

**Enrollment and Student Services Council**  
**August 20, 2020**  
**Meeting Minutes**

**Attendees:** N. Arnone, C. Baer, M. Cepeda, K. Crawford, Dr. D'Ambrisi, K. Hammond, C. Hart, Dr. Hendrickson, B. Kirkpatrick, M. Martin, J. Mentzer, L. Montgomery, T. Nedimyer, Dr. Ohl-Gigliotti, R. Rohan, Dr. Rothstein, D. Ryan, B. Saunders, C. Scheetz, D. Schoenenberger, T. Shank, H. Soeffker-Culicerto, T. Thorn, Dr. Warner, S. Willard

**Excused:** V. Beache, D. Bittorf, J. Burnett, M. Kugler, J. Mankins III, C. Ranalli

*Minutes submitted by T. Nedimyer*

1. **August 6<sup>th</sup> minutes review/approval**

The August 6<sup>th</sup> ESSC meeting minutes were approved as is.

2. **New & Returning Student Admission, Enrollment, Payment/Deregistration Update**

K. Crawford informed the group that a financial aid deregistration will occur on Thursday, August 20<sup>th</sup>, and he is hoping that credit head count will only be down 20% after the deregistration. K. Crawford further stated that by the Tuesday following the deregistration, he will have a better idea of what enrollment numbers will look like. K. Crawford also noted that he has been running various scenarios where head count is down as little as 10-12%. K. Crawford also stated that he feels that a lot of ground will be made up with the extra week that we have due to fall classes starting on August 31<sup>st</sup> this year. M. Martin stated that he has reached out to a few SAP students on the deregistration list and will check in with more. C. Scheetz reminded the group that final grades for summer classes are due Tuesday, August 25<sup>th</sup>, and verification will have to be run to ensure students are eligible for fall classes.

T. Shank informed the group that around thirty people showed up to the open house highlighting skilled careers that was held August 17<sup>th</sup>. T. Shank stated that she did not have concrete information on scholarships to share with those at the open house as she is still awaiting information from MHEC. T. Shank further stated that she anticipates hearing back from MHEC any day now. T. Shank also informed the group that a meeting will be held to discuss how the Governor's Emergency Education Relief Funds will be used for certificate programs. T. Shank also noted that another Corrections Academy will be starting next week. T. Shank informed the group that Con-Ed will be partnering with the Yang Academy to create virtual study halls as homeschool classes did not get the enrollment that was expected. T. Shank further stated that these study halls will allow students to work with teachers and other students on material they may find challenging or difficult. Dr. Warner inquired why the homeschool enrollment was so low. T. Shank stated that it was unlike being able to meet with high school students and was therefore challenging to get enrollment.

C. Scheetz informed the group that financial aid is now entering its busy season as the start of the semester approaches. C. Scheetz stated that processing times have been longer than normal, taking between four to six weeks. C. Scheetz also stated that he is working with Dr. Ohl-Gigliotti on an email to around eighty to ninety students awaiting financial aid review to let them know their requests are being worked on. C. Scheetz also noted that the email will let students know that they will be responsible for payment if they do not receive financial aid. C. Scheetz also updated the group that MHEC has not gotten back to him regarding Maryland Promise, but is

hopeful to hear something soon. C. Scheetz further stated that he may not know which students will be on Maryland Promise until early September.

M. Martin informed the group that advising is still seeing students via walk-in and Zoom advising room appointments. M. Martin further stated that walk-in numbers have been lower than expected, and attributes this to the pandemic, as well as the convenience that Zoom advising rooms offer students. M. Martin also stated that he feels that the pandemic has changed the way advising operates and has better prepared them for the future.

Dr. Ohl-Gigliotti updated the group that Zoom orientations will be held next week that closely mirror how normal orientations are conducted. Dr. Ohl-Gigliotti further stated that orientations will last around one hour with time for questions afterwards. D. Schoenenberger stated that she feels that the students will like the convenience of orientations being conducted via ZOOM, and inquired if RSVPs are being taken for orientations. Dr. Ohl-Gigliotti stated that a way to send RSVP links for Zoom orientations is being worked out.

