

ARC MINUTES

Fall Quarter Meeting, October 24, 2007
Lower Columbia Community College

The meeting was called to order at 1:00 pm with a welcome by Chris Melton, President, and introductions of new and old members.

Mary Harding, V.P. for Student Success, welcomed the members to Lower Columbia and invited everyone to visit the student services center in the Admissions Building.

Robin Young, Bellevue Community College, facilitated the warm-up exercise called "Common Ground".

The purpose of the round table was discussed. Chris Melton asked everyone to write topics on the easel at the front of the room. Suggestions were:

- Undocumented students and residency.
- New veterans' waiver.
- Common course numbering.
- Records scanning.

The topic of records scanning brought up conversation on the colleges that use this program. Lynn Lawrence volunteered to give a demonstration on the Hershey system that Lower Columbia uses. She stated that it is important to build the time and process into the budget. It took LCCC 2 ½ years to complete imaging all the documents.

Carlos Delgadillo, Lynn Lawrence, and Nancy DeVerse volunteered to do a scanning demonstration at the Spring meeting.

Bobbie Nelson reviewed the student services manual and suggested that 'student development' be included in the admissions and registration section. It was also recommended that the word 'records' be included in the heading 'admissions and registration.'

The question was raised as to what falls under the umbrella of student services. It was noted that Tech Prep is becoming more popular and many colleges are including it in the enrollment services area. Many colleges are also beginning to use Strategic Enrollment Management and this may increase the tasks of Admissions. The manual is on the agenda for Thursday's meeting so Bobbie suggested that everyone take it with them and review the contents for tomorrow's meeting.

Chris Melton reported that Marla Coan is unable to continue as the lead on the Mentoring Program, but forwarded her information for use by the Council. Bonnie Ellis, Laura Westergard, and Chris Melton volunteered to assist with this program, and Sally Wagoner agreed to be the lead. The purpose of this program is to guide and advise new members, to answer critical questions, and to help members feel welcome at the meetings.

Chris Melton opened discussions about a joint meeting with the ACC (Advising & Counseling Council). Ana Blackstad contacted Chris and asked if something can be coordinated for next year (2009). Some ideas and suggestions during discussion were:

- Spend a half day with the ACC and the rest of the day devote to ARC.
- Wednesday is professional development day.
- Thursday is the nuts and bolts of our business and also includes our Business Meeting.

- Spring is a good time. AACROA is also in the Spring.
- What is the reason for the joint meeting.
- The time could be used jointly for professional development.
- Lynn Lawrence agreed to meet with Ana and come up with ideas.
- Sally Wagoner volunteered WallaWalla to accommodate the meeting.

The question was asked if there are any suggestions on how to make our voices heard for better representation to the SBCTC.

Professional Development

“Leadership: What the Research Tells Us” presented by Brendan Glaser, Dean of Workforce & Continuing Education, Lower Columbia Community College

This interactive presentation included a ‘What defines you as a leader’ exercise; an 11 question and answer survey on ‘Are you ready to lead in the 21st century?’ and an exercise on professional values. Brendan also provided a handout on sample leadership materials that are available on the internet.

Chris reminded everyone about Hospitality and Networking at the hotel between 5:30 and 6:30p.

The meeting was adjourned at 4:45p.

ARC MINUTES

Fall Quarter Meeting, October 25, 2007
Lower Columbia Community College

The meeting was called to order at 8:30 am by Chris Melton with a reminder to review the ARC Chapter of the Student Services Manual for discussion later.

CIS REPORT

Juanita Morgan reported that the process has been implemented for the common course numbering statement to appear on transcripts. Text is entered up to 10 parameters with the 11th being the Year/Quarter. There was a problem with the coding, but Juanita has resolved it, and now the statement will automatically print on the transcript when CCN is implemented.

Juanita views rehosting as a triangle... cheap/good/fast! Her goal is that it will be “good.” All the code in the HP3000 has been converted and testing is being done on every single screen. It will be completed in three phases. The HP is slow in fixing problems, but Juanita has added more resources and everyone is working very hard on all the very small pieces to make the system work correctly.

