

Winter 2019 Minutes

Peninsula College

Longhouse (LH)
1502 E Lauridsen Blvd.
Port Angeles, WA 98362



Wednesday, January 23, 2019

12:00 Brown Bag lunch and informal orientation for new members

1:00 Introductions and ice breaker

1:15 WACTC Critical Issues Workgroups Ruben Flores

President's Group (highest tier), WSSSC – VP group (next tier)

Critical Issues Workgroups – system wide issues, not details, group work has fallen off; Everett president has reconvened workgroup to look at policies. 3 committees – FA, Undocumented Students, Transitional Studies. Each group has a president, vice president, and directors and deans in related fields. Ruben is attached to the Financial Aid committee; going out to councils to find holes in the system for underprepared student groups, other issues; want a list of achievable goals by end of year around equity and diversity; training by Eileen Yoshida (?) for making ideas concrete; other two groups have same makeup; no registrar on group for Undocumented Students – Joe Holliday knows our concerns and will communicate with ARC or through Ruben to ARC; what do we think are inequities system-wide; ex: out of state tuition rate and questions on admission app; Ruben will update as work begins. Timeline – list of concerns, action items (low hanging fruit vs longer term projects to be addressed) submitted to Presidents' commission by end of academic year; first year is reviving the group, hope for it to be ongoing, will be determined by what comes out of the work

1:45 ctLink Organizational Changes Q & A Spokane/Spokane Falls/Clark/Tacoma
Chantel, Sindie, Amber, Miranda, Kari

- Did you reclassify staff before or after conversion? Yes - to Program Specialist from Office Assistant 3; front desk now curriculum advisors (desk audit after conversion); hired a business process specialist (exempt) to compare old processes to new, and look at queries (replaced associate registrar position); Financial Aid hired a business analyst (exempt); front desk worked out of class for 2 years until after go-live; after go-live did desk audits; Office Assistant 3 to Program Specialist, then back down to curriculum advisor.
- SPCC absorbed pre-college and other non-credit programs; staff was not reclassified – already were curriculum advisors; got 2 Program Specialist 2s; have tried to upgrade curriculum advisors to Program Specialist 2 but denied by Office of Financial Management; must be cautious about using the term 'advising' because they are not faculty counselors or advisors.
- Both have some part time hourly help
- SPCC added an associate registrar because of merger, not because of go-live
- TCC – did some reclassification from Office Assistant to Program Specialist; class builders got a new manager; 2 new functional analysts in IT (one for each pillar); need to beef up the admissions specialist position
- Having class builders in Instruction works well, rather than having it in SS
- Clark – created associate registrar position who oversees Credentials and selective admissions; direct authority over Academic Advisement Reports; Office Assistant 2 moving to Program Specialist; Program Assistant position to Program Coordinator; Registrar took over pillar lead work due to previous CS pillar lead going to state board; funding issues; future state may hire business analyst
- Job descriptions – if fairly generic, won't necessarily have to rewrite; practices and processes – we'll all need to be more analytical; first link schools hired business analysts (except for SPCC – they changed the Program Specialist 3 position and did a rewrite to reflect higher level reporting as a result of conversion)
- State board does a lot of the heavy lifting for reporting rather than the campus; weekly WebEx training from state board, subject matter directed by first link schools

