



**NOTES – ENROLLMENT MANAGEMENT
SEPTEMBER 13, 2018**

Present: J. Anaya, J. Aramburo, S. DiFiori, R. Dreizler, C. Jimenez, L. Justice,
S. Kushigemachi, A. Leible, R. Miyashiro, D. Mussaw, A. O'Brien, D. Patel, G. Perez,
J. Shankweiler, J. Smotherman

I. INFORMATION

- A. Notes of 8/9/18: Approved as written.
Next meeting agenda: Ellucian training action items.

II. DISCUSSION/ACTION

- A. Payment/Communication: R. Dreizler provided an update.
R. Dreizler, R. Miyashiro, and personnel from ITS and Fiscal Services met to discuss payment/communication. It was noted that the non-payment list that ITS pulled names is accurate. ITS reached out to students on numerous occasion by email when the list was initially pulled. The list includes primary and secondary email addresses and multiple cohorts students may be in. It was noted there is a lot of protection built into the process.

Suggested recommendations:

1. Move to one drop date per term (fall and spring).
2. Continuing with what ITS is doing with email process; continue Outreach efforts with phone banking and texting.
3. Pull list approximately three weeks before drop date.
4. Continue to forward the names of students who owe fees who are participating and identified in cohorts. There are three levels of programs that will be used to reach out to students: cohort directors/coordinators, ITS, and Outreach.
5. Marketing and Communications: advertise on home page approximately two weeks in advance of the drop date. It will be easier to market with one term and drop date.
6. Post on Portal approximately two weeks in advance of drop date. This will be included when students sign on as a reminder to pay for their fees. Art Leible requested to forward the information to include so it can be posted on registration page and portal.
7. Replace drop date after usual pay dates. Potential dates that may be barriers: 1st, 10th, 15th, or 30th. Ensure students are dropped on advertised drop date. Suggested recommendation: following day after drop date, freeze registration date for one day so ITS can drop the students that still owe and allow time for students to move off the waitlist and into the courses. This would ensure that the appropriate students are dropped, those on waitlist move out of the waitlist, and Outreach can continue to inform students to check that they are enrolled in classes.

Recommendations for drop dates:

1. **Winter:** 12/14 – last day to pay in person; 12/16 – last day to pay online; 12/17 – drop for non-payment. Registration will re-open on 12/18.

J. Shankweiler will confirm if the Health Center will be opened during the winter session. A. Leible will need to know in order to include in the fees during registration.

2. **Spring:** 2/1 – last day to pay in person; 2/3 – last day to pay online at 11:59 pm.; 2/4 – drop for non-payment. Registration will reopen on 2/5. The information will need to be included in the catalog, schedule of classes and messaging for consistency. Will ask Lavonne Plum to pull the catalog to revise it. A. O'Brien will inform Brad Seng of the changes. It was also noted to change the admissions page from "you will be dropped" to "you may be dropped."

B. **Duplicates:** No report.

C. **Prerequisites:** No report.

- D. **2018 Fall Headcount Tracking Report:** J. Smotherman provided a report on the fall 2018 headcount tracking. Tracking takes place before and after census. The student headcount was at 25,900 and down at census headcount to 23,100. It declined from previous years by 8.6%. On a positive note, the average number of courses students enrolled increased to 2.66 and the average units to 8.7.

In the beginning of August to the first day of class, there was a continual trend upward in terms of students enrolled in classes. There was 2% growth between the first day and census. The goal is to show the headcount trend and incorporate with FTES goals. A lot has been done on scheduling, increase in classes offerings, etc. The enrolled courses and average shows overall work is done and how it helped stabilize even though headcount is low.

- E. **Review of the DE Survey:** J. Smotherman reported that a withdraw survey was sent out on 9/10/18 to 400 students. The majority of students that completed the survey had positive feedback of ECC even though they withdrew. Reasons for leaving include life is disorganized, lack of finances, and home responsibilities.

J. Smotherman shared the DE survey questions that will be sent to students. He will forward the survey link for the committee to review. The committee provided some suggested questions to add:

1. Would you take another online course?
2. Are there services you need online that was not provided?
3. What would keep you in an online course?

Any other suggestions to the survey can be forwarded to J. Smotherman.

III. Next Meeting: 10/11/18; 1:00-2:00 p.m.; Lib 202.