

Student Affairs Leadership Team Meeting
June 18, 2024
2:00 p.m.
FCC Mason Hall Conference Room

Participating: Matt Fowler, Amber Malone, Libby McVicker, Cassandra Goldman, Wain Davis, Chad Groves, and Katie Hinderliter (Recorder)

Guests: Brandon Weger (Teams)

Early Alerts/CRM Advise: A handout developed by Jamie Carman and Dr. Fowler was shared with SALT, outlining the use of indicators within CRM Advise to enhance the student experience. Dr. Fowler asked SALT to review the chosen indicators (positive and negative) and how each may signal that a student needs a different outreach experience.

Brandon Weger is working on data import from Banner and Entrata into CRM Advise. There will be a specific set of data points populated for each student. Additionally, a success score performance indicator (on a 100% scale) will be displayed, serving as an overall score predictive of student success.

Currently, IECC utilizes a progress report system, which is faculty centered. With CRM Advise, any employee at IECC can input an alert on a student, and that information will go into the pool of data. IECC has worked to develop the success score metrics and to decide what percentage each factor should contribute to the overall student success score. The system prioritizes which students are at risk and need support. Amber noted that the success score is for IECC, not for the student. However, it is part of a student's academic record.

Once a student drops below a certain percentage, it will trigger an alert to identify student challenges early and take swift action. Confidential information, such as academic integrity issues or mental health concerns, is managed within CRM Advise, and alerts can be sent directly to the appropriate employee(s).

User training for CRM Advise kicks off in the coming days to work through user-level access. The top priority is rolling out communication plans and setting up a secondary person or team to handle case management in the event someone is out of the office.

Cassandra noted specifying "textbooks" as part of the missing required course material for a faculty alert, as a student not having a textbook is information that needs to be acted upon quickly.

Brandan emphasized that CRM Advise should not be thought of as only academic advising; it is retention advising. Automated alerts within CRM Advise will be populated based on specific criteria. Dr. Fowler outlined that SALT would need to determine who gets specific information, how to utilize this data, and who will use it. The challenge will be getting buy-in for utilization and measuring usage for effectiveness. The rough timeframe for rollout is anticipated in September.

Establishing Procedure for Approval Items: Libby outlined the items she typically must take to the IECC Board for approval and is seeking to determine the process for final approval at the Board level. SALT is meeting two weeks before the monthly SEPC meeting, and four weeks before the IECC Board meeting. SALT members should bring items for approval to the monthly SALT meeting, which will then be incorporated into the meeting minutes, with the minutes becoming part of the SEPC consent agenda and/or pulled out and brought as an approval item to SEPC.

Student Housing: Cassandra and Matt toured a housing location in Fairfield to begin discussions with housing partners and provide them with a draft of the proposed Affiliated Housing Agreement. The First-Year Housing Policy (500.40) takes effect this fall 2024. The policy states that students must complete an exemption form by July 1 for fall enrollment. Currently, there is no form developed, and agreements between IECC and each housing partner are still being formalized. As the policy reads, each student has to claim an exemption from the housing agreement. The policy is not written to automatically grant an exemption. A discussion took place on the policy language and holding students accountable who wouldn't otherwise self-report. The Records Office can run a report on all first-year students, identify those with a home address within the District, and contact the remaining students to determine their housing plans. The spirit of the policy is to put students in the best position to be successful.

New Program Director for International: Levi Johnson has been hired as the new Program Director, starting July 1 on WVC's campus. Cassandra has developed a tentative schedule for his first couple of weeks and will bring him to FCC on July 8, LTC on July 10, and OCC on July 11 (and possibly TLB-WRC if time allows).

Tutoring/Knack Demonstration: A presentation for potential tutoring services was held on June 3 between Knack and IECC representatives. A concern is that the program is cost prohibitive. Cassandra wants to determine the overall cost of tutoring being spent across the District. The TRIO SSS Program purchased NetTutor several years ago and still has tutoring blocks available to use. The focus is to be more intentional about offering and promoting tutoring. It was discussed to pick a program or a class that students struggle with and pursue a trial basis on a subject or class. Knack is a pay-up-front service with no limit on hours. Between now and the next meeting, Cassandra will collect and bring tutoring cost data to SALT, and Libby will research data on courses with higher drop or fail rates among core courses.

2024-25 Student-Athlete Handbook: A copy of the IECC Student-Athlete Handbook was provided with slight modifications, including adding information about the Student Code of Conduct and mental health services, and moving away from referencing campuses as colleges. The Handbook is to be available to prospective student-athletes by July 1 and will be incorporated into each athletic orientation. Tyler Browning, Athletics Compliance Coordinator, was contacted and had no changes to the proposed edits. SALT approved these changes as presented, and the changes will be published.

Academic Probation/Process/Procedure: Amber provided support materials to the SALT Teams folder on the probation suspension process. In CRM Advise, there is an opportunity to

automate some of the communication process to issue an alert once a student is on a probation list.

TRIO Eligible Determination & First Advising Appointment: Amber has consulting hours available in July and will start to work on pulling a report that outlines first-generation students. A meeting between Jamie, Amber, and Wain will be scheduled in July to discuss getting a process in place.

TRIO SSS Grant Update: Wain reported that a draft is in place and is in the process of being reviewed. The grant is due July 15, with the goal to submit it by the first week in July. There was no opposition to anything read in the grant submission. SALT approved the draft of the grant as presented.

TRIO SSS Academic Counselor Position: SALT approved the request to advertise for a full-time, 100% TRIO SSS grant-funded Academic Counselor position at OCC.

OAR Update: OAR will now start tracking how many holds are put into effect that keep students from registering for the next academic term. Dr. Fowler asked that Amber look into the timeline of when holds are put into place and who implements the hold. These are markers for SALT to evaluate.

Learning Commons Update: The Learning Commons group has a meeting scheduled at OCC on July 1. Part of the meeting will discuss the need for advertising a District Librarian and ensuring blueprints are in place for hitting all the same critical components and bringing energy to the fall orientation event.

FY24 Achievements & Departmental Goals: Dr. Fowler sent an email to SALT to collect each member's FY24 achievements and FY25 departmental goals. Those submissions will be compiled and sent back out for review.

2024 Goals: Dr. Fowler proposed making edits to the 2024 SALT goals outlined at the bottom of each meeting agenda. He proposed removing "onboarding" from the goal to reengineer the student experience. Each member's departmental goals should attach to these 2024 goals for FY25 and speak to how they are working to accomplish these goals. The goal to strengthen student transition opportunities was laid out as the onboarding experience, persistence, retention, and completion—whether transfer or work-related—those transitions are markers along the way.

Upcoming Meeting Dates: A schedule of the upcoming meeting dates was outlined, which corresponds with the monthly IECC Board meeting location.

Katie will reach out to each member to schedule biweekly meetings with Dr. Fowler, either virtual or face-to-face.

Meeting adjourned 4:27 p.m.