

Retention Committee

December 14, 2018

10-11 a.m.

TTC 4380



Goal: Achieve a **next-term retention rate** of 74% and a **fall to fall retention rate** of 50% for

New to KVCC Students intending to obtain a certificate, associate degree or transfer who enter KVCC Fall 2018.

1. Call to order
2. Approval of meeting minutes of November 9, 2018
3. Institutional Research update
4. Retention Plan Priority Area updates
 - a. Batch Cancellation
 - i. Updates, Outcomes, Communication tactics
5. Ongoing Initiatives/Strategy Committee updates
 - a. Mandatory Orientation holds – First semester success
6. Enrollment and Retention Committee – Discussion of merger
7. Part-Time Learner Support
8. Other
 - a. National Symposium on Student Retention handout

--Retention Plan Progress Monitoring

Operational Recommendation	Officially Proposed	Initial Meeting(s)	Partially Planned	Fully Planned	Executed or Piloted	Continuous Improvement	Expanded Implementation	Fully Scaled	Notes
Revise course schedule	X	X	X						A/R/R brought proposal to ISSES committee
Caseload based advising	X	X	X						Goal = case management determined 03/19
Mid-Term grades	X	X	X						Need to determine role of technology
Revamp early alert	X	X	X	X	X				Changes to system complete, piloted F18
Developmental placement	X								Analysis of SAT/ALEKS/Accu. complete
Recapture stop-outs	X	X	X	X	X				Pilot w/ A/R/R & Fin.Aid---ReUp partnership
Course attendance									ECARS outcome data compiled/analyzed
Campaign alignment	X	X	X	X	X	X	X		Campaigns = prospect thru completer
Dropped non-pay outreach	X	X	X	X	X				MyValley display active, Outreach ongoing
Student in-take survey revision	X	X	X	X	X				Survey incorporated, outreach occurring
Focus Projects	Officially Proposed	Initial Meeting(s)	Partially Planned	Fully Planned	Executed or Piloted	Continuous Improvement	Expanded Implementation	Fully Scaled	Notes
Identify at-risk factors	X								Retroactive look at survey data with IR
Math remediation w/ K-12	X	X	X						Pilot occurred with GLHS, proposed expansion not fully planned, started grant
CRM implementation	X	X	X						Retention implementation underway
Asset map development	X	X	X	X					Updates complete---Launch underway
Ongoing Projects / Programs Influencing Retention	Officially Proposed	Initial Meeting(s)	Partially Planned	Fully Planned	Executed or Piloted	Continuous Improvement	Expanded Implementation	Fully Scaled	Notes
FYE	X	X	X	X	X	X	X		Continuing to scale/add programs
Mandatory orientation	X	X	X	X	X	X	X	X	
Mandatory career advising	X	X	X	X	X	X	X		Course integration continuing to grow
Academic probation	X	X	X	X	X				Policy applied FTIAC Summer 2018
Gateways to Completion	X	X	X	X	X				Fall 2018 reflects G2C
GLW, AMP, 8x8, Rapid Rev.	X	X	X	X	X	X	X		
KVAAP	X	X	X	X	X				First cohort begins Fall 2018

Retention Committee Minutes November 9, 2018

Present: J. Abbott, D. Bertch, E. Bell, M. Collins, L. Cosby, E. Dominianni, A. Galick, S. Herrmann, S. Hubbell, K. Johnson, C. Olson, E. Pauken, T. Welsh

Absent: M. Adams, C. Almeda, E. Bast, B. Bates, A. Cederberg, C. Cockerel, C. Dunten, L. Cool, A. Marsh-Peak, D. Mondoux, T. Quada, C. Ross, Stroven, L. Thomas

1. Call to order
2. The minutes of October 12, 2018 were approved
3. Institutional Research update
 - a. Winter enrollment and headcount are both down, slightly over 5%
 - b. Fall to Fall Persistence
 - i. Includes all “new to KVCC;” does not include Early College
 - ii. Minimal change over time
 - iii. Initiatives implemented recently have not been in place long enough to have impact
 - iv. FT v. PT persistence
 1. More significant difference FT v. PT relative to persistence than relative to award or transferring out.
4. Retention Plan Priority Area updates
 - a. Batch Cancellation
 - i. Next week
 - ii. Display is now active
 - iii. “My Valley” Balance
 1. Full tuition bill currently showing on student record
 2. If \$0 balance, no notification
 3. Question re: prompt on screen for student to check Financial Aid
 - a. Emails being sent (1st and 15th) to approximately 2,000 students with balances reminding to follow up re: financial aid
 - b. No metrics as of yet re: effectiveness of emails; however Erin reported an approximate 68% “open” rate, unduplicated headcount
 - c. Approximately half of all students have balances due
 - iv. Registration campaign in process
 1. After batch cancellation, Business office follows up with students who have not registered, had tuition delays, etc.
 - b. In-Take Survey Winter 2019 results to date
 - i. Data broken down into several areas (age, FT/PT, Program/Pathway)
 1. Comments/issues
 2. Possible financial issue with hybrid courses
 3. “In seat” preferred over hybrid
 4. Some interest in Saturday option
 5. Interest in evening (5 – 10 p.m.)

Retention Committee Minutes November 9, 2018

- ii. Future survey questions
 - 1. Interest in weekend hybrid v. weekend “in seat”
 - 2. Interest in Friday evening v. Sunday afternoon
- iii. Question whether specific groups of students are wanting evening classes: Industrial Trades, Business
 - 1. Still reviewing data; will update group when information is available
- c. Early Alert System Updates
 - i. “Instructor Actions” now required
 - ii. Student receives email notification when instructor submits name; to prevent surprises
 - iii. Early Alert open during drop/add, but limited
 - 1. “never attended class;” “Lacks prerequisite skills”
 - iv. Staff added to system
 - 1. Director of Learning Center: if only indicator is need for tutoring
 - 2. Director of Enrollment and Completion: to contact “never attended”
 - v. SARS
 - 1. Added option to indicate “early alert” on calendar
- 5. Ongoing Initiatives/Strategy Committee updates
 - a. Ongoing targeted messaging about available support resources
 - b. Registration calling campaigns
 - c. Deans letters out soon
- 6. Part-Time Learner Support
 - a. Committee broke into smaller discussion groups to review data/info compiled from previous meeting
 - b. Comments/Concerns include:
 - i. Of students completing first term: 83.7% of FT returned; 59% of PT returned
 - ii. Question number of PT who had 0 pass rate
 - iii. Loss of financial aid
 - iv. PT more affected by life issues: family support, financial needs, need to work
 - v. Not reaching credit threshold
 - vi. Suggestion made for increased/better marketing of KVAAP and the number of services within that program
 - c. Consensus that more targeted effort on PT students should be done
 - i. Population is at greater risk
 - ii. More likely to transfer out
 - 1. 4-year institutions are now more willing to accommodate PT students
 - 2. Course availability better at 4-year institutions
 - iii. Need Guided Pathways for PT population
 - iv. Evan will work with IR to identify PT trends: attendance, coursework, etc.