

## **AtD Student Experience & Retention Team**

### **MINUTES from September 12, 2019**

Attendees: Kristin Puckett, Tammy Rigglesman, Tom Carey, Stacy Ehmen, Dawn Nasser, Nick Catlett, Stephane Potts, Amie Musk, Kellie McBride, Angie Springer

1. Tom Carey presented the data requested from the last meeting.
  - a. The data provided the demographics of the students (from Fall 18 and Spring 19) 1) who did not apply for financial aid; 2) who started the application, but did not complete it; and 3) who completed the process. The data was broken down by ethnicity; 1<sup>st</sup> gen/Not 1<sup>st</sup> gen; gender; FT/PT, time of enrollment, age, high school.
  - b. Data showed dependents, full-time, and first generation students were more apt to complete the financial aid process. Least amount of importance in completing the process included applied for scholarships, lives outside of Danville, early registration, recent DHS graduate, and fall start.
2. Stacy reported on Key Performance Indicator data that shows the performance gap between African American students and white students remains steady; no gains have been made.
3. Financial Aid Processes & Communications:
  - a. ✓ Financial Aid Office Perspective ✓
  - b. Student Perspective
    - Survey to collect data on their knowledge and experiences.
    - Sample questions were presented to the team and discussed.
    - Stacy and Nick will work on this survey.
  - c. Staff/Faculty Perspective
    - Survey to collect data on faculty knowledge of FAFSA process and financial aid basics.
    - Angie and Tammy will work on this survey.
4. Other Team Focus Items:
  - a. Strategic Matrix FY20 Items: Our team can help with the following Strategic Matrix Items:
    - i. II. Student Success
      - A.2. Assess and expand student activities to improve retention.
      - A.3. Assess expansion of campus tutoring services and infrastructure.
      - B.3. Address the achievement gap for African American males.
      - B.4. Investigate measures to improve security for night classes.
      - B.5. Increase student access to Foundation scholarships.
      - C.1. Implement and assess effectiveness of new mobile app.

- C.2. Review effectiveness and implement improvements to orientation and INST 101, adding financial literacy and online/Blackboard skills.
    - ii. III. Institutional Excellence:
      - E.2. Investigate cross training among staff employees.
  - b. Assist Other Teams as needed.
5. Follow-Up on Student Employment Process Updates
- a. Updates & Discussion with each sub-team
    - i. We still need to have better communications with Department Supervisors. Kellie McBride is going to initiate this contact so that she can let students know what positions are open.
6. Other Items from the Floor
- a. Ideas for Financial Aid:
    - i. During busy times (week before term starts and first few days of class: Have a greeter to help students decide if they are in the right place before they wait for awhile (if there is a line).
    - ii. Close off the office so that students do not have to share their personal business in front of others (when talking to the FA specialists).
7. Upcoming Meeting Dates: (3<sup>rd</sup> Thursday of each month @ 1:30pm in Laura Lee)
- 3<sup>rd</sup> Thursday in October = October 17<sup>th</sup>
  - 3<sup>rd</sup> Thursday in November = November 21<sup>st</sup>
  - 3<sup>rd</sup> Thursday in December = December 19<sup>th</sup>