

Guidance, Resources, Integration, and Transformation Committee Meeting

May 13, 2020

2:00-3:00 PM

Via Zoom

Present: Bea Cazares; Maria Coulson; Gina Cullen; Hugo Guillen; Tonya Hersch; Andrea Hunter; Sadika Suliman Hara

Resources: Jon Horinek; Stormy Miller; Anna Pilloton; Anna Pilloton; Holly Schafer; Julian Solis; Cari Torres; Sally Wong

Absent: Alexander Jones; Ellen Shaw

Agenda

- Agenda approved for the current meeting.

Minutes

- Minutes from 4/22/2020 meeting approved.

Today's focus is Welcome and Enrollment Services processes. Representatives from Enrollment Services, Counseling and Outreach are present as Resources and Members. GRIT charge and Student Equity Plan and Activities were reviewed for guests.

Enrolled in the same Community College-Overall Population

**1. Streamline online application and enrollment process.**

- Non-credit ESL application process has been streamlined and improvements have been made to the CCC apply website, with more improvements scheduled to roll out in June. The Non-Credit application was simplified last fall. A new version that allows applicants to toggle between English and Spanish will be released in June.
- The online orientation has been updated and short, web based, how-to videos, to help students with issues that would usually be addressed in person are under discussion.
- In the more distant future, COM is looking at the implementation of the My Path guided onboarding platform.

Members were asked to share other enrollment issues that they have seen students struggling with.

- Outreach noted that the Spanish language application would be extremely helpful for Spanish speaking students. Outreach has created a slide deck to help guide students through the application process. They are working with Shook to develop a new student landing page that will guide new students through the steps they need to take to enroll and register and will provide support, including the slide deck, to assist them.

- Counseling has made a canvas shell with orientation modules including how to register, and introduction to the Learning Communities. These modules could be part of a virtual welcome center.

Tonya asked the meeting to discuss a virtual welcome center.

- Members voiced concern regarding the widening equity gap and the difficulties in identifying who is being missed. It was suggested that including links that opened up either to a video or to the welcome center in COM texts could close some of the gaps and reach students that are being missed.
- Enrollment services recommended developing short videos with links on either on a Student Resources page or a New Students Page, with two tracks, one for new students, and one for existing students.
- There are plans to transition the Student Resource page with content that addresses the next phase in the COM COVID response. The virtual welcome center and the reformatted orientations could be located there.

ASCOM Vice President and GRIT member, Bea Cazares spoke in support of making the Welcome Center as accessible as possible and, of her own difficulties as a new student navigating the MyCOM portal. She supported the proposal to include links to resources within text messages to students. She suggested including a list of *Aps For Your Success*, on the landing page and the Learning Communities page and including the Canvas ap and the Outlook Ap on this list.

- Outlook is directing student mail from Enrollment Services to the “Other” tab, students may miss mail as a result of this. This is a Microsoft issue and can’t be fixed, the work around is for students to download the Outlook ap. instead of using the MyCOM portal. Counseling encourages students to download the Canvas ap. as well. Links to these aps. could be included in the orientation and these links could also be included in the emails that Jonathan is sending out to students.
- The Committee returned to the question of students who are being missed and how to make the landing pages easier to navigate for these students. GRIT members plan to meet with webpage design team to discuss the proposed changes to the website. First steps suggested by members included focusing first the best way to deliver services for the fall while developing plans for the long term, and creating short YouTube videos with student ambassadors highlighting key points in the enrollment and registration processes

### **3. Increase the presence of peer student-to-student interactions to enhance access and services support.**

- Increased FWS funding could allow for more peer support. Peer support could be used in multiple ways, SAS, Outreach, Tech support. Member proposals included a tech hotline staffed by students to assist students with tech issues and the creation of a central locus for help requests staffed by students, replacing the Ask Us service center. SAS reports seeing a lot of students needing support around learning management systems including Canvas and Zoom and anticipates these issues will resurfacing in the Fall. Student ambassadors could be trained in using the Accessible technology and assist in training students in using Accessible technology.

5. Improve usability of online resources including CCCApply, MyCOM portal and website, especially for student groups who are less familiar with computers and technology.

- This has been covered in the proceeding discussions.

Enrolled in the same Community College-Disproportionate Impact Groups

1. Targeted communication based on interests and identity from CCCApply (possibly using texts).

- At this point we want to focus on the critical issue of minimizing the gap of those students that we are losing that we don't even know that we are losing.

Tonya solicited last thoughts from members and guests. SAA suggested we create an inviting, warm, welcome video for our all our communities on the home page, since we aren't able to do this in person and offered to work on this over the summer.

Tonya thanked the committee for their persistence and hard work. Committee will review survey results to help shape its work when it reconvenes in the Fall. Sadika and Tonya will meet over the summer to look at what the Committee has discussed over the last semester and begin to develop objectives for the new academic year.