

Interoffice Memo



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To: Jack Bottenfield
Cc: Ann, Annie, Dee, Kim, Marilyn, Mell, Pam and Tami
Fr: Kathie France *KF*
Date: June 20, 2007
Re: Enrollment, Recruitment and Retention Flowcharts

Please find attached the systematic recruitment and retention flowcharts you requested. Numerous offices provided detailed information on the processes used in their offices. The attached charts provide a general overview of the processes used in support of enrollment, recruitment and retention at EWC. You asked that I provide the names of individuals who perform each of the tasks. I have included the names of those primarily responsible for each task; however, many of the tasks involve too many people to list in the charts. All of the things we do on a daily basis are in support of enrollment, recruitment and retention. Every employee plays an important role in this effort. It takes everyone to make the system work.

You requested recommendations on possible procedural changes to improve enrollment, recruitment and retention at EWC. I gathered input from other individuals on possible procedural changes. Please understand the suggested changes need further consideration and discussion among the individuals and departments involved. The employees at EWC are always looking for better ways to serve students. The items in green identify changes that have already been implemented or are in the development phase. The items in blue are recommendations for consideration. Some of the recommendations are my personal recommendations and some are recommendations from other individuals or groups of individuals.

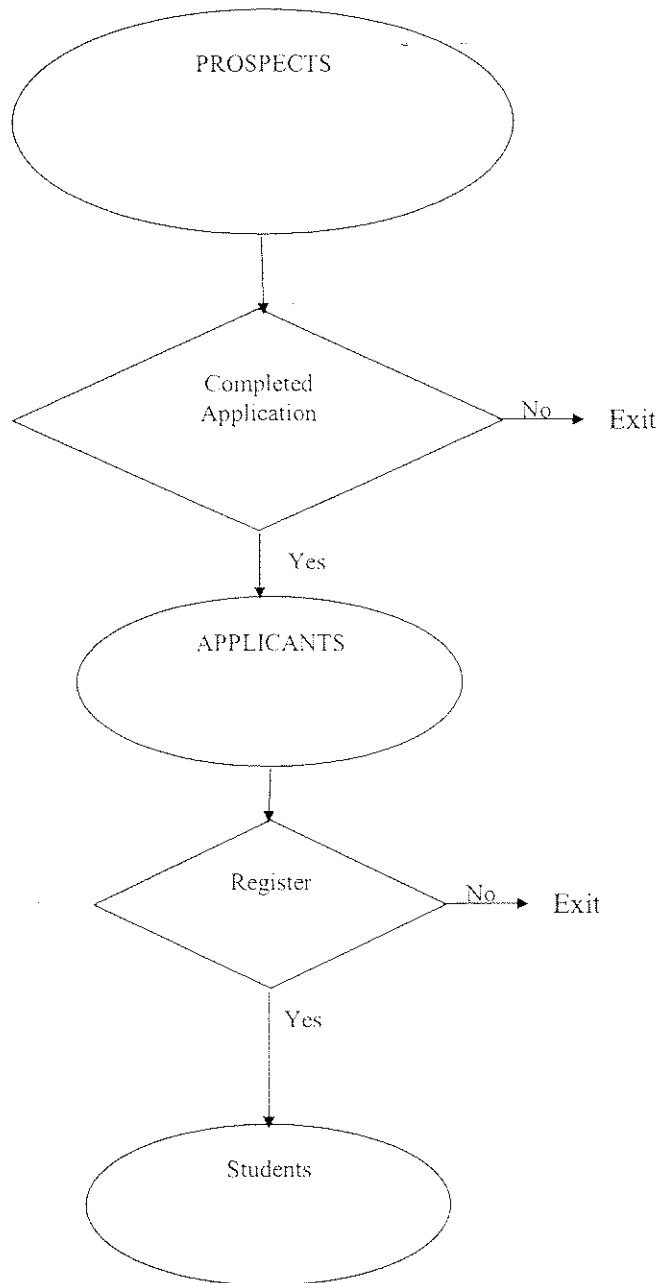
Please consider this document a general overview and not all encompassing of everything that everyone at EWC does to support enrollment, recruitment and retention. Most of the processes in this document relate to on-campus only. There are some references to outreach, but this document does not provide detailed information on outreach procedures. Dee and Lynn coordinate the annual update of the *Outreach Coordinators' Handbook*. A copy of the Table of Contents is included for your information. Their procedures are very well documented and the handbook helps streamline the training of outreach staff. This document does not include information on many of the departments and offices. If you are interested in more complete and detailed information on EWC procedures, I suggest you ask Kim Russell, EWC's new Director of Institutional Research, to continue with this project.

I would like thank everyone at EWC who has helped with this project and extend a special thank you to Ann, Annie, Dee, Kim, Marilyn, Mell, Pam and Tami for their involvement in the discussions and review of the charts. Thank you also to Kim and Karen who have spent many hours helping put the charts together.

Enrollment, Recruitment and Retention

- Recruiting
- Housing
- Registration and Academic Advising
- Outreach
- Financial Assistance
- Student Activities and Clubs
- Learning Skills Support
- Student Retention Team
- Testing Services
- Personal Enrichment and Job Skills Training
- Registration and Academic Advising
- Career Assistance and Employment

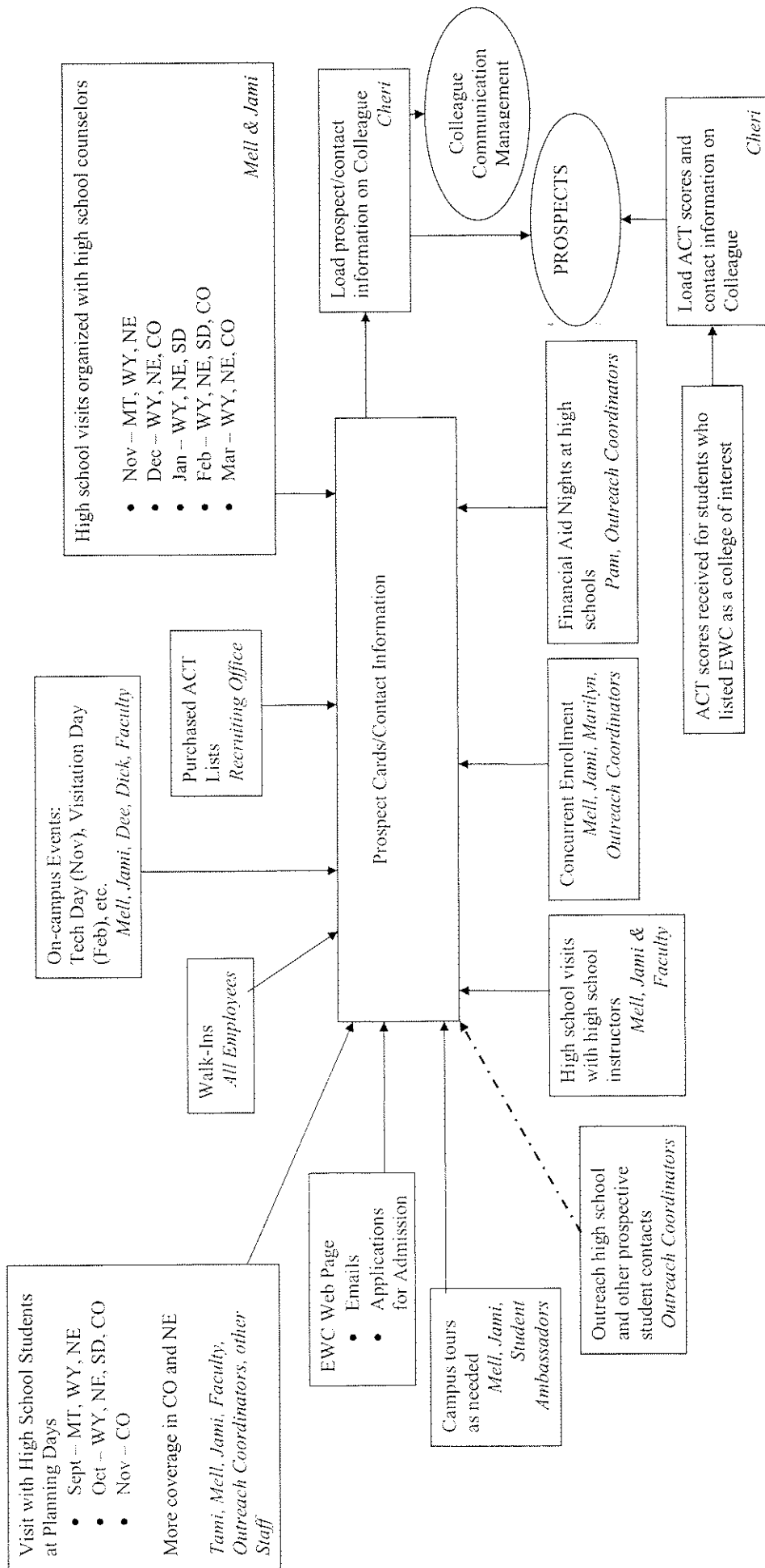
Basic Flow



Recruiting

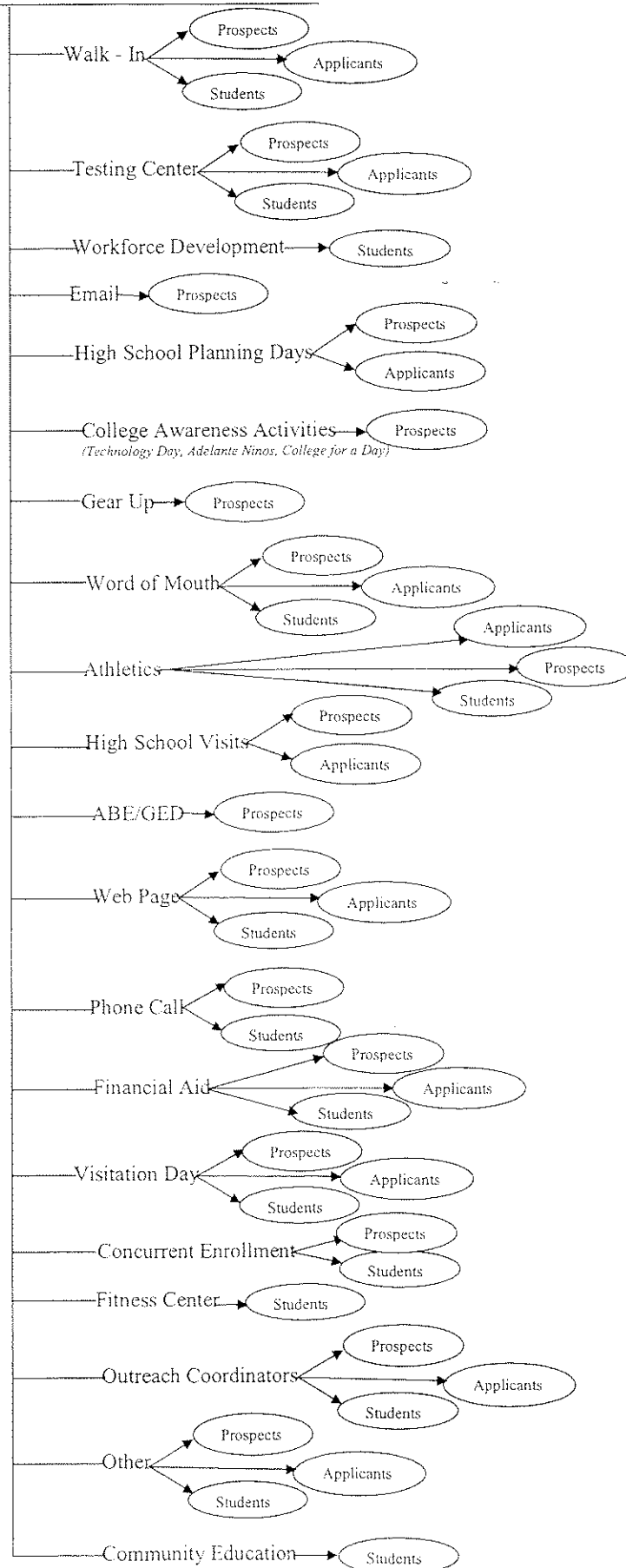
- Contacts and Referrals
- Prospect Processing
- Applicant Processing

