

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

<b>MEMBERS</b>	Graham Benton, David Taliaferro, Keir Moorhead, Kristen Tener, Anna Lindsey, Jessica McGinley
<b>GUESTS</b>	Wendy Higgins, Marc McGee, Malinda Balfour, Andre Jimenez, Lindsey Long, Priscilla Muha, Paige Johnson
<b>ABSENT</b>	Keir Moorhead

### Pre-Orientation Communication w/ Cadets

<b>1. Approve Minutes from February 7, 2020</b>	
	APPROVED
<b>2. Who/What/When</b>	
	<ul style="list-style-type: none"> <li>• Orientation Committee <ul style="list-style-type: none"> <li>○ Welcome Letter - Sent to all matriculated students via email (both personal &amp; csum) on July 1<sup>st</sup> <ul style="list-style-type: none"> <li>▪ We are excited to see you in Orientation</li> <li>▪ What Orientation looks like, move in, direct to website</li> <li>▪ Would like to send earlier</li> </ul> </li> <li>○ 1 Month to go – Sent to all matriculated students via csum email <ul style="list-style-type: none"> <li>▪ Reminder of to-dos for Orientation &amp; other</li> </ul> </li> <li>○ 1 Week to go – Sent to all</li> </ul> </li> <li>• Admissions <ul style="list-style-type: none"> <li>○ Acceptance Packet – Sent to all accepted via snail mail starting Dec 15<sup>th</sup> through to the last admitted student in July <ul style="list-style-type: none"> <li>▪ Check List &amp; direct to website</li> </ul> </li> <li>○ Letter confirming deposit – Sent to all deposited students via snail mail <ul style="list-style-type: none"> <li>▪ Directed to Website with Check List &amp; Orientation Info</li> </ul> </li> <li>○ Star Rez Portal Opens – Sent to all admitted students via email to both emails <ul style="list-style-type: none"> <li>○ Follow Up on Hobsins Communications</li> </ul> </li> </ul> </li> <li>• Residence Life <ul style="list-style-type: none"> <li>○ Overview of summer: Star Rez portal opens in Feb → May, Select roommate in June, July Res Life works on placements</li> <li>○ Star Rez Portal is closing – Sent to all matriculated students via email (both personal &amp; csum) in May</li> <li>○ Star Res portal is now open to pick roommates - Sent to all matriculated students via both emails in late may</li> <li>○ 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 <ul style="list-style-type: none"> <li>▪ Next message will only be sent to csum</li> </ul> </li> <li>○ Room info &amp; move in information – Sent via csum email in late July/early August</li> </ul> </li> <li>• Enterprise/Bookstore <ul style="list-style-type: none"> <li>○ Please enter your uniform information online – starting in mid-may via personal email <ul style="list-style-type: none"> <li>▪ Deadline for submitting is May 1<sup>st</sup></li> </ul> </li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>▪ Wait a week until after they have been admitted</li> <li>• Career Services/Marine Programs: Discussion to be had – Move to Orientation Committee <ul style="list-style-type: none"> <li>○ TWIC &amp; Passport used to be asked for during the summer <ul style="list-style-type: none"> <li>▪ Issues: Multiple offices asking for these and parents don't like that multiple offices are asking for it</li> <li>▪ Proposal: Have Career scan into Milestones into PeopleSoft during Orientation so everyone (with access) can see <ul style="list-style-type: none"> <li>• Also bring TWIC to campus – can this be part of cost of attendance</li> </ul> </li> <li>▪ Questions to address: <ul style="list-style-type: none"> <li>• Who actually needs a TWIC?</li> <li>• How are we collecting the passport/TWIC – when/where during Orientation?</li> <li>• Who would need access to the PeopleSoft portion?</li> </ul> </li> </ul> </li> </ul> </li> <li>• Financial Aid <ul style="list-style-type: none"> <li>○ Verification – Sent to all admitted students who have been selected for the process via both emails starting in the end of February <ul style="list-style-type: none"> <li>▪ Reminding them of the extra documents needed for the process</li> <li>▪ Sent every month until they complete</li> </ul> </li> <li>○ Financial Aid Award Letter – Sent to all matriculated students via both emails between end of February and March (when they complete all necessary information) <ul style="list-style-type: none"> <li>▪ Only need to take actions for loans</li> </ul> </li> <li>○ Loan Acceptance Directions – Sent only to students who want to accept loans via both emails <ul style="list-style-type: none"> <li>▪ Cued by accepting loans</li> </ul> </li> </ul> </li> <li>• Accounting – More Information Needed <ul style="list-style-type: none"> <li>○ Bill – Sent via email</li> <li>○ Follow Up with La Tanya</li> </ul> </li> <li>• Registrar: More Information Needed <ul style="list-style-type: none"> <li>○ Follow Up with the Registrar</li> </ul> </li> <li>• Library <ul style="list-style-type: none"> <li>○ Common Read Announcement: Sent to all matriculated students via email in June</li> <li>○ Common Read Book: Sent via snail mail</li> </ul> </li> <li>• Not present, but should follow up with: <ul style="list-style-type: none"> <li>○ Health Center</li> <li>○ Title IX</li> </ul> </li> </ul>
	<p>Kristen Tener will follow-up w/ the missing stakeholders  <b>Proposal:</b> All messages are sent to both emails until they step foot on campus</p>
<b>3. Next Steps</b>	
	<ul style="list-style-type: none"> <li>• Process information</li> </ul>
	<p>Working group meet: Kristen, Marc, Malinda, Priscilla, Paige</p>
<b>4. Videos to Make</b>	
	<ul style="list-style-type: none"> <li>• The Portal</li> <li>• How to pay your bill</li> </ul>

Action Item	Responsible Person(s)	Comments/Status
Follow-up w/ the missing pre-orientation communicators (highlighted throughout notes)	Kristen Tener	
Form a communications working group	Kristen Tener	
Create how-to videos for incoming Cadets	Student Affairs	