Colleges have been trained on Actuate. The question was raised again as to when the rehosting will take place. Juanita said that the Project Manager is interviewing various people to get an idea when testing will be completed. Hopefully there will be a better idea by the end of next month.

QUESTION BOX

Do any of the colleges have a policy for signatures on the hard copy applications? Does it matter if an application is not signed?

Some send the application back to the student if there is no signature. Some did not have a place for a signature, but have since added it because of the residency questions.

When entering information in SM4015, can it also merge the information into other screens?
Juanita did not know, but would look into it.

How are disability questions being collected? From the registration form? What about registration on the Web?

It is included on the Web registration when first signing on. If the question has been answered, it will not pop up.

Who manages the student emails?
The IT Department.

Has anyone started keeping track of students in foster care?

There are 4 at Lower Columbia and others have from 10 to 15. One college had a 46 year old man answer the question.

Are we having questions on the testing of the report wizard or any problems?

Kelly Smith is in charge, and the rehosting coordinator at each college should be in charge. Some are testing it and some are not.

Are any colleges using Banner?
No

Is anyone using K-12?

It is being used strictly for parent education and family life classes on some campuses.

How is the degree audit access managed? Who has the ability to view it?

The colleges assign access as with any other screens and assign different access levels as appropriate.

Who is using a student payment plan?

Some are using STEP, FAC, TIF, and Chris Melton reported that Shoreline has its own plan.

For those colleges who have completed Common Course Numbering, how was the new numbering system communicated to faculty and students?

Lower Columbia hosted a half day training. A team was created for brainstorming that met every week for awhile and then monthly to stay in touch. Another college had a pamphlet on the registration counter explaining the new numbering system. Faculty talked about it in their classrooms. There was a notice in the quarterly schedules listing the previous number and name and also printed in the yearly catalog. Others sent students an email as a notice and reminded them to check the schedule and catalog. Running Start staff got the information out to the high schools. The RS Coordinator was part of the original team. An email address was included in all the published information as a point of contact.

For those who have converted to CCN, how much time did it take to convert the prerequisites?

It took approximately 140 hours depending on the size of the college.

How many credits are considered full time for housing and insurance?

Most colleges use 12 credits and some use 10 credits.

How many colleges are no longer printing a paper catalog?

Some use a CD, some hard copy and a CD, and others still use the paper catalog. Shoreline will be going to online only soon. It was reported that the CDs do not always work properly.

Do any colleges release SIDs over the phone for WAOL students?

Yes, but ask for the student's last and first name, middle initial, last time attended, grades, previous classes, instructor's name, if graduated from HS or college, or anything else that would give proof of who is asking for the SID. If the student calls and knows the SID and wants the registration date, ask the same questions.

DEGREE AUDIT WORKSHOP

Juanita Morgan gave an update and reported that all functions have been completed. The batch audit has not been tested yet, and they are still working on the job scheduling. Since February the stand-alone version, that replaced OSCAR, is being used at BCC as a pilot site. BCC is planning on going live in December. There will be full one day training sessions starting in December with hands-on exercises. Each college will use its own preproduction data. Juanita recommended that the documentation available at <http://www.cis.etc.edu/wctc/sms/Docindex.htm#studentprogress> be downloaded and read.

During the hands-on training, we will be able to actually get started on a degree. Before the training, if spreadsheets are being used, they must be updated or they will not load properly. It is important that the course ID and title be listed, and the rest of the information can be added later. Juanita also said that there will be follow-up workshops so that we can come back with questions while working with the audit. After rehosting there will also be training for those who will do the audit after rehosting is completed. An equivalency table for CCN courses will be available in April 2008.

ROUND TABLE DISCUSSIONS

Chris Melton suggested reviewing the Mission Statement for ARC to include in the manual.

