

**Instructional Services and Student Success Services and Enrollment Services  
Meeting Minutes  
September 21, 2016**

**Present:** B. Bates, D. Bertch, F. Brooks, T. Buszek, C. Colella, M. Collins, L. Cosby, L. Depta, P. Eagan, G. Fredericks, C. Gibson, C. Heeter, S. Hubbell, C. Jbara, R. Miller, B. Reynolds, B. Taraskiewicz, J. Taylor, D. Vandenberg

**Absent:** E.J. Bast, D. Coates, T. Hamann, D. Lindsley, D. Miller, D. McCurdy

1. Call to Order - The meeting was called to order by D. Bertch at 8:00 a.m.
2. The meeting minutes of August 24, 2016 were approved as distributed.
3. Business
  - 3.1 Enrollment Task Force Update – M. Collins reported on committee discussions, and updated the group on fall enrollment numbers (down 276 students) and plans for the winter semester. M. Collins noted the returning student category remains the biggest hurdle.
  - 3.2 Retention Committee – L. Cosby reported on committee discussions updating the group on mandatory orientation, holds, FYE efforts, Customer Relationship Management, the Student Satisfaction Survey, and Guided Pathways.

D. Bertch reported three full-time Pathway Advisor positions have been posted.
  - 3.3 Early College – Reminder...The mentoring workshop takes place this Friday, September 23, 2016 at 3:00 pm in room 4380. To date, 38 volunteers have signed up. Contact D. Coates with interest in attending.
  - 3.4 University Center Update – C. Jbara provided a brief update reporting on the status of discussions with Davenport (articulation agreements firmed up), Siena Heights (official signing Monday, September 26, 2016) and Ferris State (working to schedule next visit) Universities. C. Jbara also noted the design/planning of the University Center space (room 1510) and marketing efforts are underway.

T. Buszek reported on discussions with Davenport regarding the 3+1 accounting program.
  - 3.5 Course Placement Opportunities – No report.
  - 3.6 Guided Pathways – No report.
  - 3.7 Student Success Center Updates – L. Cosby reported on the need to encourage faculty to use the next term registration opportunity. D. Vandenberg updated the group on post calling campaign enrollment numbers for fall noting an increase in contact hours (3545)/students (360).

M. Collins reported on the need for more calling campaign volunteers.
  - 3.8 International Student Recruitment – F. Brooks reported on work to create a fast facts sheet, fall enrollment (56 students from 21 different countries), work to pull together an international student group to be led by William Watson, the ENG 098/110 hybrid class, and work with D. Coates on a mentoring program collaboration for international students.

J. Taylor requested and received an update on scholarships for international students.

- 3.9 Diversity and Inclusivity – F. Brooks reported the next series of workshops begin September 30, 2016. Contact F. Brooks or Trice Batson if interested in participating in workshops.
- 3.10 Student Success Summit – D. Bertch reported the Student Success Summit takes place Thursday, September 29 and Friday, September 30, 2016. Contact D. Bertch with interest in attending.
- 4. Other
  - 4.1 L. Depta reported registration for the winter semester begins Monday, October 10, 2016, the printed class schedule will be available on campus Tuesday, October 4, 2016 and the next publication of the KV Focus will be out in October.
  - 4.2 B. Taraskiewicz requested a clarification on the timing of ECARS notifications and/or reminders. R. Miller will follow-up and report back.
  - 4.3 B. Taraskiewicz reported when technical problems arise at AWH there is a noticeable delay in response times.
  - 4.4 B. Taraskiewicz shared concerns regarding the scheduling of Hospitality Days specific to AWH.
  - 4.5 G. Fredericks reported KVCC is officially licensed to offer online courses.
  - 4.6 C. Colella provided the group with personnel updates.
  - 4.7 B. Reynolds provided the group with an FYE update.
  - 4.8 D. Vandenberg provided the group with a downtown specific Student Success Center update.
  - 4.9 D. Vandenberg reported Hospitality Days went well.
  - 4.10 T. Buszek updated the group on the closing of ITT Technical Institute and the impact on students.
  - 4.11 C. Heeter reported IT will be switching the Banner platform at 10:30 pm on Thursday, September 29, 2016.
  - 4.12 F. Brooks updated the group on the status of LGBT train-the-trainer.
- 5. Reality Check – AWH Testing Center – Expectation versus delivery.
- 6. Kudos!
  - 6.1 To Gail Frederick for her hard work and persistence with the licensing for online classes.
  - 6.2 To Erin Dominianni and Beth Gregory Wallace for organizing the welcome tables.
  - 6.3 To Laurie Dykstra, Tawanda McMath, Zanita Hobdy, Natasha Green and Elishia Pye for handling 10,186 phone calls during the month of August.
  - 6.4 To the staff and counselors of Student Success Services for their hard work, team effort and commitment in getting students prepared for fall.
  - 6.5 To Terry Sibbersen, Diane Vandenberg and all who helped get AWH room 121 ready for Student Services.
  - 6.6 To all involved in coordinating successful hospitality and welcome activities at all buildings/campuses.

- 6.7 To Sue Newington for going above and beyond to help a student with financial aid and registration.
- 6.8 To the automotive faculty and staff for a very successful open house.
- 6.9 To Carol Heeter and Tim Welsh for helping with communications to students.
- 6.10 To Coty Dunten for her extra efforts with retention.
- 6.11 To all who have helped with Naturalization Ceremonies.
- 7. Wrap-up/Next Steps/Agenda Items: As stated.
- 8. Adjourn: The meeting adjourned at 8:57 am
- 9. Next Meeting: October 5, 2016 at 8:00 am in room 4380.