- Familiarity with HP may be more of a problem for staff; new hires without HP experience may pick up PS more quickly and easily; HP familiar staff need to cross-reference; need someone to write queries – will streamline work; team building and momentum building with collaborating new and old systems/staff
- HR has issues with term ‘program’ for front line staff – not seen as a program
- Did you gain or lose staff due to processes? Didn’t lose positions, lost people due to burnout; east side schools didn’t lose staff
- Did you absorb or reduce any processes? Lots of work but no new processes, per se; may set up permission codes to override prerequisites, enrollment dates, etc., individual to each class (class level not course level); students adapted to enrollment through self-service quickly, and paper add/drop forms reduced as well as lines at front counter; waitlist process improved; lots of small things improved; removed application fee; drive everyone to oaa, but have paper if needed; off-site admissions and enrollment – navigators in the department who help students walk through admissions process – have ‘SharePoint’ system to share electronic documents for students that can go between faculty or departments then to Enrollment Services
- Organizational structure change? No, not because of ctclink
- All willing to share job descriptions and classes. Contact the schools directly – Spokane, Spokane Falls, Clark, Tacoma
- What do you wish you’d known ahead of time: it will get better; check in with your team (very stressful); lots of overtime (classified not required to do overtime – it will back up or fall on others); at first they were willing, now difficult to get anyone to do overtime; \$ for overtime should be built in to the project, though overtime lasted longer than expected; exempt staff were given stipends for extra work; get instruction to STOP making curriculum changes until well after go-live; some processes will be easier to understand after the staff is familiar with the system as a whole, then they can make proper use of the capabilities of the system; send more people to training
- TCC had a committee comprised of every office/department that met weekly and continued after go-live to discuss tips and tricks and impacts
- No more fake fees or item numbers; must set up items on student groups; may need policy changes
- Selective admissions – externally done now rather than using ctclink ‘prospect management’; have the ability but hasn’t been turned on yet. Talking about turning it on. Daily operations take priority, then branch out to additional capabilities
- Potential of ctclink is so much greater than SMS; after using it – love it. Just get ready to think differently and use the system differently.

2:45 Break

Mandy – conversion issue with transcripts: if date of birth is blank, it stops the entire process for everyone. There has to be a date of birth. Ryan will take this issue to Ray Gartner.

3:00 Discussion: Graduation Dates...Current YRQ or Backdate? Group Discussion

This is a State Need Grant issue; at Chantal’s campus, Instruction decides if the student can use an older catalog; causes reporting problems if the student is not enrolled in the quarter they graduate. Will auto conferral solve the problem? Jobs without the award – problems in tech fields if the graduation date is after the employment started; exceptions should be determined on a case by case basis; 180 day limit for FA students for NSLDS and NSC – will show errors if awarded after the limit; reverse transfer can also cause problems

There was about a 50-50 split between those campuses who award based on the last class taken and those who award based on the application date.

3:30 Discussion: Graduation Auto-Conferring Group Discussion

Disclosure to students – in catalog or email notification

At Cindy’s campus, fewer students apply for graduation due to auto conferring, so they don’t print diplomas because they don’t know how the student wants the name to appear; the alumni association uses lists of grads and sends out a ‘welcome to the alumni association’ letter along with diploma; need disclaimer in catalog re: name and mailing address for diploma.

4:00 Question Box

1. If student gets non-resident 2-09 waiver, do they get residency after 12 months if they have maintained domicile and are not working? Do they need to overcome presumption? Must fill out residency paperwork and meet residency requirements, then can get 1 01 status.
2. How do you manage an application deadline date with web admissions? Send message to students that they missed the deadline and application is being moved to the following quarter. OAA can be set for deadlines and turned off. SPSCC looked at success data for late admits – less than 50% completion; YVC data says they are the same success rate and are encouraged to look at all exceptions, treated the same but warned that they are being given an exception; Wenatchee has deadlines but is flexible for transfer and some exceptions; BC processes all because of work load, in-person applicants are warned; deadlines vary from 1 to 3 weeks before the quarter; # of schools with deadlines: 10
3. Does ARC want to consider using Zoom or Skype for council meetings? No – discussed before; if college is not supporting your attendance, they should be, and it needs to be discussed with your administration; customer service issue for some; maybe some issues zoomed or skyped? If ‘electronic’ attendance is available, you may get pressure to not attend in person. Conversations and building connections and relationships is very important; ADA accessibility needs to be taken into consideration if recording or offering electronic attendance. Revisit with Ruben tomorrow? Is the State Board keeping track of colleges attending?
4. 1098-T fine - \$50 for student, \$100 for college. Should be using statement from state board.
5. Where are we on pathways coding in Legacy? How are you coding for Pathways in Legacy? There is a solution but it hasn't been implemented yet. Peninsula is going to use UA codes until solution is available, Everett using G codes (UA) and then Advising changes the code as needed; Ryan – has disappeared as of about 2 months; Ask Ruben tomorrow
6. Does anyone have an online DTA degree? ~10; Pierce AA, ABDT; for military online classes are managed a little differently than general population
7. Choice Act and Chapter. 31 Veterans – required to have served 90 days, honorable discharge and ¾ enrollment? No.
8. Do you drop Running Start students when they don't pay fees? Yes, most. Some have a threshold – less than a certain amount, they don't get dropped; Chantal's campus only drops if student owes more than \$300 (This applies to any student, not just Running Start); some let students go till last drop date; GH \$500; threshold varies from \$25 to \$500.
9. Open doors – High School Re-engagement. Do colleges transcript HS courses as college courses? Award diploma? No and no.
10. Do you drop students at 5th or 10th to adjust FA, and then reenroll them? For students who don't meet SAP, they are dropped and Financial Aid is refunded, then student re-enrolls at self-pay; if they haven't paid by 10th day, they get dropped.
11. Diploma printing – reprints use current signatures.