Recruiting

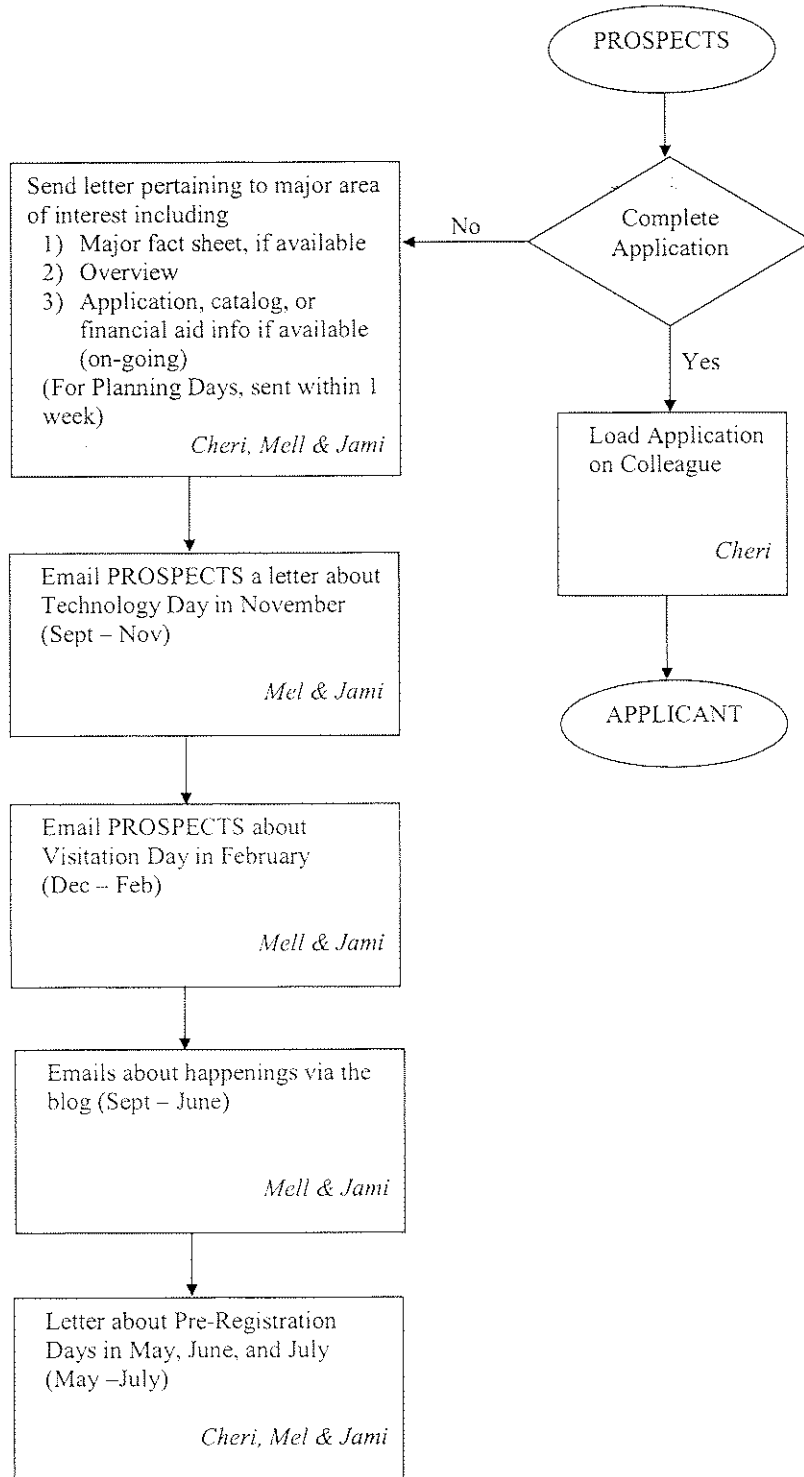


Advertising Promotes Awareness

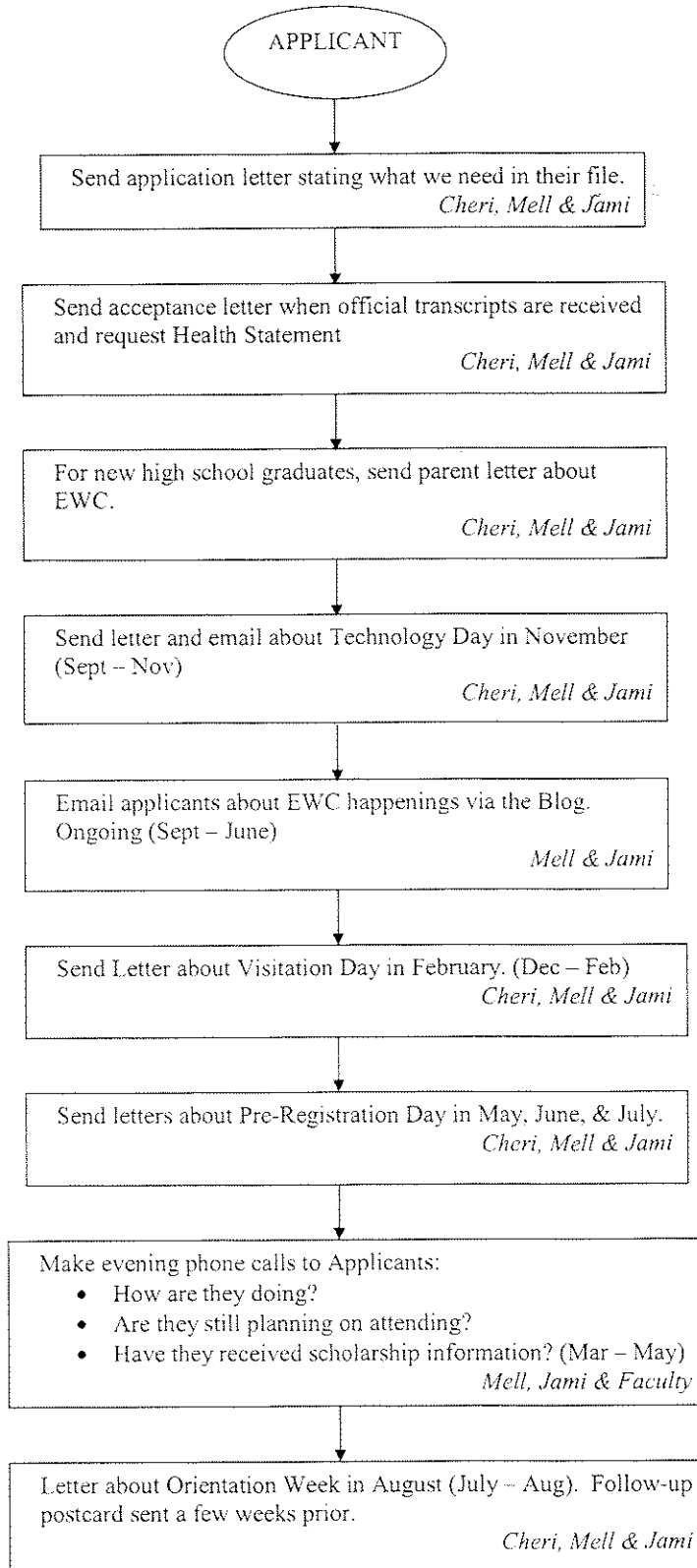
College Contacts and Referrals



Prospect Processing



Applicant Processing



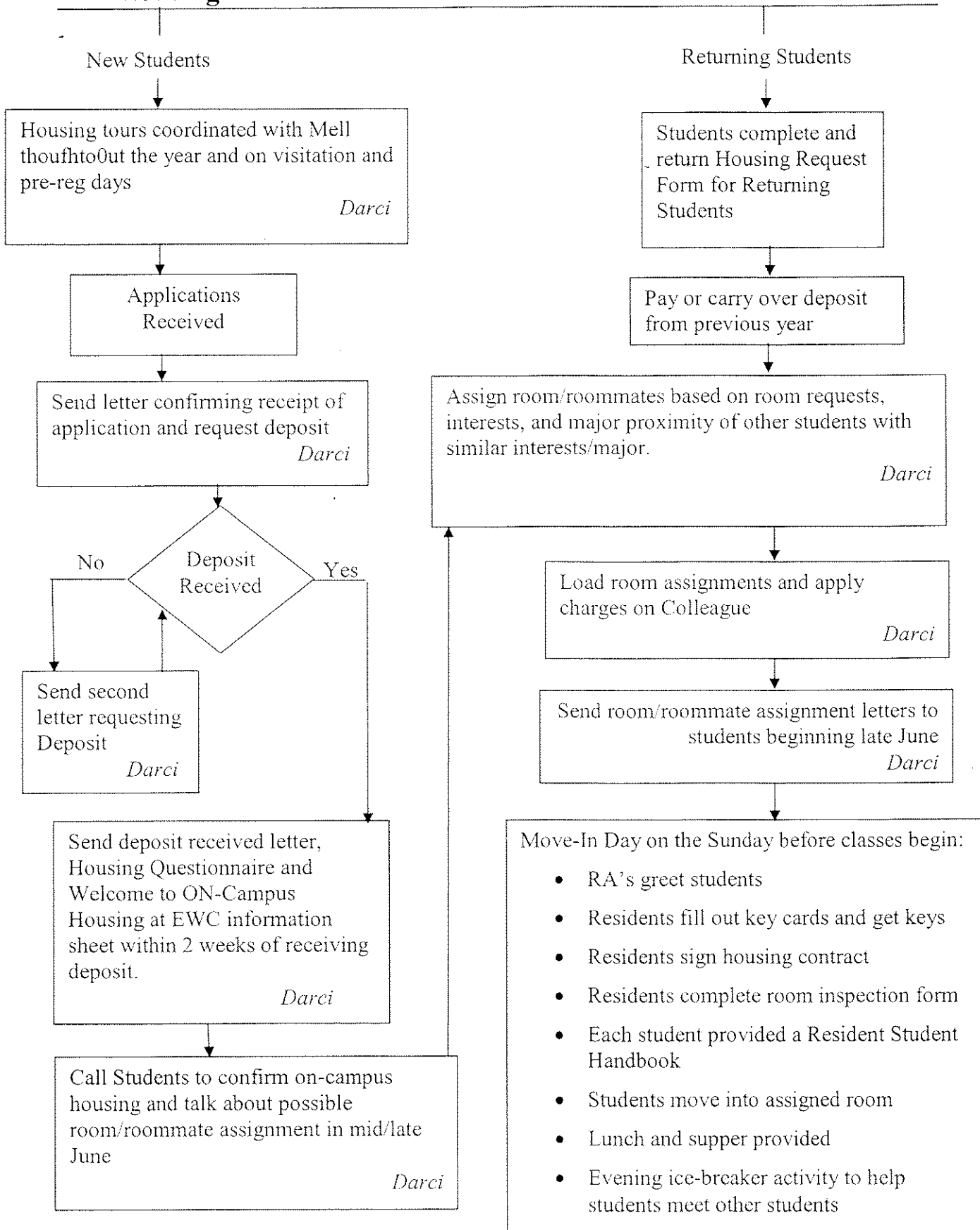
Student Assistance and Retention Strategies

- _____ Career Assistance and Employment
- _____ Financial Assistance
- _____ Food Services
- _____ Housing
- _____ Learning Skills Support
- _____ Library
- _____ Orientation
- _____ Personal Counseling Services
- _____ Personal Enrichment and Job Skills Training
- _____ Project Stay
- _____ Registration and Academic Advising
- _____ Student Activities and Clubs
- _____ Student Center
- _____ Student Retention Team
- _____ Testing Services