At most colleges, the Financial Aid Office makes the determination for the VA (code 72) waivers. At Pierce College (Steilicoom) fourteen people applied for the 100% disability, but they were denied because of the interpretation struggle. It was thought that the AG office will have to write an opinion and the legislature contacted. It is an emotional issue with the veterans and each college is doing it a little bit different. Since the Registrars are responsible for waivers, should we come up with the wording or policy? Do we go by the intent of the law or strictly with the law?

The question was asked if anyone has had an impact with K-12 for those offering a state waiver. Those who do said there has not been an impact yet. The State Board has not updated the waiver list. There used to be a spreadsheet, but that is no longer available. Now there is a new list with definitions. It was suggested that Carmen be asked to continue using the old format and include the new links.

Highline and Green River are not going with the new common course numbering system.

It was asked if there will be a conversion list for CCN. Any suggestions for added courses to the CCN should go to Sueanne Carlson. A concern was voiced about consistency in policy and protocol for the common course numbers. Some colleges converted all courses for consistency and some are only converting the ones that are noted as common courses. Grays Harbor made the decision to only convert the common courses.

The issue of undocumented students being entered into the I-Best Program was discussed. Some campuses do not admit undocumented students into I-Best and nobody changes these students to "resident."

A memo from the Council of Presidents was sent out regarding Advanced Placement (AP). It was noted that an agreement had been reached that an AP score of 3 or above will be awarded credit at the baccalaureate institutions. Eight college representatives present at today's meeting will send their AP policy online links to Laura Dennison at Whatcom. Questions were discussed as to consistency at the colleges, acceptance of a score of 3 or above, and if anyone has a limit on how many AP credits are accepted at the CTCs.

LIAISON REPORTS

- Candy Lacher, ACC (Advising & Counseling Council) – There was a meeting in the Spring to discuss the Ed Plan tool. Quite a few colleges have begun testing this tool. Best practices were discussed for supporting underprepared students and the Student Achievement Committee. A survey questionnaire was sent out to everyone about the online advising tool.
- Judy Richardson, BAR (Budget Accounting & Reporting Council) – Audits will be performed for the coming year. There is a training plan for new people for Cashiering 101, and every year a Controller 101 training will be held in the Spring. There will be some changes on the new 1098T, but Judy does not know at this time what they are.
- Shawn Miller, DLC (Distance Learning Commission) – Not present.
- Janelle Miner, IC (Instruction Commission) – Loretta Steppen presented another set of courses to move from restricted to non-restricted electives. It was suggested that the colleges use caution about proposed non-restricted electives.
- Lynn Lawrence, WARP – They will meet on November 8 & 9 to discuss the student achievement initiative, transfer data, and ITPT update. The proposal is being worked on to form a council.
- Debbie Faison, Women's Programs Council/CUSP (Council of Unions & Student Programs) – Debbie reported that the Women's council discussed its mission outcomes, funding, support for advocacy, empowering, self love, and competence. There are also discussions going on about revamping the council in an effort to track students and report on the amount of time they spend on campus. They are working on 2008 goals and conducting student surveys. Building memberships and mentoring will also be worked on this year.
- Laura Westergard, Career/Employment Services –
- Scott Copeland, ICRC (Intercollege Relations Commission) – Scott reported that the membership continues to change. He talked about the beautiful WSU Vancouver campus where the Fall ICRC conference was held. The baccalaureates will be looking at the CC/TC catalogs during this year.
- Sally Wagoner, DSS (Disability Support Services) – 2007-2008 will be a pilot year to track and record what is going on at the local level and give the information to the state board. 2008-2009 reimbursements will not be dollar for dollar, but will be percentages. Tracking and records will need to be kept for the number of hours coordinators are spending with students. Most of the money will go to tracking to look at direct transfer math substitutions, placement, and best practices for retention. An agreement with DVR will come soon, and they will try to serve the backlog of people. An advisory group will work on student achievement, technology, and professional development through WAPED.
- Rae Ellen Reas, FAC (Financial Aid Council) – Not present.

