

*Enrollment and Student Services Council – Full Group  
Meeting Minutes*

Thursday, November 7, 2024 · 9:00-11:00 am · STC-182

**Group Lead:** Jaime Bachtell

**Note Taker:** Sarah Elliott

**1. Welcome**

Jaime Bachtell. called the meeting to order at 9:00 am.

**2. Approval of Minutes**

Carlee Ranalli moved to approve the minutes as written. Second from Christine and unanimously approved.

**3. Feedback/Review of previous meeting by Carlee Ranalli**

- a. Small group discussion regarding the facilities master plan was reported as “great”
- b. The group liked the opportunity to provide feedback in the small groups
- c. Updates from the various areas was appreciated

**4. IT information presented by Joseph Seiler**

Joe S. reported that the Ad Astra Implementation team continues to meet every Tuesday through February 4, 2025, and shared that the team is working on pathway validations at this time. There was discussion at the November 5<sup>th</sup> Ad Astra meeting about rolling schedules forward. This will be discussed further with Dawn S. and the academic directors to decide on a more uniform schedule building process.

There are currently no updates on the ConexEd retention tool. There was an automated account issue that IT is working on with Ellucian. Kira will be monitoring this.

There is no “go-live” date known for the Single Sign-On for Self-Service. Ellucian is currently troubleshooting sign-on issue regarding IDs.

**5. Enrollment report presented by Kevin Crawford**

Kevin C. reviewed the updated Enrollment Report with the Council.

It was shared that if a high school student was taking courses at the high school or combination HCC and high school, these students are to be enrolled in the General Studies: Early College pathway.

**6. Retention Sub-committee Update by Angie Auldridge/Marti Grahl**

Pilot program was started to to identify the “at-risk” students via a texting campaign. The texting campaign will send out timely text messages to students based on what may be happening during the semester or what the student might be encountering, such as

middle of the semester reminder of TimelyCare if students are feeling overwhelmed. Initially, students were responsive, but with repeated text messages, responses started to decrease. Angie and Marti will continue to monitor for now and will meet as needed.

**7. Assignments, Next Steps**

- a. Dr. Veronica Stein was identified as the group leader for the December 19<sup>th</sup> Council meeting.

**8. Integration Discussion Review of Activity and Next Steps by Theresa Shank/Dawn Schoenenberger**

The group discussed the Integration Commitment results from a small group activity from the September Council meeting. The focus of this meeting was the first sub-commitment, which is “Orchestrate a cultural shift through purposeful change leadership”.

The group rated itself at a 2. One top area of improvement identified was the culture of integration. The Workforce Solutions and Continuing Education side of the college is very complex and there was discussion on how WSCE could be better integrated and how communication can improve. The other top area of improvement was footprint, or a one-stop shop on campus. There was discussion around adding a Welcome Center to the college being a significant resource to students.

Action: Subcommittee to expand on detailed list of roles around campus (Kevin C. to update current file, Theresa S. to work on non-credit roles)

Action: Follow up for physical location for Welcome Center and timeline (Dawn S. to work on this)

**9. Other**

The next meeting is set for Thursday, December 19<sup>th</sup>, from 9:00-11:00 am, in STC 182.

Reminder: Spring Open House is Friday, March 28<sup>th</sup>, 10 am-3 pm (at the same time as the Washington County Career Expo), located in the ARCC.

**10. Meeting adjourned at 10:45 am.**