**Process Improvement Meeting**

**August 22, 2023**

**3:00 pm**

**Review Project List and Provide Updates**

**Discussion on process before and after purge**

* Students are very receptive and appreciative of the phone calls
* More volunteers are needed to get through the list- Laura provided a list of staff who have agreed to serve on committees that we can reach out to for volunteers
* Action Item- IR will work with ACS and AR to develop a report that will list students who have not paid and who approved their courses so advisors can contact them – this would be sent daily to the ASC team as well as sent after the purge so students who were dropped could be contacted

**Discussion on moving drop for non-payment date**

* There was concern that we drop students on Friday afternoon and then we leave at 5 and students can’t contact us for help to get back into courses. Grayson and his team said the drop could be moved to Thursday afternoon at 3pm. This can go into effect for the 2nd 8-week term.