Recruitment and Enrollment Team Meeting Minutes
May 25, 2022/ 2:00p
River Room/ Zoom

Chair: Mandy Hazel

Roll Call:

☐ Cara Doerr	☐ April Teske	☑ Jesse Smith-Fulia
☑ Kevin Hunsperger	☑ Sabrina Black	☐ Virginia Chamness
☑ Amanda Hazel	☑ Jon VanMeter	☑ Lindsay Johnson
☑ Monica Brahler	☑ Tanya Hill	☑ Mindy Ashby
☑ Danielle Boyd	☐ Sandy Fontana	☐ Kylee Frassato

Agenda Items:

I. **Call to Order**
Mandy Hazel, Chair called the meeting to order at 2:05 pm. A quorum is present.

II. **Approve Minutes of April 27, 2022**
Danielle Boyd made a motion to approve the minutes as written. Jesse Smith-Fulia seconded the motion. All members voted in favor and the motion carried.

III. **Additions to the Agenda**
There were no additions to the agenda.

IV. **Items for Discussion**
- **Operational Function: Monitor recruitment activities and provide a monthly report**
    a. **Cara Doerr Monthly report**
    Dr. Doerr was not present in this meeting so there was no discussion on this item.
- **Follow up: Tracking class/ program requests from students across departments**

- Tanya Hill explained that the team is searching for one centralized location to house student issues/needs where it can be accessed across different departments in order to be properly addressed. There doesn't seem to be good communication among departments.
- Jesse Smith-Fulia asked if something like our Help Desk platform could be used for this type of thing.
- Tanya said that the information doesn't seem to be getting out to the people who can act on it. There needs to be a centralized location, whether it's on a spreadsheet or something like that so it can be marked off as the issue is taken care of.
- Jonathan Van Meter mentioned that Help Desk could work for that. They would need to know who to assign each particular issue to.
- Tanya explained that there is no set procedure for handling matters advisors come across when meeting with their students. She said sometimes she may seek advice from Dr. Price or talk directly with faculty. She went on to say that if we can somehow streamline these things it would make it more efficient for our students and help to identify these issues.
- Mandy Hazel added that with a centralized location, administration could see that multiple advisors are having the same issues and could address it at that time.
- Danielle Boyd suggested we may be able to create a form on etrieve that could be directed to the proper office to handle the issue.
- Jonathan offered to show the team how Help Desk works. Sabrina Black added that they can also generate reports from Help Desk. Jonathan & Sabrina both stated that when a Help Desk ticket is closed, they can leave comments about it. Jonathan showed how each person who works on the Help Desk ticket can leave a comment about what they have done.
- The whole team agreed that they think Help Desk looks like it will work for this problem.
- Mindy asked if Felicia should be the person to assign Help Desk tickets since she is the one who works on the schedule.
- Jesse made a motion to suggest that our current Help Desk system be expanded to include issues related to academics and advising. Kevin seconded the motion.

- **Follow up: Enrollment forms**
  Dr. Doerr was not present in this meeting so there was no discussion on this item. Danielle Boyd mentioned that the Withdrawal Form has been updated and that may have been what Dr. Doerr wanted to discuss here.
- **Follow up: Ideas for capturing continuing education/non-traditional students – specific community events, businesses, etc.**

Dr. Doerr was not present in this meeting to discuss this any further but Mandy reminded the team that Dr. Doerr is interested in going into businesses like Walmart and Kroger to try to capture some continuing education, non-traditional students. She also talked about speaking with employees while they are on their lunch hours about getting certifications.

- **Follow up: Summer activities to help prevent Summer Melt**
  - Tanya Hill said they will be taking their students to see the Van Gogh exhibit in St. Louis. They are also planning a trip to the Fox Theater to see the Lion King this summer.
  - Mandy added that late registration hours will be on June 1, 2, 4 and 6.

V. New Business

There was no new business to discuss.

Adjournment

Danielle Boyd made a motion to adjourn the meeting at 2:42 pm. The motion was seconded by Tanya Hill. All voted in favor and the motion carried.

Next Meeting: June 22, 2022 at 2:00 pm in the River Room and via ZOOM.