Dr. Ohl-Gigliotti informed the group that two emails will be sent to credit students over the next week regarding academics and campus expectations. Specific details can be found on the agenda. Dr. Ohl-Gigliotti also stated that she received many student responses from last week's email asking when they will be receiving emails from their instructors. Dr. Ohl-Gigliotti noted students will also be emailed instructions on how to download and use the GoEvo app when reporting to campus. Dr. Ohl-Gigliotti stated that she is impressed with what she has seen so far with students using the check-in stations when picking up their books. Dr. Ohl-Gigliotti also mentioned that the new student handbook will be updated to include Covid-19 additions. M. Martin stated that recently he saw a student outside without a mask on and inquired if this is ok, or are masks needed when outside. Dr. Ohl-Gigliotti stated that it is not necessary for students to wear masks when outside if they are practicing social distancing. K. Crawford asked if a student selects an option that creates an alert when checking in with one of the check-in stations, will anything be printed. Dr. Ohl-Gigliotti stated if something is selected when checking in that creates an alert, nothing will be printed.

### 3. **Fall Credit Classes: Things to be Problem-Solved**

M. Martin informed the group that a video has been created for students breaking down how they can find and view class comments for their classes, as well as how to view their schedule. C. Hart added that students may also view class comments by going to the my progress screen in Self-Service. M. Martin noted that a few students that have registered for classes in Self-Service have asked if they are still registered as classes show up as closed or waitlisted when viewed in Self-Service. M. Martin stated that he has informed the students that they are still registered for the course/section, and course/sections appear this way once they are filled. M. Martin also expressed his concern that many students think that they have registered for classes, but in reality they have planned classes but not registered.

M. Martin informed the group that for the next week or two the testing center will be operating remotely due to being down a few staff members at the moment. M. Martin added students who have in-person appointments for testing will have to reschedule, and placement tests can be scheduled at either 9:00am or 1:00pm time slots. M. Martin noted that this may be challenging if many students will need to take placement tests over the next two weeks. Dr. Rothstein added that the testing center has been very accommodating and if students need specific times to take tests, please let the testing center know so that arrangements can be made. Due to the current circumstances of the testing center, the idea was discussed to allow students with a GPA of 2.0 or higher, to bypass placement tests so they may go straight into developmental classes. M. Martin

inquired if it would be possible to train additional people to help proctor exams and assist students needing to take placement tests. Dr. Rothstein stated that she could check with Sal if training additional people to proctor placement tests would be necessary, but feels allowing students with GPAs of 2.0 or higher to go right into developmental classes will give the testing center some breathing room.

K. Crawford stated that he feels if we can schedule some additional gen-ed and developmental 12-week courses for fall, we could capture more of the late registering students. Dr. Warner stated that he supports the idea of scheduling additional 12-week courses for fall, and divisions should begin preparing the courses to be scheduled. M. Martin suggested that we should market the 12-week late start classes on the website, and have print outs of courses offered for advising to show students. B. Kirkpatrick agreed that marketing the 12-week late start classes on the website is a good idea and she would just need a list of the courses being offered.

4. **Spring 2021 Credit Planning**

Dr. Rothstein informed the group that spring classes will be held in the same format as fall classes. Dr. Rothstein added that as spring planning was started in June, classes should just need to be changed to WEB. Dr. Rothstein stated that if Division Directors can have schedules finalized by September 23<sup>rd</sup>, Veteran registration can be moved to September 30<sup>th</sup>, and regular registration can be moved to October 5<sup>th</sup>. Dr. Warner agreed that moving spring registration to early October is a good idea, therefore divisions should begin finalizing their spring schedules.

Dr. Hendrickson expressed her concern that she feels when students are registering for classes, they only are viewing the top courses/sections on the page, and go on waitlists if course/sections appear to be filled. Dr. Hendrickson further stated that she feels students do not realize that there are other open sections listed below, and inquired if there is a way to send text messages to these students to let them know about available sections. M. Martin stated that if Division Directors can get him the available course/section information, he can send text messages to these students.

**Future Meetings**

*Next ESSC Recruitment & Retention Meeting: September 3*

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