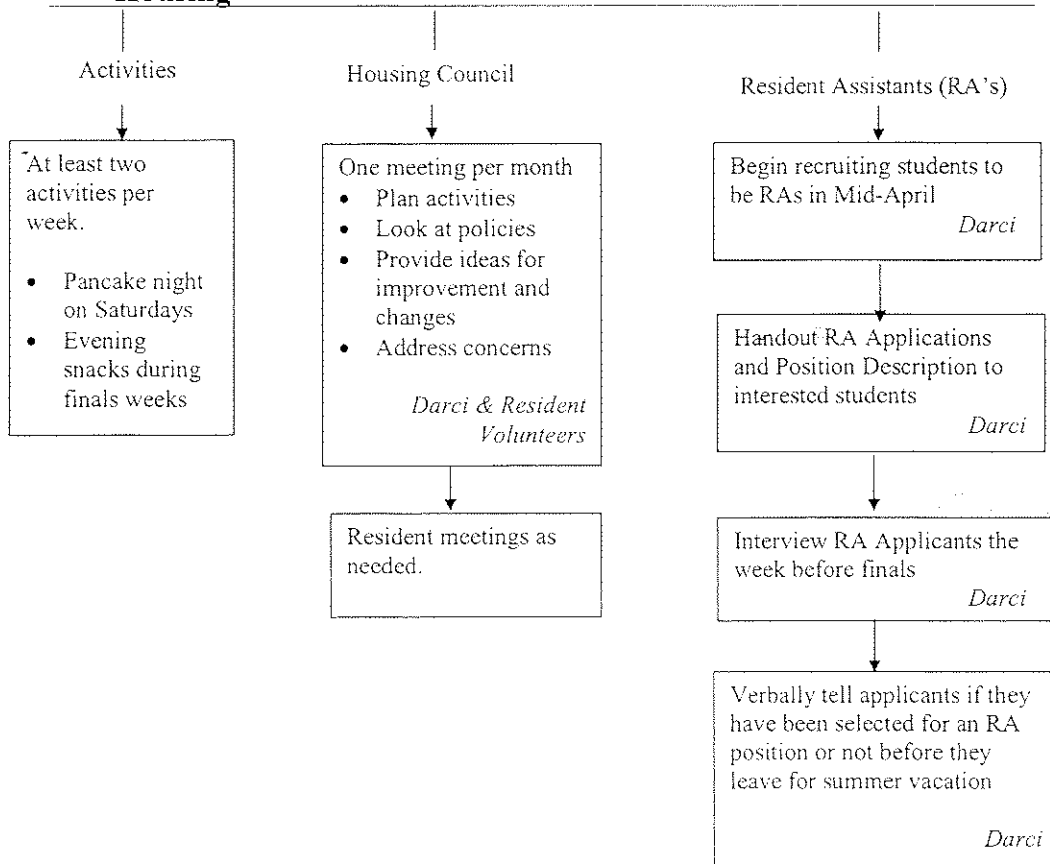
Housing

- Activities
- Housing Council
- New Students
- Returning Students
- Resident Assistants (RA's)

Housing



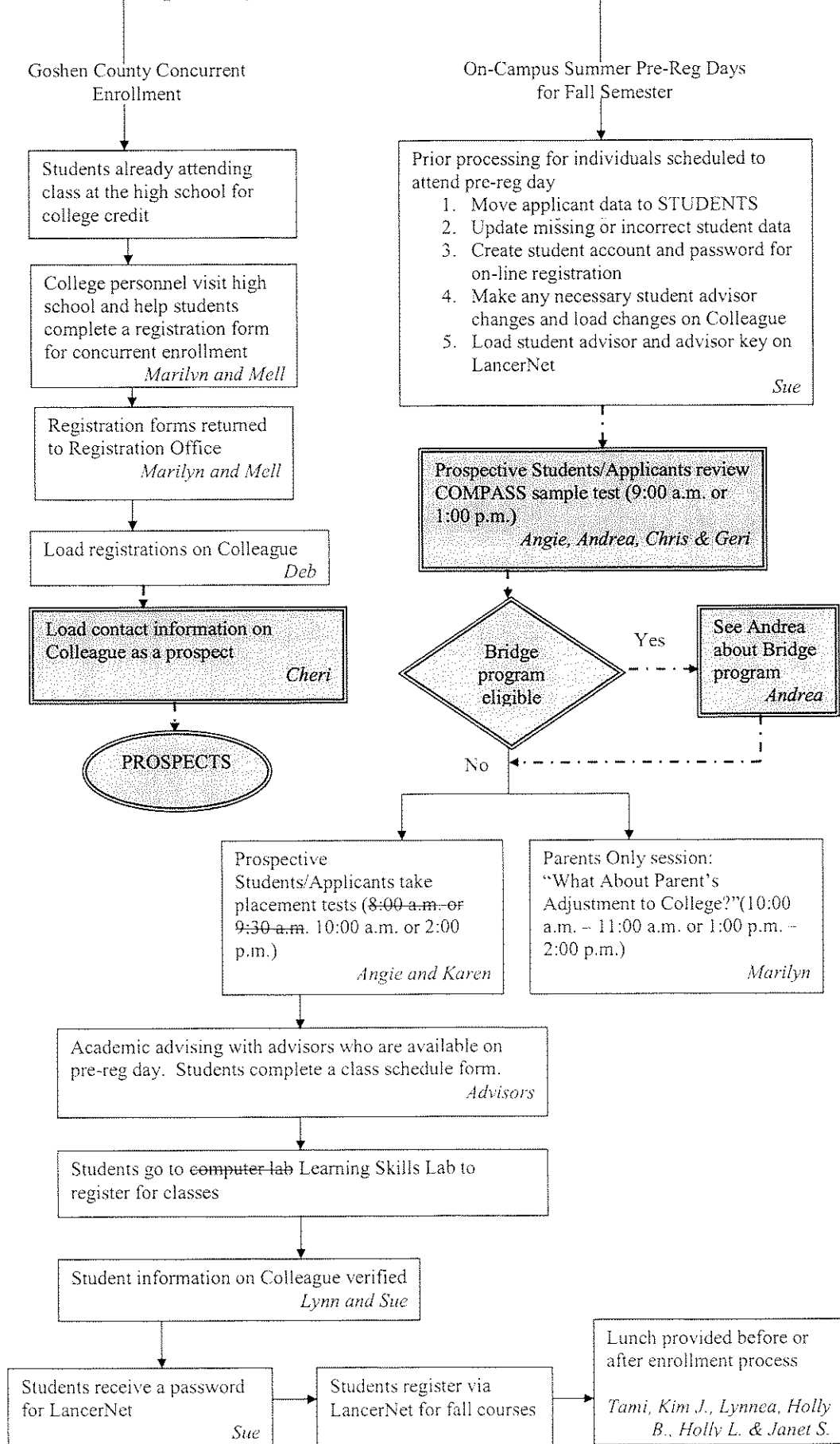
Housing



On-Campus Registration and Academic Advising

- Goshen County Concurrent Enrollment
- On-campus Summer Pre-Reg Days for Fall Semester
- Walk-Ins
- Returning Student Registration
- Drop/Add Courses
- Schedule Changes – 1st 8 Calendar Days of the Semester
- Withdrawal from All Courses

On-Campus Registration and Academic Advising



SUMMER PRE-REGISTRATION FOR FALL 2006

May 26, June 26, July 31, 2006

ACTIVITY A

Room 131 - 132

Placement Tests 8:00 a.m. or 9:30 a.m.

ACTIVITY B

Lecture Hall #1 - Fine Arts Building

"What About Parent's Adjustment to College?" - 10:00 a.m. - 11:00 a.m.

- * For parents only
- * Tours of EWC will follow

ACTIVITY C

Room 131 - 132

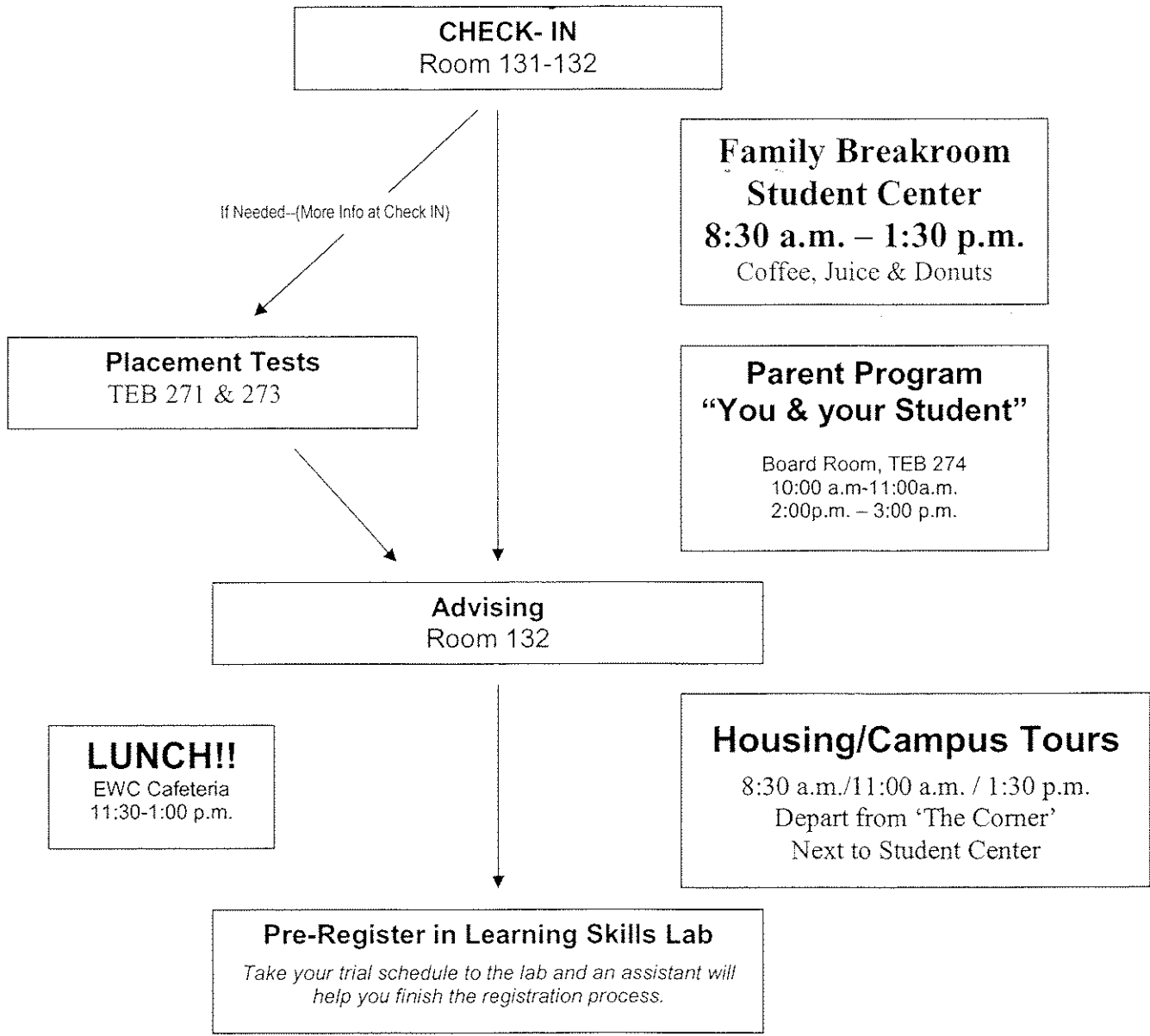
Group Advising/Registration following placement testing

- * Introduction to catalog, class schedule, graduation requirements, etc.
- * Class Scheduling
- * Pre-Register in Student Services
- * Tuition and fees due Monday, August 28, 2006, to ensure registration status. Contact the Business Office for information regarding payment plan options.
- * Please stop by the Financial Aid Office at any time from 7:00 a.m. to 5:00 p.m. for assistance or information. (Financial Aid Office is located in Student Services).
- * Please stop by the housing information table in the hallway for assistance or information about student housing.

