

Enrollment and Student Services Council

December 9, 2021

Meeting Minutes

Attendees: A. Auldridge, N. Arnone, J. Bachtell, C. Baer, V. Beache, J. Burnett, K. Crawford, Dr. D'Ambrisi, K. Hammond, Dr. Hendrickson, B. Kirkpatrick, M. Kugler, S. Lietuvnikas, M. Martin, J. Mentzer, L. Montgomery, T. Nedimyer, Dr. Poole, Dr. Renninger, R. Rohan, D. Ryan, Dr. Scheetz, D. Schoenenberger, J. Seiler, T. Shank, T. Thorn, Dr. Warner, S. Willard

Excused: D. Bittorf, J. Mankins, Dr. Ohl-Gigliotti, III, Dr. Soeffker-Culicerto

Minutes submitted by T. Nedimyer

1. **November 11th minutes review/approval**

The November 11th ESSC meeting minutes were approved as written.

2. **Technology discussion related to enrollment & retention**

M. Martin informed the group that he was recently part of a meeting that discussed adding faculty advising teams into Self-Service, and noted now it's just a matter of showing faculty and students where to find the information. A. Auldridge inquired how customizable can we get with Self-Service, as it may be beneficial for faculty advisors to have access to transcripts and FERPA release information when advising students. D. Schoenenberger agreed with A. Auldridge that making additional information available to faculty advisors may be beneficial. S. Lietuvnikas stated that it may be possible to add transcripts and FERPA release information in Self-Service, but there are other options that do not require any customization of Self-Service such as giving faculty advisors access to Perceptive Content. D. Ryan added that providing faculty advisors with additional information would be helpful, as most of the negative feedback he has received from faculty advisors is they feel that they have to send students to multiple places to gather information. D. Ryan further stated that he would need to survey faculty to determine if they would prefer to access the additional information through Self-Service or Perceptive Content. Dr. Warner noted that we need to be supportive of what faculty advisors may need to better advise students. Dr. Renninger added that she is in favor of adding additional information into Self-Service, so faculty advisors can have a one stop-shop where additional information can be accessed when advising students. C. Baer noted that he would rather have faculty advisors call him for transcript or Perceptive Content information, as giving access to transcripts or Perceptive Content would be putting more on faculty advisors to learn at this time. M. Martin added that so far he has had only one scenario where a faculty advisor needed to look at transcripts when advising a student, therefore he is unsure if faculty advisors would need access to this type of information. M. Martin also informed the group that general studies students will now be advised by the DEALS division.

The group further discussed the topic of returning students not being aware they can no longer register for classes in WebAdvisor as mentioned at the previous ESSC meeting. Previously, Dr. Renninger suggested a link be added in WebAdvisor for students trying to register for classes that redirects them to Self-Service. J. Seiler noted that adding a link and verbiage in WebAdvisor redirecting students to register for classes in Self-Service should not be an issue.

3. **Fall Enrollment – final discussion**

T. Shank updated the group that just about all of the GEERS one grant has been spent, and the GEERS two grant will soon be available for allocation. T. Shank further stated that she will be

looking into if/how Western Maryland Consortium financial assistance can be braided in with the GEERS two grant. T. Shank informed the group that she is currently looking into a new registration system for Con-Ed students called Lumens, as students can no longer register for classes through WebAdvisor. T. Shank also updated the group that the Con-Ed summer schedule should be submitted for printing by early January.

D. Schoenenberger updated the group that she is currently working through post testing for Adult-Ed students, and noted around one hundred Adult-Ed students have completed their post tests at this time.

4. **Winter & Spring Enrollment**

K. Crawford updated the group that spring enrollment numbers are looking strong, and reminded the group that we will have only one week after we return from the holiday break to register students. K. Crawford further stated that previously we had two weeks after the holiday break to register students, and noted anything we can do now to get students registered before the break can only help enrollment numbers. M. Martin informed the group that the self-pay deregistration that occurred on December 3rd was one of the smallest deregistration's we have ever done, and noted only forty seven students were deregistered. A. Auldridge added the text messages that were sent to students informing them they will be deregistered for non-payment seemed to work well, as many students responded to the messages. Dr. Scheetz informed the group that a financial aid deregistration will be occurring on December 9th and is hoping around one hundred or less students will be deregistered. Dr. Scheetz further stated that another financial aid deregistration may occur after the holiday break but he will confirm with Dr. Ohl-Gigliotti.

M. Martin informed the group that around sixty one students were registered for spring classes during the Registration Rush event that was held in the Hilltop, and noted this was a trial run for hopefully more Registration Rush events in the future. M. Martin further stated that he would like to plan future Registration Rush events on a larger scale if possible. D. Schoenenberger inquired if any advertising had been done to get the word out to students about the Registration Rush event. M. Martin stated that students that were not registered for spring classes were informed about the Registration Rush event via text message, and noted we can definitely do more in the future to get the word out. D. Schoenenberger suggested for future Registration Rush events that faculty advisors contact their advisees to let them know about the event. D. Schoenenberger also suggested the possibility of releasing classes early that are scheduled during Registration Rush events so students may register for classes.

The group discussed the preparations needed for the quick turn-around between the 2021 fall and 2022 spring semester as final grades are due at noon on December 21st, and the college closes December 22nd. M. Martin noted this is the tightest turnaround he has ever seen between when final grades are due, and when the college closes for winter break. A. Auldridge asked that divisions encourage their faculty to get final grades in sooner rather than later if possible. Dr. Warner agreed that faculty should be encouraged to get final grades in as soon as possible, and noted that next year the turnaround between semesters will not be so tight. S. Lietuvnikas added that it may be possible to automate some of the processes that follow the submission of final grades.

5. **Update – Strengthen Western Maryland Consortium Partnership**

M. Martin informed the group there was recently a meeting with the Western Maryland Consortium to discuss how they can help/assist HCC students. M. Martin further stated the Western Maryland Consortium offered to have members of their staff set up shop on campus a few days a week to meet with/offer their services to students. J. Bachtell added the Western

Maryland Consortium let her know they have plenty of Covid funds that can be used to help students affected by Covid in any way.

6. **Continued Discussion - Report on 10-year enrollment data**
None
7. **Continued Discussion - Credit Financial Aid Census Date – Pros/Cons Discussion**
Tabled

Future Meetings

Next ESSC Recruitment & Retention Meeting: January 6

cc: Dr. Klauber, V. Ippolito