

**Student Success Leadership Team Meeting**  
**Wednesday, July 18, 2018 - 9:30-11:00**  
**Red Fox Room**

**Present:**

Cynthia Shields, Jen Macken, Glenn Holly, Dean Rathe, Linda Yazdani, Seidel Moses, Shannon Weber, Steve Zeeh, Kirk Fallon, Jean Kelly, Tena Harris, Allen Burch, Gina Jimenez, Mary Adrian  
Absent: Armando Burciaga, Lisa Fowler, Jen Macken

Special guests: Michele Haney, Melissa English to present High Impact Practices information from the Salt Lake City conference recently attended by Michele Haney, Linda Yazdani, Melissa English, Barb Sobhani, Wendy Bird, Toni Nicholas, and Liz Cox.

**Presentation:**

- The HUB is our new center for High Impact Practices. We received funding from CCCS, we are the only college with a center like this. We are very excited for the completion of the HUB renovations.
- At the conference in Salt Lake City (SLC) there were 250-300 participants. We were the only team from Colorado. In Utah, students are required to engage with 2 High Impact Practices (HIP) in order to graduate.
- There are many HIPs occurring at Red Rocks outside of the HUB.  
We need to train staff on what is considered a HIP.  
Traits of a High Impact Practice:  
Continuous feedback  
Learning outside of the classroom between faculty and student  
Interactions with diversity in mind  
Ongoing, time commitment
- We learned a lot from other colleges that we can apply at RRCC, particularly regarding our reporting structure. While everyone involved in the HUB is passionate about their area, we do not have one advocate or designated spokesperson for budget, training, or the future of the HUB as a collective.
- Michele Haney announced Ron Slinger will take leadership of the HUB and Workforce Development to provide consistent oversight.
- Powerpoint and handout attached to minutes from Melissa English.

**Seidel Moses Updates:**

- Good news...Strategic Enrollment will be partnering with faculty. Next meeting is August 4th. We are working on a 3 and 5 year plan. Looking for your ideas and input.
- Outreach from faculty, deans, and chairs reaching out to students for welcome, or those who have not enrolled, or those that have dropped. 600+ students have already walked away.
- Calendar in development for robot-calls to occur regularly scheduled times.
- Tena is working on CRM System
- Push to get students enrolled now - to bolster our numbers before the August drop.

- Navigators are working with students to get them advisor ready. Taking care of questions and holds. Shannon offered to help with Financial Aid issues. The Navigators are doing a great job, they are very busy!
- What classes have huge drops later? - Seidel has data on which classes.
- Seidel was working on Jeffco school bus ads with Gary Naifeh from Brand Savvy, who is helping with Marketing. Making sure we picked the highest visibility routes to reach our target audience. Worked with Tena to identify the areas for the largest impact. Spoke with bus company to contract for only the specific routes we designate, rather than pay to have ads on all the buses. Better ROI.
- Ads from CCA on RTD busses was mentioned, then you can go into other service areas. But, these are very expensive.
- Cheryl Montgomery's position has been redesigned to help with more data support and is being finalized by HR and the Executive Team. The position will continue to support Dean Rathe until his retirement next year, then Seidel will move over. (This Enrollment Management Administrative Coordinator position posted on our website 7.23.18 and closes 8.5.2018).
- Hired a new First Year Experience Coordinator (FYE), Dana Kobold, who will start August 6th. Her office will be in the HUB when it is finished.

### **Steve Zeeh – Campus Life**

- We have hired our new Student Life Office Specialist, Julia Porter, starting Aug1st. She will supervise the front desk student employees, manage the budget, create and manage a CL master calendar
- Steve will be teaching the PTK honors class starting this fall
- They will be having their first retreat as a Campus Life group

### **Kirk Fallon – Student Rec Center**

- They are aggressively working for Fall on the space down hill from the main building to provide recreation and fitness to Arvada. Treadmills, weights and programming will be available soon.
- Kirk recently attended a Campus Recreation Leadership Summit. It was an engaging, round table format and he had the opportunity to pick the brains of others with years of experience.
- The future direction of rec centers is holistic wellness with stress reduction, sleep, e-sports, financial wellness and expanded offerings.
- The credit card terminal has been installed. For Fall students will be able to make purchases at the front desk. They will be able to buy day passes and multi-visit passes.
- FREE Staff week will be August 27-31.
- Rec Fair will go on during the FREE week
- Mountain bikes are in for the Adventure Programs
- 2 personal trainers have been hired, they are students. They are certified and will be available for rec center members.