**LUNCH WILL BE PROVIDED FOR STUDENTS AND FAMILY IN
THE EWC CAFETERIA FROM 11:30 AM UNTIL 1:00 PM**

EWC SUMMER PRE-REGISTRATION

June 4, June 19, & July 30



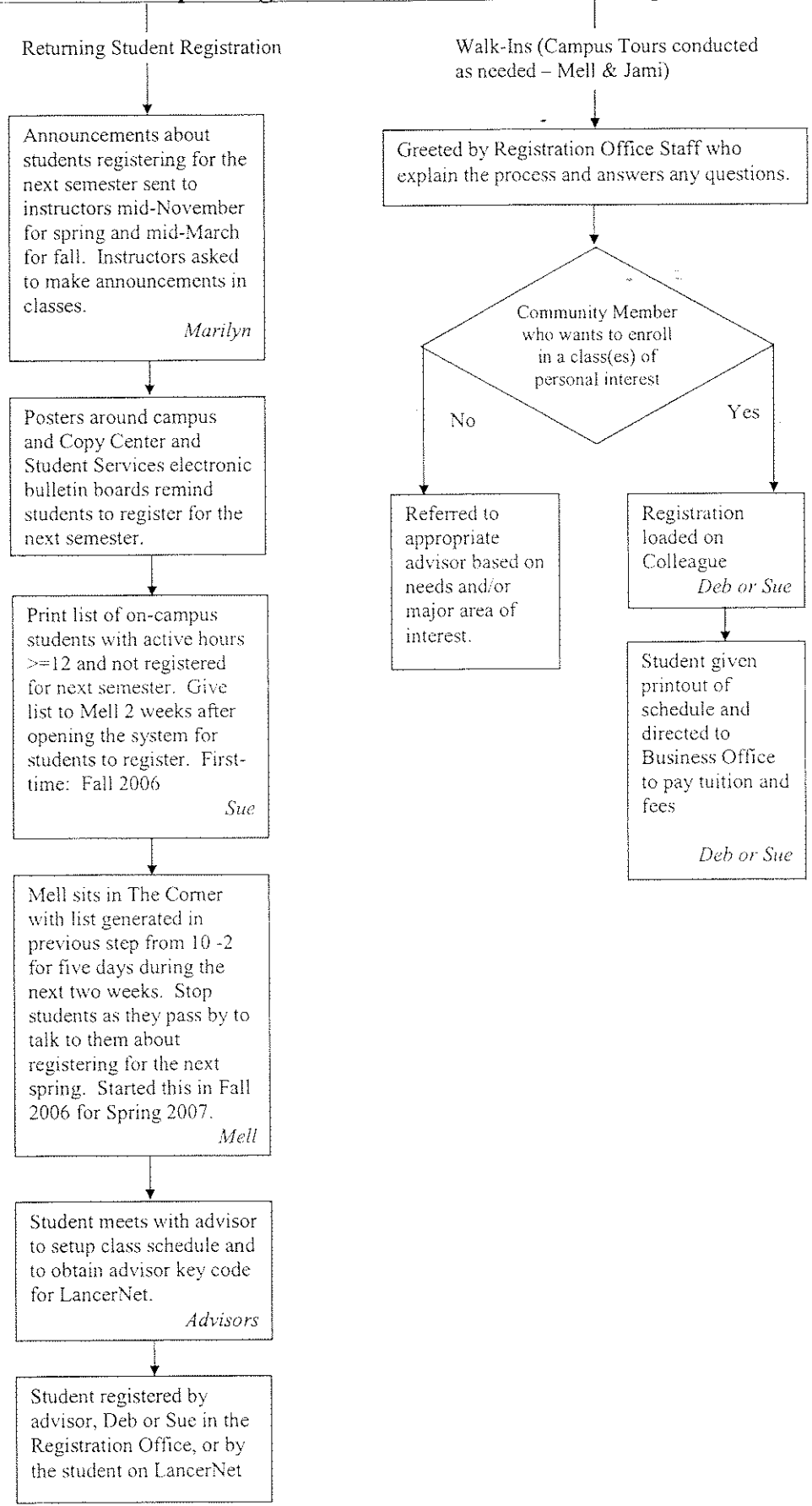
Financial Aid Questions?

The Financial Aid office, located in Student Services, will be open from 7:00 a.m. until 5:00 p.m.

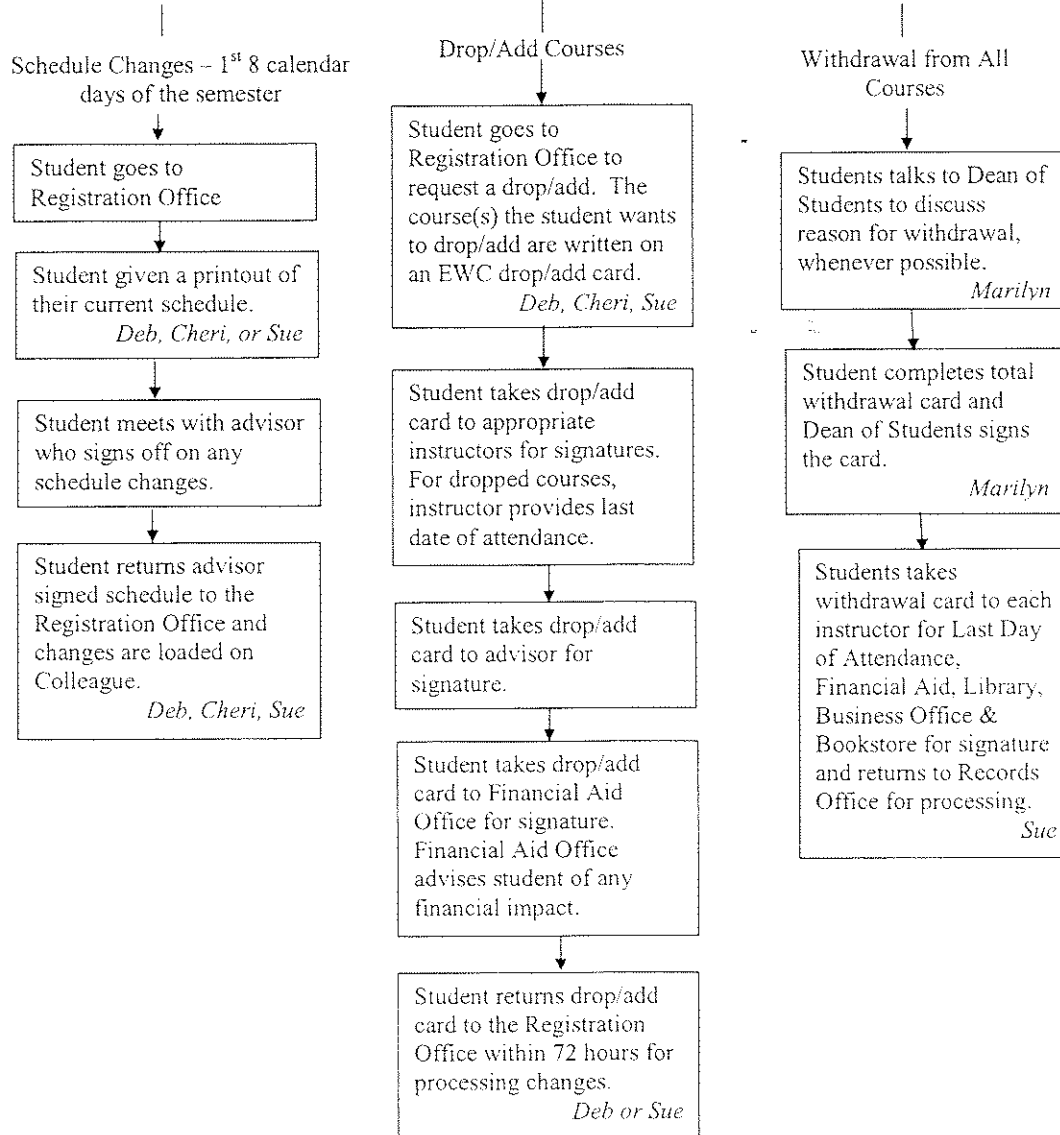
Housing Questions?

Stop by ‘The Corner’ for assistance or information.

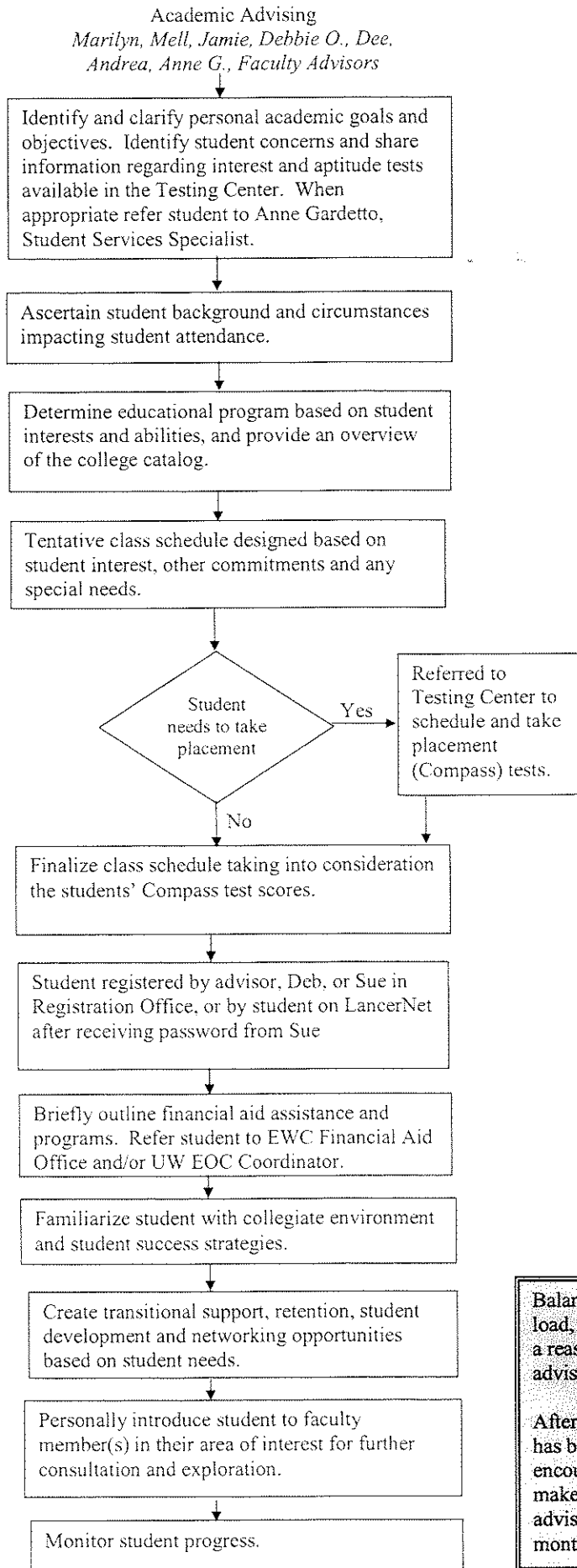
On-Campus Registration and Academic Advising



