Minutes – February 14, 2020 10-11:00am, Topp Room
Cadet Success Initiative

<table>
<thead>
<tr>
<th>MEMBERS</th>
<th>Graham Benton, David Taliaferro, Keir Moorhead, Kristen Tener, Anna Lindsey, Jessica McGinley</th>
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</thead>
<tbody>
<tr>
<td>GUESTS</td>
<td>Wendy Higgins, Marc McGee, Malinda Balfour, Andre Jimenez, Lindsey Long, Priscilla Muha, Paige Johnson</td>
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<tr>
<td>ABSENT</td>
<td>Keir Moorhead</td>
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Pre-Orientation Communication w/ Cadets

1. Approve Minutes from February 7, 2020

   APPROVED

2. Who/What/When

   • Orientation Committee
     o Welcome Letter - Sent to all matriculated students via email (both personal & csum) on July 1st
       ▪ We are excited to see you in Orientation
       ▪ What Orientation looks like, move in, direct to website
       ▪ Would like to send earlier
     o 1 Month to go – Sent to all matriculated students via csum email
       ▪ Reminder of to-dos for Orientation & other
     o 1 Week to go – Sent to all
   • Admissions
     o Acceptance Packet – Sent to all accepted via snail mail starting Dec 15th through to the last admitted student in July
       ▪ Check List & direct to website
     o Letter confirming deposit – Sent to all deposited students via snail mail
       ▪ Directed to Website with Check List & Orientation Info
     o Star Rez Portal Opens – Sent to all admitted students via email to both emails
       o Follow Up on Hobsins Communications
   • Residence Life
     o Overview of summer: Star Rez portal opens in Feb → May, Select roommate in June, July Res Life works on placements
     o Star Rez Portal is closing – Sent to all matriculated students via email (both personal & csum) in May
     o Star Res portal is now open to pick roommates - Sent to all matriculated students via both emails in late may
     o Please pick your roommate or we will pick one for you – Sent to all students who did not pick a roommate via both emails in June
       ▪ Next message will only be sent to csum
     o Room info & move in information – Sent via csum email in late July/early August
   • Enterprise/Bookstore
     o Please enter your uniform information online – starting in mid-may via personal email
       ▪ Deadline for submitting is May 1st
- Wait a week until after they have been admitted
  - Career Services/Marine Programs: Discussion to be had – Move to Orientation Committee
    - TWIC & Passport used to be asked for during the summer
      - Issues: Multiple offices asking for these and parents don’t like that multiple offices are asking for it
      - Proposal: Have Career scan into Milestones into PeopleSoft during Orientation so everyone (with access) can see
        - Also bring TWIC to campus – can this be part of cost of attendance
    - Questions to address:
      - Who actually needs a TWIC?
      - How are we collecting the passport/TWIC – when/where during Orientation?
      - Who would need access to the PeopleSoft portion?
- Financial Aid
  - Verification – Sent to all admitted students who have been selected for the process via both emails starting in the end of February
    - Reminding them of the extra documents needed for the process
    - Sent every month until they complete
  - Financial Aid Award Letter – Sent to all matriculated students via both emails between end of February and March (when they complete all necessary information)
    - Only need to take actions for loans
  - Loan Acceptance Directions – Sent only to students who want to accept loans via both emails
    - Cued by accepting loans
- Accounting – More Information Needed
  - Bill – Sent via email
    - Follow Up with La Tanya
- Registrar: More Information Needed
  - Follow Up with the Registrar
- Library
  - Common Read Announcement: Sent to all matriculated students via email in June
  - Common Read Book: Sent via snail mail
  - Not present, but should follow up with:
    - Health Center
    - Title IX

| Kristen Tener will follow-up w/ the missing stakeholders |

**Proposal:** All messages are sent to both emails until they step foot on campus

### 3. Next Steps

- Process information

**Working group meet:** Kristen, Marc, Malinda, Priscilla, Paige

### 4. Videos to Make

- The Portal
- How to pay your bill
<table>
<thead>
<tr>
<th>Action Item</th>
<th>Responsible Person(s)</th>
<th>Comments/Status</th>
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<tbody>
<tr>
<td>Follow-up w/ the missing pre-orientation communicators (highlighted throughout notes)</td>
<td>Kristen Tener</td>
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<td>Form a communications working group</td>
<td>Kristen Tener</td>
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<tr>
<td>Create how-to videos for incoming Cadets</td>
<td>Student Affairs</td>
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