

MINUTES of the ARC WINTER QUARTER MEETING
Held at Lake Washington Technical College in February 2008

➤ **Wednesday, February 6, 2008**

The meeting was called to order at 1:10 pm with a welcome by Chris Melton, President.

Jim West welcomed everyone to Lake WA Technical College, and thanked Shawn for his great work with the signage in the parking lots and directions to the meeting rooms.

LWTC's new President, Dr. Sharon McGavick, stopped by to say hello and welcome everyone.

New people at the meeting introduced themselves: Lyn Sharp, South Puget Sound; Anne Zadra, South Seattle Community College; and Brian Dahl from CIS.

Becky Riverman lead the ice breaker.

CIS REPORT – Brian Dahl

The rehosting progress is behind schedule. All core and supporting applications have been delivered and the bugs are being fixed. Over 80% of the units passed with the failure rate going down. The project has been plagued with surprises. The operational testing has been already done and now the integration testing has begun.

Looking forward—A system architect has been contracted. The CIS subject matter experts are involved. There are performance issues with risks to system performance, data integrity, foundation technologies, and operability. The options and alternatives are being investigated.

An Assessment and consultant team will be hired. It is projected that all colleges will be converted prior to December 2008. The assessment will actually take place in 60-90 days.

There are challenges with common course numbering in the Degree Audit. CIS is looking into training where individuals can access their college system at the CIS.

NATIONAL STUDENT CLEARING HOUSE – Dannette Sullivan

The Clearing House is a non-profit organization with an advisory board made up of Admissions and Registrars. It has been approved as FERPA compliant and meets security standards.

- Enrollment Verify uses existing data.
- Degree Verify enhances service to students. Information is kept updated with historical degree records.
- Student Tracker helps high schools find out where students go and can track across the United States. It is also used for institutional research.
- Student Self-Service allows students to print their own enrollment verification. IT put a link on the web site behind a secure portal.
- Transcript Ordering has 24/7 availability. Students can track their orders and emails are sent to acknowledge orders. The Clearing House verifies that the credit card is good, but the card is not charged until the transcript is sent. There is a \$2.25 process fee per order.

Betsy Abts and Steve Downing talked about their experiences with Clearing House transcript ordering at their colleges. Front line staff tells the students about the Clearing House when they come in person and also hand out a small card with the web site address. There is also a link to the Clearing House on their college web sites.

Dannette is available to help with issues, questions, complaints, and updates. She would also like to know about any concerns from the students. The CH web site has a demo site that is helpful for staff. Big Bend, North Seattle, Spokane, Spokane Falls, Cascadia, Tacoma, and Shoreline use transcript ordering from The Clearing House.

The meeting was adjourned at 4:11 pm. Hospitality is at the Comfort Inn at 5:30 pm.

➤ **Thursday, February 7, 2008**

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

Dennis Long welcomed everyone.

DEGREE AUDIT DISCUSSION – Betsy Abts & Janelle Minor

Betsy initiated a discussion about presenting a proposal to the Student Services Commission requesting that all the colleges have access to the new degree audit since Bellevue is already using it on their campus. Juanita said that CIS knows that the colleges want the new audit, and they are trying to figure out how to do that. She felt it is okay to go ahead with the proposal, but depending on the results of the assessment it may not be needed. It was suggested that we do a proposal now so CIS knows that we want it. Betsy will put an announcement on the listserve, and also find out where to submit the proposal. Janelle Minor made a motion to make a proposal to the Student Services Commission requesting that all the colleges have access to the new degree audit. Bobbie Nelson seconded the motion. It was unanimously passed by the membership.

ARCHIVE AND RECORDS MANAGEMENT – Bobbie Nelson

Colleges need to have their process in writing for records retention. Bobbie presented Everett's form and a print-out of the General Records Retention Schedules and Records Management Manual. Each piece of paper in the student files has a different retention date. A scanner can be used instead of files for residency, applications, etc. and it also has a purge option that can be set for certain dates.

A question was asked about transferring records from Microfiche to a CD and the cost through an outside service. The company that Bobbie used had the CDs back in 28 days. The CD is available to everyone in the office. The IT department does a backup and updates the system.

