

Enrollment and Student Services Council
July 23, 2020
Meeting Minutes

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

Excused: C. Baer, J. Burnett, K. Crawford, J. Mankins III

Minutes submitted by T. Nedimyer

Approval of the July 9, 2020 Minutes

The July 9, 2020 ESSC meeting minutes were approved as is.

1. New & Returning Student Admission, Enrollment, Payment

S. Willard informed the group that 2020 fall credit head count is currently down 30.5% in comparison to last year at this time. S. Willard also informed the group that J. Burnett and K. Crawford have been meeting with ESSENCE students to get them registered for fall classes. S. Willard noted another postcard will be sent to spring and summer HCC students who have not registered for the fall semester.

M. Martin informed the group that from his perspective limiting advising appointments to thirty minutes has been difficult. M. Martin stated during appointments majority of the time is spent on explaining how fall classes will be offered, and how to use Self-Service. M. Martin further stated by the time explanations were provided, there was only enough time to get the student registered and little time for advising. M. Martin again mentioned the possibility of utilizing temporary advisors to meet the increased demand for advising appointments. Dr. Rothstein noted that temporary employees have not been furloughed, and they would just need to be scheduled for hours. Dr. Warner reiterated that he supports bringing back some temporary advisors in order to reduce wait times for students to see an advisor. Dr. Warner noted that as the idea to utilize faculty volunteers to help with student advising was proposed in the previous meeting, the idea is now being paused for the moment. Dr. Warner stated as L. Montgomery, Dr. Hendrickson, D. Schoenenberger and the LSC staff will be helping with student advising, volunteers will not be needed at this time. C. Hart stated that from her perspective she has not had many issues with limiting advising appointments to thirty minutes. C. Hart also noted that the two week backlog to meet with an advisor has been reduced down to one week.

M. Martin also informed the group that the use of Zoom advising rooms has started this week, but they have not yet been heavily utilized as they are still a work in progress. M. Martin inquired if a message could be put on the website and social media platforms letting students know Zoom advising rooms are now available. Dr. Ohl-Gigliotti stated that a message regarding Zoom advising rooms has already been posted on D2L. M. Martin also noted that videos to assist students in navigating and understanding Self-Service have been posted to the website.

T. Shank informed the group that in the upcoming weeks Con-Ed will be holding online camps for elementary, middle, and high school students through Beacon House. T. Shank also noted that the Con-Ed fall schedule should be hitting mailboxes soon as it will be mailed out this week. T. Shank also stated Con-Ed will be holding an open house to highlight skilled careers on Monday,

August 17. T. Shank further stated during the open house information will be available for short-term training programs including medical careers; commercial truck driving (CDL); construction trades; heavy equipment operator; diesel technician; forklift operator; and personal trainer. T. Shank also noted that she has not yet heard anything back from MHEC regarding the use of The Governor's Emergency Education Relief Funds for certificate programs.

C. Scheetz updated the group that financial aid has received an increased amount of student questions via email as the fall payment due date grows closer. C. Scheetz also noted that as of now, he has not received any income reductions from students. D. Bittorf stated that currently around 200 students are on the deregistration list for the July 23rd payment due date, and texts went out last Thursday to students who would be deregistered for nonpayment. Dr. Warner inquired why the payment due date is scheduled for so much earlier than last year's August due date. Dr. Warner suggested that the payment due date be moved to early August to avoid deregistering a high number of students. M. Martin agreed that moving the payment due date to early August would allow more time to get the deregistration list down to a more manageable level. M. Martin further stated that his goal would be to have the deregistration list down to around eighty students by the payment due date.

2. Delivery of Fall Classes

Dr. Rothstein informed the group that in considering all factors including WCPS decision to have all secondary classes online, difficulty obtaining PPE/cleaning supplies, and the inability to effectively sanitize rooms between classes, the decision has been made to move classes that do not require a hands-on component to fully online this fall. Dr. Rothstein noted that this decision may also be helpful to those students who have children who attend WCPS schools. Dr. Warner stated that this is that last time that fall class formats will be changed, and feels moving classes online is the right thing to do.