On-Campus Registration and Academic Advising



On-Campus Registration and Academic Advising



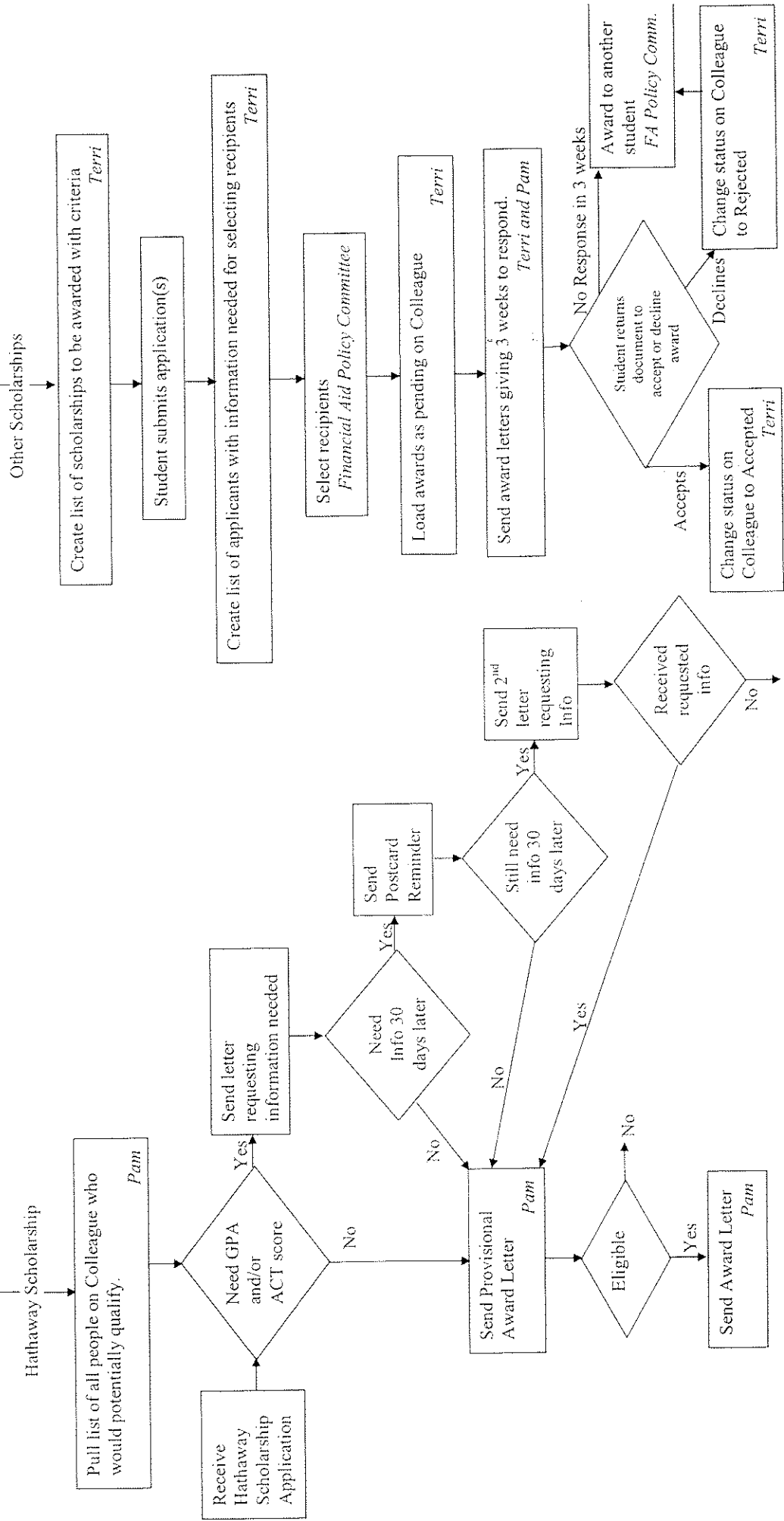
Balance the advising load, so each advisor has a reasonable number of advisees.

After the advising load has been balanced, encourage advisors to make contact with each advisee at least once a month.

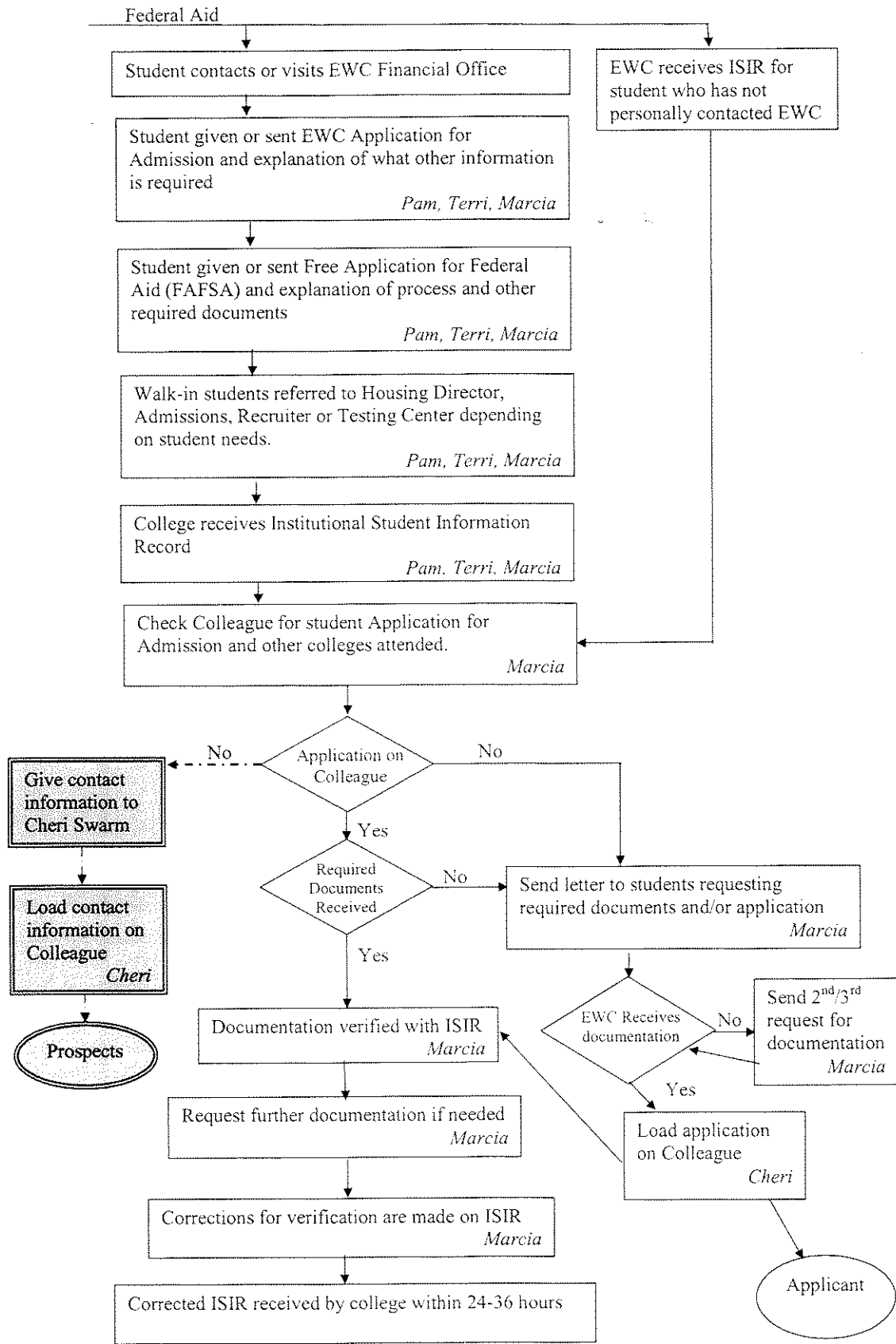
Financial Assistance

- Federal Aid
- Financial Aid Nights
- Hathaway Scholarship
- Other Scholarships
- Satisfactory Academic Progress (SAP)
- Walk-Ins

