

Student Success Committee Meeting

9:00 AM August 17, 2012

NCSOSE Conference Room, Innovative Research Park

Present: Ellen Neufeldt, Jane Dane', Todd Johnson, Lisa Mayes, Carol Simpson, Don Stansberry, Mary Swartz, Rusty Waterfield, Sandy Waters, Johnny Young.

Hold Flags

Rusty distributed a handout that summarized the work that the team accomplished with regards to student billing and financial holds. The team consisted of Bill Edmunds, Todd Johnson, Mary Swartz, Vera Riddick, Dan Terrell, Mike Frizzell, Mile Little, and Rusty Waterfield. Discussion followed concerning:

- An electronic check-in to determine if a student is here, enrolled and active. This would work well for freshman, who live on campus.
Blackboard may be the best way of tracking students.

ACTION ITEM: Rusty to research using Blackboard to track students.

- What our dates are, why, and if they make sense.
- Our deadlines being understandable to our students.
- Creating a one-stop web financial page for students.
- Telemarketing call bank ("need more knowledge workers not process workers").
- Confusing, dissimilar forms used across campus (each office has its own set of forms; no consistency).

ACTION ITEM: Rusty to lead the student billing and financial holds team and encourage civility throughout the process.

Retention 2012 Project Update

Ellen reported that the 2012 cohort retention rate stands at 80.5% today (up 1% from last year).

Committee Updates

- **CRM**
In the interest of time, this committee will make a presentation at the September 21 meeting.
- **Graduate Committee**
Jane Dane' and Mary Swartz will help coordinate a meeting of this committee with the Deans and the GPDs.
- **Freshman Committee**
Will continue working on outcomes for next year.

- **Sophomore Success Committee**

Will continue working on outcomes for next year.

Annual Report Progress

All committee accomplishments will be submitted to Lucia Ball, in bulleted form, by August 31.

International Student Health Insurance

Johnny Young will meet with Jenny Foss for an update from the student health insurance campus task force.