

Enrollment and Student Services Council
July 21, 2022
Meeting Minutes

Attendees: N. Arnone, A. Auldridge, J. Bachtell, C. Baer, Dr. D'Ambrisi, K. Hammond, Dr. Hendrickson, B. Kirkpatrick, S. Lietuvnikas, J. Mentzer, L. Montgomery, T. Nedimyer, Dr. Ohl-Gigliotti, Dr. Poole, A. Preston, C. Ranalli, Dr. Renninger, R. Rohan, Dr. Scheetz, D. Schoenenberger, J. Seiler, T. Shank, Dr. Soeffker-Culicerto, T. Thorn, Dr. Warner, S. Willard

Excused: V. Beache, D. Bittorf, J. Burnett, K. Crawford, V. Gratton, M. Martin, D. Ryan

Minutes submitted by T. Nedimyer

1. **June 23rd minutes review/approval**

The June 23rd ESSC meeting minutes were approved as written.

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

J. Seiler updated the group that Ad Astra meetings continue on a weekly basis, and noted some of the topics covered over the past few meetings include adding terms, scheduling preferences, and room optimization. J. Seiler briefly updated the group that the subroutine for Retention Alert has been delivered/installed, but it is not working as intended. J. Seiler further stated that he will follow up with Ellucian to determine why the subroutine is not working as it should. J. Seiler informed the group that the kiosks for ConexED have been delivered and installed in the ASA, LSC, and the Library, and noted that the installation went smooth. Dr. Scheetz informed the group that he noticed the kiosk in his area are not ADA compliant, and suggested the appropriate changes be made. J. Seiler also stated that Office 365 is still having some issues with calendars unsinking, and noted he will set up a meeting with ConexED to troubleshoot the issue. C. Baer provided the group with a brief update on Quottly, noting that he is currently working on TCQ equivalences for outside institutions.

3. **Summer & Fall Enrollment**

T. Shank updated the group that the printing of the Con-Ed fall schedule was delayed due to a paper shortage issue, but noted the issue has been resolved and the Con-Ed fall schedule has been printed and sent out. T. Shank also informed the group that she is working on awarding scholarships for fall students at this time, and noted she is looking for an instructor to teach a CNA course for fall. Dr. Warner inquired how are the FY23 Con-Ed enrollment numbers trending at this time? T. Shank stated that it may be a little early to tell how FY23 Con-Ed enrollment is trending as registration opened in early June, but with the programs that are being offered for FY23 we should exceed FY22 enrollment numbers.

S. Willard updated the group that enrollment for fall continues to look strong, but noted we are still down enrollment for summer at this time. S. Willard further stated that a variety of outreach efforts are being made at this time to encourage students to register for classes. B. Kirkpatrick informed the group that advertising is fully underway, and noted the fall course guide was sent out a few weeks ago after being delayed due to a paper shortage issue.

A. Auldridge updated the group that she has openings available to meet with students at this time, and noted Retention and Registration may soon be going to two walk-in days a week. Dr. Warner asked A. Auldridge if she feels that we may be losing enrollment due to not being properly staffed. A. Auldridge stated she does not believe that being understaffed is the issue, the issue is

being able to respond and get back to the high volume of student phone calls received at the front desk. A. Auldridge further stated she would ideally like another Retention Specialist, and for her part-time person to be full-time. Dr. Warner noted that he would like additional information on the front desk issue. Dr. Scheetz noted that the Financial Aid Office has been very busy as of late due to being down two staff members. Dr. Scheetz further stated it has been challenging finding candidates to fill vacant positions as many of the applicants are overqualified, and therefore would most likely move on once they find a job more suitable for their skill level. Dr. Scheetz also noted that he does not believe being understaffed is negatively impacting enrollment, but he is unable to get back to students as fast as he would like to. D. Schoenenberger suggested training and utilizing some of the LSC staff members to assist with the Retention and Registration and Financial Aid Office staffing issues as the LSC is not as busy during the summer.

4. **Department responsibilities review**

C. Baer informed the group even after the reorganization of the Registrar/Records, Retention & Registration, and Admissions offices, he still regularly receives contact from staff/faculty for assistance in registering students. C. Baer further stated he can help register students, but he believes these types of requests would be better directed to the person responsible for registering students. To clarify who is responsible for what, C. Baer provided the group with an outline of responsibilities for the Registrar/Records, Retention & Registration, and Admissions offices. C. Baer further stated directing students to the right people will reduce frustrations and overall save them time.

5. **Other agenda items**

Dr. Warner noted he would like to follow up on Retention and Registration and Financial Aid Office staffing issues at a future ESSC meeting.

Future Meetings

Next ESSC Recruitment & Retention Meeting: August 4

cc: Dr. Klauber, V. Ippolito