Email from Carmen: re clarification on degree posting and when they're counted. How and when they're counted and if being enrolled/not enrolled skews the count? – Answer: transcripts and completions data pulled about 3 wks after MIS finals and then added to the Data Warehouse. The final academic year completion/transcripts are pulled the after summer quarter. SBCTC looks at students who are enrolled during the academic year and then looks if they received a completion during that year (the entire year is reviewed knowing students may not be enrolled in the quarter that they receive the completion). So completions awarded to students who are not enrolled in the academic year are typically not included. However, when straight completions are reported, like for the IPEDS completions survey, we are counting all completions awarded during the academic year whether or not the student is enrolled that year.

Guided Pathways coding – waiting for developers but have system in place.

4:30 Depart for hotel check-in

Thursday, January 24, 2019

8:00 Breakfast provided by ARC

8:30 ARC member introductions and college updates

From Ruben - ARC needs to provide for accessibility via Zoom or Webex, or at least have the option if needed. We also need line item in the budget for accommodations, which we have.

9:00 Welcome from Peninsula College

9:15 SBCTC Update

Ruben Flores

- Legislative agenda can be retrieved through Google. There is an Agency push for salary increases, Pathways funding and Workforce issues funding.
- New Director of Workforce Education – Nate Humphries.
- Governor Inslee has put out his budget proposal, and capital requests and operational requests are aligned with it. This is the largest capital request since at least 2008: \$600 million this year compared to \$350 million last year. Expect to get about half of the requests for this year. Operations requests – salaries are the biggest priority. Governor’s proposal – 3% per year for next 3 years; our request was for 3% plus COLA (not approved); we’re about 12-13% off in salaries compared to similar agencies nationwide; Governor wrote in \$10 million for youth apprenticeships. Long session, will continue to advocate.
- Part of the reason for less money is the plan for Washington Promise which would provide free tuition for some students, and will include State Need Grant and fully fund it so that everyone eligible gets money. Another version was proposed but is not likely to go forward – higher income base, and required basic course.

Bills

– waiver bills for vets in particular, changing honorable discharge to general discharge requirement, more access to 70 and 72 waivers.

-dependent eligibility to include federal definitions applied to dependents

-loan programs – aeronautics, 1% interest rate for Washington residents

ACPL – Student Achievement Council. Looking at making changes; presented system-wide data and testified twice; the issues are being discussed at several councils and workgroups – needs to be determined what the legislative rules are and streamline, not keep discussing separately. Ruben will make sure our voices and concerns are heard; we are awarding more credit than the BIs. Example: (Out of 150 JST crs, a student only got 4 credits in transfer.) ICRC rules – has been discussed and dismissed. Sindie Howland is the CTC representative on ICRC.

ARC needs to put together a ‘letter’ to go to agencies about the discrepancies in credit and transfer and representation (COP?) to be used as guidance for Ruben and/or Joyce Hammer. Ruben will come at it from the WSSHR Board and from the workgroup side.

