

Retention Committee Meeting Minutes

January 14, 2021 – Thursday – 9am

Facilitated by Dr. Jill

Attendees: Kristi Aulick, Tina Edwards, Purnima Sharma, Rana Spurlock, Patricia Roper, Kim Patterson, Curt Hippensteel, Shelley DeLuca, Rita Lyons, Robin Evans, Tami Alfred, Mary Jean McIntosh.

Absent: Said Leghlid, Daniel Mosser

Review of recommendations from last meeting in December.

- How to Make a Payment on N.O.W
- How to Read your Semester Schedule/Bill
- Review of Charges/Reduction in Tuition Request Process
- Tuition and Fees Refund Policy/Withdrawal Policy
- Request for Review of Charges
- Request to Move Balance Forward

Financial Holds

- Should the threshold be at 500 or less or 200 or less.
- Reviewed the sample policy below.
- - Holds will be placed on all accounts with outstanding account balances greater than \$4.99.
 - Students with balances greater than \$100.00 will have a hold placed that restricts registration and other student privileges such as grades and transcripts.
 - Students with balances from \$5.00 to \$99.99 will have a lesser hold placed on their account that does not restrict registration but will still prevent other privileges including grades and transcripts.
 - Students with balances of \$4.99 or less will have the balance forgiven without penalty. *(Perhaps a fund [Foundation supported?] could be established to cover these "incidental" balances if warranted)*

ORNT 090 Holds

- Granular data will need to be reviewed before decision can be made. The data would focus on three types of holds; financial, academic, and ORNT 090.
- For the students with holds due to a balance – those recommendations (above) should be moved forward and suggested to the business office.
- Other categories for holds are; early entrance, returning and transient. Need to come up with a retention model that focuses on what are the strategic plan objectives.

- There needs to be a procedure in place so people know what steps to take when there is a hold. Dennis, MaryJean and Ida were working on this. MaryJean to reach out to Dennis about course content changes for ORNT 090.
- Revisit policy on why early entrance students still have to take ORNT 090 when they are already passing college level courses. They are not recognized by the state, because they are not getting an on campus experience. – May invite Debbie C to next meeting to revisit the idea of reinstating College 101 course.

College 101 Course

- College 101 is a state sponsored class not anything to do with Northern. ORNT 090 is a graduation requirement for Northern students.
- Suggestions for changing the course curriculum;
 - The class could consist of modules similar to the Title 9 Training employees had to take online.
 - The class could be modeled for groups of students based upon their major and class schedule.
 - The focus of the ORNT 090 class was to show the student where to go when needing help with; financial aid, Academics, and IT.
 - The class modules should flow and be able to access them when they need them.
 - Complete 090 course the week before was already tried.
 - Complete the course for two days over the course of the summer, however issues may arise with eligibility.
 - Add a percentage tab that shows how close they are to completing. similar to the Title 9 training modules.
 - Should be open entry/open exit. Finish the course in 2 weeks or 16 weeks. Students could be given a gift card for bookstore if completed early.
 - Should the ORNT 090 class still fall under the ASC?

Next Meeting Agenda

- What is the procedure for ORNT 090 Holds?
- Midterm grades should be up to date by midterm. Research shows this is beneficial.
- Start looking at “Retention Models”; perhaps reach out to consultant.

Announcements

- Next meeting in two weeks; Doodle poll will be sent to confirm date and time.
- Invite Dennis Bills and Debbie Cresap to attend.
- Patricia Roper will be the new chair.