Minutes from Learner Services Process Improvement Team Meeting—April 8, 2011
Burns Hall, Greenhouse Conference Room

Present: Juanita Franklin (Team Leader), Sarah Beth Phillips (Team Leader), Aaron Divine, Amanda Woods, Laura James, Micaela Allison-Shropshire, Regina Johns, Paula Thomsen-Perez, and Zach Pharr

Juanita called the meeting to order at 9:32am.

Juanita welcomed Zach Pharr to the Team.

Reinstatement Process Update:

Juanita announced that per Todd Kitchen, the Reinstatement Process revisions have been sent to the Cabinet for approval. Todd will update the Team as to the progress of the Reinstatement process.

Software Implementation Process (SIP) Update:

Juanita stated that Todd loved the ideas suggested in the SIP. However, he asked the following questions: (1) How do we implement this process? (2) Where does this process live? (3) How will LS manage this process?

Aaron suggested that when a LS staff member is considering purchasing software that the Team is notified to offer guidance, and ensure proper implementation/management.

Sarah Beth suggested that a BANNER WORKFLOW could be created to implement and manage the process.

- **Action item: Juanita will offer aforementioned suggestions to Todd, and solicit additional feedback about the process.**

Aaron indicated that if this process is approved, he will take the necessary steps to initially facilitate the SIP.

Conditional Admit Process Update:

Juanita shared that recently there have been conversations on how to improve the College application process, to include assessing of fees.

Sarah Beth stated that she and Zach met with Natalie Undernehr to request that all students, who have conditional admission holds (as of January 2010), receive a "pop-up" alert instructing them on how to have the hold removed, and how to access AdvisorTrac for an appointment. Natalie is currently working on the request, and it should be sent to the aforesaid students in the coming days. Also, Natalie will send the "pop-up" alert in increments to avoid crashing the system. These alerts will be sent approximately every few weeks, after updating the batch file.

Zach indicated that this alert will be sent out in advance for upcoming terms.

Regina shared that Financial Aid will probably want to use a "pop-up" alert to notify students that they are on Financial Aid exclusion.

Paula requested that Natalie add WCC's contact information to the "pop-up" alert for students who have a conditional admission hold, since WCC does not currently have access to AdvisorTrac.

- **<u>Action item:</u> Sarah Beth will give Natalie WCC's contact information to add to the alert.**
- **<u>Action item</u>: Juanita will check to see if the JTC campus is providing advising.**

Juanita asked for other Team members to offer process improvement updates.

Aaron shared that Sheena Johnson has developed a survey, to be completed at the end of orientation, to solicit feedback on that process.

Several Team members voiced concerns about the apparent fact that a significant portion of students fail to check their NWACC email address. Amanda provided clarification on how communication is given to new students regarding their email address, student ID, and My NWACC Connection information. If the application is completed online, this information is sent in an email to their personal email address. If the application is completed in person, this information is given in writing to the student.

Juanita stated that, as a result of the extended deadline for dropping classes (due to inclement weather) this semester, she and Michelle Cordell in Financial Aid will develop a plan/process to use in the future that will streamline the extension process. This plan/process is needed because, many students requested to drop a class, without considering the impact it had on financial aid, and many students mistakenly withdrew from a class using EagleNet, rather than completing a drop/add form in person.

Juanita shared that communication will soon be sent to LS about participating in focus groups, and offering feedback as to whether the VP of Learning/Learner Support position should be divided into two (2) positions.

All present Team members agreed to speak with their respective departments about this issue, and solicit feedback to be shared at the next Team meeting.

With nothing further, the meeting was adjourned at 10:35am.

Respectfully submitted,

Laura James