Strategic Enrollment Taskforce – working with WSSSC, looking at barriers, other enrollment issues. Workgroup may contact us for information or heads up. Issues about College in the HS and Running Start; CHS students who are on free and reduced lunch are not allowed to eat at the HS even if they go back to the HS for lunch. Trying to get ability to use EBT at the colleges – stalled after pilot. Dual credit ‘etiquette’ – valuing what’s best fit for the student, not the institution.

Student representatives Christina and Mustapha are very good. Internship. Can come speak to student groups.

Council meeting dates are published. We can ask if an ARC member can attend.

Vets Council still not finalized. Still working on bylaws.

9:30 WSSSC Update

Ruby Hayden

Friday

Meeting next week. Will share out written report after meeting. Changing to problem solving focus rather than update focus.

Do we have specific things that need to be forwarded to WSSSC? Annual schedule issues; ACPL guidance re: ICRC and current policies.

Send list of transcript workgroup items; ACPL/ICRC issues; tech college issues with ctLink conversion plans and lack of specific work (still haven't worked with the tech colleges); Spokane used to do clock hours so that history should be available for reference; still need a conversation; so that Ruby can represent us at WSSSC.

- 9:45 Workgroup and Committee Reports Reps on Each Group
(OAA, SBAC, Data Governance (FERPA), Legacy Transcript, GDR CPW Class Search, etc)
- OAA – 15 recommended options for updates and are at State Board for review
 - SBAC – Smarter Balance Assessment – current grad requirement assessment, OSPI interested in removing it and putting in place alternatives; current agreement is good through 2020; OSPI looking for online availability for CTCs and HS, might include partial HS transcript
 - Data Governance – Kari will touch base with Carmen. Need to move forward with this.
 - Legacy Transcript Workgroup – Ruben took our concerns to State Board and they reached out to Janet. They want to make an online tool to house legacy transcripts. They will create and build, maintain, update. It won't be a static tool. Our workgroup has created list of data points for needs to give to State Board. This workgroup will come back to ARC to add to list and give updates.
 - Global Design Review on CPW Class Search – Wordsmithing warning messages for search results; struggling with year-round scheduling; version 9.2 requires students to use shopping cart; annual basis schools affected as it releases all class schedules available whether finished or not; schedules have to be published in order for students to register; Need ARC to make a request to WSSSC to go to Governance to ask for this to be a local rather than global configuration. Probably wouldn't need a CEMLI; changes can be made in PS as they can be in SMS; Batch job can be run to hide all courses, individual courses have to be manually hidden and then released; if there is no schedule it will be blank, if there's a draft version it will show; the ask would be to change the batch processes to be college specific. Check with Rebecca tomorrow. Please respond to Jerad's survey sent last week; **Jerad will send results to Janet to create a letter of request.**

10:00 One Stops Group Discussion

What services are offered at a one-stop?

- CBC, year 6: admissions, registration, cashiering, Financial Aid, general questions, directions, triage for student records, intake then signed up for other areas
- SPSCC: basic directions, triage, and check student in
- GH: campus switchboard, Financial Aid, admissions, registration
- PC: admission, registration, cashier, some basic Financial Aid, advising appointments
- BC: same, but no cashiering until new building completed
- Spokane: all same
- Pierce JBLM: 2 full time customer service specialists, admissions, registration, cashier, triage interest, onboarding, general questions, code red: lines going out the door – all hands on deck

How many staff? Do you have lines?

CBC -3 windows, 2 full time and 1 part time on front line, then 6 specialists for the real stuff, SARS

BC -30-40 staff rotate through, including testing, software used is queueless, appointments

Spokane - 4 part time and full time rotate in and out, most of the time 2 people handle it, 4 during heavy times

Students are more relaxed if they can be triaged and then move to the back and sit. Agitated students, active shooter concerns for open areas/triage; BC has cubicles which has worked well for sensitive discussions

Handoff mechanism from front line to back office; Financial Aid by alpha so student can be directed to specific person; cross-training; consider all spaces rather than thinking of building new; staff mindset is important; to avoid hierarchy among staff, everyone rotates through the triage/front line, cross-team work; changing thinking – ropes course, training, etc., re-class to include as part of job description, when someone leaves you need to re-write the job description and hire for that position; some resistance from staff may be based on the feeling of incompetence if they're used to being an

'expert'; empowering staff to make decisions; cashiering and registration with the same person but not cash, separation of duties issues? Checks and balances – can't do refunds.