The Registration Transaction Log is not used by most colleges. They use SM4010 instead. Shoreline runs the log daily especially if there is a new counter person just to make sure all registrations are entered in the right quarter.

EVCC does not allow advisors to use SM4015 comment screen. Information on this screen must be controlled in the event information is subpoenaed. The screen is only used by registration,

admissions, and cashiering. It is important that everyone knows what abbreviations mean when writing in this screen and to use plain language and just the facts.

Whatcom keeps registrations for one year, Shoreline one year plus one quarter, and many others keep them for three years. Most colleges use an outside shredding company.

AFTER THE DISASTER – A Panel Discussion, Lynn Lawrence

The December 1st floods hit Centralia really hard with a lot of mud and silt with the water. Grays Harbor was hit with very high winds. Those affected by this crisis realized the importance of crisis management teams on campuses especially because communication gets to be very difficult. Grays Harbor's new slogan is, "Our sign is down but the college is up." This sign was posted at the entrance to town.

Scott Copeland talked about the impact on students and the community. Faculty worked with students as far as grades and anything else they could do. Students lost thousands of dollars in books. The college came up with "Storm Central" to get information to the community and radio spots also reported in Spanish. Loss of wages was a huge issue because of the devastation and electricity loss. The staff and administrators were able to make decisions on monies for students. The ESL Program was highly impacted because of individuals living in the flood plain. Many people lost everything.

SBCTC REPORT – Ronelle Funk, Policy Associate, Student Services

The State Board is an advocate for the community and technical colleges, and a lot of what they do is about the legislature. The goal of the opportunity grant is to provide funds for every eligible student at the community and technical colleges. In 2007-08 the Program expects to serve 2,000 FTES. One of the supplemental budget requests is for reauthorization of the 2003 "Building Washington's Future Act", also known as the Gardner-Evans-Locke Higher Education Bonds in the amount of \$1.0 billion.

There are many supplemental budget requests that are listed on the Winter 2008 State Board Report handed out during the meeting. Web sites are also provided for information and updates.

The list of Priority "A" House Bills, as of February 5, 2008, is also included in the report. Ronelle explained some of the bills and also answered questions from the members.

QUESTION BOX

When will the common course site have a mechanism to submit new courses to see if they are common and assign new common numbers?

Nancy DeVerse will find out.

Is it possible that a course could be in two common courses, and is there a space between the course name and the ampersand?

A course would only be in one common course. There is no space between the course name and the ampersand.

Could there be a better way developed to apply the athletic waiver to non-resident students (2/29)? Currently 64 has to be applied to each course. When a student drops and adds, the transaction has to be caught and the 64 applied to the new course.

Currently at some of the colleges the advisors have to catch it and let registration know. Financial Aid is also impacted.

How is the “one-stop” going at Cascadia? Please tell us what type of transactions are handled at the “one-stop”?

The types of transactions are: accepting and entering applications, registration, drop/add, cashier functions (tuition, parking passes, event charges, parking violations, vendor machine refunds, and parking meter refunds).

Front counter staff make appointments for the advisors, do check-ins and contact the advisors when students arrive (using Instant Messenger), hand out Financial Aid checks, take photos and issue student identification cards, check in and monitor assessment testing, answer questions for admission, registration, advising, financial aid, disability support services, and career services. All students wait in line whether they are dropping off paperwork for financial services, arriving for an appointment, or registering and paying tuition.

The staff has gone through tremendous change and new learning. The biggest issues revolve around safety, security, and being student friendly. The one-stop (Kodiak Corner) has only been in operation for two weeks in the newly renovated space, and there are still many “bugs” to work out.

