

Enrollment and Student Services Council
July 9, 2020
Meeting Minutes

Attendees: N. Arnone, C. Baer, V. Beache, D. Bittorf, M. Cepeda, K. Crawford, Dr. D'Ambrisi, K. Hammond, C. Hart, Dr. Hendrickson, B. Kirkpatrick, M. Kugler, M. Martin, J. Mentzer, L. Montgomery, T. Nedimyer, R. Rohan, D. Ryan, B. Saunders, C. Scheetz, D. Schoenenberger, T. Shank, T. Thorn, Dr. Warner, S. Willard

Excused: J. Burnett, J. Mankins III, Dr. Ohl-Gigliotti, C. Ranalli, Dr. Rothstein

Minutes submitted by T. Nedimyer

1. **Approval of the June 25, 2020 Minutes**

The June 25, 2020 ESSC meeting minutes were approved as is.

2. **Returning to Campus July 13th**

Dr. Warner reminded the group that all staff will be returning to campus in some capacity starting July 13th. Dr. Warner further stated that staff will be returning to campus on an alternating schedule of 2 days a week, either Monday/Wednesday or Tuesday/Thursday. Dr. Warner also noted that no one will be working from campus on Fridays, so that buildings and workspaces may be sanitized.

3. **Enrollment Updates Credit and Non-Credit**

2020 summer credit headcount is down 3.5%, as total FTE numbers are down 4.3% from last year. 2020 fall credit head count is currently down 36.3% in comparison to last year, as total FTE numbers are down 37.0% from last year at this time. K. Crawford informed the group that transcripts are still being received from the high schools. K. Crawford also noted that in speaking with high school guidance counselors about ESSENCE classes, many counselors stated that they have students still needing to register. K. Crawford also noted that M. Martin is still reaching out daily to prospective students.

T. Shank informed the group that a small Corrections Academy will be finishing up soon, and another academy will be starting up on July 20th. T. Shank also stated that the academy will be moved to a larger room to be compliant with the current social distancing guidelines. T. Shank further stated that the Police Academy will be starting up once again. T. Shank also noted the 24 Hour Pre-Service Training had recently been completed online. T. Shank informed the group that face to face classes like Motorcycle Safety and Drivers Ed are slowly starting back up. T. Shank noted that there are many students that have completed their Drivers Ed classroom training online, but still need to do their behind the wheel training. T. Shank also informed the group that she is currently working with Weiss Bros to develop a custodian training to be offered in the future. T. Shank also noted that she is currently reviewing the social distancing capacities of the Valley Mall classroom spaces.

M. Martin informed the group that advising appointments have mostly been done through Zoom, phone, and by in person appointment if necessary. M. Martin also stated that Zoom waiting rooms will soon be implemented to help with the flow of advising. M. Martin further stated that as advising appointments have been packed, appointments will now be cut down to thirty minute sessions to allow more students to be advised. Due to the current circumstances of being down an advisor, and increased demand for advising appointments, appointments to meet with an advisor

have a backlog of around two weeks. M. Martin suggested the idea of possibly utilizing temporary advisors to meet the increased demand for advising appointments. Dr. Warner stated that he supports the possibility of temporary advisors being utilized. Dr. Warner also suggested that D. Ryan check with faculty members to see if there are any volunteers to help register students through Self-Service. D. Schoenenberger suggested that the knowledgeable staff of the LSC are willing to be trained and help with registering students. M. Martin also stated that he will be setting up a Zoom training session to show volunteers how to register students. M. Martin further stated that videos to help students register themselves are being developed and will be available soon. M. Martin stated that he will meet with Dr. Ohl-Gigliotti to discuss a plan to ensure student advising needs will be able to be met.

4. **Initiatives Planned to Increase Enrollment**

K. Crawford informed the group that postcards will be mailed to 2020 WCPS High School graduates regarding fall class information. K. Crawford also mentioned that postcards have been mailed to all spring and summer HCC students who have not registered for the fall semester. K. Crawford also noted students have been notified that advising holds have been removed, and they may register for classes without seeing an advisor.

B. Kirkpatrick informed the group that recently social media engagement has been high and hopefully this translates to fall enrollment. B. Kirkpatrick also stated that once classrooms are set up to be compliant with social distancing guidelines, a promotional video will be shot to provide a visual to students of what classrooms for fall will look like.

T. Shank stated that on August 17th Con-Ed is planning to have an open house to provide information to anyone interested in their programs and available scholarships. T. Shank also noted she is looking into how programs transitioning from credit to non-credit will look like when implemented.

5. **Fall 2020 Class Offering Formats**

Dr. Warner stated that course offerings and method descriptions for fall are still being reviewed and refined. T. Shank updated the group that as of now, Con-Ed is still planning on offering fall classes in a face to face format.

6. **Self-Service Update**

C. Scheetz updated the group that the implementation of Self-Service has been going well from his side. C. Scheetz stated that students have been utilizing Self-Service to accept and decline awards and so on. C. Scheetz noted that he feels that there is more that can be done with Self-Service and will be looking into potential long-term applications. C. Baer informed the group that if a student is trying to request transcripts, please direct them to request them from the website, not Self-Service. C. Baer stated that previously the link in Self-Service to request transcripts was broken but has since been fixed.

7. **Year-Long Schedule Development Update**

L. Montgomery and N. Arnone stated that they feel that most if not all spring 21 courses have been entered.

8. **Other Items**

N/A

Future Meetings

Next ESSC Recruitment & Retention Meeting: July 23

cc: D. Bittorf, Dr. Klauber, J. Childs, V. Ippolito, T. Shank