

Retention Meeting

April 26, 2018 1-3:30

ITV Tonkawa, Enid and Stillwater

Attendance: Dr. Edgington, Dr. Stinson (via Phone), Anita Simpson, Sherry Alexander, Jason Johnson, Ted Moore, Rae Ann Kruse, Dee Cooper, Lynn Demuth, Trisha Moore, Renee Lee, Blair Turney, Kathleen Swain, Kyle Smith, Tammy Davis, Sandra Jensen, Terri Sunderland, Shila Rakey, Paula Lewis, Diana Watkins, Kathleen Otto, Kathy Riley

Meeting called to order by Dr. Rick Edgington.

Review current strategic plan goals, and get input from retention specialists to what they have experienced with this academic year--in process of creating a new plan and the experiences in retention to be included in the plan.

Dr. Stinson mentioned the goals are set for Enrollment Management Plan except some benchmarks and Kathleen Otto is researching data to strengthen.

In Fall semester, SENSE surveys were given to Orientation classes. Group discussed what classes survey was administered in and challenges in also giving the CCSSEE, that is given every other year. Student satisfaction survey is every year; main complaint is academic advisement. Sometimes students report no callbacks but when questioned they are using an incorrect number or are not leaving messages.

Dr. Stinson wants information from this group as there are faculty, counseling and retention specialists. Dr. Edgington asked each campus what are a couple of items that you encounter and what is working well and challenges for advisement.

Stillwater: Paula Lewis and Shila Rakey-Signup Genius is working well as the student signs up online for advisement. Students wait until the last minute to enroll and advisors are not available. Asked why taking so long to enroll, students' response is taking finals. Dr. Edgington suggested contacting students before finals to enroll that have no holds. Faculty-challenge is many have finance holds. Anita Simpson noted that students on a payment plan and making payments can enroll; they need to check with Bursars. Faculty do not know who is on payment plan. Dr Edgington mentioned that student need to have Pell, financial aid, or payment plans. Anita Simpson will check to see about a report for students on payment plans and possibly remove the hold to allow enrollment.

Dee Cooper mentioned that she does a paper and pencil trial study and sends them to registration to clear. Dr. Edgington mentioned that the student will hold the trial study until approved or hold is clear. Paula Lewis noted that some students lose the trial study but she does send them to financial aid or bursars to see if they will allow enrollment with the holds. Dr. Edgington reported that he has talked to Sherry Alexander about communicating with NOC students (not OSU students) to be enrolled this week. Diana Watkins mentioned that she and other faculty do communicate that with their advisee lists. Shila Rakey noted that it helps that they have advisee lists to work with. Dr. Edgington asked if it would help

to receive a list with students not enrolled and the group said yes. Shila Rahey asked if holds can be added and also emailed. Kathleen Otto volunteered to help with the reports.

Enid: Sandra Jensen-most students are going to academic advisors but they are getting a few that don't go to advisors and she helps them. It will be different during the summer hours as faculty advisors are out. It is frustrating when the students come in and don't know what they want to do, having to go thru transcripts and degree audits with degree plan to make a plan.

Dr. Stinson asked about making faculty office hours electronically available for students. Sandra Jensen said that would help as some students have not had that advisor for a class. Dr. Edgington mentioned that is the role of Signup Genius in Stillwater. Dr. Stinson asked if Tonkawa and Enid need to be trained for the advantage of Signup Genius for advising etc. Tonkawa and Enid faculty use it for Summer advising schedule, not for individual appointments.

Tonkawa: Renee Lee said that she works with students who do not have an advisor available to create a schedule. Faculty-Lynn Demuth mentions that on Freshman Fridays that high school students were not in class due to state teacher walkout, but it would have been a good time for them to get transcripts or ACT scores. Terri Sunderland stated that Enid is same throughout out the week and contacted the counselors for them to prepare transcripts for students. Blair Turney stated the same was true in Tonkawa but students did come in without paperwork. Dee Cooper noted that this is the best semester for enrolling students with signup sheet with times and office hours on the door and still help students with holds also. Advisee lists change and not sure if major has changed, or the student is not enrolled or did not return. Tricia Moore said most difficult thing is holds; she calls Kathy Riley or Cindy Fox to remove holds to enroll students and then calls back to replace the hold and she keeps copies of schedules for student file. Dr. Stinson asked that if there is a hold that faculty should be able to see transcripts and schedules on Campus Connect. Tricia Moore clarified that if there is a hold that she can't get into system to enter new schedule; main hold is high school transcripts, which requires a paper trial study. Question was asked if we lift the holds and faculty or counseling enrolls them, does it create a bill? Anita Simpson will check. Dr. Edgington mentions if using proper billing codes, it generates bills. Lynn Demuth asked for more clarification for steps after enrollment--send to bursars for bills and financial aid? Dr. Edgington noted the online checklist for enrollment, financial aid, housing, etc., and that we may also need a checklist for steps to complete while on campus. Stillwater wants to keep it the same with Trial Study then to registration and bursars. Dr. Edgington noted that when Registration enters a schedule, it enters a bill with schedule at bursars office but not sure if it works for Faculty thru Campus Connect; it was mentioned that faculty had accessed in past but it was now disabled. Kyle noted that he prefers Trial Studies to enter columns and majors correctly. Dr. Stinson asked if we have a plan; Dr. Edgington said we have ideas but not a plan yet. Blair Turney asked if a checklist can be sent with acceptance letters. Dr. Edgington said it was challenge due to OSU students applying and checklist is not needed and could be confusing for the different populations and different needs. Need a checklist for when physically on campus.

Dr. Stinson would like to know what we need to do after this meeting. Dr. Edgington mentioned his list items: Signup Genius deployment in Tonkawa and Enid. Dr. Edgington, Dr. Stinson, Anita Simpson, Ed Vineyard, Sherry Alexander, and Financial Aid, will discuss first time students and guidance to give. Faculty can be provided a list of non-enrolled students with demographics with details with payment plans.

Enid-Retention topics-Sandra Jensen asked for a list ordered by advisors, not alphabetical by student, so it is easier to use. Kathy Riley and Kathleen Otto mentioned to send in excel and let them do it their way. Tricia Moore discussed enrollment for out of state students, working with students with creating a trial study, emailed to student for approval, and then got it entered. Dr. Edgington mentioned that the student should send a statement or email noting that particular advisor can enroll the student.

Dr. Stinson asked for discussing at next meeting the possibility of remote testing for students to prevent holding unnecessary spots with out of state students enrolled. Kathy Riley mentioned that remote testing is available with Accuplacer. Dr. Stinson said details need to be added to Advisor handbook.

Shila Rakey said more information needs to be shared from faculty on early alerts. Blackboard grades and final grades are not the same.

Discussion on attendance and how faculty do or do not drop regardless of grades or number of absences. Blair Turney mentioned that the student-faculty communication is key.

Ted Moore asked a question on changing major or advisor and was encouraged to send students to Registration office to fill out the form.

Meeting adjourned.