Recruitment and Enrollment Team Minutes
September 28, 2022 2:00pm – 4:00pm
River Room/ Zoom

Chair: Mandy Hazel/Carrie Davis
Roll Call:

√	Carrie Davis		Sabrina Black	√	Virginia Chamness
√	Kevin Hunsperger		Jon VanMeter		Lindsay Johnson
√	Amanda Hazel		Tanya Hill		Mindy Ashby
	Danielle Boyd	√	Sandy Fontana		
	Cody Dawson	√	Jesse Smith-Fulia		

Agenda Items:

I. **Call to Order**
There was not a quorum to hold an official meeting. At 2:13 pm the team decided to stay and discuss the Student Experience at Shawnee and what can be done to improve on that.

II. **Approve Minutes of August 26, 2022**

III. **Additions to the Agenda**

IV. **Items for Discussion**
a. **Operational Function: Monitor recruitment activities and provide a monthly report**
b. **Update on Withholding Transcripts policy**
c. **Student Experience – Cody**
d. **Students Rights and Responsibilities Policy 8310**

V. **New Business**
- Jesse would like to see this team track a select number of students as they move through their time at Shawnee, from when they first heard about the college, through the application and enrollment process, attending classes, and ending with graduation. In doing this, we could find out where we need to make improvements and where we are already doing well.
- Jesse would like us to not only do an interview with these students but to physically walk them through campuses and to individual offices to trigger their memory of what their experience was in each location.
- Jesse would like to see Dr. Teske help the team with the

appropriate questions to ask these select students.

- Carrie added that students seem to have a different experience depending on which advisor they see when they enroll. Sandy added that students will also have a different experience depending on which instructor they have for a particular class.
- Jesse stated that a recommendation for change, backed up with documentation from student experiences, would carry more weight with the "powers that be" than if an advisor states there is a problem.
- Virginia said that we used to hand out advisor satisfaction survey cards to students who came in to enroll or make changes to their schedules. This was back in 2012-2017 and she will check her files to see if she has any records on that.
- Jesse asked about Summer Melt that Dr. Doerr spoke about when she was here. Carrie said that many times students come in all excited to enroll but then before classes begin, life circumstances knock them down and they need to withdraw from classes. This may be a divorce, medical issue, etc. Sometimes it's a financial aid issue.
- Carrie went on to say that she has gone to Tina to see if the Foundation can offer a scholarship to a student to keep them from withdrawing. Sometimes even a small cash scholarship is all they need to stay enrolled, but it also shows the student that we care and will do what we can to keep them here.
- Carrie explained that our tuition payment plan was changed this year to give students more time to pay off their tuition during the semester. This has helped our students.
- Carrie said this year we forgave old student balances to students who wanted to return. She said they did this for students who had been out of school for at least a few years and they had to make a solid plan for their return. She doesn't know if they plan to continue this balance forgiveness plan.
- Kevin said that he and Dr. Doerr were just starting to talk about alternative ways to reach out to students besides phone calls and email before she left the college. Students are more apt to read a text or a snapchat message. The team agreed that knowing what methods of contact the students prefer to receive will prove helpful.
- Kevin commented it seems that this generation of students will try something and if they hit a stumbling block or things don't go the way they planned, they will just drop it and select another path.
- Sandy talks to her students at the beginning of the semester to be sure to email her when they have to miss class, and she goes on to remind them to email their other instructors too. She goes on to say that students don't want to ask for help. This generation of students wants to figure things out on their own. Jesse added that students feel like they are imposing and will apologize if they email their instructors for help.

- The team agrees that it is important that we all show the students that we care that they are here and that we are doing what we can to help them.

VI. Adjournment

The team's "unofficial" discussion ended at 3:18 pm.

VII. Next meeting: October 26, 2022 at 2:00pm