Student Services Leadership Team

December 7, 2021

10:00am – 11:30am

Participants: Clinton Slaughter, Colin Trujillo, Rianne Connor, Rory Johnson, Bob Brown, Jordan Walsh, Donald McArthur, Alia Dunphy, Darren Turpin, Heidi Bareilles, Katy Keyser, Stephanie Freyermuth

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| 1. Legal Name on Forms
 | * There is an interest in adding a legal name field on forms where legal name is required. Students often used their preferred names when filling out forms which can create complications.
* Enrollment Services is encouraging all areas to add legal name to their forms in order to be more consistent.
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| 1. Student Services Website update
 | * There was a feeling that the current structure of the page works well for students who are used to scrolling and that the tabs might make things difficult to find.
* There was concern that the proposed organization wouldn’t make sense to students.
* Removing hours from the page might assist with keeping up to date. There might be a benefit from a grid structure instead of a long list and adding photos.
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| 1. ASCR Advisor Position
 | * Long time ASCR advisor Gary Sokolow will no longer be serving in this capacity. Faculty have typically taken this role, but there may be some flexibility if a faculty member is not found.
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| 1. Program Review Committee Co-Chair
 | * The current student services co-chair for the Program Review Committee will not be able to serve next year so we need a recommendation for someone to serve next year.
* Clinton would like to better track committee membership in student services. Paul/IEC may have a document that tracks this that we could have access to.
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| 1. Spring 2022 Enrollment Decline – call campaigns, ideas?
 | * Our current enrollments for spring ‘22 is down over 60% from last year. This is of significant concern.
* Several people noted that open enrollment hasn’t opened yet, and previous years had OneReg where students would register prior to the previous fall which would elevate the starting numbers.
* How does this impact course cancellations, with slower or lagging enrollment.
* Canvas message reminding students to register.
* Encourage programs to reach out to their students to make sure they’re enrolling prior to winter break.
* Call campaign for current student who haven’t registered for spring and those that have submitted vaccine cards but not enrolled.
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| 1. Follow-up to Student Services Reorganization Campaign
 | * There is in interest in making some changes to the student services organization structure. Clinton is working on a proposed draft that he will share once he has spoken with some areas.
* In terms of funding for additional student service positions there are two new ongoing funding streams for retention and outreach and basic needs. Ideally, none of the changes would have an impact on the general fund.
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| 1. Tech Priority – follow-up
 | * Clinton had a meeting with Paul Chown and Erik Sorensen regarding student services tech priorities.
* Single sign on is scheduled for a Spring 22 rollout.
* Clinton rolled all of the SARS related requests into a single project. We will need programs to demo the online features.
* Self Service – what areas do we want to prioritize moving from WebAdvisor?
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| 1. Serving unvaccinated students in the Spring
 | * Cabinet supports having drive thru distribution or materials. Areas should work with the unions to ensure that the work is approved.
* Non-vaccinated students are permitted on campus for short periods to pay student fees in campus.
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