

University Retention Committee Meeting Agenda

March 19, 2008

Taggart Student Center Room 336

1:30 p.m.

Committee Members:

Nazih Al-Rashid - Director - Student Support Services; **Aaron Andersen** - Associate Director - Retention/FYE; **Cynthia Arocha** - Academic Advisor - Multicultural Student Services; **Michelle Bogdan** - University Advising; **Rachel Brighton** - SAAVI Coordinator; **Dave Bush** - Associate Director - Counseling Center; **Peggy Buttars** - College of Business; **Noelle Call (Chair)** - Director - Retention/FYE; **Gary Chambers** - Vice-President Student Services; **Amy Crosbie** - Academic Life Skills Coordinator – Athletics; **Krystin Deschamps** - Matriculation Advisor - Retention/FYE; **Tiffany Evans** - Director - Student Involvement and Leadership Center; **Christie Fox** - Director - Honors Program; **Fawn Groves** - Assistant Director - International Students and Scholars; **Lisa Hancock** - Program Administrator – SOAR; **Steve Hanks** - Vice-Provost; **Natalie Hansen** - Assistant Director- Disability Resources, **Peg Hennon** - Program Administrator - Career Services; **Wendy Holliday** - Reference Librarian; **Shannon Jolley** - Coordinator - Theme Housing; **Ellie Jones** - Degree Audit Coordinator **Norm Jones** - Dept. Head - History - General Education requirements; **Joyce Kinkead** (excused) - Associate Vice-President Undergraduate Research; **Mary Leavitt** - Director- HASS Advising Center; **Whitney Milligan**, - Director - Residence Life; **Jeannie Pacheco** - Director- International Student and Scholars; **Jenn Putnam** - Director – Admissions; **Annette Rindlisbacher** - Office Manager, Retention and FYE Office; **Carol Rosenthal** - Director - Academic Resource Center; **Robert Schmidt**- Associate Professor - Service Learning Coordinator; **Marcy Skinner** - Financial Aid Counselor; **Maure Smith** - Gay and Lesbian Student Resource Center; **Gary Straquadine** - Associate Dean - College of Agriculture; **Patricia Stevens** - Director - Women’s and Reentry Student Center; **Joe VanderMerwe** - Budget Office; **Susan Williams**- Academic Advisor, Regional Campuses, Brigham City

Attending: Cynthia Arocha, Michelle Bogdan, Rachel Brighton, Dave Bush, Peggy Buttars, Noelle Call, Amy Crosbie, Krystin Deschamps, Christie Fox, Fawn Groves, Lisa Hancock, Natalie Hansen, Peg Hennon, Shannon Jolley, Ellie Jones, Whitney Milligan, Jill Rasmussen, Carol Rosenthal, Marcy Skinner, Jeff Sorenson, Susan Williams

1. Approval of February minutes - No discussion

2. Retention Conference report -- Committee members who attended the March state wide Retention Conference were invited to share information and impressions from the conference. Marcy Skinner and John Lackstrom wrote excellent summaries. (See attachments) Marcy and Jeff Sorenson commented on their experiences. They were very impressed with information regarding the ACT Student Readiness Inventory, an assessment given to students at the University of Utah as they enter the university. Jeff mentioned the speaker from ACT who talked about effective student behaviors that need to be developed before a student reaches the higher education environment. Jeff took this

information back to the Admissions staff and they will include this area in their recruiting talks. (This is an excellent example of incorporating best retention practices into existing programs.) Other attendees mentioned that they heard information on the issue of effective communication with students. Several presentations mentioned the use of text messaging, podcasts, and a Facebook page that students could access for timely information. There was much discussion as to what works effectively and the logistical issues involved in using other communication means besides e-mail. Honors, athletics, the A-Team, and the financial aid office use text messaging in some form. There was a consensus that this issue needs more research by each department. The Dr. Snyder's 10 points mentioned in her opening remarks were reviewed and Cynthia Arocha commented that the faculty involvement seems to make the most difference with her students.

3. Review Retention plan document - A "Principles" section was added to the Retention Plan document. The University Retention Committee represents the retention efforts of the entire campus. As we make decisions and put forth initiatives, we should all know what principles we are operating under. Noelle presented a draft of 5 principles. There was some discussion about these or other ideas. The committee decided that this would take further reflection and Noelle asked each member to send her their thoughts before the next meeting. We would like to have this added to the document by May.

4. Feedback on newsletter - The first Retention newsletter was delivered this week. Please provide feedback. The electronic version will be available this week at

5. Connections instructors needed - Four more instructors are needed for the 2008 Connections program. If you are interested or know of someone who might be, please contact Noelle Call at noelle.call@usu.edu.

6. Enrollment and SOAR update - Jeff Sorenson reported that enrollment is where the Admissions office would like it to be. Lisa Hancock reported that SOAR numbers are considerably higher than at this time last year. Whitney Milligan indicated that housing is actively recruiting and their area numbers are always reflective of the enrollment numbers.

7. Other items - None

8. Meeting dates: Apr. 9, May 14 (University Inn Room 507) , June 11 - Time 1:30
Place: TSC 336

Big Things/Little Things That Matter in Student Retention
Dr. Barbara Snyder
Vice President for Student Affairs
University of Utah

Ten Points for Discussion:

1. Do students know you want them to be successful?
2. Do they know you care about them?
3. Do you schedule your course offerings around student needs? (She said we don't; it's around faculty needs.)
4. At the end of their first year of school, do your students know three well informed faculty members that can give them a recommendation?
5. Is your school partnering with the parents of students?
6. Does your school give a preferential option to students when it comes to filling campus job-openings?
7. Do you listen to their students' stories?
8. Do students know that you are looking-out for them?
9. Do you tell students stories of inspiration?
10. Do you give students a reason to stay at your institution?