

Enrollment and Student Services Council
August 6, 2020
Meeting Minutes

Attendees: N. Arnone, C. Baer, V. Beache, M. Cepeda, K. Crawford, Dr. D'Ambrisi, B. Franks, K. Hammond, Dr. Hendrickson, P. Hutson, M. Kugler, M. Martin, L. Montgomery, T. Nedimyer, Dr. Ohl-Gigliotti, D. Ryan, B. Saunders, D. Schoenenberger, Dr. Warner, S. Willard

Excused: D. Bittorf, J. Burnett, C. Hart, B. Kirkpatrick, J. Mankins III, J. Mentzer, C. Ranalli, R. Rohan, Dr. Rothstein, C. Scheetz, T. Shank, T. Thorn

Minutes submitted by T. Nedimyer

Approval of the July 23, 2020 Minutes

The July 23, 2020 ESSC meeting minutes were approved as is.

1. Getting Students Ready for Fall Classes

M. Martin expressed to the group his concern that many students may have missed out on setting up their email and D2L accounts. M. Martin further stated that once students are registered, they are provided with a next steps sheet directing them to ensure their email and D2L accounts are properly set up prior to classes starting. M. Martin also stated that he worries with all of the recent changes to classes, students are not regularly checking their emails, and therefore not informed of class changes. D. Schoenenberger added that as of now, the most important message to students is to let them know that they need to regularly check their email. M. Martin also noted that at the moment class comments are not visible in Self-Service, and the only way to view them is when they are printed. M. Martin inquired if there was a way to allow class comments to be visible in Self-Service to reduce any student confusion.

D. Schoenenberger suggested it may be helpful to have a comment printout readily available in each building to help direct students that need assistance. P. Hutson proposed the idea of posting printouts in each building with a phone/room number for students to contact if they need assistance. Dr. Warner asked P. Hutson if it is possible to roll the comments on the televisions in buildings for students to view. P. Hutson stated if comments were run on the televisions in buildings, students may have to wait awhile to see the course comment they are looking for. B. Saunders inquired if it would be possible to send texts to students directing them to review their email for class scheduling/changes? K. Crawford supported the idea of sending texts to students as he feels this may be a better way to reach students that do not regularly check their emails. Dr. Ohl-Gigliotti inquired if it is possible to have faculty email students prior to the start of the semester to ensure they understand how their class will meet. Dr. Warner stated that the plan will be, texts should be sent out to students directing them to check their emails, class comments should be printed and posted in buildings with staff available to direct students needing assistance, and faculty will send emails to students informing them of how their classes will be offered. M. Martin stated his office will send the text message reminder to student directing them to check their email for class schedule updates.

M. Cepeda stated that as sometimes she encounters students that are lost or need help, what should be done if she encounters a student that thinks they have a face to face class, but their class is actually meeting via Zoom? D. Schoenenberger stated that if anyone encounters a student that is on campus and should be meeting via Zoom, please send them to the LSC. D. Schoenenberger

further stated that around thirty computers in the LSC have been set aside in the event that a student should be meeting via Zoom but is instead on campus.

M. Martin raised the question, is there any benefit to extending the drop date for fall classes?

Dr. Warner stated that this is a topic that we will keep in our back pocket for now and will revisit in the future.

Dr. Ohl-Gigliotti informed the group that she will be sending an email out to students every Friday to keep students engaged and informed with current campus information. B. Saunders also suggested that it may be a good idea to check in with B. Kirkpatrick's office to see if a weekly message can also be put on social media. Dr. Warner stated that he will mention this idea to B. Kirkpatrick.

2. **Enrollment**

K. Crawford informed the group that at the moment 2020 fall credit head count is currently down 26.6% and total FTE numbers are down 26.3% from last year. K. Crawford further stated that this week's report includes the self-pay deregistration (76 students) that was done last Friday morning, and we are not comparing similar yearly numbers with last year's deregistration (141 students). With this information in mind K. Crawford estimates that on the Friday following this meeting, headcount will be down around 22-23%. K. Crawford also informed the group that Dr. Ohl-Gigliotti has been contacting students that were deregistered and for the most part they have been responding. Dr. Ohl-Gigliotti also noted that the first financial aid deregistration will not happen until August 17th. K. Crawford also mentioned that ESSENCE numbers may be down due to students dropping ESSENCE courses as the public schools may be offering them online.

3. **Waitlists**

Dr. Warner reiterated to the group that we do not want to have students on waitlists at all if possible. It was mentioned that at the moment students in lab classes cannot be waitlisted. L. Montgomery stated that if a lab section is full, students have been instructed to check back in on a daily basis for availability as more sections may be opened up. Dr. Warner stated that L. Montgomery is doing a great job with managing and opening sections when necessary to get students off of waitlists. M. Martin stated that students registering for the lecture sections of courses and not the lab section of courses, or vice versa, is what's causing chaos for waitlists. Dr. Warner feels that some of the issue with waitlists may be students going on waitlist to get a certain instructor. M. Martin suggested possibly making the lab and lecture portions of courses one course to reduce the lab/lecture waitlists issues. L. Montgomery stated that the issue with combining the lab and lecture portions of courses is the way they are listed (Ex- 101 and 101L). D. Schoenenberger suggested possibly hiding the lab sections so that students enroll in the lecture section, and then are automatically enroll in the appropriate lab section.

D. Schoenenberger informed the group that some students for fall had classes in their planning section, but were not officially enrolled in courses. D. Schoenenberger inquired if it is possible to have a report run to see how many students are not registered. Dr. Warner stated that he will check with Craig to see if obtaining this information is possible.

Topics for Future Meetings

M. Martin suggested the topic of moving back the October 26th spring registration date.

Future Meetings

Next ESSC Recruitment & Retention Meeting: August 20

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