Enrollment and Student Services Council Minutes
Thursday, December 7, 2023 · 9:00-11:00 am · STC-182

Purpose Statement: Our purpose is to collaboratively examine enrollment and retention goals as a cross-departmental team, recommending practices and procedures that support students, from the initial recruitment stage through the successful completion of their educational journey.

Group Lead: Dr. Kathleen D'Ambrisi

Meeting Minutes

1. Welcome (Kathleen-2 min)
   a. Notetaker: Laurie

2. Approval of Minutes (Kathleen -2 min)
   a. Motion by Laurie, second by Bob – Approved unanimously with no revisions

3. Feedback/Review – Summary Results of Previous Meeting (Carlee-15 min)
   a. Reminded everyone to fill out the form after the meetings
   b. Current review – highlights the great work Joe & Stephny are doing in IT
   c. Subgroups seem to be helpful/good idea
   d. Comment about helping students – perhaps there is a need to focus on culture not so much on the process/systems
   e. Comment supporting bringing appropriate people to table for discussions
   f. Communication & how to improve it questions – also how to bring in credit/non-credit
   g. May be some confusion about Teams – if need be reach out to people like Marti, Vidda, Laura, Joe, etc. if you need help.
      i. Question about what to put on Teams (move stuff from Z drive)
      ii. Chris used example of Reg appeals – says much easier process now – question if should put stuff there that may have Student ID numbers
   h. Subgroups – Next steps creating a workable timeline
      i. Example – Dr. Klauber excited about Meta-majors/pathways
      ii. However – there will be a lot of work on IT end – so what is realisitic timeline
         1. Lively discussion ensued
   i. Question – PIE may follow up with people regarding Data requests to do their own Closing the Loop
   j. Data about Majors is ongoing
   k. Questions about Credit/Non-credit overlap – Carlee did say that the data we have is unduplicated headcount.

4. IT Information and Questions (Joe-15 min)
   • Ad Astra
      - No updates
   • ConexED

- *Advising*
    - Meeting was held on 12/4/2023 with ConexED regarding the retention tool.
    - During this meeting it was asked if it was possible to create custom email templates tailored for specific needs and/or individuals (retention specialists, faculty, etc.).
    - This would give more flexibility within the system, and to also alleviate the issues consistently occurring with video and audio.
    - Zoom implementation within ConexED would be more specific, as an individual's personal Zoom room link can be embedded within an email.
    - A possible solution utilizing Breakout Rooms may be possible, and it would involve creating the necessary rooms needed before placing any students within. More testing and discussion to be held regarding this.
- *Retention Tool*
    - ConexED is able to pull data from both live and test D2L environments to analyze grades and create alerts.
    - Since there was an issue regarding privacy when pushing notes FROM ConexED TO Self-Service, we are now going to pursue pushing notes TO ConexED FROM Self-Service.
    - The notes being pushed TO ConexED can be marked private, and we will be requesting an option to toggle between private and public within ConexED, if necessary.
    - No option within Colleague to mark notes private vs. public currently exists.
    - Determination is still needed on where to store the notes within ConexED.
    - A subroutine is going to have to be written in order to properly extract the notes from Colleague to push to ConexED.
    - It has been requested to configure the system so no alerts get created if no grade(s) exist.
    - For example, if a number of students' grades are not entered until the end of a semester, we do want alerts getting created for each student throughout the semester, thus causing confusion and unnecessary alerts.
    - A demo of the retention tool's progress has been scheduled for 12/11/2023 at 2:30 p.m.
- Student Planning + Degree Audit
    - Programs that have a different specification for gen ed Math and English than what is shown to students in the printed text are to be brought to Academic Council. This is something that was done years ago for exceptions, but needs corrected to either revise the printed text to match the specification (through curriculum) or modify the specification to match the printed text (outside of curriculum).
    - Ex: AS.CYB states MAT-115 in the printed texts but any math behind the scenes.
- Similar update as previous month
    - Issue will be brought to Curriculum Committee on 12/14/2023.
    - Divisions are reviewing their caps across all courses.

5. Open House Discussion (Christine – 15 min)
    a. Open House is scheduled for Saturday April 13, 2024 from 11am – 1pm in the ARCC
    b. Trying to get as "hands-on" and creative as possible – have room to spread out.
    c. Laurie & E. McDonald looking at having an Anatomage Tournament with 3D tables in the ARCC at same time to showcase the equipment and pull in High School Students – looking into the logistics and feasibility of moving the tables.
    d. Question about having a Survey/QR code at Open House (I can't read my writing I don't remember what this is for)
    e. Planning Committee will be Kevin, Christine, Dana, Mike??, Laurie, Lee??

6. Admissions subgroup Summary of last meeting (Kevin-15 min)
    a. Admission Subgroup had good feedback; had meeting about metamajors
    b. Current application has 70+ majors listed, would try to get down to 10 – 12; Referred to FCC site as example
    c. Will need to choose appropriate wording & add to application
    d. ? about if it would cover both Credit & Non-Credit (like Healthcare)
    e. Divisions will need to get together to see where programs may fit so nothing is left out
    f. Mike - will add Meta Majors require change to Curriculum (broad/generic 1st semester with FYE) so that students in the same "group" can take courses that may apply to other majors in the same or different areas.
    g. Kevin shared the information from the Withdraw Survey

7. Assignments, Next Steps (Kathleen-10 min)
    a. Identify Group Lead for Jan. Meeting: Laurie
    b. Identify a Notetaker for Jan. Meeting: Bob
    c. Other Assignments & Next Steps

Registration Report & Discussion (Angie-60 min-all other members can leave except Registration sub-group)
        Registration – Angie, Mary, Karen, Laurie, Stephny, Joe, Chris, Angie, Charles, Jaime, Kevin, Theresa, Kaprece, Marti, Dawn, Vidda, Eric
    a. Guiding questions/thoughts for each area
        i. Are there additional points of interest, concern, items to address
            1. Short term vs medium term vs long term

Discussion about looking at tasks, initiatives & duties in Retention & Registration area – may be reallocated in the future. Example Faculty Advising – hard for students to get appointments in timely manner – many need to take a "hard no" and refer them to faculty.

Collect "data" or feedback from students (about not being able to reach faculty advisor or actual advising experience) – first contact Division Director & then can forward to Dawn, Laura, Vidda, etc.
Same with Kaprece & ECAP – dual credit students go to her &- but there may be too many, so perhaps can be advised or meet in groups.

What do we call retention. Angie's area meets with new students but are called retention specialists – which may be confusing – perhaps look at renaming. External audit said term Retention was useless jargon – Lively discussion ensued

8. Other – next meeting January 18, 9:00-11:00 am, STC 182 (this is modified from planned meeting in January)