

MINUTES OF MEETINGS - ARC CONFERENCE – SPRING 2009
Held at Walla Walla Community College

April 6, 2009 - Wednesday

The meeting was called to order by Lynn Lawrence, President, at 1:00p.

Lynn lead the morning icebreaker.

Sally welcomed everyone to Walla Walla and the John Grant Water Center. The center is for the community use and also conducts experiments for the environment. The land surrounding the center is kept in its natural state.

The Advising & Counseling Council will be meeting in the adjoining room at the center on Thursday and combine its afternoon session with ARC.

Peninsula College, North Seattle Community College, Spokane Community College, and Olympic College are attending the conference via ITV.

Laura Westergard, Incoming President, talked about the 2009-2010 conferences. Anyone interested in hosting one of the 3 conferences, please contact her. The Fall Conference is in October and the Spring Conference is in April. ITV or Elluminate is being considered for the Winter Conference.

Shawn Miller demonstrated WIKI used at Lake WA Technical College for their office procedures and is available for use departmentally, but not college-wide. Some of the amenities are calendars so that staff can check before requesting time off, personal pages for staff, and links to information related to education or professional development. Documents can be uploaded to WIKI and some areas use it for committee meetings even though it is not completely secure. No student information should be entered. Several people can be on at the same time, but only one person can edit at a time.

Betsy Abts – Tech Prep. There has been discussion about changing how the TP courses will be transcribed. The amount of work has grown because of the increase of students and the funds have decreased. The hope is that a proposal will be made to the Seattle District to only transcript those who plan on attending the colleges. Some of the issues involved are how the state board verifies and counts the TP students and also how it affects Financial Aid. Entering the information in the SMS and transcribing are time intensive and perhaps a way to upload the information could be explored.

Peninsula lost its Tech Prep Director, and they were supposed to be the pilot for the new software. Highline would like to volunteer to be the pilot. There will also need to be a way to get the new software information to all the colleges.

Sue Reeve, EAP/Dept. of Personnel, presented “Living, Working and Managing Through Uncertain Times”. Information is available that is specific to Washington State HR at the colleges. Newsletters are sent out electronically along with the Supervisor’s Guide. There is information related to violence in the workplace. With the increase of stress everyone deals with it at some point.

Mary Harding, V.P. for Student Success at Lower Columbia Community College, was introduced. Mary is the liaison for WSSSC and ARC. A question was brought up about how many colleges keep the auto-waitlist running after the quarter starts. Seven said yes for three days so that there is no need for instructor permission.

None of the colleges present coded a 'Y' for veteran status if they were not receiving benefits. The field is left blank.

The question was raised about Fresh Start. Some colleges require one academic year and some two years to qualify for the program.

There being no further business or discussion the meeting was adjourned at 4:45p.

April 7, 2009 – Thursday

Lynn Lawrence, President, called the meeting to order at 8:30a.

Dr. Clint Gabbard, V.P. for Student Success, welcomed everyone to Walla Walla Community College.

Juanita Morgan - CIS

- Demonstration of the Transcript Evaluation Process in the SMS in preparation of the new Degree Audit
- Elluminate sessions will be scheduled later this month for training
- Hand-out of the transcript evaluation flow-chart

Julie Anderson – Pierce College

- Hand-out of the electronic transcripts information grid.
- Some technical colleges are having difficulty sending and receiving electronic transcripts.
- Electronic transcripts cannot be received from universities.
- If there are any changes to the grid, please email the changes to Julie by April 17.

Dr. Peter Schmidt, Sr. Associate Dean at Edmonds Community College, presented a PowerPoint on "Welcoming Returning Veterans".

Dr. Schmidt has been in the system for 20 years and worked on five different campuses. There are 274 veterans at Spokane Falls, 330 at Highline, and 300 at Yakima Valley, plus the dependents of the vets. Many colleges are planning special events for Veterans' Day on their campuses.

Two veterans were introduced to share their experiences and give us some of the best practices in recognizing vets.

- Jonathan grew up in Idaho and joined the Navy right out of high school. He served from 2003 to 2007 and was stationed on the US Abraham Lincoln in Everett. He is currently a student at Walla Walla CC and plans to be a high school teacher and basketball coach.
- Jeff grew up in Washington and has dual citizenship in Canada and U.S. He was enrolled in classes at Walla Walla and was deployed to Iraq in November 2003. It was difficult getting out of the classes to go and he lost 2 quarters. He came back in 2005 and was 21 years old. He later re-enrolled and plans to attend WSU for a Bachelor's Degree.

Jonathan and Jeff answered questions and talked about their experiences in the classroom. They found that the biggest problems come from the social aspect. They are now much more motivated, serious, and disciplined in their studies and learning. Vets like to have mostly personal conversations and aren't sure that they would attend or participate in a club or organization. Perhaps a planned lunch if they felt welcomed. They found that if some of the instructors don't believe in the war, there can be tension in the classrooms.