10:30 Break

10:45 SBCTC IT/Legacy Update/DSS Field Update Ryan Jackson

Change phone fields to 'cell phone' first, then 'phone' (eliminate 'day'); add check box for opt in/out for texting? Need decision by March; gender field in SMS is binary, in new one – male, female, other, no response; Change other to non-binary?; all 40 federally recognized NW tribes are listed in race code 1 – need to check for typos, pulled from federal census

DSSC – average user won't be able to view, add or change fields titled DSS or Health-LIM; new clone of SM5001 called SM500A for these codes, will require permission for specific users on need-to-know basis; field will show asterisks on SM5001 and SM2001 whether there is a code or not in the SM500A; DSSC will vote next week, since we have approved changes.

Web Transaction Server (WTS) – self service functions; possible upgrades to PIN Authentication – alphanumeric characters, forced to change on first login, increase PIN to 6-8 characters, edit to ensure that the pin is not date of birth; need password reset function; presented at ITC, so IT folks should know about it; want it to be connected to directory so that students can use same login for canvas, student services, etc.; # of characters has to be consistent; issues with schools who use quarterly pins – Ryan will research

Working on adaptive design for mobile devices for student center, formatted to the size of your device (Legacy); accessibility; local decision as to which pages we make available, or none, etc.; can be customized with popup messages, logos, etc.

Credit Card Payments – some schools are storing credit card numbers, though encrypted, which is a violation and not PCI compliant; if your school is in the process of renegotiating banking, make sure to ask for PCI compliant process so that card numbers are not stored.

NSC Report – Job SM9705J has not been picking up students with missing SSNs, has been fixed and those students will now be reported to NSC as 'missing SSN'

Third-party Transcript Printing – incorporate this as a design element in the Transcript project for Legacy so that we can print/send electronically. Those that are having issues – contact Ryan and work with State Board to confirm issues. Work with Danette to take concerns forward.

11:00 New 1079 Form Group Discussion

See form on WASAC site – it's now 2 pages rather than one. It now says that they don't need this form if they've already filled out WASFA. If someone other than FA needs the info, how do they get it? WASFA website can filter info by student to show answers for 1079, so we don't need the form again; reach out to Financial Aid folks to make sure you can access WASFA website; Sindie's Financial Aid folks will be supplying a report each week for Enrollment Services; some confusion if DACA question is first, then they don't answer the 1079 questions; once in system and coded, shred documents; we need numbers only for reports; Theresa gets list from Financial Aid – no problems – 1X per quarter; affidavit is part of admissions, both in PS and Legacy – change statement that you need to complete and submit?; discrepancy – have right to ask for documentation, discrepancy can be a professional judgement.

Talk to your Financial Aid office to get the list, look at the new form, look at your processes – no need to have students do it 2x.

What does WASAC do with the numbers that are reported? Report to Legislature?

11:15 Strategic Enrollment Taskforce (SET) Workplan Ruby Hayden/Joe Holliday (via phone)

Strategic Enrollment Taskforce - see info sent to listserv

Four Areas: Adult Re-engagement, Onboarding, Retention, _____; moving slowly – lots of moving parts

Adult re-engagement – page 3 – Public Information Commission and ARC

Google doc from Joe to enter successful strategies for adoption and scaling at system-level

Onboarding and Entry – Steve Ashpole – looking at processes and data to determine where students are stopping out.

Share practices on a similar Google doc – no need to go to the data level

11:45 OAA Language Changes in Progress – Citizenship Joe Holliday (via Zoom)

ctcLink change: quick wins strategy: window of time to look at quick fixes, 14 of 16 have been completed. Watch for info coming out soon, i.e., making navigation and save clearer, 'submit' button – small changes but big impact; change race/ethnicity from optional to additional; OAA may need to go to an RFP, needs to be accessible whether it is changed in-house or through RFP; CS and HCM pillars have to both agree on some changes (such as gender); citizenship issues – do we need to ask this at all? Financial Aid and Admissions – yes; multicultural and EDI staff – no; if we continue to ask for SSN, citizenship info, we will give good explanations of why we need it; no agreement yet; already captured in bio demo, it will populate, will not ask again.