LIAISON REPORTS

- Judy Richardson, BAR (Budget Accounting & Reporting Council) – The meeting was in January and discussion was held about cash management investments with their funds. US Bank will have purchasing card training. The Attorney General is working on fee charges for Running Start students. Veterans will work the same way as running start. Increase of the 1960 fees must be approved by the legislature. Discussion was also held to correct technical schools tuition to be more in line with the community colleges.
- Shawn Miller, DLC (Distance Learning Commission) – They are looking at calling it eLearning instead of Distance Learning as a supplement to campus classes. At this time there doesn’t appear to be a big draw from out of state students.
- Janelle Miner, IC (Instruction Commission) – IC meets next week. High school completion still is not meeting all state requirements—50% have no mechanism in place to do WASL. ATC is considering 3 new academic electives, and JAOG is considering 4 additional degree pathways.
- Lynn Lawrence, WARP – They meet in March and will discuss student achievement and waivers.
- Scott Copeland, ICRC (Intercollege Relations Commission) –
- Rae Ellen Reas, FAC (Financial Aid Council) – Not present.
- Sally Wagoner, DSSC (Disability Support Services Council) – Not present, but sent a written report. WAPED held discussions on Emergency Preparedness for Persons with disabilities. Asperger’s Syndrome, WAPED’s 25th anniversary, and the organization of a

technology committee to collect information about e-text, software, and assistive equipment. DSSC – after 8 years of negotiations, the DVR/DSB agreement with higher education institutions has been signed. July thru March will be the pilot year for system pool tracking of money for DSS. Math substitution discussions continue.

- Laura Westergard, Career/Employment Services & Multicultural Services – Not present.
- Barbara Kavalier, WSSSC (WA State Student Services Commission) – No Longer a representative.
- Debbie Faison, Women's Programs & Student Programs – Debbie will provide notes. The Federal Government is tracking the women's programs. It is felt that this is discriminatory because it is not a requirement for other student programs.

Betsy Abts brought up discussion about the new Degree Audit and that BCC is already using it. Other colleges want to use it no later than summer quarter 2008 since it will coincide with common course numbering. Betsy reported on the Technology Transformation Task Force and said that she would post the Cable Green powerpoint to the listserve.

BUSINESS MEETING

After discussion and corrections, Nancy made a motion to approve the minutes and Scott seconded the motion. The minutes were unanimously approved by the membership.

Chris reported that the State Board did not get back to us about the waiver format. She will look into this.

Debbie will give the Treasurer's report on Friday.

Sally Wagoner asked about the Fall and Winter meeting locations. The Spring meeting will take place on Friday during the WSSSC Conference in April. Betsy Riverman will put information on the listserve for the election of a President Elect and Treasurer for the coming year.

Betsy Abts gave out flyers for the WaACRAO Conference to be held on May 15th and 16th at Central WA University. The Professional Development preconference workshop on the 15th is free. Registration information is on the web site. Contact Betsy with questions.

A question was asked about the meeting with ACC (Advising & Counseling Council). This will be discussed at the Spring meeting to set a date and time in 2009.

FERPA TOOLS & BEST PRACTICES

A comedy video, "24 Minutes", was shown that exaggerated the interactions between parents and staff and students and staff. The video was presented and produced by Peninsula College.

Hand-outs were provided from various colleges with FERPA tips.

- FERPA frequently asked questions.
- A FERPA bookmark with records disclosure guidelines.
- Information on FERPA tutorials and faculty information.
- Student information Release policy checklist.

- Release of Student Information Form.
- A packet of information with the subject “Don’t Throw Me Away!”

Discussions were held on mandatory vs. non-mandatory training. Some colleges make faculty and staff take a FERPA test and others have mandatory training before given access to SMS. There are tutorials offered online with the copy of results sent to the Registrar. The Registrar then approves access to the SMS. Highline is working with HR to do FERPA training as part of the new hire orientation.

ACRAO put out a FERPA tutorial in 2006 on a CD. Nancy DeVerse put together a pamphlet to give to the college administrators.

QUESTION BOX

Has any other school been audited or fined with regard to the collection of SSNs?

It was suggested that the colleges follow the letter put out by the State Board.

For the 70 & 71 Veterans’ Waiver, is a discharge under “Honorable Conditions” qualify or does the discharge simply have to be “Honorable” on the DD214?

Everett Community College accepts it this way.

How many people would be interested in a workshop for updating your COCO Degree Audit templates?