M. Martin inquired what should the message from advisors be to students when meeting with them, should the message still be that classes will be offered in a variety of formats? Dr. Rothstein stated yes, though most classes will be offered in an online format, some classes like dance that have a hands on component will still be on campus. Dr. Rothstein also noted to keep in mind that students in synchronous classes will not be held accountable if they cannot make synchronous class meeting times. Dr. Rothstein further stated that synchronous classes should be recorded so that they can be watched later. M. Martin stated that as of now when printing schedules from Self-Service for synchronous classes, meeting times are still showing. M. Martin also noted that class comments are not shown on the schedule when printed from Self-Service, and inquired if there was a way to have this fixed to reduce any student confusion. Dr. Rothstein stated that students will receive emails from office associates when course changes are made in the following week. Dr. Rothstein further stated that the emails from office associates will explain meeting times and other information students will need. Dr. Rothstein also informed the group that it is highly recommended for students to have webcams due to testing being conducted online. Dr. Rothstein further stated that students that do not have webcams will have to go to the testing center for testing.

B. Kirkpatrick informed the group that she is working on finishing a video to inform students of what fall classes will look like. B. Kirkpatrick posed the question, should she wait to post the video until more class changes have been made to reduce any student confusion? Dr. Ohl-Gigliotti stated that she feels that waiting until the week of July 27th may be a better idea as more class changes will be made by that point. Dr. Warner agreed with the idea of waiting to post the video until the week of July 27th. T. Shank updated the group that Con-Ed will still be offering its fall classes in a face to face format.

3. **Fall On-Campus Services**

Dr. Ohl-Gigliotti informed the group that during the fall semester there will not be any food services available to students. Dr. Ohl-Gigliotti further stated that the message to students will be to plan on bringing snacks if you will be on campus. Dr. Rothstein added that the only food services that will be available to faculty will be the coffee shop and prepackaged foods like muffins.

Dr. Ohl-Gigliotti updated the group that the Fitness Center will not be open for use for the fall semester. Dr. Ohl-Gigliotti also noted that fall sports will still be able to use the ARCC for practices, but entrance will be on a limited basis.

Dr. Rothstein updated the group that as of now the testing center is operating by appointment only, but in the fall hours will be Monday through Thursday 8:00 a.m. to 8:00 p.m., Friday 8:00 a.m. to 5:00 p.m., and will operate remotely on Sunday from 12:00 p.m. to 5:00 p.m. Dr. Rothstein also noted that the library will maintain its normal hours of operation Monday through Thursday, 8:30 a.m. to 6:00 p.m., and Friday, 8:30 a.m. to 4:30 p.m. Dr. Rothstein also informed the group that the Learning Support Center will be open Monday through Thursday 8:00 a.m. to 8:00 p.m., Friday 8:00 a.m. to 5:00 p.m., and will operate remotely on Saturday from 9:00 a.m. to 3:00 p.m.

Dr. Ohl-Gigliotti informed the group that new student orientation is still occurring, but the way in which it will be delivered is unknown and may most likely be conducted via Zoom rooms. D. Schoenenberger stated in her experience she has not had any issues when using Zoom rooms for new student orientations.

T. Thorn updated the group that seventy-seven Middle College students have been accepted for the fall and twenty-nine students will be returning. T. Thorn also noted that Middle College students will not be required to complete their sixty hours in the Learning Support Center as normal due to current circumstances. T. Thorn stated that she has some concern that a few of the Middle College students are not regularly checking their emails and will reach out to them via phone. T. Thorn also informed the group that orientation planning for new Middle College Students is still ongoing.

Dr. Ohl-Gigliotti posed the question to the group, how late should offices with evening office hours be open? M. Martin feels that having all staff together between the hours of 8:30 a.m. to 4:30 p.m. is helpful as everyone is more accessible. C. Scheetz stated that from his perspective not many students are helped after 5:00 p.m., and feels that students are under the impression that offices are open between the standard businesses hours of 8:00 a.m. to 5:00 p.m. Dr. Warner stated that shortening office hours may make it more difficult for those who work 9:00 a.m. to 5:00 p.m. jobs to get things done on campus. Dr. Ohl-Gigliotti stated that she will meet with E. Byers next week to further discuss building/office hour options.

Future Meetings

Next ESSC Recruitment & Retention Meeting: August 6

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