Attendees: Cheryl Bassett, Bernie Cunningham, Mike Cieslinski, Paul Crane, Kim Doane, Chris Engle, Bill Reich, Steve Robinson, Michele Traver, Gail VanEtten, Pat Ward

Guests: Phaedra Bartlett, Trisha Nelson, Dan Thomas

The meeting began with introductions, as some members are new to the group, and review of the team structure and charge.

- The group is structured as an AQIP team but not an official AQIP project. This format has worked successfully for previous projects, such as the Data Integration Project.
- Cheryl Bassett is the project sponsor
- Mike Cieslinski and Steve Robinson are facilitating the project, using the same basic structure set up by Mark Leach, the original project chair.
- New members: Avon Burns from Fine Arts and Social Sciences and Bill Reich, Julie Steffey and Bernie Cunningham, representing developmental education.

Wait List Project Review, History and Scope:

- Implement the Datatel course wait list process
  - An equitable approach for students
  - Standardized across the college divisions
  - Automated for students, faculty, and staff
  - Integrated with rest of Datatel processes
  - Capture data for section demand planning
- Outside of project scope
  - Section demand planning & management process
  - Program wait list process

Waitlist Current Status:
- Fall 2010 – project kick-off, completion of project charter, analysis and system configuration
- Winter 2010 – testing & preparation
- April 2011 – implement for selected courses
- July 2011 – Results assessment, addition of more courses

<table>
<thead>
<tr>
<th>Term</th>
<th>Courses Available</th>
<th>Headcount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring 2011/4</td>
<td>8</td>
<td>41</td>
</tr>
<tr>
<td>Summer 2012/1</td>
<td>8</td>
<td>33</td>
</tr>
<tr>
<td>Fall 2012/2</td>
<td>32</td>
<td>341</td>
</tr>
</tbody>
</table>

Fall – 216 have been moved to “enrolled” status, 58 have dropped, and 125 remain on Waitlist

- November 2011 – Implement for all courses with exceptions
  - Courses with lab and/or quiz components
  - Courses requiring instructor permission
  - Sections where seats are held for special populations
Michele Traver is working with deans on activating courses as approved. Waitlist remains open through date of full refund then lists are closed and students still on list are dropped from list.

Questions:
• When a student drops a class that has an active waitlist, it appears that a seat is available but students cannot be registered into that seat. Is there anything that can be done to fix this? *Not at this time. The waitlist cycle must run through the process before a seat could become actively available.*
• Is there a way for students to see their place on the waitlist? *Not currently. This is related to the issue of status, which Mott does not use. Advisors can look in Datatel and tell the student their place on the waitlist. When the new UI becomes available, this information may show (there is currently a service request to add a column so the information will show.)*
• How is wait listing received by students? *Many students are somewhat confused by the waitlist process. Advisors are working to educate students. Phaedra noted that she has students log on to Web Advisor while meeting with her so she can show them where to look for the information. Students are being reminded to check their email so they will respond appropriately when they are moved into a class from Waitlist.*

Mike and Troy are working on updating the waitlist brochure. Michele will get the updated list of waitlist classes to Mike.

Retention Alert Project Review, History and Scope:
• “Retention alert can help increase coordination between academic affairs and student services by utilizing real-time data to increase student retention and persistence.” (MCC AQIP Documentation)
• “The Student Retention Alert module allows your institution to identify students who are at risk and begin intervention with students as soon as a problem is identified. It allows you to track all contacts and intervention efforts, and share information appropriately with the student and other people who can help you with the student’s case. When the student is no longer at risk, you can close the case. You can additionally run various reports about the cases that were opened and closed.” (Datatel Documentation)
• Status:
  o June 2011 – Datatel Retention Management consulting services
    ▪ Manual Trigger and Automated Batch Alert Setup
    ▪ Pilot Manual Trigger
    ▪ Manual Trigger categories:
      o Academic Issues
      o Attendance Issues
      o College Readiness (Non-Academic) and Civility
      o Life Issues
      o Personal Issues
      o Unusual/Changed Classroom Behavior
      o Other

Currently, Phaedra Bartlett, Trisha Nelson and Dan Thomas are working in the test environment, entering “test” cases and working out system bugs. They are preparing to train the counseling staff and developmental faculty as soon as the module moves to a live environment. Paul Crane is working to move the module into live, hopefully within a week.
Phaedra and Trisha handed out copies of draft training materials they have prepared and answered questions about the pilot. Also working on development of a manual with protocol so there is consistent methodology in how problems are handled.

Additional info:
- Once a referral is made, the instructor will not receive follow-up information on disposition.
- Faculty can make anonymous referrals
- All personal/life issues will be handled by counseling
- This process is not meant to change faculty/student interaction, but offer additional help to at-risk students
- When a referral is made, the retention alert team/case managers can send an email to students’ instructors soliciting feedback on observed problems
- Referrals can be made by picking the students name from class roster, or can be looked up via student name
- Currently, only Phaedra, Dan and Trisha are trained and will serve as case managers.

Roll Out Plan – Phase 1
- As soon as live, ready to begin training on manual referral process
  - Counselors
  - Division/Developmental faculty
  - Advisors
  - All division faculty
- Communication first to deans, then visit to developmental staff meetings
- Team leaders are available for 1-on-1 training, as needed

Roll Out Plan – Phase 2
- Datatel consultant working on programming in Test environment
- Test in non-update mode
- Review case load and tweak

Adjournment and Next Meeting
- Tuesday, October 18 at 3:00 pm. (RTC 1107)
- Review of updated training materials (Slideshow)

Notes prepared by,

Sherry Rosenberger