Dr. Schmidt showed the Vets Challenge Coin that was designed with Edmonds CC on one side and the other side developed by the vets. His suggestions for a vet friendly campus were a specific website, vet

friendly signs, 'Dog Tag' Celebration honoring vets, VFW coin to hand out to the new student vets, and coming from the vets, "Make it more real".

Afternoon Combined ARC and ACC Meeting

Juanita Morgan, CIS.

- BCC is using the Degree Audit. It is based on information from live SMS data that is downloaded once a day.
- Batch audit – run the job in SMS to get a list of all students enrolled in specific programs.
- The rest of April will be dedicated to coding and testing.
- There will be trainings starting in June and ending in August held at the CIS training room, Greys Harbor, Pierce, and Everett.
- Colleges' logo can be used on the site.
- Degrees and certificates can be set up any way the colleges choose.

FERPA – Lynn and Bobbie

- A hand-out was available with updated FERPA information.
- AACRAO website has more in depth information.
- SSNs cannot be used as directory information.
- Peer grading in the classroom is all right, but peers may not view the grades after they have been recorded by the instructors.
- FERPA is interpretation, research, and processing information.

Advisor Data Portal – Bill Storms, IT Director at Walla Walla Community College.

Kristi demonstrated the portal and showed how it can determine how many students are close to graduating. It includes access codes and a list of advisees of each advisor. The portal can also be used by the instructors, but they have to be in the system for access. There is a FERPA pop-up for 180 days for each person who has access. Advising documents include forms for registration so the students don't have to go to the registration office for them. The CCN cross-walk is also available along with information on how to raise a GPA.

An 'Auto Confer Degree' is an option when the student registers online. This information is not automatically updated in the SMS, and Sally's office staff manually updates the information. If this information is a disadvantage for Financial Aid, the question can be disabled. Bill is able to share this portal with other colleges.

Question Box

What schools have not implemented CCN and when will they?

Highline, Walla Walla, and Edmonds anticipate during the summer.

For those already implemented, how do you publicize?

The CCN list is in the catalog, on the website, and highlighted in the schedule.

Based on success with CCN, what concerns or words of wisdom can you share?

Some course are not common, but are listed as CCN, for example, some Biology, Geology, and Philosophy 120 logic. For feedback and concerns go to the CIS website.

If you send emails to students, what email do you use?

Some use the student accounts and some use the personal accounts if entered in the SMS.

How many colleges have mandatory advising?

Walla Walla, Bellevue, and Peninsula.

The meeting was adjourned to the Strawberry Fields by Lynn Lawrence at 4:20p.

April 8, 2009 - Friday

The meeting was called to order by Lynn Lawrence at 8:30a.

State Board Report – Cynthia

- Will look into Tech Prep, gather information about the funding sources, and share that information with the group. Approach the V.P.s and see if the funds are coming into the colleges and what does that money look like.
- New benefits for Vets post 911. Re-look at registration processes for vets.
- A check mark on applications may be a way to track vets. A group will be put together to look into this possibility.
- Met with Danette from the Clearinghouse about the electronic transcripts and a change to the students' self-service link. SBCTC will work with the State Board IT to check on the technology for the security of information.
- Will check on the discrepancy and questions regarding CCN.
- The AG's letter will be sent to the group regarding the tuition letters and holds.
- Will send out an organizational chart for contacts, for example, Tech Prep.

- SBCTC Report.
 - The list of bills are on the legislative page with the ones that are still active and the ones that are dead.
 - HB2911 requires new reporting by 2010. The information will be updated annually.
 - For College in the High School there will be a local contract between the district and the high school.
 - Running Start students must start paying fees. They must have a written exception to waive the fees.
 - There is a new listserv for College in the High School. Cynthia will send out the link.
 - 1758... issue about awarding a High School diploma for running start students along with granting the Associate Degree. The question is why only running start students.

Question Box

What is your definition of a Registrar?

Record keeper, FERPA administrator, problem solver, enforcer, judge, reports, sharing of data, supervisor, collaborator, information source, story teller, and stabilizer.

Has anyone started the implementation of HB2, Section 133, Text Book Policy?

Everett is starting a committee to implement the policy by Fall and wants to put it in the schedule. It has to be listed with the class registration for students. If it is available online, then there will be a notice referring to the site of the bookstore. It was suggested that there be a follow-up at the Fall ARC conference to see how the colleges are doing with this.

In what area of your college are the Student ID cards issued?

At some colleges in the book store or in the one stop. The cards are printed as they are issued. The student is verified by a photo ID, a paid registration print-out, and a zero balance.

Is ARC interested in developing a student portal?

Financial Aid is talking about it and has interest from other groups at Bellingham Technical.

Do any schools use a special code for SSN missing numbers for illegal aliens?