### **Dean Rathe – Admissions**

- We have been waiting on this new application for 2 years. It has been vetted quite a bit. The two new advisors filled it out and identified a few problems, but mostly it flows well.
- Cheryl Montgomery was encouraging the use of the Enrollment Services web page: <https://www.rccc.edu/enrollment-services> All the forms that are necessary can be found there. Refer students for Tuition Credit, Late Drops, Administrative Withdrawals, Military deployment and several other processes.
- The Call Center is interviewing for 2 positions, they need to fill them ASAP
- Shavon is working with Michele Haney on a scripted 30 second robocall.
- New changes will be implemented for PLA and Assessments by January
- Needs to be clarification regarding the fee charged for each credit hour, will it be uniform across school or will each school set their own fees? It was thought to be uniform, so students wouldn't school shop for the lower fees.
- This spring we awarded PLA to 68 students for a total of 661 total credit hours.
- From 9-10 am on Friday, July 20 will be a PLA webinar...talk to Cynthia if interested.

### **Shannon Webber – Financial Aid**

- Department of Education has received Arvada new Address
- They are performing program and credit checks
- They are interviewing for the new financial Aid advisor position
- Shannon is on the Enrollment Management Strategic workgroup, she will be reaching out for HIPS
- Looking at Summer 2017 FTE compared to Summer 2018 FTE for completing a survey on summer Pell award impacts

### **Linda Yazdani – International Student Services**

- Kevin Forsland has been accepted to a Master's program in England. 99% sure he is going to leave.
- Some workshops to be offered in the Fall: Travel Abroad training for leaders, Open forums every month, Passport Fair to promote an open world.
- New visa announcement from the State Department. With no prior warning they can deny a visa application with no avenue for recourse. There used to be an opportunity to present additional evidence. Now it will go straight to denial.
- Linda is becoming recognized as an authority on International students. She receives national calls for interpretation of law. 5 emails or calls per week.
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### **Jean Kelly – Accessibility Services**

- We have hired for the full-time Navigator position in Accessibility Services. Marisha Manfre, who has been working part-time in the department since last fall. Her new role is as the data queen.
- Recently we have been trying to track student contacts, because a majority of our work comes through email, not in-person appointments

- The Accessibility department had acquired some adjustable height tables and they were being stored in the Murphy building. They seem to have gone missing...we could use a lead on reacquiring our tables or some replacements
- There is a new Faculty Advisory Group forming to work with best practices between faculty and Accessibility Services
- Continuing to work with ACC to find ways to automate processes through Banner, EAB, CRM, etc.
- Jean raised the question if administrators will be visiting classes again with CARE cards like in the spring? The return on investment was low in terms of students actually reaching out to the contacts provided. It was mostly a goodwill visit. The adjuncts and weekend classes appreciated the contact.

### **Glenn Holly – Career Services/FYE**

- Annual reporting shows student appointments to the Career Center are up 5%  
Total contacts including appointments, emails, and phone calls = 7,000+
- Internship engagements are about 150+ per month
- NEW this fall we will begin Pre and Post testing with students taking career Assessments

### **Gina Jimenez – Arvada Campus**

- NEW address for the Arvada Campus:10280 W. 55th Avenue
- We are in the process of hiring a new Navigator, in interview stage.

### **Tena Harris – Outreach and Recruiting**

- Navigators are calling all admitted students and prospect inquiries to answer any questions they may have and get them to advisor ready status. Some have already enrolled.
- 1,300 emails went out with the “Are You Ready?” Message
- The recent Strategic Enrollment conference at ACC was very good, they will be running it again
- The new application is in BETA testing, all feedback by Friday, July 20
- They have a mandatory 6 hour Orientation at CCA:  
students get advisor ready< lots of walk-ins, Financial Aid sessions, English self-assessments, Career Assessments, check declared programs, TRiO and Financial Aid Resource fair.
- CCD requires students to take the Super Strong Career Assessment.
- We would like to form a group to brainstorm what Orientation should look like at RRCC. Shannon would be involved, Linda Yazdani is on board.

### **Cynthia Shields – Advising, Transfer and Tutoring**

- We have hired two new academic advisors: Jenni Hadden, previous tutor and Thomas Lucero, bilingual former AIMS ESL lead and experienced with life skills programming for migrant families.
- Rhonda Macy’s last day is July 31st. Please celebrate with us from 3-4:30 in the Red Fox Room. She has been accepted into a Master’s Career Counseling program at CSU in Ft. Collins.

- The CCCS Student Affairs Conference in Colorado Springs was time well spent.
- Jen Macken and Dan Macy were presenters
- Good keynote speaker, who spoke about Accountability and Equity and how one size does not fit all.
- CCA has a Campus of Care culture: Communication, collaboration, community
- We had a summer Advising Bootcamp to train adjunct faculty for our high volume times and to cover for advisors so they can attend RRCC events. For years, the advisors have not been able to attend many events due to heavy student traffic.
- Good reads for Advising and the future with Guided Pathways coming online  
“Redefining America’s Community Colleges”  
“Choice”

**Allen Burch – TRIO Student Services**

- Due to running out of time...no report

Meeting adjourned at least 15 minutes after 11:00  
next meeting August 1st