Several people said they would attend. Julie said that each college can log on to their own system at the CIS, and she can help with any questions or problems.

Are Running Start students registering online at your college? If so, are there any major glitches?

North Seattle, Lake Washington, and Highline said they are, but the students have to remember to get a new PIN and meet with an advisor each quarter.

How does your college code Running Start students who are not degree-seeking? (Intent/purpose).

How does your college code students that are not degree seeking at your college, but are taking a math or English or other academic course towards a degree at a different college?

Shoreline codes all of these students as Running Start. Peninsula College said there is a concern because it throws the numbers off for transfer students. Lake Washington suggested a dictionary of codes and what they are used for. We could ask the State Board to hold a workshop about codes and their uses and ask Carmen for code dictionary training to track student programs. Skagit asks students each quarter to verify their intent/program/address/email. They then get a report with a list of students who have changed their programs.

The meeting was adjourned at 4:45pm. Chris reminded everyone that hospitality is at the Comfort Inn at 5:30pm.

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- Friday, February 8, 2008

The meeting was called to order at 8:30am by President, Chris Melton.

TREASURER'S REPORT – Debbie Faison

Debbie reported that \$1900 was taken in from Fall Quarter. The average individuals attending the conferences used to be 70 to 75, and this meeting only has about 40 people. We have to come up with ways to increase our membership. Many felt that some members are saving on the budget and attending the Spring conference because of the WSSSC. Hopefully the Mentoring Program will help get more people to the meetings. It was also suggested that the important decisions made at these meetings be put on the listserve. It has been very beneficial to share thoughts and ideas with each other.

It was suggested that there be more discussion and training on good customer service. Becky Riverman has 6 sessions for customer service on her campus. Students come into Enrollment Services for everything including complaints. There needs to be a way to get other areas to handle their own issues and complaints.

The Mentoring Task Force is developing a handbook for mentor matches, quarterly orientation, and publishing a list of acronyms. The Web site can also be used with a link to a "tool box."

It was suggested to return to the Rainbow Lodge for ARC meetings.

RESIDENCY – Debbie Faison

Debbie handed out an ARC Residency—Immigration Fun Facts sheet. She discussed the questions with everyone on the Immigration Eligibility Self-Quiz. The intent of this quiz is to help immigrants find out what type of visa or green card they might be eligible for. It also introduces individuals to the U.S. Immigration Law.

PROFESSIONAL DEVELOPMENT

"Living with Change" presented by Jane Benson, M.S., CEAP, WA State Employee Assistant Program, Department of Personnel.

- Objectives of the Presentation
 - Learn about the process of change.
 - Recognize its impact on you/others.
 - Explore Coping Skills.
 - Have fun and learn from each other.

- "If you don't know where you are going, you will wind up somewhere else." Yogi Berra, Baseball Legend
- Communicate, communicate, communicate.
- Reflection – 10% of life is what happens to you, 90% is what you do with it!
- Mantras –
 - Serenity prayer
 - Get over yourself
 - Keep humor in life
 - Closure on different levels... a beginning and an end
 - This too shall pass
 - Organize to feel control.

Debbie offered two pamphlets that she thought would be helpful for workplace changes. One is Mediation Services for Workplace Disputes and a message from the Employee Assistance Program, Ready or not... Change is Coming!

QUESTION BOX

When a student transfers in when do they initiate a credit evaluation of transfer credits? Especially with online applications. Also, what's the turn around time on credit evals?

Some transfer credits immediately with a turn-around time of one month. Some campuses transfer credits as they are received, but wait until all transcripts are received for each individual, and others wait until the students have actually enrolled in classes.

Does your college have a comprehensive fee? How much per credit? What services does it cover?

Grays Harbor has a \$2 per credit fee to cover parking, transcripts, and graduation. Shoreline has a technology fee.

All those present want to thank Shawn and Jim for all you've done for the conference and your wonderful hospitality!

The door prize was won by Kim Streitz from Shoreline. Congratulations, Kim!

The meeting was adjourned at 11:25 am.

Respectfully submitted,
Bonnie Ellis, ARC Secretary 2007-2009