



**QEP Committee Meeting**  
**Friday, June 25, 2021, 10 AM**  
**AGENDA**

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Membership:

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Kristin Corkhill  | <input checked="" type="checkbox"/> Robert Reno                  |
| <input checked="" type="checkbox"/> Adrienne Caldwell | <input checked="" type="checkbox"/> Caroline Frick (ex-officio)  |
| <input type="checkbox"/> Tyreece Echols               | <input type="checkbox"/> Kaitlin Dudley (ex-officio)             |
| <input checked="" type="checkbox"/> Jean Jones        | <input checked="" type="checkbox"/> Britnee Shandor (ex-officio) |
| <input checked="" type="checkbox"/> Kelly Pollard     |  |

- I. **Call to Order**
- II. **Approval of April Minutes**
- III. **Approval of June Agenda**
- IV. **Discussion of Data**
  - a. **Focus Group Summary**
  - b. **Current Cross-functional work:**
    - i. **Customer Service**
      - 1. Customer service tracking and accountability
      - 2. Orientation and better communication to functional areas and departments.
      - 3. Call Center reassessment/redirect and associated training
    - ii. Strategic **Enrollment** Management
      - 1. Enrollment "funnel"
      - 2. Potential interventions
        - a. Improving communication – internal / external
        - b. Recruitment
        - c. Advising (general and specific)
        - d. Staffing
        - e. Tech to address and effectively field student inquiries
    - iii. Our **benchmarks**: Retention, Graduation, (In-field) Placement

**V. Final Four or Five Broad Topic Discussion**

**Broad topic draft list:**

- customer service
- communication – tech, timing, method
- communication – orientation, internal communication (between depts. and staff)
- Communication between all the software platforms we have
- Communication – cross-training among academic programs (to support advising)
- communication – internal, external
- process flow – reimagining orientation – (currently lot of information at one time) /
- process flow – advising (limited time – more time with advising? less time orientation?)
- process flow – beginning enrolling roadmap > application...steps....
- sustainable processes, resources, and documentation / empower students with resources to seek and find information (clear current, accurate program audit) / location for resources
- mentorship / check in appointments each term for students or student groups (learning communities??)
- technology assistance or guidance for students (registration, resources, online courses) – organize the support (current – everything is separate – respondus, blackboard, email, third party...)

**VI. Next meeting | Friday, July 23, 10 a.m.**

**VII. Adjournment**