

AtD Student Experience & Retention Team

MINUTES from November 21, 2019

Attendees: Stacy Ehmen, Angie Springer, Gina Davis, Paulina Padjen, Tammy Rigglesman, Stephanie Potts, Amie Musk, Tom Carey

1. Data Updates from Institutional Effectiveness: Tom brought a report from Bob on the performance gaps between white students and African American students. The team will discuss the gaps at the December meeting.
2. Financial Aid Processes & Communications:
 - a. Student Perspective: The team reviewed the results of the student survey. Students were asked about their financial aid knowledge and experiences. 85 students completed the survey. Overall the results were very favorable. Students are very appreciative of financial aid. Constructive remarks were shared with Financial Aid staff. Statistics were consistent with percentage of students who receive financial aid.
 1. Takeaways: Informational communications will be developed to further assist students in the future.
 2. Staff/Faculty Perspective: The team reviewed a draft of the survey that will be sent to faculty and staff. The purpose of the survey is to see if most of our staff understand financial aid basics. Results from the survey will be reviewed at the December meeting.
3. Other Team Focus Items: The team discussed other retention and student engagement opportunities. How do we work with other teams and functions of the college? Some ideas that were discussed include the following:
 - a. Team had a discussion on why students are dropping courses. We do collect the data and it reflects national data. Students drop due to finances, conflict with work/family commitments, and lack of preparation (before and during). How can we help students with these issues?
 1. It would be nice if someone received a notice when a student withdraws from a class. Maybe interventions can be implemented in a more timely basis.
 2. Stacy will look in to Colleague's Communication Management tools.
 - b. Review SSI & CCSSE data for additional retention needs.
 - c. Feedback from BOSS team: From the December meeting, we learned that students did not feel that they were receiving timely grade notification from instructors. Some students had no idea what their grade was until they saw their transcript. This is not helpful for students to know if they have to withdraw, put in extra work, etc. The team is going to research if there are best practices for grade communications. We could share this with the Teaching & Learning team or with the Division Deans.

- d. Assist Diversity Team with events? The Diversity Team hosts several events throughout the year. Many are engagement focused. Maybe our team could help with a few of them.
- e. Orientation & Support for Online Learning: All students and faculty need to have Blackboard knowledge “before” the semester starts. How can we help with this? There are also a few other technical skills that are needed for online courses (uploading files, etc.)
 - 1. Can the Tech Club help with this?

4. Upcoming Meeting Dates:

- December 19th @ 1:30 pm, Laura Lee Room
- ~~January 16th @ 1:30 pm, Laura Lee Rm~~ Due to first week of SP term
- ~~January 30th @ 1:30 pm, Laura Lee Room~~
- February 13th @ 1:30 pm, Laura Lee Room * Different Date Than Normal
- March 19th @ 1:30 pm, Laura Lee Room
- April 16th @ 1:30 pm, Laura Lee Room
- May 21st @ 1:30 pm, Laura Lee Room