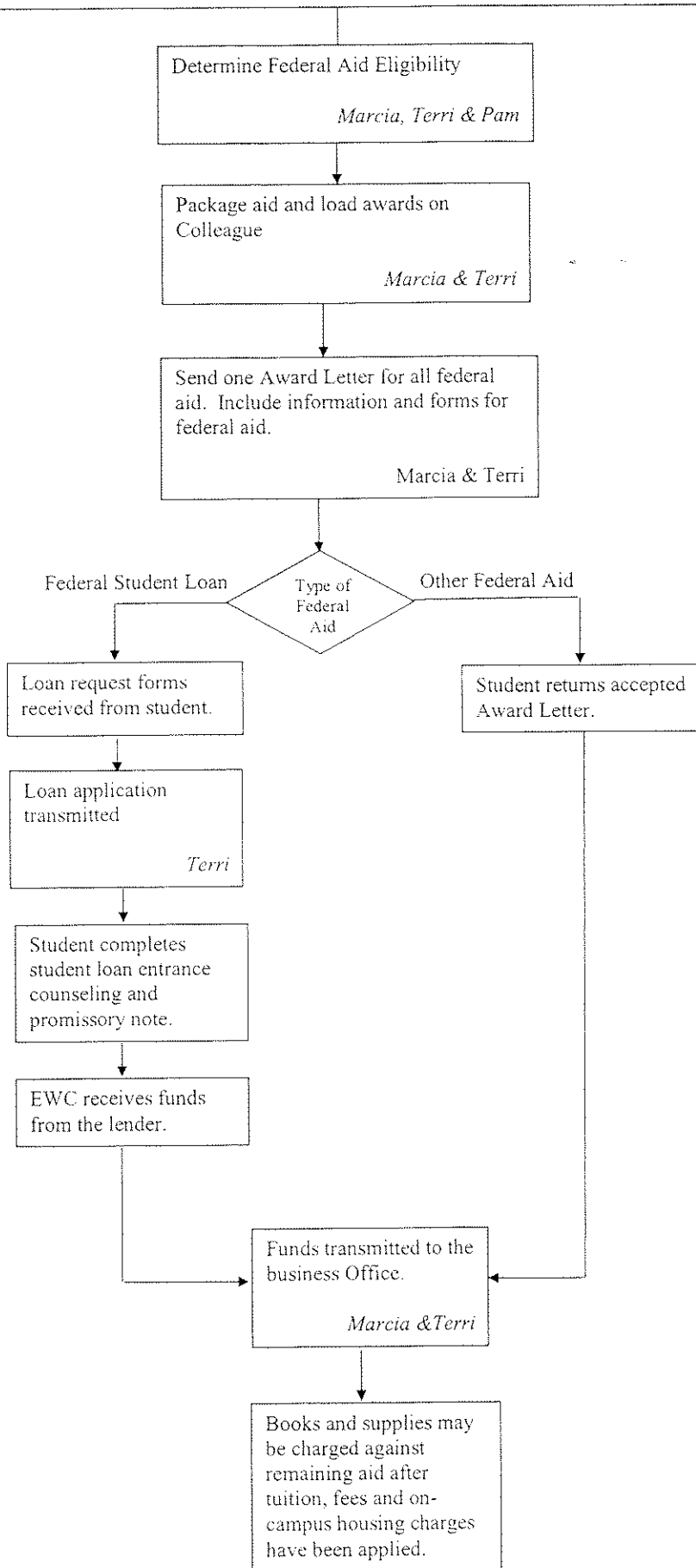
Financial Assistance



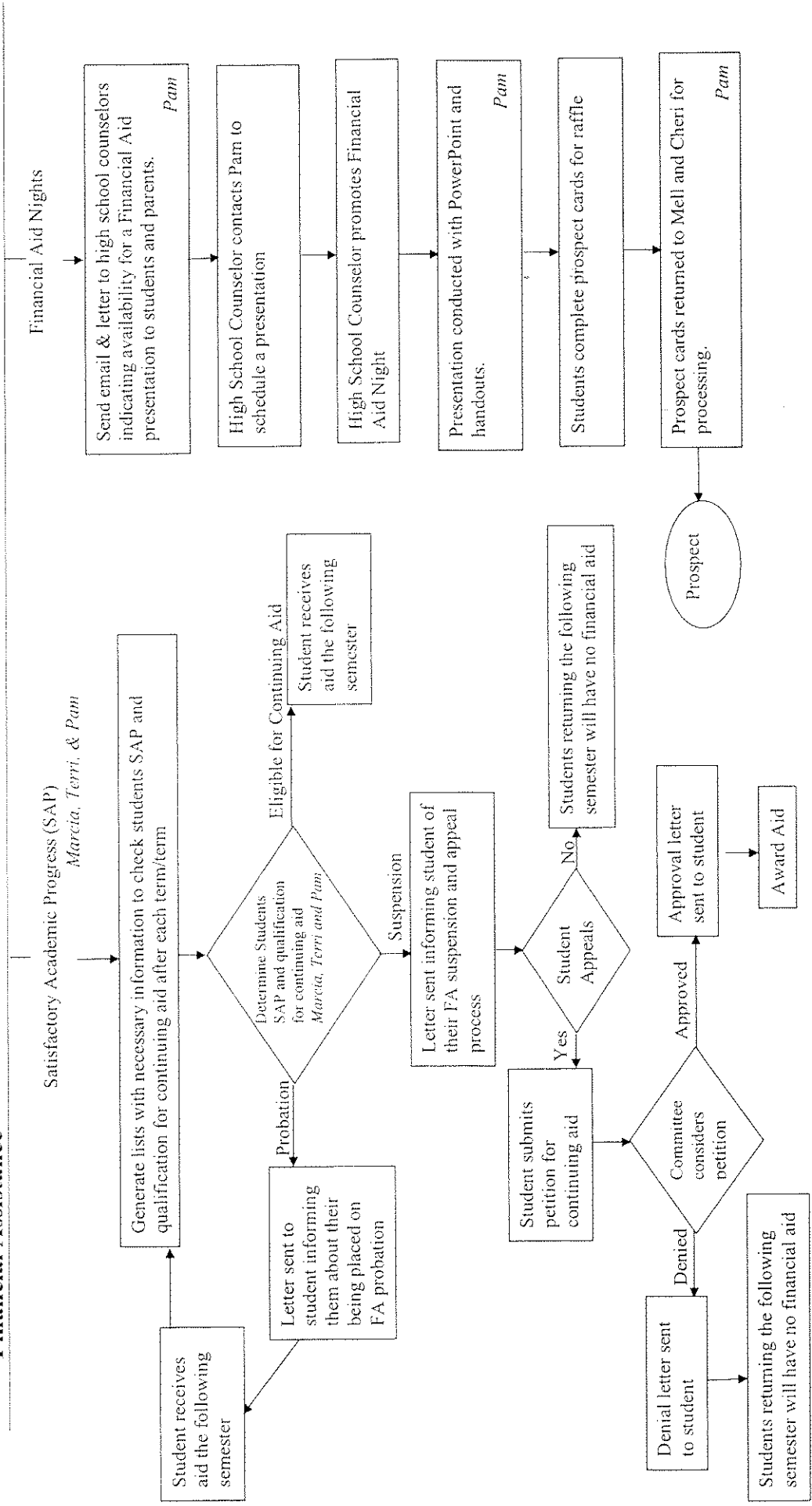
Financial Assistance



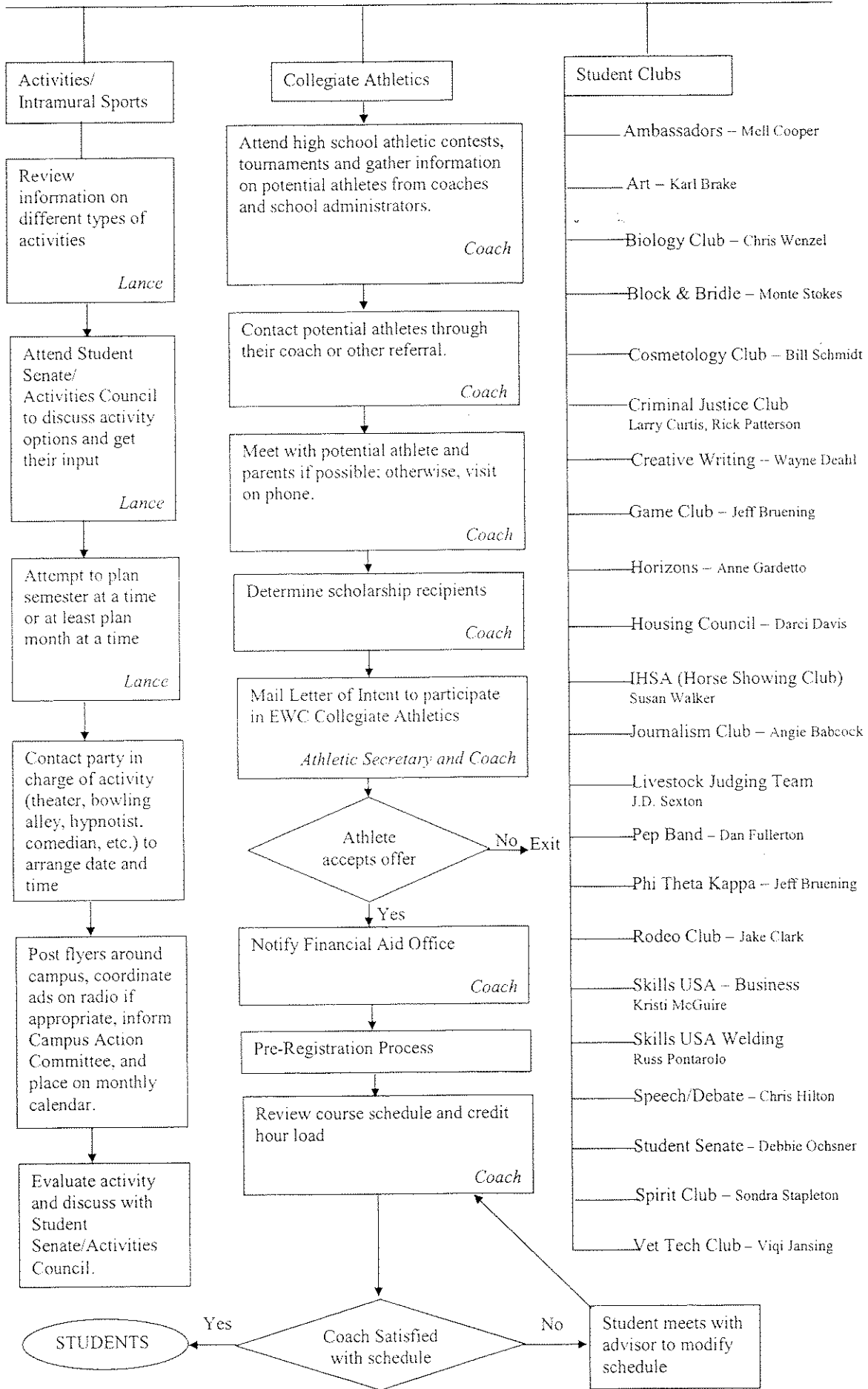
Federal Aid Assistance - Continued



Financial Assistance



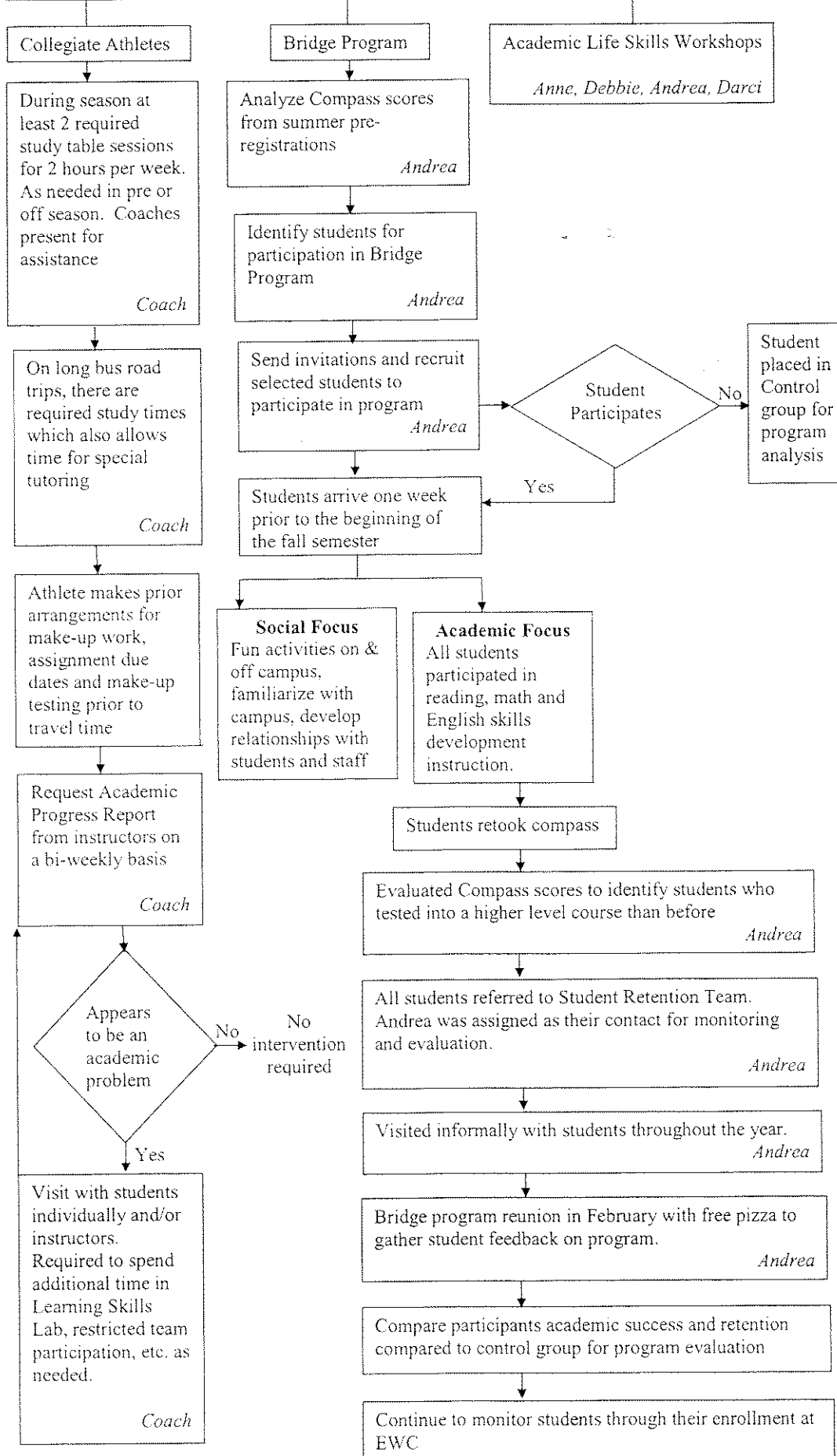
Student Activities and Clubs



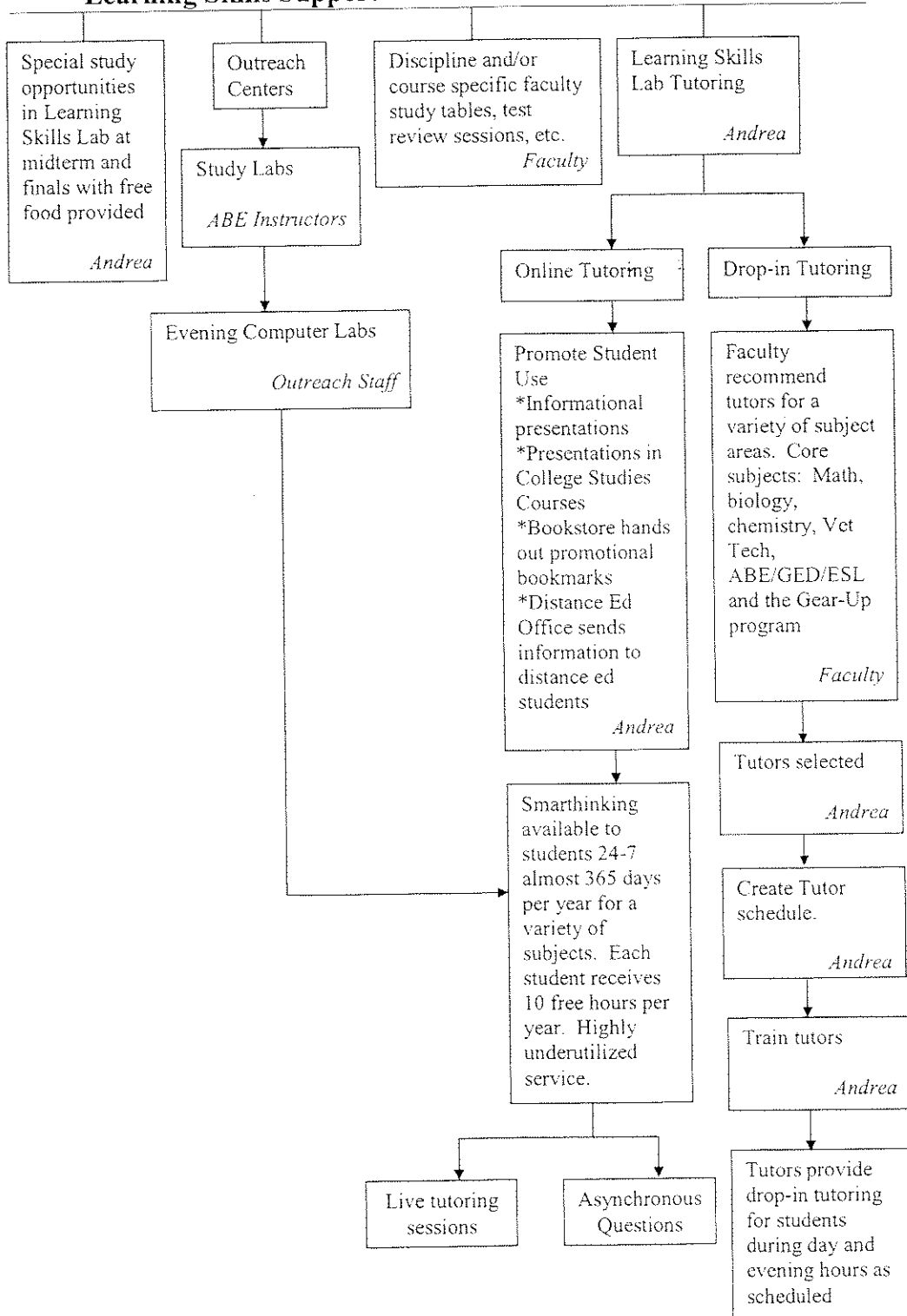
Learning Skills Support

- Collegiate Athletics
- Bridge Program
- Academic Life Skills Workshops
- Special Study Opportunities in the Learning Skills Lab
- Outreach Centers
- Discipline and Course Specific Faculty Study Tables
- Learning Skills Lab Tutoring

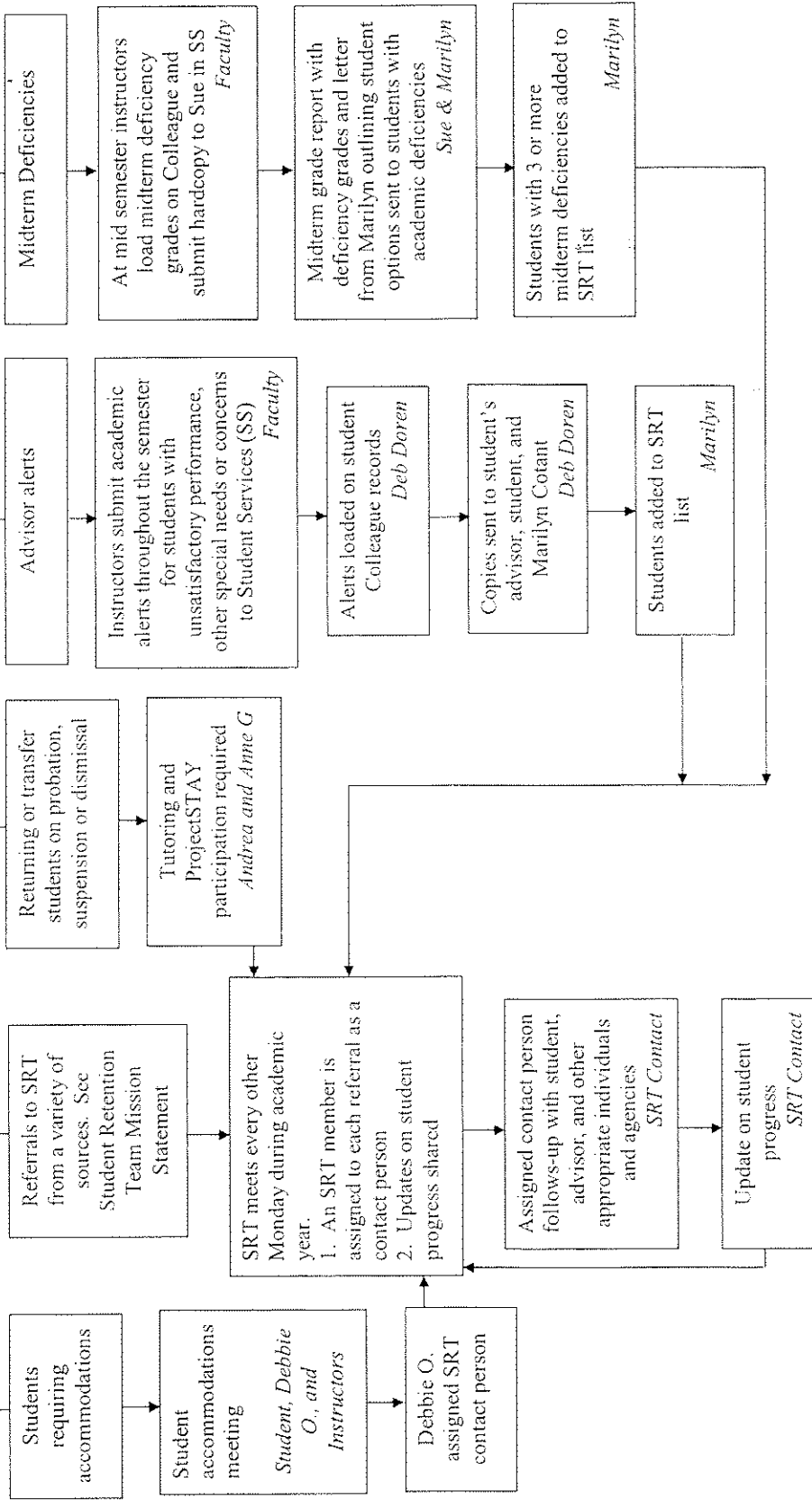
Learning Skills Support



Learning Skills Support



Student Retention Team (SRT)



EASTERN WYOMING COLLEGE

Student Retention Team MISSION STATEMENT

The EWC Student Retention Team will identify students who are "at risk" regardless of underlying signs and symptoms. The team will provide these students with encouragement and an opportunity to acquire the skills necessary for success in a post-secondary environment and/or the students' career paths.

Student Retention Team REFERRAL SOURCES

- EWC Advisor Alerts
- Self-Referrals
- EWC Instructors/Staff/Counselors
- Other Students/Friends
- Community Resources (e. g. Mental Health, Corrections, Agencies)
- Parents/Family
- EWC Mid-Term Deficiency Notices
- High School Transcripts/Counselors
- EWC Placement Examinations
- ACT/WorkKey Scores
- Probation, Suspension, Dismissal Semester Lists
- Bridge Program

