

1. How is spring registration going?
 - a. Centers are busy.
 - b. Liberal Arts Center is having technical issues with Banner but are working through it.
 - c. If students are able to register online, they should be encouraged to do so.
 - d. Only one center has a printer dedicated to Banner.
 - e. Question of Financial Aid representation in centers to assist students.
 - f. Discussion of the students not registering due to bills being sent out right away. They will wait to save the money.
2. New Student Roadmap
 - a. Roadmap provides a method for students to navigate the enrollment process.
 - b. Will be implemented in Spring 2020.
 - c. Group was asked for feedback on the transition process from SSH to centers.
 - i. Have a point person for leads to contact.
 - ii. Add a note to Navigate for a referral.
 - iii. Have regularly scheduled Transition days for students and coordinators.
 - iv. When asked a question by a student, take ownership and don't just send them somewhere else.
 - v. Should the centers streamline some of their processes?
 - vi. Question of a need for an ESL center in the future.
 - vii. Suggestion of having a decision tree to refer to when students ask questions.
 - viii. Roadmap will be sent out one more time for feedback from the group.
3. Team Updates
 - a. Pathways/Navigate
 - i. No update at this time.
 - b. SSH
 - i. Public Safety will no longer be at the desk in Dimitry, students/staff will man the desk.
 - ii. Kudos to Paoli.
 - iii. Work study students are also staffing the desk in Dimitry.
 - c. Academic Centers
 - i. Working on registration.
 - ii. Need publicity for events in centers.
 - iii. The weekly digest makes it worse for events to be publicized.
 - d. Advising Reform
 - i. Melanie has 179 students in her caseload. Students will be tracked.
4. Other Issues
 - a. ATD visit is Nov. 12 and 13th. Agenda will be sent out.
 - b. Next meeting is November 19, 2019.