

**Post Pandemic Steering Committee on Strategic Enrollment Management
Sub-Committee for Systems, Structures and Supports for Retention
Monday, November 1, 2021
10:00 am**

Committee Membership: I. Banuelos, R. Chuang, L. Davidson (Chair), J. Gardner-Varela, D. Graham, M. Kinnally, J. Lunasco, P. Sotelo and A. Watterson; Absent: D. Chen, J. Gilbert, D. Ramos, C. Weber

Additional Guests: R. Beech, M. Salge

1. Welcome

a. Introductions

R. Beech welcomed all to the meeting and committee members introduced themselves.

R. Beech shared that this group was brought together to as an extension to the Post Pandemic Steering Committee on Strategic Enrollment Management; this subcommittee will help focus on the area of Systems, Structures and Supports for Retention. As you know, Provost McMahan called together a number of Post Pandemic Committees at the end of last academic year to help CSUSB transitions out of the pandemic and look at how we can reshape CSUSB. The work of Strategic Enrollment Management is to allow us to look at the entire enrollment process across all types of students (undergraduate, graduate and international).

2. Strategic Enrollment Management at CSUSB

a. Comprehensive, Inclusive, Extensive

b. Data driven Forecasting

c. Systems, structures and experiences

Strategic Enrollment Management (SEM) Planning looks at how an institution brings a student in to CSUSB all the way through the pathway to graduation. In addition, SEM looks at an institution from a 15,000-30,000-foot view for all student types (undergraduate, graduate, international, non-traditional students) and how they move through our systems to ensure we're focusing on the student's needs.

The campus has been reactionary to enrollment challenges so this will allow us to be proactive. The changes to Colleges and Universities due to the pandemic is allowing us to reframing and look what CSUSB is doing as a whole and be forward thinking to be the best 2050 CSUSB possible.

The work of SEM is quite large, so the main committee (Post Pandemic Steering Committee on Strategic Enrollment Management) decided to create the following subcommittees:

- Student Recruitment and Pipeline Building – Tiffany Bonner, Chair
- Transition & Enrollment Support – Amy Bracerros and Brian Willless, Co-Chairs
- Systems, Structures and Supports for Retention – Lesley Davidson, Chair
- Financial Aid & Scholarships and Affordability – Diana Minor, Chair

3. Subcommittee work on Systems, Structures and Supports for Retention

a. Cross level focus – within and supported by CSU system structures

b. Thinking about the work at the biggest levels

c. Strategies / outcomes that move the whole of the campus forward

The work of this committee is to look at CSUSB from a 15,000-30,000-foot view focused on how we support and retain all students while navigate throughout their college careers. This group will look at the experience a student take whiles on campus and within the CSU to see how it's affecting our student population. With committee members across the campus, this will allow for cross-communications and collaboration; challenges or experiences a student in Graduate Studies maybe a similar for an International Student or another population. This will allow the committee to explore how CSUSB can make changes to enhance the student experience.

The work in this group should be very aspirational and looking outside the box. You'll want to use the real life or six inch examples/challenges to pull them up and look at them as whole on a larger scale.

If we had unlimited resources, personnel and budget, what are the things we could do to make it easier for students while completing their degree at CSUSB; how can ensure students we are meeting the retention benchmarks; or how can we improve our current systems.

Tanner Carollo, Interim Director of Institutional Research & Analytics will be a resources for campus data to all of the committees. CSUSB is also contracting with Ruffalo Noel Levitz, LLC (RNL), they conduct Strategic Enrollment Management consulting services for universities and they'll help develop a Strategic Enrollment Plan for CSUSB. The consultants will be able to join some of the committees to enhance our conversations.

Each of the subcommittee chairs will be joining the steering committee to help funnel information back and forth.

An interim report is due to the President and Provost in March/April 2022 regarding Strategic Enrollment Management. This will be draft for CSUSB as most Strategic Enrollment Planning processes take about 12-18 months.

4. Questions and other items

R. Beech will work with L. Davidson to share information, data and articles relevant to the committee. In addition, as you collaborate together and come across the need for information, feel free to reach out to R. Beech. Each committee member will need to lean into their areas of expertise.

Ideally the committee will meet once a month; L. Davidson will reach out to you to schedule the next meeting. R. Beech will not be attending these meetings to allow the group to create a “think-tank” with this space; if you would like her to attend a meeting please let her know and she’ll be more than happy to participate when needed.

Please review the post pandemic committee website; the website has a number of resources for all committee members to review: <https://www.csusb.edu/post-pandemic>.

All meetings will need to have a note taker; these notes will be shared on the Post Pandemic websites to have fully transparency to the campus community.