SALT Meeting Agenda
Thursday, 12/15/16
2:00 p.m. – 4:00 p.m.
West Campus, 11-106

Attendees: Kelly Astro, John Britt, Suzanne Eng, Nick, Estee, Niurka Ferrer, Linda Herlocker, Ed Holmes, Sonya Joseph, Amy Kleeman, Deb Larew, Ben Lion, Donna MacDonald, Katrina Manley, Tamika Martin, Tracey Olsen Oliver, Reyna Rangel, Erica Reese, Karen Reilly, Cheryl Robinson, Joe Sarrubbo, Kim Sepich, Lisa Stilke, Edwin Sanchez, Evelyn Lora-Santos, Jacquelyn Thompson, Daniel Turner, Brenda Wright

Absent: Rocky Blesso, Tanisha Carter, Julie Corderman, Latishua Lewis, Cheryl Miller, Melinda Smith, Jill Szentmiklosi

New Student Experience/Quality Enhancement Plan

Karen Reilly

Goals:
1. Create a required credit-earning course which provides an extended orientation to college (completed)
2. Embed student success skills in SLS 1122 and select introduction courses (underway)
3. Align front door general education courses (complete)
4. Provide career and academic advising which includes an individualized education plan (complete)

Discussed some current work:
- Newer NSE leadership team model—meets quarterly
- Assessment being done through course rubric. Personal Connection is this year’s focus.
- An advising template was developed to help adjunct in their new advising requirements

Data:
- Sections of NSE have grown on every campus since the Fall 2014 mandate
- Student enrollment in SLS 1122 increased by 50% in the first year
- Gen Ed Impact 2nd highest enrolled class at college, will soon be #1
- Persistence rates from Fall to Spring and Fall to Fall seem to be improving when SLS is taken
- When SLS 1122 is taken in conjunction with ENC 1101, there is increasing evidence that their success in writing may be positively impacted
- When students take MAT 1033c in conjunction with SLS 1122, there is increasing evidence that they are more successful in math than if they had not taken SLS 1122.
- Students more often say their experience at Valencia helps them to develop clearer career goals when they have participated in the New Student Experience.

Student Experience Follow-up

All

What does that mean and what does it look like?
Sometimes on East/West, information desk is man by a student, but when there are no students to man the information desk, other students are lost. The ability to have someone there all the time, **can we find more available students to man the info desk**

Partner with “Welcome with Ambassador”, can they go to fill in these information desk? **

Change the name from “information” to WELCOME/information center

Making sure directional/building signage are visible and correct. We should consider this everyone responsibilities, if there are confusion, we should see how to remedy this and correct signage

Students can contact through chat, email, phone
Amy: How many emails are students getting in one day with similar information. Overwhelmed from too much email? Are we teaching them to avoid reading their emails?
**Website – hard to find info on some things.  Answer the questions students actually have (some info is better left to the catalog).**

We focus a lot on the first time students; we do not focus on the second time or third time…so students get lost. Need to figure out a way to continue helping students beyond their first steps.
1. Students like checklist…
2. Avoid the HE vocabulary.
3. When we communicate with students, must try to make email enticing and words that they use
4. Making things personalized, texting, calling, (following up)
5. Teaching students how to do something and not just doing it for them
6. Improvement on a division level, training of staff, fragmented
7. Need division wide training is inconsistent and fragmented. If we improve here, student experiences will improve.
8. As we get larger, people are moving around more. Training and need for training for consistency and expand training to other campus so that students have a similar experience.

⇒ College wide training so that every one hears the same thing
⇒ Training for consistent service delivery across all campuses and expand training opportunities to more divisions. Make it required and track through Edge.
⇒ Create time to deliver training.
⇒ Replace the SAPD in spring with training…
⇒ Training mandatory or require and give them time to take those training

**Professional training Who would be interested to be part of the team to develop training?**
What is already in place?
Handle residency like we do FAFSA Frenzy.
Financial aid package is a great personalized experience
New admission application is logic-driven
A way to do residency students and personalize that experience

What data do we need to inform thinking?
Multiple Emails that students keeping getting…how do we fix this.
What is the timeline once a student contacts us and how do we make sure that they are not getting duplicate messages, email?

How long does it take to process student documents that are received by the Answer Center?
Evaluate messages implied or experienced in our communications.
How long does it take for students to fill out applications?

**How do we get information to see where the barriers are?
Complicate email from financial aid keep going to students when there is already a solution

1. Find out what the students expectations are
2. Change the name *Florida residences* because this does not encompass everyone
3. Being thoughtful and careful

Updates
a. **Definition active/inactive students**
   Reyna Rangel
   An active student who has been enrolled in a credited course within 24 months prior to beginning in the upcoming term
   Inactive: Has not been in a program
   Definition is in the catalog and glossary

b. **Student Information Form**
   Linda Herlocker
   There are other forms out there, consolidate them and make it one form
   More accommodating for international students
   Will email the new forms to SALT team

c. **Summer Enrollment Campaign**
   Amy Kleeman
   Marketing will promote program but not the discounts
   $100 per class discount

d. **Board of Trustees**
   Kim Sepich
   5-year impact plan
Accelerated programs to get jobs out of graduations
Career express goals,
Work base learning goal
Knowledge and economy goals
The board love all these goals
Add increase college going rate and to start at Valencia College—
3 goals
Close the performance gap
Increase diversity in faculty and staff

We have a strong dual enrollment already and Students in HS can come in
with credits

Osceola-construction programs

50th Anniversary
2017 college anniversary—each campus will do its own celebration
36,000 t shirts
Logo will be available in January
Put the logo when we are sending out things
Nurses pinning, bridges to success--Can be use in these events
Student handbook, business cards, tag line on your email

Amy Kleeman

Personnel Changes
All

5 new people for graduation, admissions
Financial aid,
OSD a new program advisor
Assistant technology advisor

Hired assistant advisor
Losing answer service manager

East...posting full time east and WP, program advisor

6 openings

Next Meeting: Feb 2, 2017 2-4pm SKYPE
REMEMBER: Feb 28, SALT Retreat-WC-Collaboration Room 3rd floor