

Instructional, Student Success, and Enrollment Services

Meeting Minutes

September 20, 2017

Present: B. Bates, D. Bertch, T. Buszek, A. Cederberg, C. Colella, M. Collins, L. Cosby, L. Depta, P. Eagan, D. Finch, G. Fredericks, S. Hubbell, C. Jbara, D. Lindsley, D. Miller, E. Pauken, B. Reynolds, B. Taraskiewicz, T. Welsh

Absent: EJ Bast, D. Coates, C. Gibson, T. Hamann, D. McCurdy

1. Call to Order – The meeting was called to order at 8 AM by D. Bertch.
2. Meeting Minutes of August 9, 2017 – The meeting minutes of August 9, 2017 were approved as distributed.
3. Business
 - 3.1 Program of Study Booklet – S. Hubbell shared that the 2017/2018 KVCC Program of Study booklet has been received. Several copies were made available for those interested. Kudos! to S. Hubbell, K. Sparrow, L. Depta, T. Guy, E. Dominiani, and D. Kemp for their diligence on this document.
 - 3.2 CRM – T. Welsh updated the group on the status of implementation of the CRM to include Schools App. Testing and piloting are being planned.
 - 3.3 Enrollment and Completion Numbers – D. Bertch distributed and discussed the Enrollment Trends for each of the instructional disciplines for the fall semesters of 2015, 2016, and 2017. Comparisons between 2015 and 2017 and between 2016 and 2017 were included to better identify opportunities for improvement.
 - 3.4 Staffing ID Stations – C. Colella requested input on how to provide extended hours to process student IDs during the first week of classes in both the fall and winter semesters, from 7:30 AM to 7:30 or 8:00 PM. She is targeting implementation for winter 2018. Several suggestions were discussed. C. Colella will continue to develop a plan and bring this back for further discussion.
 - 3.5 Issues/Concerns
 - S. Hubbell discussed discrepancies between enrollment data reported by the Admissions Office and that reported by Institutional Research. The data reported by IR every Friday has been “scrubbed.” A small committee has been convened to address the issue of making the data consistent.
 - D. Lindsley shared that since the start of the semester MATH faculty have been reporting students being misplaced into MATH classes when the SAT score was used as the primary placement tool. When SAT was contacted SAT believes this is an anomaly as students were used to prepping for the ACT and last spring was the first time the SAT was used. This will continue to be monitored and addressed individually in the short term.
 - B. Taraskiewicz raised the concern that 12-week parts of term are not visible on mobile apps. T. Welsh stated that M. Thompson was investigating.
 - P. Eagan requested that the weekly enrollment reports start including enrollment by discipline to make the data more actionable at the department and division level.
 - L. Cosby shared that there has been some miscommunication regarding Counselor Connection. This has been addressed.
 - Records and Registration recently discovered an issue with Internet Explorer on the Kiosks. Internet Explorer is being removed from the Kiosks.
4. Departmental Reports
 - L. Depta reported the next “Get it all Done in a Day” event has been scheduled for November 29, 2017 from 4-7 PM.
 - D. Lindsley reported on the recent hire of Michelle McGowan, PT Counselor in the Office for Student Access. She will start on October 9, 2017.
 - D. Lindsley provided a brief update on the National Testing Conference attended the week of September 11, 2017 including student perceptions of academic dishonesty.

- S. Hubbell reminded the group that Recruiter would be “unplugged” on Friday, 9.22.17. Students are not expected to experience any disruption in service. Rather, service should be enhanced.
 - A. Cederberg reminded everyone that ECars are coming in and students will be dropped before the end of the week for non-attendance.
 - L. Cosby shared that the Counselors would be doing drop-ins on Tuesdays and Wednesdays.
 - D. Finch provided an overview of her recent international student recruitment travel to Central and South America.
5. Other
- S. Hubbell briefly discussed the enforcement of a 30-character limit for program and course names. As a result, many of the programs of study and courses listed in the program of study booklet were made consistent with this requirement. This also includes the consistent use of the ampersand in titles and courses.
 - B. Bates reported that an all student meet and greet sponsored by Multicultural Services and International Student Services was held on 9.19.17. Thirty students attended.
 - B. Bates shared that Multicultural Services at KVCC in collaboration with the Michigan Immigrant Rights Center will provide a “Michigan Immigrant Status Update” on Tuesday, October 3, 2017 from 2-3:30 PM in room 4240. Susan Reed will be the presenter.
 - B. Bates also reminded the group of the Naturalization Ceremonies taking place on September 22, 2107 with over 40 countries being represented.
 - C. Jbara asked members of the group to contact him with ideas for Life Enrichment opportunities.
6. Reality Check
- Departmental notification regarding student deaths. Who should be contacted? Are there any FERPA issues? Is there a process? Who takes the lead?
7. Kudos!
- From Financial Aid to T. Welsh and his team for arranging a COW cart to facilitate student completion of the FAFSA application during special events.
 - To Cheryl Almeda for her leadership in coordinating the Rapid Review program for ENG 078 students.
 - To the counselors for their interventions with several students experiencing crises.
8. Meeting Feedback
- 8.1 Agenda Items
- Cougar Completion Grant – A. Cederberg
 - Merit Scholarship Program – EJ Bast
 - Class Scheduling Opportunities – E. Pauken
9. Adjourn – The meeting adjourned at 9:15 AM

Next Meeting: October 4, 2017 at 8 AM in Room 4380

Future Agenda Items:

Staff Retention – All

Noel-Levitz Programs of Study and Next Steps – Bertch/Cosby

Transfer Credit Update – Bertch

Roster Verification and ECARS - Eagan