Legacy – gender and tribal member status; changes may be limited going forward as staff gets shifted to ctclink; Joe is open to suggestions to replace 'other'; Karl will research alternative words.

WAC Critical Issues group – policy audits on EDI for practices and policies toward closing equity gaps – FA, Undocumented students, transitional studies. ARC isn't represented in these groups; we should advocate to be included. Joe will ask. Policy change for asking citizenship question is needed.

OAA workgroup is finished but may need to be reconvened as issues arise.

12:00 Lunch provided by ARC

1:30 Campus Tour

2:00 What does "safe" feel like on campus? Peninsula Student Panel

3 transfer students, 1 prof tech student on panel

Physical and emotional safety

Cited personal connections as positive, runaround (8 weeks to get registered) as negative; great teachers are important

Request for emergency preparedness – earthquake in particular; already have active shooter drills once per quarter

Female tutor had great support from staff and administration when a tutee was inappropriate

FA very helpful – come out of offices to talk to students, always available

Instructors who take personal interest, available

Sexual harassment issue dealt with very well, openness, kindness, discretion, empathy – report initiated by faculty

Advising – mixed results – better results from faculty in program than from assigned advisor for 2 of the students, one

from 3 colleges – faculty advisor (GP) very helpful, last student had no problem with advising

Opportunities and events are readily available – posters everywhere

Jobs available for students – diverse groups of students hired, ASC involvement beneficial

Quick contact (3 days) upon interest, personal touch

Spaces for students to hang out, study, etc.

Staff is most important – other issues will fall flat if the staff is not engaged and well-trained

School vs community – 1 student says school is his community, workload keeps him from being involved in Port Angeles

community but has a tight group at school, from small town in AK so instructors helping get involved in Port Angeles

community and find places to go, college works to bring community to campus for events and other things. School is its own unique community outside of the town.

CARE Team – meets twice weekly to review reports submitted online and reach out; anyone can submit reports; variety of issues from attendance to Title IX

3:00 Break

3:15 Pathways Roundtables

4:00 Question box

1. How many schools have agreements to use HS classes for placement? Do you need SBAC score? Certain agreements with certain schools for certain courses; SBAC guidelines; some use any HS, not just WA, no agreement, just decision by faculty; one uses local HS
2. Repeat question with acceleration? What to do? Grade change according to faculty, back-to-back quarters
3. How many have a College Success Course for all? PC – Title III grant and will have required course starting fall; Everett has one for degree seeking students; several schools have it as part of the requirements; problems for nursing students – no room in requirements; repeat if not 2.0 grade, ungraded at Everett; BC doing away with the course and doing it as part of orientation; student tracking
4. Anyone using texting software? Several. How did you get students to opt in? Have to opt out as part of the first message.
5. Do you have faculty and scholastic awards announced during commencement? Honors cords, students with awards stand; nothing for faculty – Commencement is for students.
6. How long is your Commencement ceremony? 1.5, 2+, 3
7. Can a student medically withdraw from a previous quarter with documentation? Yes, some have time limits
8. Do you charge fees for Senior Waiver – most yes. Do you limit the # of times a student can take a course? No, some audit only. Would you let a student use Senior Waiver for Special Projects courses? Yes, but there are issues of state tuition; can't use special projects because it's space available, according to WAC: no new sections shall be created as a result of the Senior Waiver
9. Do they have to be WA res to use Senior Waiver? Yes
10. Admissions application asks 2 questions re: active duty. Take at face value or require proof? Require documents; some code and then ask for documents
11. Would you honor an evaluation from years ago that was incorrect? Not for credits; or college level credits; might for area (ie., performing arts too many credits) Right to re-evaluate.
12. How long do you keep back-up copies of grade rosters? 5 years for grade change.
13. Who's been through an Office of Civil Rights review recently? State or Federal? Talk to Jonathan
14. Do you accept electronic signatures on forms such as FERPA? DocuSign? Stylus? Scanned signed copy? 4 schools use a product; copy/scan/fax/etc. of wet sig OK for most

