



Student Development Leadership Group

August 22, 2017

11:30 – 12:30

SS-104

Minutes

Participants: Brady Reed, Angelina Hill, Rory Johnson (telepresence), Rianne Connor, Kintay Johnson, Trish Blair, Stephanie Burres (Support)

Purpose:

Review new student application and financial aid application process to identify areas for improvement.

Outcomes:

1.0	Change in Meeting time	<ul style="list-style-type: none">• Standing meeting time will be moved to 12:00om -1:00pm.
2.0	Application Process	<ul style="list-style-type: none">• There is a need to be clarity on applications for new vs. returning students, and how to correct and edit mistakes.• Overall the application is very time consuming.• The current application does not allow users to indicate college attendance if it was discontinuous.• Intrusive questions on gender and orientation could turn off some applicants- consider placing them at the end of the application.• When students select a program/major, the application should auto-limit based on campus.• Students should be able to select undecided as a major.• CTEA questions should not be asked every year, there should be a pathway question asking in their status has changed.
3.0	Financial Aid Application	<ul style="list-style-type: none">• FAFSA is really challenging for students. If they do not know password, it is difficult to recover and they must call to unlock account.• What assistance does our financial aid office offer with the FAFSA ?

4.0	Follow-up	<ul style="list-style-type: none">• Some of the follow-up emails end up in junk mail, including the email containing their student ID and login information.• Many follow-up emails from the departments contain inaccurate or incomplete information. We would like to make it a priority to update these and include links to relevant webpages.• Using student's CR email has been problematic; however, for security reasons financial aid is reluctant to send information to private emails.• Group would like to explore the role of student ambassadors to check-in with students who have applied but not enrolled.• Could staff or student ambassadors call students to follow-up after they apply to help them get started?
5.0	Program Updates	<ul style="list-style-type: none">•