

Enrollment and Student Services Council
Meeting Minutes

Thursday, April 11, 2024 · 9:00-11:00 am · STC-182

Group Lead: Dr. Mary Hendrickson

Note Taker: Sarah Elliott

1. Welcome
Mary H. announced that there will no longer be a Zoom option for the Council meetings.
2. Approval of Minutes
Laurie Montgomery moved to approve the minutes as written. Second from Charles Scheetz and unanimously approved.
3. Feedback/Review of previous meeting by Carlee Ranalli
 - a. Theresa S. received good feedback for her leadership during the last meeting.
 - b. There was good engagement and collaboration from the group.
4. IT information presented by Joseph Seiler
IT was not present at this meeting as they were attending a conference.
5. Open House – April 13th update
Christine G. briefly reviewed the final layout of the ARCC. She reported that faculty should show up by 10:30 am the latest to set up their tables, and the event is scheduled to begin at 11:00 am.
6. Presentations
Angie (Retention), Kevin (Registration, and Theresa (Integration) presented their final report from the Strategic Plan so the Council could compare the work that has been done, planned to be done, or in progress currently to align with the goals and steps of the Strategic Plan.
7. Assignments, Next Steps
Nancy Arnone was identified as the group leader for the May 9th Council meeting.
8. Summary of Last Meeting (For Information Only – Please Review on Your Own)
It was suggested by the members of the Council to review the *Current Initiatives & Projects* items and to break out into subcommittees at the next Council meeting.
 - a. Current Initiatives & Projects
 - i. **Retention Plan**
GOALS: Align with HCC Strategic Plan. Improve retention rate.
METRICS: Persistence and completion increases. Returned engagement.
POPULATION: Credit, WSCE, PALS

RESOURCES: Strategic planning committee reports and action plans (Dana, Angie, etc.). HCC Fact Book.

WORK: Plans made, focus groups, focus groups now expanding

1. Retention Tool with ConexEd
2. SDV requirement for new students first semester (FA25)

ii. Early College Initiatives

GOALS: Acquiring NACEP certification. Student plans that support post-secondary goals. Guidebooks for pathways. Improved staff communication. Liaisons in place.

METRICS: Completion of guidebooks. Defined methods of communication for all. Liaison pipelines working efficiently.

POPULATION: WCPS, other ECAP/ECDP students

RESOURCES: Blueprint committees, NACEP accreditation guide

WORK:

3. Early College Admissions Application
4. Blueprint – ECAP/ECDP (Registration improvements)

iii. Advising

GOALS: Smooth student advising and referral processes through appropriate pathways for all students

METRICS: Smooth transition between new students in Retention and Registration, returning students to faculty advising, cohort students (DSS, ECDP, etc.) with proper staff support

POPULATION: faculty, credit and non-credit students,

RESOURCES:

WORK:

5. ConexED – Scheduling
6. Student plan approval tool for faculty
 - a. Loading plan for new, current, and transfer students
 - b. Training
7. Assignment of students to faculty
8. Connecting Registration & Advising with DE High School Counselors providing access to self-service

iv. Self-Service Changes

GOALS: To provide accessible, accurate tools for improving comprehensive student academic planning, registration, retention and other resources for students, faculty, and staff.

METRICS: Increase the number of accurate degree plans and graduation audits

POPULATION: Student, faculty, and staff

RESOURCES: Self-service user group, IT,

WORK:

9. Single Sign On implementation
10. Using Sample Degree Plan
11. Communication of Changes in Self-service
12. College catalogue review for integration into public facing information

v. Recruitment

GOALS: Employ STRATEGIC recruitment to identify populations and the needs of our community

METRICS: Increase enrollment in identified low-enrolled programs

POPULATION: All prospective students, local businesses and companies, transfers, DE students

RESOURCES: Factbook, MHEC, enrollment reports, Clearinghouse, MWE reports (occupation, job openings, etc.), social media

WORK:

13. Application modifications – include Meta Majors
14. Promoting non-credit workforce development programs
15. Review of website – organization for faculty, staff, students (and accessibility)
16. Increase social media advertisement

9. Other

The next meeting is set for Thursday, May 9th, from 9:00-11:00 am, in STC 182.

10. Meeting adjourned at 10:55 am.