- Laura Westergard, MCS (Multicultural Services) – Laura will forward her report.
- Arlene Torgerson, WSSSC (WA State Student Services Commission) – A panel discussion was held on the Foster Care Bill #1131 for students 18 and above. Time was spent with the students at the multicultural conference who shared their stories about people of color. The next conference is April 24-26 in SeaTac. All students and faculty are invited to attend. All colleges will need to assess to identify those students who meet the criteria to qualify for “The Passport To College Promise” program. The AG talked about security and student rights and responsibilities. A comprehensive group will need to be established to report and discuss any kind of threats. The State is looking at a different kind of notification system. The State-wide student services conference is scheduled in April. This is a good conference for all frontline staff to attend. A list of names needs to be provided to the IRS for students who did not submit their Social Security Numbers. The State Board sent out a sample letter and the Registrars are mailing them along with the W-9 form.

ARC CHAPTER FOR THE MANUAL

Bobbie Nelson said the manual was last revised in 1998. She reminded everyone to look at the terminology and email changes to her within the next three weeks. Chris reviewed the By-Laws for wording or a mission statement that could be used in the manual. There needs to be consistency in the manual and the by-laws.

BUSINESS MEETING

It was moved and seconded that the Minutes from the Spring meeting be discussed at Friday’s meeting to give everyone the opportunity to review them this evening.

It was suggested that an officer be added to the executive board to deal with residency issues. The role of this person would be the lead contact to the AG’s office, hold workshops and invite community/technical colleges to attend, lead a discussion at every meeting, provide a training aspect to discuss issues and communicate with Ann Shaw, research hot topics, create scenarios, and find ways to come up with solutions. Chris checked the By-Laws to see if this person has to be elected. Debbie Nelson moved to approve a residency liaison and Lynn Lawrence seconded the motion. Debbie nominated Laura Westergard and suggested that Chris contact Laura.

Debbie Faison gave the Treasurer’s Report. There is \$2250 revenue from Spring.

Old Business – Sally Wagoner brought up the discussion about changing the wording on admission applications for the Passport to College Program. It was decided to table this discussion indefinitely.

There being no further business for discussion, the business meeting was adjourned.

SBCTC REPORT – Carmen Stewart

Carmen handed out summaries of House Bill 1131 Passport to College Promise, the Opportunity Grant Program, and the Fall 2007 State Board Report.

The I-Best Program previously was not allocated special funding and all courses were coded with an enhanced FTE value. During the 2007 session the legislature allocated special funding. The FTEs are no longer enhanced, but are funded at a higher level. Carmen provided a handout explaining I-BEST SMS course coding instructions.

Several people asked about Nani's replacement. Carmen said no one has been hired yet and to contact her for now. The question was asked if Registrars can have the waiver format in the previous spreadsheet format with the new links included. Carmen said she would look into this.

FERPA BEST PRACTICES

Discussions were held about training new employees by using fun videos, a 3-way training program, "Just Say No," using a handout in 'hot pink' for all employees, and signing a form stating that they understand the FERPA policies.

Suggestions included training, bookmarks, tutorial on computer screens, and different training sessions for faculty, student workers, and new staff for a better understanding of FERPA. It was decided that each college would bring something to the next meeting, for example, cheat-cheats, bookmarks, or something that is used on your campus to share FERPA information. FERPA release forms will also be brought to the next meeting.

WaACRAO, PACRAO & AACRAO UPDATES – Betsy Abts

The WaACRAO 2008 Annual Conference will be held at Central WA University on May 16th with a preconference workshop and social event on the 15th. Betsy said that they are forming panel discussions, one for a transfer session and the other for a technology session. Contact Betsy with names of representatives from each college. The registration fee for the conference will be between \$15 and \$18. They want a lot of people to have the opportunity to attend.

QUESTION BOX – Lynn Lawrence

Who is using National Clearinghouse for transcripts? How long does it take for students to get their transcripts?

It depends on when the student requests the transcript. It saves time for the staff by allowing automatic notification and the student can check directly with the Clearinghouse. The students like online better and tend to order this way.