Student Retention Team PROCEDURES

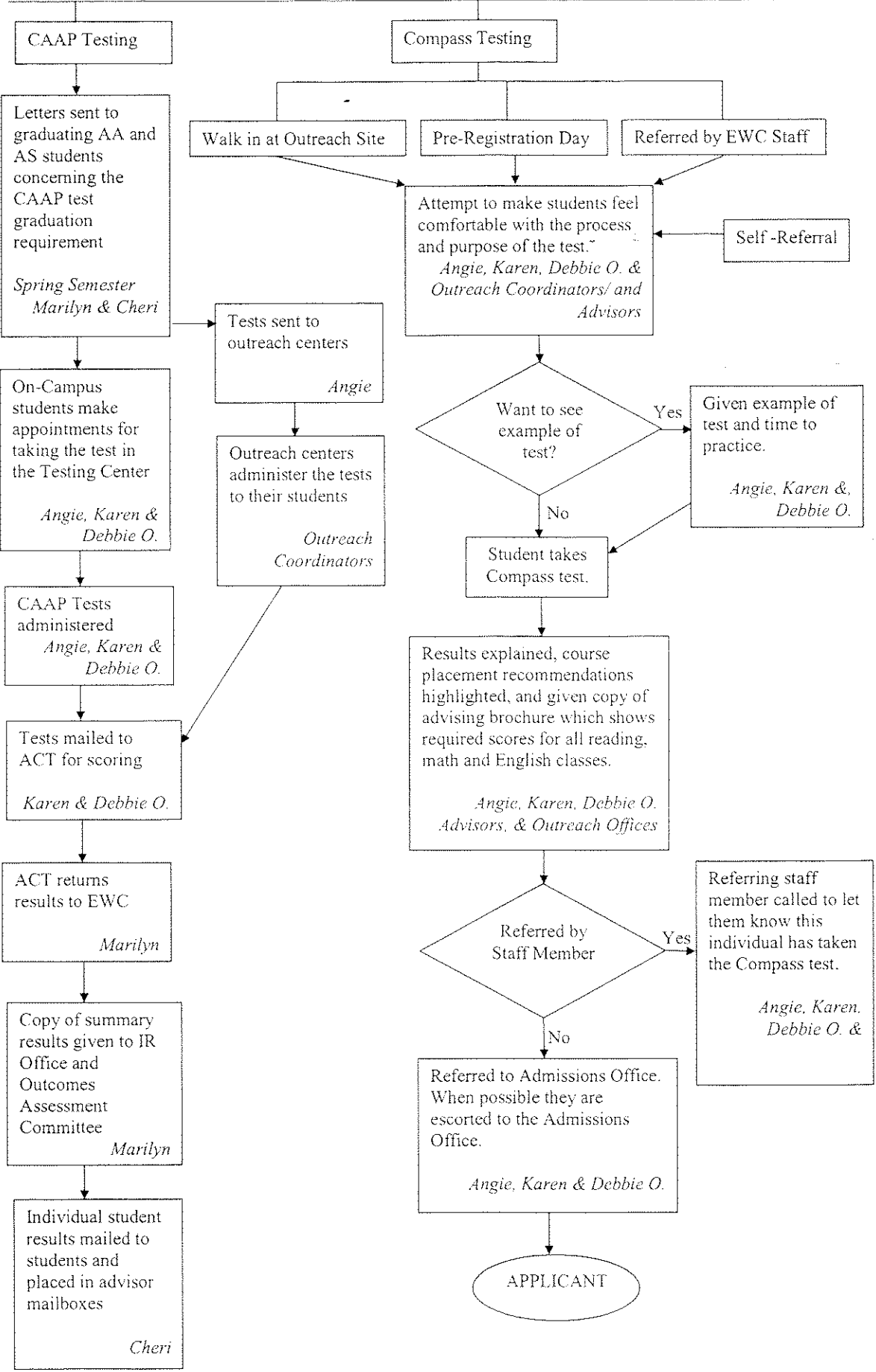
(Not necessarily in this order)

1. Gather information (for example):
 - a. Check for Advisor Alerts
 - b. Contact Instructors
 - c. Check Student's permanent file
 - d. Contact Learning Resources Director
 - e. Contact Housing
 - f. Contact Counseling/Testing
 - g. Contact other SRT members
2. Contact Student's Advisor for additional information.
3. Contact Student.
4. Follow-up with initial professional contacts.
5. Report results at the regular weekly Student Retention Team meetings.
6. Some or all of the following interventions may be utilized:
 - a. Assign a Counselor
 - b. Recommend intervention regarding health issues.
 - c. Request that Student sign a FERPA Release of Information form so that parent(s) may be contacted.
 - d. Request that student send high school special education records to EWC.
 - e. Request other special needs diagnosis/documentation/reasonable accommodations from Student.
 - f. Refer Student to the EWC Learning Skills Lab
 - g. Refer to a substance abuse assessment provided by the EWC Director of Counseling/Testing, or other agencies.
 - h. Refer to the EWC Counseling/Testing Center for career assessment or other services.
 - i. Refer to Community Resources (e. g. Peak Wellness, Torrington Learning Center, vocational Rehabilitation, Department of Family Services & other agencies)
 - j. Refer to local law enforcement agencies.
 - k. Other actions or interventions, as deemed appropriate, on a case-by-case basis.

