

Enrollment and Student Services Council
October 15, 2020
Meeting Minutes

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

Excused: C. Baer, D. Bittorf, J. Mankins III, M. Martin, J. Mentzer, C. Ranalli

Minutes submitted by T. Nedimyer

1. **October 1st minutes review/approval**

The October 1st ESSC meeting minutes were approved as written.

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

K. Crawford informed the group that all ESSENCE students are now registered for fall. K. Crawford also added that as ESSENCE registrations were done online, communications with students were better as parents were included on emails. K. Crawford further stated now that all fall ESSENCE students have been registered, credit headcount is currently down 7.1%, and Total FTE is down 6.1% from last year. K. Crawford also noted that these enrollment numbers exceed the original expectations of finishing down 10% in headcount. K. Crawford added that as spring registration has started two weeks early this year, it is difficult to compare enrollment numbers at the moment, but estimates enrollment may end up down around -12%.

T. Shank updated the group that Con-Ed is currently working on creating course numbers for credit courses moving to non-credit. T. Shank also stated that she has an upcoming meeting with Meritus to discuss what credentials would be beneficial for medical assisting students to have. Dr. Warner added that MHEC is loosening its restrictions on starting new medical assistant programs due to the need for people in the medical assisting field at the moment. Dr. Warner further stated that he feels the easing of restrictions may help grow medical assisting enrollment. Dr. D'Ambrisi added that we may want to market the cost savings that students will experience due to MHEC loosening restrictions. D. Schoenenberger stated that as medical assisting is on the approved apprenticeship list, we may want to take advantage of this. T. Shank also noted that she has been receiving calls from people that are interested in the upcoming WorkKeys Prep course. T. Shank further stated that the course will cost a total of thirty dollars, and will be held in the LSC where students will work at their own pace. D. Schoenenberger added that the LSC offers a virtual option for the WorkKeys Prep course.

Dr. Scheetz informed the group that he is currently reviewing WDSS and GEERS scholarship applications. Dr. Scheetz also added that Maryland Promise is still available for Con-Ed students to receive. Dr. Scheetz also noted that students cannot receive Con-Ed aid and credit aid in the same semester, due to inability to enter the information in Colleague at the same time. Dr. Scheetz further stated that some schools have entered fake dates into Colleague so both Con-Ed and credit aid can be received in the same semester, but as of now, there is no legitimate way to enter this information in Colleague. Dr. Warner suggested for the time being to wait and see how larger colleges are navigate this issue, and revisit this topic at a later date as this situation is not ideal for students.

The topic of how student's financial aid will be effected in credit classes moving to non-credit classes was briefly discussed. Dr. Rothstein stated that a separate meeting will be set up to discuss this topic in greater detail. C. Hart added that she would pull a report to see how many students are in this situation.

Dr. Ohl-Gigliotti briefly summarized the article "No Home, No Wi-Fi: Pandemic Adds to Strain on Poor College Students" that is linked on the agenda. The article touches on the challenges students are experiencing during the pandemic such as financial, personal, educational, and housing challenges. Dr. Ohl-Gigliotti noted that some HCC students are facing issues similar to those mentioned in the article. The idea was mentioned to look into if the Community Action Council may be able to help struggling students if funds are available.

3. **Fall 2020 Classes**

Dr. Ohl-Gigliotti informed the group that over \$1,000,000 of the CARES Act funding has been allocated, and around \$47,215 is still available to assist students. Dr. Ohl-Gigliotti added that out of the \$25,000 raised by the HCC Foundation to assist students in need, \$2,800 is still available. Dr. Ohl-Gigliotti also noted there are a few students pending to receive HCC Foundation assistance, and applications for assistance are open until December.

Dr. Ohl-Gigliotti updated the group that BIT/CARE cases have been increasing, and faculty are doing a great job of reporting. Dr. Ohl-Gigliotti also noted that a few counseling references have been made so far.

