**Enrollment Management Process Improvement**

**Advising Task Force Subcommittee Minutes**

**March 26, 2024 (2:30-3:30)**

**Committee Members Present:**

* Tina Lyles (Co-Chair)
* Natalie James (Co-Chair)
* Laci Spanos
* Jennifer Murray
* Kirk Schlemmer
* Natalie Timmons via Zoom
* Diane Russo
* Joe Hinojosa

**Committee Members Absent:**

* Kari Peden
* Allyson Huntley (in another meeting)
* Dee Wright (in another meeting)
* Shannon Harmsen (sick)

**Discussion and Recommendations**

* Review Minutes from September 8, 2022 Advising Task Force Meeting
	+ FTIC students – Hoping for a change with F.A. using Zoom or start, selection for verification.
		- Selection for Verification will start end of March or early April in ISIRS
	+ We now have access to F.A. in Student Planning.
		- Access to
			* Charges by semester
			* Tuition
			* By classes
			* How much the student is getting refunded
	+ Veteran Services
		- Veterans are able to upload DD214 to SoftDocs now (Veteran Specialist uploads the DD214)
* New Items and Suggestions:
	+ Student Recruitment
		- In April S.R. will host Virtual Senior Days, T/Th, 10-11:00 AM & 2-3:00 PM
		- The students will have a check list they mark off before meeting with an advisor for FA 2024
	+ Highlander Central
		- They do have Zoom, students just don’t use it much.
			* How can they advertise it more?
		- Ideas for a building name change? Or paint the building or the columns. The building/HC, has had so many names that students refer to it as.
	+ Customer Services Training
		- There are two that different departments are working on to launch.
			* Disney and Caring Campus
	+ The Student Page has been updated.
	+ Facebook Live
		- Tina noted that page 17 of the Cicero report indicated that students with the highest rate of completed financial aid were ones who attended an information session of some kind. The presumed correlation is that the students were connected to a person who provided relevant information. This led to a discussion about adding other “information sessions”, but in a way that keeps the attention of viewers/participants and does not wear out its welcome.
			* ~Your McLennan Minute for the day!~
				+ A 5-10 video live streamed (30 seconds or less, very short videos)
				+ Students Submit questions to all the different departments. We collect the questions, answer them with FB Live, offer a code for a drawing to win a prize. Do this once a week.
	+ Inclusiveness
		- How can we include Spanish speaking students in more information sessions?
			* Headsets
			* Translators
			* Pay stipends