4:30 Depart for hotel

Friday, January 25, 2019

8:00 Breakfast provided by ARC

8:30 Accessibility 101 Follow-up

Group Discussion

Chantal and staff did the full training and updated their website. Erika involved disabilities coordinator, talked to staff, and looked at forms; a few others took the training – may take a few weeks up to a couple of months – self-paced, canvas; Clover Park is part of Access 360 so getting the training through that; send links out again on listserv as reminder; Joyce incorporating texting and phones into her plans, setting small goals; Tiffany has a staff retreat coming up and has invited Jess to come and present

9:00 Council/Commission Liaison Reports

Liaisons

BAR (Johnathan), IC (Shawn), ATC (Caryn), ACC (Kari), DSSC (Karl),
FAC (Steve D), ICRC (Cindy M), WaACRAO (Jenny)

BAR – nothing to report because rep has been out.

IC – not here

ATC – not here – meeting next week

ACC – Basic Skills, HS21, ICRC (Reverse Transfer), ACPL, placement and Multiple Measures - nothing urgent

MSSDC – Students of Color Conference – week before our meeting

FAC – FAC reps attended CPW; guidance from DOE on acceptable documents and way to access forms online due to government shutdown; goals: salary inequity across state as well as compared to other positions, want to strengthen relationships with other councils, Winter meeting at Rainbow Lodge; send thoughts to Steve if you want anything brought up to FAC – problems with FAFSA website crashing a lot since Oct, WASAC is aware

ICRC – next meeting Apr. 12

WAACRAO – Aug. 1 at Evergreen State College; call for presentations, plan is to have residency workshop the day before; email Amber if you are interested in presenting

9:30 AACRAO/PACRAO Update/Experience Attendees

PACRAO – Janet’s attendance paid by ARC; in Sacramento; Steve presented on BC one-stop; Chantal went to a session on position documentation rather than position description, life cycle of position – helps when position is vacated; Maria went for the first time – felt it was BI concentrated, overwhelming – found some things that could be changed at her school and other things that are fine; Steve is on the board – recommends getting involved; PACRAO is not expensive to be a member (\$100?); next one will be in Phoenix/Scottsdale Oct. 27-30, 2019, in Seattle Nov. 1-4, 2020; website is being updated; to have more CTC sessions – volunteer to present; travel grants and first time scholarships may be available, underrepresented groups like CTCs might also get travel grants – covers registration fee, not travel (~\$500); good for connections and great professional development that’s hard to get other ways; first time attendees have opportunity to pair with ‘a pal’ for questions, mentoring, etc.; download app during the event for messaging; WAACRAO is also great, send staff members if possible

Capitalizing on combined services, belonging for registrars, schedule building, office cultures, communication and trust – wide range of topics; See website for past presentations – can view and access from website

If you want to present at PACRAO, you could test your presentation at ARC.

Theme for next PACRAO is ‘Inspire and Be Inspired’

There were several PS roundtables at PACRAO; ARC would like presentation from State Board at WAACRAO.

Question Box

1. How is your enrollment for state FTE vs Running Start? Most down, Green River up, some flat for FTEs; many are making up with RS
2. What is your office called? Can students find you? Pirate Central as part of all marketing; ES for many; and is marketed as one-stop
3. Do you have a theater program? Is it called drama or theatre? Common course issue if changed to theatre.
4. Where is your teach out policy stored? Catalog, nowhere, someone’s head; should be in instruction, evaluators need to know.
5. Should Financial Aid packagers perform registration transactions (adding and dropping)? No.
6. How many colleges are not members of AACRAO? 13
7. How many colleges have a single sign-on for their students to access the WTS app pages? Some (~3) have a homegrown version; others, no.

