Co--lead
- Ryan Stewart
- Dustin Bare
- Robin Dryden
- RB Green
- Ashley Sears
- Helen Paz

# 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:

- Helping students understand their bill and what they owe.
- Providing opportunities for students to share why they are dropping classes.
- Providing more information and clarity for students about the difference between financial aid processes and bill paying processes.

Members:

- John Ginsburg – Lead
- Annissa Rhynders
- Debora Perrautl
- Jennifer Mildrum
- Lindsay Curletto-Holt
- Stephanie Murphy
- Terrie Sanne
- Claire Bach
- Beth Wicklund

- Affirmative Action Statement
- Title IX and Sexual Respect
- Internet Privacy Commitment
- Policies and Procedures
- Student Handbook

News

Consumer Information

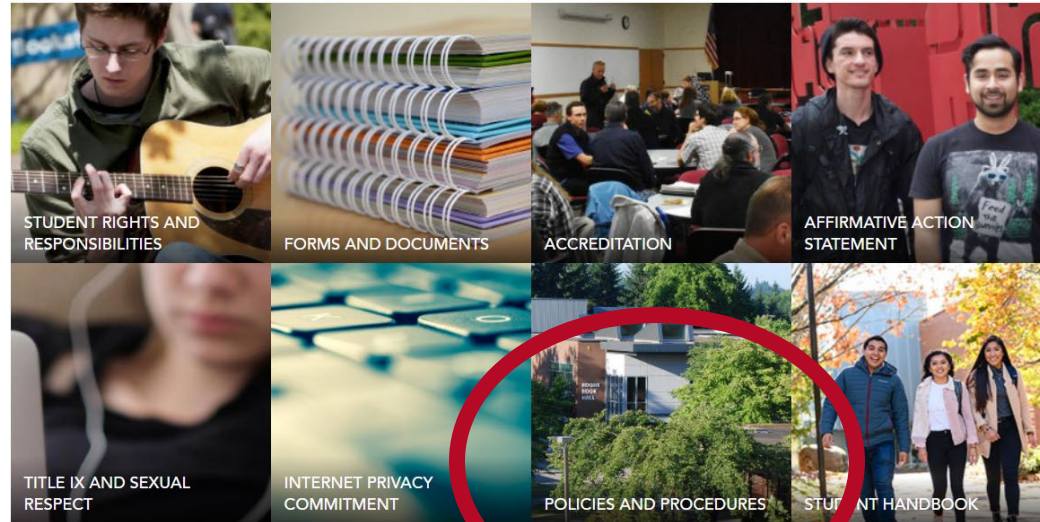
Job Opportunities

Purchasing

Foundation

Contact Us

Commission on Colleges and universities for commitment to quality.



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?