

## SPARC Re-Enrollment Working Group

February 2, 2021 Meeting Summary

**Sponsors:** Jeanine Ward-Roof, Bobby Fleischman and Jim Bachmeier

**Co-Chairs:** Gheretta Harris and Jason Bentley

**Members:** Michele Albright, Darnell Lewis, Joy Pulsifer, Julie Rowan, Mandy Seiferlein, Carol Sloan and Anne Spain  
*\*Currently meeting with students identified as potential members of the working group*

### **Review:**

The committee reviewed the barriers and ideas generated during the January SPARC Meeting.

### **Idea Storming:**

The committee engaged in discussion of the ideas generated during the January SPARC meeting and articulated the following areas for potential focus.

- Hold Management – Review current holds and implications for continued ability to register/enroll.
- Aid Acceptance Resolution – Students who owe between \$1,000 and \$1,800 – students generally had available aid and needed to accept; process for loan/aid counseling; reaching out to students who haven't accepted their aid; what is the process? How might we adjust institutional actions to encourage loan/aid acceptance? Develop/Recommend a process.
- Leverage Summer Offerings – Develop/Recommend process to encourage students who did not earn 30 new credits to enroll in Summer courses with free housing.
- Student Not Making Academic Progress – Students with low gpas who are likely to benefit from additional support. Might there be a summer “catch-up” opportunity? Learning community? Create a summer learning community in North Hall. Could CARES Act funding be a source to support a summer “COVID Catch-Up” Community?

- Spring 2020 to Fall 2021 Re-Enrollment – Students who did not return between Spring 2020 and Fall 2020/Fall 2021 are a group we might target for re-enrollment.
- AA Degree Completers – Encourage AA degree completers to return and complete BA/BS degree at Ferris. What are the reasons/barriers preventing continued enrollment and how might Ferris best prepare to address these questions/concerns?
- Organization of Support Resources / Resources for Advisors – What are the supportive resources available to assist students? How might we organize these to share with students so they are both aware and easily able to engage.

**Short-Term Initiatives & Action Steps**

| Initiative                      | Action Steps  | Responsibility Center(s) / Responsible Individual(s)   | Anticipated Result  | Progress / Result |
|---------------------------------|---|--|---|-------------------|
| Resolve Financial Payment Holds | <p>Identify students with active holds preventing registration</p> <p>Recommend SFS process audit/automation completed to resolve holds within 24hrs of payment receipt.</p> <p>Initiate a campaign directed to students to encourage payment</p> | <p>FAS/Student Financial Services</p> <p>FAS/ITS – Assistance with workflow automation</p> <p>DHSSAs &amp; College Advisors (communications to advisees with financial holds to encourage payment)</p> | <p>Reduction in drops for payment due</p> <p>Increase in timely registration</p> <p>Improved student experience with enrollment in needed/preferred courses due to “on time” registration</p> |                   |
| Continued Enrollment Campaign   | <p>Organize central list of not-yet registered students</p> <p>Create and provide sample communications for use by colleges to encourage registration</p> <p>Review and report weekly progress during college and Dean’s council meetings</p>     | <p>Academic Affairs/Colleges/Deans</p>   | <p>Increase in timely registration</p> <p>Improved student experience with enrollment in needed/preferred courses due to “on time” registration</p>   |                   |
| New Credit Push                 | <p>Generate a list of students who are not on track to complete at least 20 new credits between Fall and Spring</p> <p>Promote summer course options and free housing availability</p>  | <p>Academic Affairs/RSS</p> <p>FAS/Housing</p>   | <p>Increased summer enrollment/SCH</p> <p>Increase in annual average student attempted / earned credit hours</p>  |                   |

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| <p>AA Degree Earners -&gt; BA/BS Degree Seekers</p>                | <p>Create an incentive to re-engage AA degree earners who are not continuing toward completion of a BA/BS</p> <p>Promote opportunities to return to Ferris to complete BA/BS degree through online, statewide and main campus offerings</p>             | <p>Student Affairs/Enrollment Services/Scholarships</p> <p>Student Financial Services</p> <p>Academic Affairs/RSS</p> | <p>Increased percentage of AA degree earners continuing to, and completing BA/BS (Target = 60%)</p>   |  |
| <p>FAFSA Filers</p>  | <p>Identify students who have yet to complete FAFSA</p> <p>Create and deploy a campaign to encourage FAFSA completion</p>   | <p>Financial Aid/Student Affairs</p>  | <p>Reduction in drops for payment due</p> <p>Increase in timely registration</p> <p>Improved student experience with enrollment in needed/preferred courses due to "on time" registration</p> |  |
| <p>Course Attendance/Participation &amp; Title IV Implications</p> | <p>Create and deploy communications to students about the importance of logging into/attending ALL courses and the implications for financial aid if a student does not attend; illustrate why and when a grade of "F" is better than a "W" or "WF"</p> | <p>Student Affairs/Financial Aid</p>  | <p>Reduction in student financial difficulty resulting from financial aid return</p>  |  |

**Mid/Long-Range Initiatives & Action Steps**

| Initiative      | Action Steps   | Responsibility Center(s) / Responsible Individual(s) | Anticipated Result  | Progress / Result |
|-----------------|--|--|---|-------------------|
| Hold Management | Initiate a review of all current hold types and reconsider utility of each. Consider necessity and process/workflow for the application and management of each hold type | Academic Affairs<br>FAS<br>Student Affairs           | Reduction in number of holds<br><br>Improved workflow/processing and automation of hold management<br><br>Improved student experience resolving holds and continuing enrollment with on-time registration |                   |
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