10:00 ctcLink Update Rebecca Poe (via Zoom)

PowerPoint – John Henry

Deployment Group 2 is going well; Deployment Group 3 getting ready for kickoff at 2-3:30

Remediation – student billing, FA customizations, Replacement Solutions (OAA, CE) for 9.2 being tested now (See slide)

How are Continuing Ed stakeholders being involved in the RFP? John Henry has list of folks involved in review of needs, demos, vendor judging, feedback, etc., from colleges and SBCTC

Global Design Adoption is first step in new deployment – what is global (~40%), then can concentrate on ~60% of business processes for fit/gap analysis

Peer review for initiation gate – compare with other schools in the DG as to prep work done, activities for this and tracking; ~ 6 months' work; cycles will have overlap; it's coming fast – get ready, don't put things off

When will project team start working with technical colleges for specific needs/differences from other CTCs? That's part of the business process fit/gap analysis. How will clock hours be handled? Business process fit/gap analysis, data will be validated at each step by college. ARC requests an appointment with project group, as previously promised, to discuss specific differences between technical colleges and other CTCs; still need more info/input; technical colleges are very concerned

Pushback on campus re: schedule of deployment – commitment? Being communicated back to vice presidents? PMs need to involve campus and share out the info. Roadshows may help but later DGs may not feel the urgency. Dates and budgets set have been passed by a couple of levels of governance, so they are set and not easy to change.

Class Search

'Fluid' class search, GDR decisions will be implemented during DG2 in Oct. 2019.

See slide

Class search generally 1-2 quarters ahead currently

New fluid search – additional step to populate by batch and will populate all campuses at once; if no schedule ready, campus won't appear for selection – if schedule is partially available, the campus will appear; some messaging will be developed

Serious issue of enrollment strategy if campus not available in search

Accessibility – red font? Need an accessibility expert to go through and check. Coding change may be needed to correct font colors. There is a working group for accessibility that is working on these issues.

Can the order of schools shown be based on the school at which the student is enrolled, or will it always be alpha by college? First by term, then alpha by college. Vote – only have colleges where student is active show on list; if district, could it show the district, even if no activity at the other campus? Probably not. Doesn't look student friendly but better than listing all colleges; maybe collapse the non-active schools? Changes from current view would be a customization. View will be available for use on websites without a login so that students can search courses at other schools.

How often will batch job be run to show the schedules? Added sections or major changes will need a new batch; maintenance jobs will run frequently for minor changes; there is a check box for 'don't publish' for each section individually.

ARC needs to tell State Board how many terms we want displayed/released. Can some parts be local – i.e., hide certain quarters rather than publish all?

Definition of annual schedule? Rolling quarters or academic year? Rolling quarters, maybe. Need guidance on what we want.

Vote:

Moved and seconded. Vote to recommend to continually have at least 4 terms available in class search displaying at all times (rolling): 16 yes, 3 no, 1 abstain

Make sure that IC knows we know that it's not our decision - this vote is a recommendation.

10:30 Break

10:45 Business meeting

- Review/vote on fall minutes. No changes. Moved to approve, seconded, all aye.
- Treasury report. About \$5K. Pauline has specific numbers.

- ARC Bank Change Discussion – US Bank is a nightmare for changes/updates; looking at Ally and Capital 360 which are strictly online. An alternative would be to use the finance office at the college of the treasurer, which would be easier. There are questions about how it would transfer to a new school. Pauline will research and report at Spring Meeting.
- Fall 2019 meeting host? Green River
- Professional development topic suggestions for Spring Meeting - send to Janet

11:45 Question Box

12:00 Adjourn meeting

- Retirement card presented to Denise Bennett
- Host gifts presented
- Reminders to think of nominations for Spring meeting – secretary and president elect
- Adjournment moved, seconded, all aye. Adjourned 12:00pm

12:05 Executive Board Meeting

Upcoming Meetings:

- Spring 2019 Meeting – Pierce College Fort Steilacoom – April 24, 25, 26
- Fall 2019 Meeting – Green River – October 23, 24, 25
- Winter 2020 Meeting – Spokane CC – January 22, 23, 24
- Spring 2020 Meeting – TBD – April 28, 29, 30, May 1