AtD Student Experience & Retention Team
MINUTES – June 20, 2019

Attendees: Stacy Ehmen, Shanay Wright, Kalie Kilgore, Janet Ingargiola, Amie Musk, Brennon Hightower, Lisa Rudolph, Kellie McBride, Paulina Padjen, Nick Catlett, Lara Conklin, Bob Mattson, Tom Carey

1. Action Plan for Student Employment Process Updates
    a. Updates & Discussion with each sub-team: The team went through the Student Employment Action Plan discussing the tasks and what still needs to be done. Please see the attached Action Plan for notes/updates.
    b. Next steps? Many steps are still up in the air a little. We still hope to update staff/faculty at the Fall In-Service via a print-out due to the tight timeline.

2. Financial Aid Processes & Communications:
    a. Financial Aid office prepared an amazing graphic with the step by step processes from the office's viewpoint. Janet walked the team through their processes and the student actions, or non-actions, that activate the various processes. They also provided a binder with examples of all the communications they send to students (via email, snail mail, phone calls, Self Service).
    b. Attached is a vertical synopsis of the processes outlined by Financial Aid. Their process outlined starts when a student completes the FAFSA and puts DACC's school code on the FAFSA, indicating that they want their information shared with DACC.
        i. It was noted that we should actually map the processes before a student fills out the FAFSA. For example, what does the office do to communicate information and the processes to potential students/parents? With process mapping, we are trying to identify the "loss" that happens from our processes. Where are we losing the students?
        ii. The information in green represents the documents requested in the Missing Information Letters (MILs) that are sent to students based on their reported status. The missing information stage is a bottleneck for the process.
    c. We asked FAO what communication methods work best with students. They stated that it would be helpful if all the forms were available via electronic format where the students could fill them out and send them back online. They also noted that students tend "not" to read their DACC email. They will, however, use their personal email accounts indicated on their FAFSA/ISIR.
    d. Common "loss points" noted by FAO:
        i. Loan default
        ii. Student is not registered for the selective service
        iii. Tax transcripts: As of now, student have 3 ways to get their Tax Transcript to the College: 1) check yes for the data retrieval process to happen when they complete their FAFSA (Note: The FAFSA has to have the exact address of when the taxes were filed); 2) Go online to https://www.irs.gov/individuals/tax-return-transcript-types-and-ways-to-order-them to send tax transcripts(takes 5-10 days for delivery); or 3) Call 1-800-908-9946 to request it via phone (takes 5-10 days for delivery).
        iv. Bad address for the students; FAO can't communicate with them if they don't have the current address (which is different than the address provided on FAFSA).

          v. Students don't read their email.
         vi. During high student traffic times (2 weeks before regular term starts and the first 2 weeks of regular term), it is hard to reach a FAO staff member since they work with students in person first.
1. Phone system/line transfers don't work as efficiently as they could.
2. Automated help/instruction would be helpful for common issues (tax transcript, verification worksheet, appeals, etc.)
3. Extra help for high traffic times. Can we borrow someone from another department? Seasonal worker?

e. Now we need to map the process from a student's perspective; talking to recent FAFSA completers, students who have not completed the FAFSA yet (do they know where to go), and veteran FA recipients.

f. Once we have both viewpoints, we can determine all the "loss points" that we can address.

g. Data requested: What are the demographics of our students who apply and then who receive financial aid? Are we missing any groups of students? How can we help groups we are missing?

3. Fall 2019 Meeting Dates are to be determined. We could possibly keep the 3rd Thursday of the month at 1:30pm "if" it works for team members.

4. Next meeting date: Thursday, July 18, 2019 @ 1:30 pm in the Laura Lee Room.