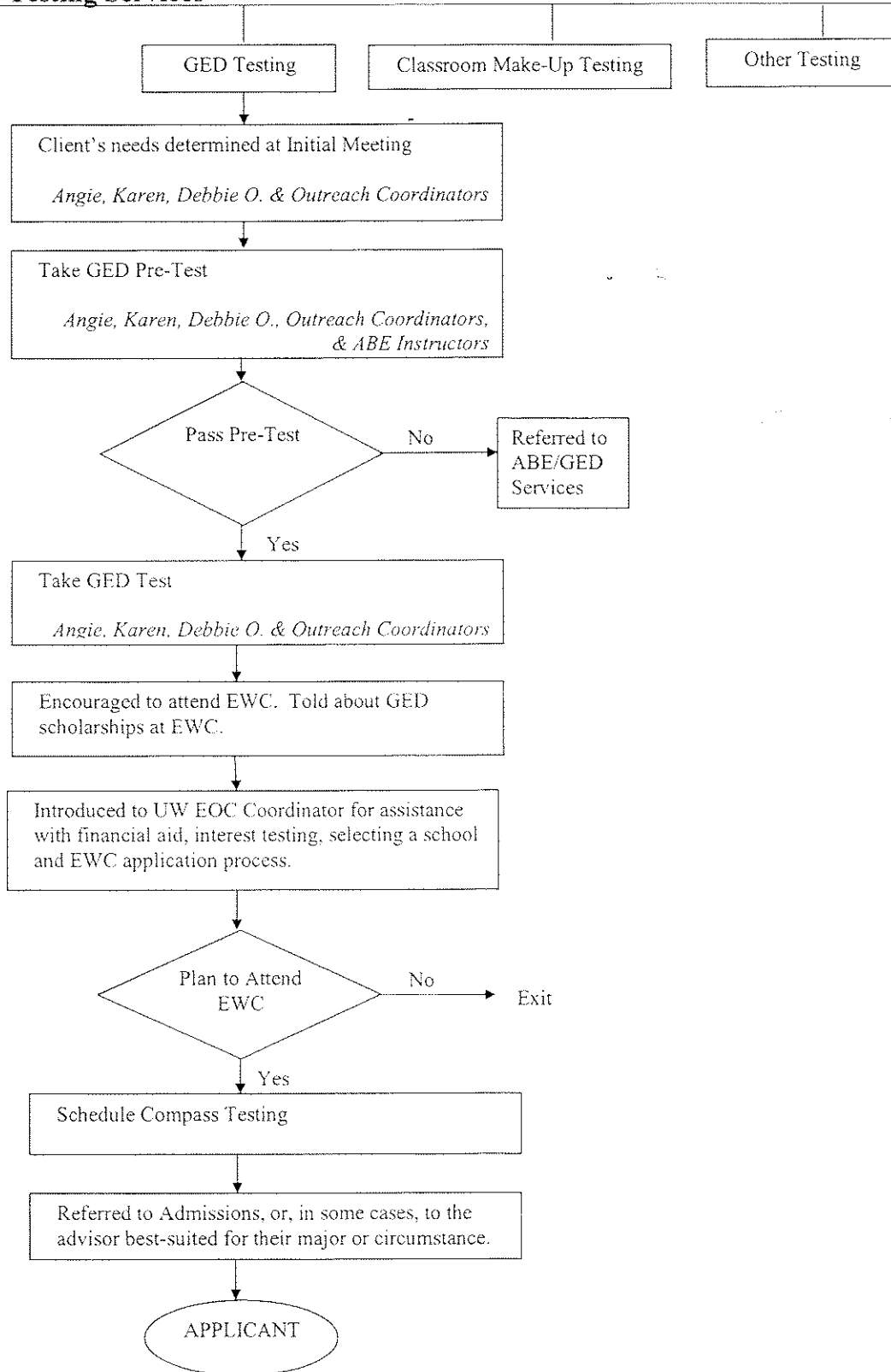
Testing Services

-
- CAAP Testing
- Compass Testing
- Classroom Makeup Testing
- GED Testing
- Other Testing

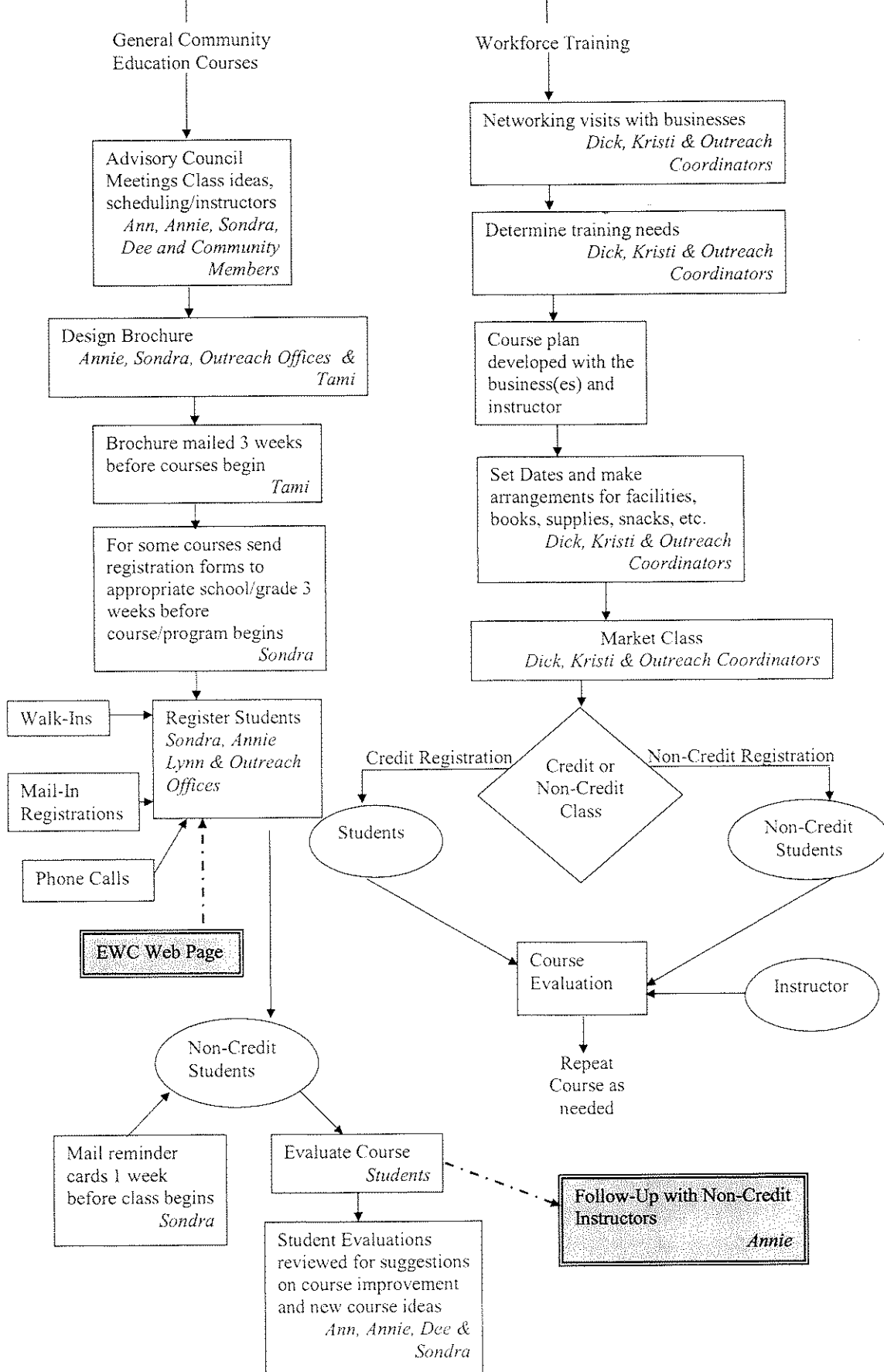
Testing Services



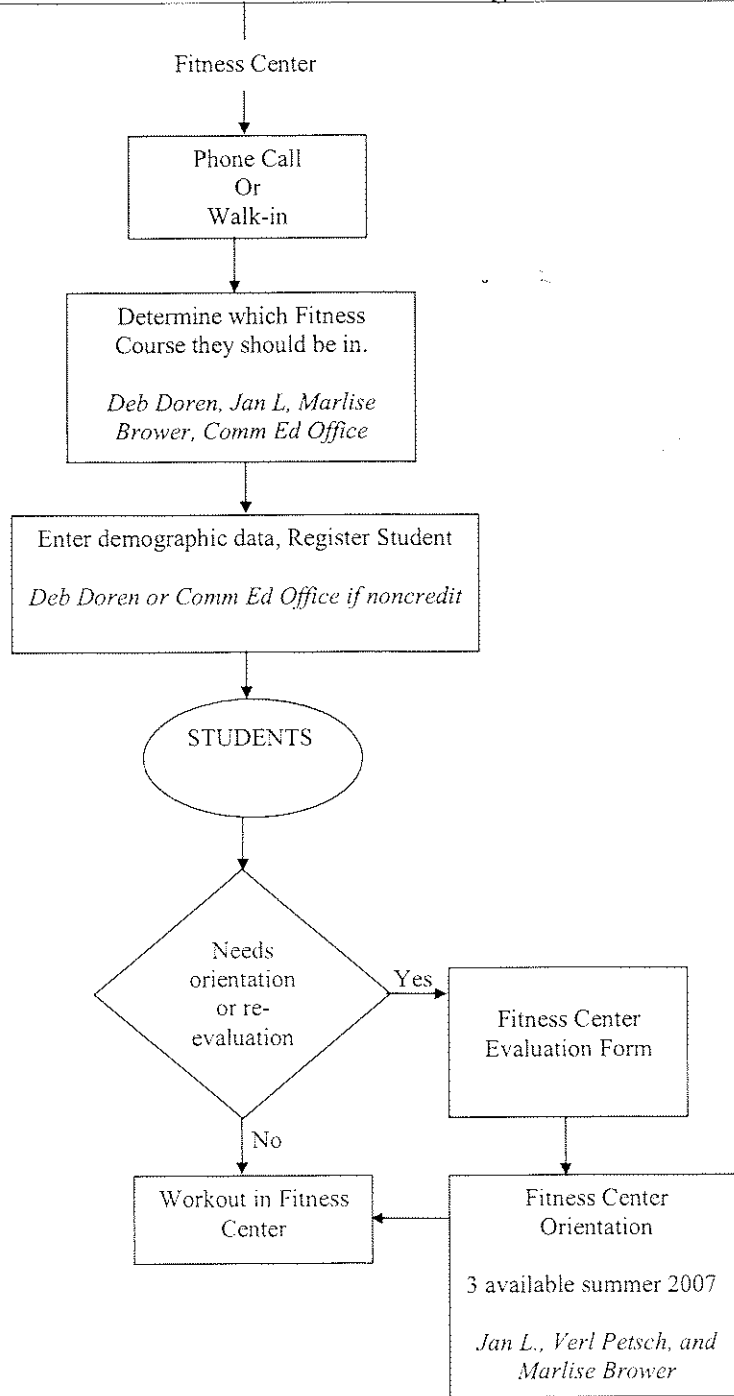
Testing Services



Personal Enrichment and Job Skills Training



Personal Enrichment and Job Skills Training



The need to assess the Fitness Center procedures and hours of operation to better serve community members has been expressed by several individuals. Although Jan has already responded within constraints of staff and money, it is recommended that this issue be revisited.

Career Assistance and Employment