Cascadia and Renton TC are utilizing the registration/cashiering functions. Is it ethical and what are the issues with registering students and collecting tuition and fees?

Cascadia began this process at the beginning of Fall Quarter and met with a lot of confusion and frustration on the part of staff. Students formed one line and the next available staff member called the next one in line. Both the cashiering screen and the registration screen are open at the same time and staff has to toggle back and forth using one monitor. The ethical issue was raised and the Vice-President of Finance wrote a letter to the Attorney General's office for clearance and approval. Renton TC had issues involving accusations against the staff, and they are looking at discontinuing this process.

How are the colleges applying multiple waivers?

Everett CC only uses one waiver. With the 70/71 codes and professional/technical waivers, both can be given after 18 credits.

Has anyone been audited after the first year opportunity grant?

Some have had reviews, but no audits. They are stricter on what the money can be spent on compared to the first year.

How are colleges handling the "R" (repeat) posting with common courses?

A comment is posted at the bottom of the transcript.

How do you ensure that the program codes are correct?

Highline runs rosters and the coordinators look at each one to make sure it is correct. At other colleges the staff looks at all student codes and corrects them manually.

There being no further business, the meeting adjourned at 5:00p.

ARC MINUTES

Fall Quarter Meeting, October 26, 2007

Lower Columbia Community College

The meeting was called to order by Chris Melton at 8:30 a.m.

Chris opened the floor for discussion of the Spring meeting minutes. The residency language on the web application was tabled at the Spring meeting. Discussion was held on not checking “yes” to the resident question if they have an out of state license and vehicle registration. The question was taken to a vote...how many are interested in adding the wording, “you cannot check yes” and how many are interested in leaving the wording as it is. The majority vote was to leave it as it is. There being no further discussions, it was moved and seconded that the corrected Spring Minutes be approved.

RESIDENCY

Debbie Faison handed out the revised Residency Handbooks. Julie from Pierce College gave out a list of colleges with notations of those that accepted electronic transcripts. She asked everyone to review the list and let her know if there are any corrections.

QUESTION BOX

How many colleges have mandatory advising for degree seekers, and how does it work when students need to add or drop a class?

Several colleges have mandatory advising and do not require a signature for add/drop of classes.

How many have the internet version of Compass?

There are several who are now using the internet version for placement testing.

How are extended business hours managed, and what are the staffing issues?

At most of the colleges the rest of the campus is not open during extended hours. Some staff the evenings with rotating schedules with part-timers working the last hours of the day. A few colleges are open until 6:00p with one evening until 7:00p. Those who are not open past 6:00p say that email is available for questions, making appointments, and any other information students may need.

How many frontline staff answer the phones at the counter?

It is difficult for staff at the counter to answer questions on the phone and service students in line. Students are encouraged to use email rather than the telephone, and they are also directed to use the web site. Most of the colleges find that if calls are transferred to other departments and the students reach a voicemail, they will call back to the frontline staff.

PROFESSIONAL DEVELOPMENT

Retention Strategy – Student Calling Program, presented by Margit Brumbaugh, LCC Retention Specialist

- Retention Program implemented in 1996 at Lower Columbia College in an effort to increase the retention and success of first year students.
- Annual Operational budget of \$8000.
- Student workers are hired to make the calls.
- Training and materials are supplied for the callers.
- Callers track the number of calls attempted and number of students reached.
- Calling activity is monitored by the Retention Program Specialist.
- During the three years prior to implementation retention averaged 73%. The average since that time has risen to 85%.

Margit handed out information packets with the program history, the program operation, retention rates from 1996-2007, and sample scripts.

Chris Melton asked if there were any questions or issues for discussion. It was suggested that the Clearinghouse transcript ordering be discussed at the next meeting.

Lynn Lawrence pulled a name for the door prize.

There being no further business or discussions, the meeting was adjourned at 12:00p.

Respectfully submitted,
Bonnie L. Ellis, Secretary 2007-2009