

# Project Identification: P160106 Trek to Basecamp, TLT

## Team Name: COB Sub-team

### Adjournment

05/25/2016, 9:00-11:00, Zabel Hall 224

Participants: Ashley, Dan (distant), Jacelyn (distant), Jeff, Jill, Kathleen, Laura, Marc, Meghan

TLT participants: Daysi, Luke, Stephanie, Tom, Tressa

<p><b><u>What has been accomplished?</u></b></p> <ul style="list-style-type: none"> <li>• Results.....retention improvement</li> <li>• Long standing issues became seemly simple tasks – advantage of cross-functional teams making the issue solvable by someone in the room</li> <li>• Developed plans to resolve issues</li> <li>• Have the ability to get data, but currently it is time consuming for one person</li> </ul>	<ul style="list-style-type: none"> <li>• BAS program</li> <li>• Articulations and pathways</li> <li>• Face-to-face programming with Hermiston and BMCC</li> <li>• BMCC e-mail to graduates in AOT, design of online flyer</li> </ul>
<p><b><u>What worked?</u></b></p> <ul style="list-style-type: none"> <li>• Jacelyn provided excellent advice and suggestions</li> <li>• MBA action execution</li> <li>• Videos by students, promo website (Ex: French)</li> <li>• Used data, not assumptions, to drive action</li> <li>• <u>    </u> Kathleen’s data lead to unknown issues where a best guess of the issues would have been incorrect</li> </ul>	<p><b><u>What didn’t work?</u></b></p> <ul style="list-style-type: none"> <li>• MBA worked but it was small. Could use this process with disparate groups across campus</li> <li>• Could organize sub-teams differently going forward by being programmatic</li> <li>• Doing something for free makes some things difficult</li> <li>• Asking faculty to advise, but not allowing them to pull holds. They don’t need to know details.</li> <li>• Need accountability for faculty advising</li> </ul>
<p><b><u>What has become clearer to you as a result of your experience?</u></b></p> <ul style="list-style-type: none"> <li>• The institution is data deficient</li> <li>• Realized how much data the regionals don’t have</li> <li>• People don’t know how to clean/scrub the data or don’t take the time to do so</li> <li>• People don’t necessarily interpret the data we do have correctly</li> <li>• Lack of commitment to the online population (“cash cow”)</li> <li>• Process of tracking progress towards graduation</li> <li>• <u>    </u> Lack of support for growth. What’s in it for me?</li> </ul>	<p><b><u>What do you see as having changed in you and the organization as a result of this team?</u></b></p> <ul style="list-style-type: none"> <li>• Region director had drifted away from the retention component that was so prevalent under Dixie Lund and the “recruit, retain, and advise” moto</li> <li>• Team got good at making requests</li> <li>• Open doors for context with Southwest Washington</li> <li>•</li> </ul>
<p><b><u>What surprises organizationally and personally have you experienced as a result of being on this team?</u></b></p> <ul style="list-style-type: none"> <li>• Lack of data</li> <li>• Seemingly no adviser training process</li> </ul>	<p><b><u>What new futures are being invented or new openings being created?</u></b></p> <ul style="list-style-type: none"> <li>• <u>    </u> Seems to be dysfunction in who is recruiting a student. The responsibility is nebulous and competing. May need to make recruitment a cross-college effort</li> </ul>

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<ul style="list-style-type: none"> <li>● Advisers not knowing that a student was their responsibility due to issues like mid-term shifts or choosing to not read their e-mails</li> <li>● Jeff and the positive contribution of the IT team including the size of their roles</li> <li>● <u>Online credits costing more than on campus</u></li> </ul>	<ul style="list-style-type: none"> <li>● Retention could remain an inter-college effort</li> <li>● Automate data generation that Kathleen did</li> </ul>
<p><b><u>Anyone to be thanked?</u></b></p> <ul style="list-style-type: none"> <li>● Jeff, Emily, &amp; the IT team</li> <li>● Laura – for leading the team</li> <li>● Genesis, Jacelyn, and Danny – difficult jobs</li> <li>● Kathleen – busted her rear-end to provide data and was always ready</li> <li>● Gary was blown away with Meghan and Kathleen</li> <li>● Jacelyn and Meghan – model advisers, they will hunt you down</li> </ul>	<p><b><u>Possibilities, thoughts, misc.</u></b></p> <ul style="list-style-type: none"> <li>● <u>Need to do exit interviews and use the information</u></li> <li>● <u>Model the MBA action with disparate groups across campus</u></li> <li>● <u>Establish an adviser training process, including tips and tricks</u></li> <li>● <u>Commitment to retention at the region centers, not just recruitment</u></li> <li>● <u>Need a new online plan that is managed differently, with a new mission (DDE Model)</u></li> <li>● <u>Need quality faculty advising. The team has made inroads, but there needs to be more accountability</u></li> <li>● <u>Need training for new or onboarding employees and advising</u></li> <li>● <u>Need strong messaging that growth is good for everyone</u></li> <li>● <u>Get faculty and region advisers on board</u></li> <li>● <u>Mandatory advising – freshman and athletes are required already. COB is doing it now and it went over better than folk's thought</u></li> <li>● <u>Need a person for each college who is responsible for data</u></li> </ul>
<p><b><u>Is everyone complete and satisfied?</u></b></p>	