**COMMITTEE ON RETENTION EFFORTS**

**Meeting Minutes**

**November 17, 2010**

1. **Call to Order**

The Committee on Retention Efforts (CORE) was called to order on November 17, 2010 at 2:00 p.m. by co-chairperson Karla Sanders, in the Student Success Center Conference Room 1114 at Ninth Street Hall.

**Members present:** Karla Sanders, Co-Chair, Kimberlie Moock,Co-Chair,Chad Cross, Kathleen O’Rourke, Christie Roszkowski, Jean Wolski, and Jie Zou

**Members absent:** Mona Davenport and Jody Stone

1. **Approval of the September 15 Minutes**

Wolski motioned to approve the September 15, 2010 minutes as written and Roszkowski seconded the motion. The motion was approved unanimously.

1. **Project Updates**
2. **Continuing Student Project**
3. Emails

Sanders reported 840 emails went out November 15 to the Junior and Senior undergraduates telling them they had not registered for SP11classes. Sanders disseminated a copy of the email. The sophomore and freshman registration email will go out December 1. The survey for the non-registered students will go out in an email after grades are posted.

1. Email to Fall Dropouts
2. Next Survey Round-Adjustments

Sanders disseminated a copy of the survey to go out to students who did not register for SP11 classes. After some discussion, the report will be adjusted so the people who are wait- listed will not show up on the report.

1. **Financially At-Risk Student Project**
2. Financial Hold Numbers

Moock reported there were 4,529 holds as of November 1. Linda Coffey from the Bursar’s Office reported that is the largest amount of holds they have ever had.

1. Communications

Moock is working with Sue Harvey, registrar, about creating a website for students and parents on finding additional resources located in one central location. This website would contain information on where to go for answers such as: financial assistance, a student doesn’t intend to enroll, and pre-communication information about clearing holds, outstanding balances, when holds will go on, when to drop classes, and so forth.

1. Survey Possibility

Moock and O’Rourke worked on a survey for the students to find out why they have not paid their outstanding balances to lift their holds. Discussion followed.

1. **Academically At-Risk Student Project**
2. Data is available

Sanders reported they have not met but will be meeting December 10. Data from both reports are available in Argos.

1. Family Involvement

The committee discussed different ways to get the family involved in financial matters and in other forms of communications. Some suggestions were:

* Incorporate financial information in parent orientation
* Second Orientation which includes parents
* One central website on where to go for answers with links to other websites

-upcoming due dates

-when holds will be placed

-where to go for help (who to talk to about financial hold, etc)

1. **Data Files**

Moock reported the data has been delivered.

1. **Other**

Spring Schedules

Please email your SP11 schedules to Kim Sweeney [kksweeney@eiu.edu](mailto:kksweeney@eiu.edu) so future meeting times can be planned.

1. **Adjournment**

The meeting adjourned at 3:45 p.m. -Minutes submitted by: Kimberly Sweeney, Recording Secretary