

## **Enrollment Management Meeting**

### **Minutes**

February 17, 2006 ~ 1:30 p.m. – 3:30 p.m.  
Central Portland

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Attendees: Rebecca Mathern, Craig Kolins, Robin Burwell, Tammy Billick, Dennis Bailey-Fougner, Pam Muir, Ron Smith, Chris Chairsell, Cheryl Scott, Laurie Bales

#### **Membership**

Membership will be discussed at next EM meeting. The EM committee is looking for faculty representation from Rock Creek, Cascade, and SE Center. We will also discuss having student body representation at our meetings.

#### **Refund Policy Discussion (hand-out)**

PCC is thinking of changing its current refund policy in hopes that it will change the way students register for classes. The current policy gives 100% refund if the student drops by the scheduled deadline. For example, if a class is 11-12 weeks a student will receive 100% refund if the class is dropped by the second Friday of the term.

It appears that students are using the two weeks “shopping” for classes and registering for as many as they can (up to 19 credits) and waiting to figure out if they will like the class/instructor; knowing they have the two weeks to drop and receive a full refund. The problem is that students who truly want to register for certain classes and cannot because the class is full.

One EM member noted that students admitted into a class after the two weeks is at academic risk.

A refund policy hand-out was distributed to the EM committee and a recommendation was made to have the group review it for content revisions/changes. The committee was asked to keep in mind that changes made are to provide students with more access to classes. It is also necessary to have involvement/feedback from the DOI's, Division Deans, DOS's, and faculty.

There were some ideas shared among the group as far as suggesting a deadline for a refund, however, this issue will continue to be discussed in depth. In the meantime Chris Chairsell asked the group to look at the refund policy for Chemeketa Community College and Community College of Southern Nevada.

Chris Chairsell and Rebecca will work on scenarios for this topic and the group will think about pros/cons.

#### **Article**

**Managing Student Retention: Is the Glass Half Full, Half Empty or Just Empty? By: Don Hossler**

Rebecca has posted this article to our EM Group page. You can locate the file by clicking on the ‘Links’ link and it’s titled: **Retention Article by Don Hossler**.  
Thank you Dennis for the recommendation.

Meeting Adjourned: 3:30 p.m.