Dr. Ohl-Gigliotti stated that SGA and other clubs have been meeting safely and following the proper social distancing protocols. Dr. Ohl-Gigliotti further stated she feels student activities like SGA will help generate student engagement, and offer students opportunities for social interaction that they have been missing due to the pandemic. R. Rohan updated the group that all fall sports teams have been practicing, and social distancing protocols were discussed with teams before teams had any practices. R. Rohan further stated that athletes have been completing the questions on the Goevo app before reporting to campus for practice. R. Rohan also added that practices are staggered on fields and courts to limit athlete's exposure to other athletes. Dr. Ohl-Gigliotti noted that fall sports teams being able to practice is important, as this is one of the primary ways students socially interact on campus.

C. Hart informed the group that dates have been set for students to attend a virtual transfer fair with access to over one hundred plus colleges and universities. C. Hart further stated that by having the transfer fair online, students have access to colleges that they would not normally have access to if the fair was held on campus. C. Hart added that it may be worth having future transfer fairs online as students are provided with more options. C. Hart asked that B. Kirkpatrick advertise the transfer fair on social media and the website.

Dr. Scheetz informed the group that there are not any specific registration appeals trends just yet, but they will be reviewed again soon. Dr. Scheetz also noted that as of now there have not been any appeals related to Covid.

L. Montgomery stated that some students are feeling frustrated as they are experiencing technology issues. L. Montgomery further stated that a few students have tried to contact McGraw Hill for technical support, but they are not receiving any responses. Dr. Warner stated that we need a better way to get the message out to students to complete the onboarding process before taking a test in Proctortrack, as many students are not doing so. Dr. Warner suggested possibly adding information on the Proctortrack onboarding process to admissions paperwork so

students become more aware of this process. Dr. Warner further stated that he would like to have a better way to communicate the onboarding process before the spring semester, and will further discuss this with Dr. Ohl-Gigliotti. Dr. Rothstein noted a chat feature is available within Proctortrack that can speed up the onboarding process for students who have not completed the process prior to attempting a test. L. Montgomery noted another issue for many students is that they do not have webcams that are needed for Proctortrack testing. D. Schoenenberger stated that there are a few computers available in the library and the LSC that Proctortrack testing can be done on. D. Schoenenberger inquired if it is necessary for all tests and quizzes to be completed on Proctortrack. D. Schoenenberger further stated that L. Cornwell offers training to help instructors create tests that minimize the chances of students cheating. D. Ryan added that he feels at least one test should be completed in Proctortrack so students can be identified. Dr. Warner stated that he agrees with both D. Schoenenberger and D. Ryan and does not want to put any restrictions on how faculty use Proctortrack. D. Schoenenberger also mentioned that she noticed while conducting observations for classes that have been divided into two groups where students have been assigned to attend one day of the two days that classes are held each week due to social distancing guidelines, the environment seems to be somewhat dreary. L. Montgomery stated that D. Schoenenberger may be able to use some of the larger rooms in the STEM during the spring semester so more students may be in a room at once.

4. **Spring 2021**

K. Crawford updated the group that he is hoping to rollout Ellucian CRM Recruit in October, and is now just working out a few back end details. K. Crawford stated that he feels once the new CRM is implemented, communications for applicants and prospects will be better.

In regards to inclusive access codes, it was discussed that it may be best to have one division pilot inclusive access codes so any bugs or issues may be worked out. L. Montgomery stated that she would reach out to some of her faculty to see if any would like to pilot this. L. Montgomery also noted that while in the piloting phase, it may be best to work with one publisher for now. It was also noted that this topic will be further discussed in Academic Council.

Dr. Rothstein informed the group that some headway has been made in how to assign/reassign faculty advisors in Datatel. Dr. Rothstein further stated they have been able to update and make the rules run within Datatel, but are still working out other details. Dr. Rothstein noted another meeting will be held soon.

Dr. Scheetz informed the group that updates to the Hawkeye chatbot should be completed by the end of October. K. Crawford informed the group that a meeting was held to discuss future Facebook Live session dates. K. Crawford further stated as result of the meeting, a Facebook Live session for credit students will be held sometime in mid-November, and a non-credit session will be scheduled before the holidays. K. Crawford also noted that the idea was tossed around to possibly have Facebook Live sessions/ topics to discuss for each month of the year.

Future Meetings

Next ESSC Recruitment & Retention Meeting: October 29

cc: Dr. Klauber, J. Childs, V. Ippolito