

Enrollment and Student Services Council
September 15, 2022
Meeting Minutes

Attendees: A. Auldridge, J. Bachtell, J. Baker, C. Baer, V. Beache, K. Crawford, Dr. D'Ambrisi, V. Gratton, K. Hammond, Dr. Hendrickson, M. Iskra, B. Kirkpatrick, S. Lietuvnikas, J. Mentzer, L. Montgomery, T. Nedimyer, Dr. Ohl-Gigliotti, Dr. Poole, A. Preston, Dr. Renninger, R. Rohan, Dr. Scheetz, D. Schoenenberger, E. Schwartz, J. Seiler, T. Shank, Dr. Warner, S. Willard

Excused: N. Arnone, D. Bittorf, J. Burnett, M. Martin, C. Ranalli, Dr. Soeffker-Culicerto, T. Thorn

Minutes submitted by T. Nedimyer

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

The September 1st 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 the previous meeting focused on how to setup and modify event forms. J. Seiler further stated the next steps for Ad Astra will be to continue with configuration tasks. J. Seiler informed the group that a few ConexED issues have been identified such as students who leave meetings in ConexED are unable to rejoin the meeting, and wait times are not displaying accurately in the queue. A. Auldridge noted that satisfaction survey results are difficult to view within ConexED as only data from the last ninety days is displayed. J. Seiler further stated that he will work with ConexED to resolve these issues. Dr. Warner inquired when will ConexED be implemented for full-time faculty? J. Seiler stated that ConexED should be implemented for full-time faculty during the fall, but he will follow up with C. Fentress. J. Seiler further stated that TRIO Student Support Services will be the next department setup in ConexED. J. Seiler briefly updated the group that production integration for Quottly is ready to go. On a separate note, J. Seiler informed the group that after 6:00pm on Wednesday September 21st Colleague will be moving to a new server and will be unavailable until the following morning. Dr. Ohl-Gigliotti noted that Wednesday September 21st is during the add-drop period for twelve-week classes. J. Seiler stated that he will check with C. Fentress if the server migration should be moved to a different date due to the add-drop period.

3. **Fall Enrollment**

T. Shank updated the group that Con-Ed enrollment numbers for fall look strong, and noted that CNA with ESL students has started and is going well. T. Shank informed the group that she is currently working on improvements for next year's College for Kids, and noted that she is also looking into the possibility of setting up discovery academy's for high school students. T. Shank also informed the group that she is working on putting together the Con-Ed winter schedule at this time, and noted that it should be in mailboxes in early November.

D. Schoenenberger briefly updated the group that Adult-Ed enrollment numbers are booming, and noted that we are up 217 ESL enrollments and 30 FTE compared to where we were last year at this time.

K. Crawford updated the group that enrollment numbers for fall continue to be down, but noted he is still registering ESSENCE students for fall at this time. Dr. Warner asked K. Crawford if he foresees any obstacles with registering ESSENCE students after the Kirwan blueprint has been

implemented. K. Crawford stated that schedules are not set before students in the high schools go on summer break, and noted the only access to these students we have is when we meet with them in the high schools. Dr. Warner inquired is there any way of getting the high school students registered for ESENCE classes without meeting with them in the high schools? K. Crawford stated that it is best to meet with the high school students in person to ensure all of the information they need is provided to them. Dr. Warner stated that he would like to work with G. Willow to see if there is a better/cleaner way of registering the high school students for ESSENCE classes. A. Auldridge briefly updated the group that traffic in her area has increased due to add-drop week.

4. **How is Retention Alert working**

A. Auldridge updated the group that Retention Alert is working well, and noted that six cases have been received and routed to the appropriate people since the start of the semester. Both Dr. Poole and Dr. Warner noted they have received positive feedback from faculty members on Retention Alert so far.

5. **Follow-Up on Different software used in classes**

S. Lietuvnikas updated the group that she is working on putting together a listing of the software and their contact information that students use for classes, and noted the listing so far is significant. S. Lietuvnikas further stated that once contact information for software has been gathered IT will be able to point students in the right direction when they are having software issues/questions. Dr. Warner noted that he is curious to know how many students are requesting help with software from the information center.

6. **Discussion – What questions should we consider regarding credit enrollment declines?**

Dr. Ohl-Gigliotti welcomed the group to propose questions regarding the credit enrollment decline that they may want answers to. A few of the questions suggested by the group include:

- What percentage of our classes are offered between 10:00am and 2:30pm?
- How many students are we losing to the workforce? Students can make fair wages at a distribution center instead of obtaining an associate degree.

7. **Other Items?**

K. Crawford informed the group that an agreement is in the works with Amazon to offer classes to their employees. K. Crawford further stated that Amazon offers employees up to \$5,000 to take credit and non-credit classes through their Amazon Career Choice program. Dr. Ohl-Gigliotti added that a partnership with Hub City Labels is also in the works. A. Preston noted that the latest HCC Fact Book is now available.

Future Meetings

Next ESSC Recruitment & Retention Meeting: September 29th

cc: Dr. Klauber, V. Ippolito