Cabinet Meeting Minutes

Wednesday, September 25, 2019 | 9:00-10:00 a.m. | UH 004

Attended: Maggie Angle, Alicia Arant, Abigail Belcher, Seth Bodnar, Cathy Cole, Kris Csorosz, Lucy France, Rozlyn Haley, Jon Harbor, Kent Haslam, Paul Lasiter, Nathan Lindsay, Mark Pershouse, Renee Scott, Paula Short, Sarah Swager, Kelly Webster, Scott Whittenburg, Cindy Williams

UM Minute + The Power of Moments

- Kelly Webster distributed copies of the book *The Power of Moments* by Chip and Dan Heath. She shared background on the book and that many of the moments chronicled aren’t expensive but do require attention. The Big Sky Experience is a good example of capturing students at a particularly impactful moment.
- President Bodnar shared that many students’ memories are made in the first few weeks. He encouraged the group to find small moments to apply lessons learned through the book.
- Cindy Williams shared a story about great customer service she received and about the relevance of these moments to thanking donors.

Minutes Approval

- Approved

Priority for Action #1 (Sarah Swager and Nathan Lindsay)

- Sarah Swager shared that retention is up 3% and that her experience with other institutions demonstrates that this is a heroic accomplishment.
  - Our new focus is to ensure that our customer service is at a high-level across the institution.
  - Jon Harbor shared that this retention increase was a team effort and people across the institution invested in the success of our students.
- Transitioning from Starfish to EAB for early alert system. The company is conducting a site visit in two weeks. Goal is to launch in the spring and pilot it for Summer 2020 with full rollout in Fall 2020.
Mark Pershouse said that Sarah’s team worked with faculty to ensure buy-in. There are two full time support people which will make a big difference Tailoring the new system to our campus will be important.

- Analytics will help us study retention so we can target interventions.
- President Bodnar expressed that it will be important to ensure that faculty use EAB for UM to maximize benefits.

- Cabinet discussed training for graduate students and new instructors to help them be effective instructors.
  - There is a suite of trainings already built for new faculty. Discussion was held on how to share these resources with graduate students and new instructors.
  - Provost Harbor shared that many staff are teaching courses as well.

- Sarah Swager stated that she is focusing increased energy on outreach to families, especially families of first generation college students. Examples of outreach advising, sharing a mid-term update and giving the families a chance to ask questions.
  - President Bodnar asked if we have parent groups. Cathy Cole shared that there are Facebook groups by year. Discussion took place about placing parents into “Parent Chapters” by geographic area.

- Friday, November 8 is First Generation day. Paula Short shared what UM did last year and possible plans for this year. She asked Cabinet members to share ideas with her team.
  - Rozlyn Haley expressed that Staff Senate has started to think about ways that staff can help with these efforts.
  - Kelly Webster shared that TRIO usually plans a big celebration for this day.

- Cathy Cole talked about Financial Aid staffing difficulties. They are working to add two Assistant Directors. Customer Service is the first priority for this team and making deadlines is the second priority. Emily Williamson was promoted and is doing an excellent job.
  - All verifications were made before school started and we are already working to improve system for next year.
  - Paul Lasiter shared that the HR recruiting team has been increased to help fill important shortages. Rozlyn Haley talked about training for staff to help ensure paperwork is completed correctly. Renee Scott gave examples on work that is being done around document management.

**Priority for Action #2 (Nathan Lindsay and Scott Whittenburg)**

- Scott Whittenburg shared that today is National Research Administrators day. Email went out last year to PIs asking them to thank their administrators.
- Judy Fredenberg will be retiring at the end of December.
• Nathan Lindsay talked about the half-day mini-conference on 9/13/19 on supporting and evaluating teaching at UM. 52 faculty members took part in the conference.
• UM is trying to follow best practices around student evaluations.
• UM Online: UM renewed its contract with Moodle. Included in this renewal is access to Ally, which will automatically check course material against international accessibility standards.
• Maricel Lawrence has been working closely with Wiley. Faculty have been involved in discussions about important areas to be considered in this partnership.
• Nathan Lindsay shared that we are going live on summer institutes for high school students for next summer. Goal is to have one per Community of Excellence.
  o This will be publicized at innovateHS on 10/11/19.
• Working on Summer Start for incoming 2020 freshman. Looking at classes starting July 6th.
  o Will be hiring an Associate Director for UM Summer position.
  o UM Athletics will work with UM Summer around possibility of incorporating athletes into this program.
• Conversations are taking place with Donna Anderson and Maricel Lawrence about Amerigo, an organization that can help bring international high school students to UM on F-1 visas.

Public Comment
None

Meeting Adjourned at 10:02am