Normally a W9 is used, but there aren't many aliens in credited classes. The IS is used in the unusual action code screen. A letter is sent out every quarter for the SSN and to fill out the W9F. A memo is put in SM4015 when the initial letter is sent. No letters after that.

Have any schools developed a new retrieval of Student IDs?

Most of the colleges are using the old ways in the SMS. The last four digits of the SSN are used at some colleges, and students are advised to change their PINs.

Professional Development

Julia Pomerenk, Registrar at Washington State University, and Becky Bitter from WSU presented a workshop on "Leadership". They started off their session by giving everyone a "magic wand" which represents the magic that registrars do.

CIS Report – Juanita Morgan

- Go Forward project – a company has been hired to look at the system and suggest other options. They will provide a written report to the steering committee. The project final report was due yesterday. Up to 6 options will be provided in about 2-3 weeks.
- There will be follow-up workshops for the degree audit training.
- Four ARC SMS enhancements have been completed.
- It is a slow process with the FAM, but one thing at a time is being identified.

Business Meeting

After review of the *Minutes of the Winter ARC Conference*, it was moved, seconded, and unanimously approved to accept the minutes as written.

Carlos presented the *Treasurer's Report*. A Spring registration fee of \$45 was added to the last report. It is okay to let Carlos know that you will attend a conference before the money is sent. If someone paid the registration fee, but is unable to attend, the fee will be refunded after all expenses have been paid first.

A discussion was held about registration fees for members attending via ITV.

New Business

- Chris Melton presented a plaque to Lynn for her service as President over the past year.
- Nominations were presented for Bobbie Nelson, President Elect, and Bonnie Ellis, Secretary. There being no further nominations, nominations were closed and approved. A motion was presented to elect Bobbie as President Elect and Bonnie as Secretary. The motion was seconded and unanimously approved.

Liaison Reports

- ACC – Candy Lacher reported that it is exciting to combine our meeting with ACC.
- ICRC – Nancy Deverse, the meeting is next week at Western.
- BAR – Judy Richardson, not present
- Career/Employment Services – Joan Kammerzell, the council is working on liaison with other groups. They are trying to improve their service to a more diverse population with increased awareness of the council functions. Strategies are being developed to assess the group.
- Disabilities – Sally Wagoner, the report will be sent to the listserv.
- Distance Learning – Shawn Miller, nothing to report.
- FAC – Rae Ellen Reas, not present.

- WARP – Lynn Lawrence, they met at Clark. Data information was sent to the warehouse.
- IC – Diane Coleman, not present.
- Multicultural Services – Laura Westergard, the students of color conference was held.
- Women’s Programs/Student Programs – Kim Manderbach, not present.
- Technology Transformation Task Force – Betsy Abts, the task force has ended and the report is now available.
- WSSSC – Mary Harding.
 - Mary expressed that it is a pleasure to be at the conference, and that ARC does such wonderful work. She is glad to accept the liaison position. The Commission appreciates the work during the extraordinary loss of funds and the pressure of the budgets.
 - Behavior intervention teams are being created on campuses to try to predict difficult persons. Conversations with the Assistant AG for Community Colleges are being held to better understand the issues. They also talked about the authority of border patrol going into classrooms, and it has been decided that they cannot go into classrooms looking for students.
 - There has been a lot of talk about using Elluminate for council meetings. Azurus will not move forward because of the budget cuts. FAM is being reviewed for what is and what is not working. There will be upcoming discussions on FERPA changes, and accreditation standards are changing. An all student services conference is being planned for 2010. The commission appreciates the flexibility of meetings using technology. Mary asked that the ARC meetings be planned before or after the WSSSC meeting dates.
 - It has been suggested that at least one person from each college be permitted to attend the ARC conferences. Mary will take that back to the commission. There is a directive from the Presidents to hold at least one meeting using technology.

Lynn Lawrence presented Sally with a gift and a thank you for her great planning and wonderful hospitality. The ARC members felt welcomed at Walla Walla Community College.

Chris Lineberger won the door prize.

Lynn adjourned the meeting at 11:55a.

Respectfully submitted,

Bonnie L. Ellis, ARC Secretary 2009-2011

ARC TREASURER'S REPORT - SPRING 09

Running Balance, 02/27/09 - 04/07/09

<u>Date</u>	<u>Check</u>	<u>Explanation</u>	<u>#</u>	<u>@</u>	<u>Rev/Exp</u>
12/03/08		Beginning Balance			\$3,452.96
03/04/09		ARC Spring 08 Reg Fee for Penny Wohrle (late)	1	\$45.00	\$45.00
				Balance:	\$3,497.96

Winter 09 ARC Meeting Summary

<u>Explanation</u>	<u>#</u>	<u>@</u>	<u>Rev/Exp</u>
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* There was no cost associated with the winter meeting as we met via Elluminate.

Respectfully submitted,

Carlos Delgadillo, Director
Admissions & Registration/Registrar
Spokane Falls Community College
ARC Treasurer, 2008-2010