



Minutes

Committee Name: SSSP

Date: 01/30/2019

Time: 12:30-1:30PM

Location: MB 235 | MAM 228 | BIS 197 | KRV 5 | Zoom

Present: Fabian Meneses, Christine Small, Tanner Barnett, Matt Crow, Katie Bachman, Pam Campbell, Ryan Khamkongsay, Ben Beshwate, Heather Ostash, Corey Marvin, Laura Vasquez, Vivian Baker, Missy Gross, Caroline Sanderson, Sharlene Paxton, Julie Cornett, Steve Rogers, Deanna Campbell

Absent: Tyson Huffman, Chad Houck

1. Call to Order

- 12:32 by VP Ostash

2. Approval of Agenda

No additions

3. Approval of Minutes and Action Items

- Meeting next week? Meeting during spring break?
 - Likely no to both, notification will be sent out.

4. CFIT Report Out

- Missy: Met last week, planning meeting for semester
 - Looking into website navigation
 - Next step: student focus groups
 - Heather: Next CFIT meeting about approach?
 - Yes, when/where student recruitment
 - How focus groups should be run
 - Timeline?
 - Feb is goal

5. Student Profile – Faculty Engagement

- Student Profile:
 - Meeting last week with Faculty within SSSP
 - Shared notes/priority areas from meetings with Heather/Corey
 - Helped to drill down target populations
 - Next:
 - Reviewed existing data:
 - Existing surveys, relevant questions



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- Can follow up with some former students, as indicated by their graduation exit survey
- Priority: Ensure new questions asked
 - Data already had must be studied first
- Next focus: Faculty Inquiry Groups with Julie
- Also: administration and community input
- Fabian: Classified, Adjuncts?
 - Classified: yes in some meetings
- Corey: Asked Ryan to get list of students taking classes in both evening time blocks
 - ¼ way through, results very interesting
 - 12/200 students taking classes in both time blocks
 - ½ in welding, some in PE
 - Drop patterns will become visible
 - Laura: Students not taking classes at 5 could be working until then
 - Data on survey questions: Employment and hours
 - Large number working full time
 - Vivian: Are morning or evening less enrolled?
 - Fabian: Does this data go through next fall?
 - Heather: looking at data in more of a trend sort of way, finding things that can be addressed through time
 - Our scheduling patterns not changed for years, some predate flex time on base, could have caused disconnects
 - Fabian: are we scheduling surveys for future dates, or is this as a one-time thing
 - Katie: Ongoing, enrollment management for the campus, not just for short-term fixes
 - Vivian: Drop policy could have had negative impact because of full-time employed students,
 - First day drop policy could have had impact
 - Are there other things we could do for students who know of upcoming class conflicts?

6. Attrition/Communication Camp

6.1 Call out for steering membership

- Demonstration requested for this, including a steering committee
- Advisory steering capacity:
 - Katie, Pam, Laura
 - Taking latter half of meeting, during CFIT, for steering committee
 - Vivian received a letter from Foundation that was personalized, would be great thing for students for sure



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- Nothing mailed really anymore, could be effective to have these sorts of tailored hard copy letters

7. Navigate Demo

- Athlete grade checks
 - Great response rate from faculty
 - 65%, very strong, average is 50%
 - 85% at second grade check
- Those who were flagged at risk were more likely to pass or withdraw, as opposed to others
 - Vivian: Do students know they're flagged?
 - Christine: Yes, with early alerts, with an email with general reasons. In terms of progress reports, you have the opportunity to mark them at risk, and set up a meeting with them
 - Vivian: Define at-risk, what are criteria
 - At risk is class specific
 - Fabian: Can mark students as at risk, and notifications are sent out
 - Heather: Can we look at data and identify factors of students who are less successful
 - Through analytics, yes
- Comparing EOPS and Athletes, EOPS not as great response rate as Athletes
 - EAB benchmark is 40-50% success rate
- Demo:
 - Under Performance Data, can search through GPAs, credits earned, and hours attempted/completed
 - Can select which term
 - Messages go either to email or phone, and can include attachments, can even mass email from dashboard
 - Vivian: Would students be able to reply-all?
 - No, emails are all "no reply"
 - Laura: Early alerts to multiple students?
 - No, one at a time.
 - Additional comments go to counselor
 - Make meaningful comments, helps to paint a picture for the counselor off of which the conversation can be started with the student
 - Case being closed, means reached out to students
 - Doesn't mean that the conversation is closed, only the case, and it's being addressed
 - Heather: If the message has changed, like if the student can no longer earn passing grade, the conversation would be completely different than the introductory "pick up the slack" conversation
 - Christine: Earlier intervention is better, more likely to actually produce results



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- Matt C: Navigate could be used to notify students that if they don't attend next class, they'll be dropped
- Julie: are we keeping data on how many students use their campus email, we need to be more on the same page about email and which to use
 - Heather: Need to check in on canvas stats, doing a hard-hitting campaign about using student email
 - Julie: Using canvas inbox as faculty required, faculty told to keep communications within the canvas shell
 - No option to turn off mirroring of Moodle notifications to email, but allowed on canvas
 - Backwards compatible, email sent to canvas shows up in canvas, but not necessarily the other way
 - Vivian: Needs to be a bigger conversation regarding what, how, and when conversations happen with students electronically
- Call with EAB to set up potential future Lunch and Learn for analytics piece that can be done maybe via zoom
- **Demo to be continued.**

8. Guided Pathways Riverside

- *Please follow up with Tanner to complete registrations and hotel confirmations*
- Julie found it tremendously helpful to work with the teams
- This is for those who are looking for boots-on-the ground sort of participation
- Sharlene: How to get more faculty buy-in with it, should we offer to faculty not in SSSP to be in attendance at this conference?
 - Corey: How should we approach those faculty, what would be most effective way to approach those who haven't been on board
 - Should it come from management or academic senate?
 - Ben: Should just be chairs

9. Review of Action Items

- Approach how to put together communication to students and how it's taking place

10. Future Agenda Items

10.1 Report from ISEP – Corey report out

11. Future Meeting Dates

12. Adjournment for CFIT (Meeting in MB 235)

1:35 by VP Ostash

Meeting Chair: Heather Ostash and Julie Cornett

Recorder: Tanner Barnett