

Retention Committee Meeting Minutes
Wednesday, September 26 / 2-3 p.m.
ASC 226C

Present: Pat Roper, Joyce Britt, Debbie Fitzgerald, Kristi Aulick, Tina Edwards, Kim Patterson, CJ Farnsworth

Absent: Pam Sharma, Tami Becker, Jill Loveless

Discussion began by revisiting topics from the May 2018 meeting:

C. Farnsworth relayed information from P. Sharma regarding organizational Retention Plan: *I am working on it. Had to significantly change it from a comprehensive plan to just a plan due to recent discussion in the enrollment management committee meeting and the follow-up discussion. I hope to have it ready by next week.*

Regarding better preparation for students in Blackboard-K Patterson indicated that the Bb learning module created has been piloted in some courses but cannot be included in all courses until 'Master' course templates are created

J. Britt added that the Bb Module has been used in her courses since summer and is well done; she feels it is very helpful

J. Britt added that she would like to recommend communication be more targeted regarding when student should begin/access online courses (see recommendation)

T. Becker was not present to report on summer implementation of revamped New Student Welcome Event (NSWE)

Registration tickets were discussed- faculty and staff agree that these tickets are effective eliminating preliminary stops/holds/issues before advising/registration occurs

K. Aulick wondered if it might be possible to use an electronic version of registration tickets that might be able to be updated and reviewed in "real time"

D. Fitzgerald reported that T. Becker came to her classes with registration tickets prepared for students – this was very helpful for students and faculty alike

K. Aulick commented that something similar happens in FYS courses

P. Roper agreed that, especially for those students who are accustomed to just emailing for a PIN#, it's helpful to route them first to the Service Center for a ticket to catch issues that may result in purging or an inability to register once advisor provides PIN#

Discussion shifted to new business

C. Farnsworth shared 3 retention initiatives (Perkins funded) being piloted/developed in ASC this semester: Supplemental Instruction (SI) working with 4 different instructors + SI Leaders- training was provided September 6-7 for ASC staff and faculty; Peer Mentor Program through the First-Year Seminar (FYS); and Academic Recovery Program (ARP)

K. Aulick explained the ARP as conceived to-date and shared the Academic Recovery Plan with those in attendance, indicating that faculty and advisors will be included in the students' recovery plans

C. Farnsworth asked for reports on any other retention initiatives taking place

J. Britt reported she is part of a newly established 'Advising Task Force' charged with defining what the institution's approach to effective advising should or needs to be. This 'task force' met Sept. 20 and is scheduled to meet again on Oct. 9.

C. Farnsworth asked if the 'Task Force' consists of faculty only, J. Britt replied that she thinks it consists of faculty and can't remember if other areas are represented

C. Farnsworth commented that when the Retention Plan is complete it might provide a foundation on which to build moving forward and may be the focus of the next Retention Committee Meeting scheduled for Wednesday, October 24 @ 2 pm

Meeting adjourned 2:45 pm

RECOMMENDATION

A deliberate communication plan to advise students when online courses can and should be accessed each semester to decrease student confusion and frustration. Communication tools suggested:

- Text messaging
- Registration Tickets
- WVNCC Homepage Pop-up/Ticker
- Searchable Schedule of Classes
- Portal Pop-Up
- N.O.W. Student Registration Page Pop-up
- Online Student Success Page

Respectfully submitted,

CJ Farnsworth