

Registration Advisory Committee, Thursday, February 16, 2012 Meeting Minutes

In Attendance: Anna Flack, Gary Campbell, Charles Bartolotta, Charles Connolly, June Ohrnberger, Jane Shearer, Meryl Rogers, Laura Levine, Linda Sprague, Dan Feld, Suzanne Dela Raba, Mary Reese, Kristin Riley (for Nina Leonhardt), Tom Tyson, Chris Gherardi, Rose Bancroft, Nancy Brewer, Dawn Short, Linda Puleo, and Marguerite Timmons

Not in Attendance: Carla Mazzarelli, Joanne Braxton, Robert Beodeker, John Cienski, Michele Green, Jeff Lang

The minutes of the September 22, 2011 meeting were reviewed and accepted.

Spring 2012 Enrollment Review

Admissions

- The committee discussed the Ability-to-Benefit program for the future. Effective July 1, 2012 students admitted without a high school diploma or equivalency will be ineligible For Title IV funds. One main concern addressed was opportunities for students to study for the GED exam. It was reported that the GED program will be offered year round, September – June to properly prepare students for the exam and will include a \$250 fee. The only challenge Continuing Education is facing with this program expansion is room availability. Suggestions: Offer GED classes on weekend or one at night and one on the weekend. Utilize the Sayville Center. It was reported that 506 students college-wide are currently enrolled in the ATB program and 106 are receiving financial aid. Outreach was recommended to students who have completed 24 credits toward their degree who have not already applied for their equivalency. Anna, Gary and Rose will address ATB with Joanne Braxton for further discussion.

Part-time Probation

- The issue of whether students on part-time probation for 1st term are required to be part-time was raised. Anna noted that this is an academic issue and will bring it to Dr. Mazzarelli's attention.

Zero Balance/Payment Due Date/Daily-De-scheduling Procedures

- Zero balance students continue to be de-scheduled for failure to confirm attendance. Many more students with balances were de-scheduled as well as would-be zero balance students following the payment due date. Rose reported that Title IV funds cannot be used to pay fees unless students confirm and agree. She further remarked about holding seats and noted that the College incurs liability for those financial aid students who receive an NA and never show for class. In these situations, financial aid is not received and chances of the College obtaining tuition from the student is not likely.
- Through reminder phone calls regarding bill pay, it was realized that students know they need to pay their bill. Chris Gherardi reported on John Cienski's behalf regarding the non-paid report of those students with balances of \$3.00 - \$250.00. Student leaders made phone calls to this population and found that the students in question while they appreciated the phone calls were shocked to hear that they needed to worry about such a small balance.

Recommendations

- Students registering in-person should not leave before confirming their attendance;
- Notifying students of their ability to redirect College email to their personal email;
- Utilizing students' personal email addresses;
- Clearly state that all balances must be paid or risk being de-scheduled;
- Raising the threshold was discussed. Chris Gherardi will speak with VP Amoroso about not stripping student schedules if balance is below a certain \$ amount. If approved, Banner capability must be verified first;
- Upon registration provide checklist form. Alert students to check their email for further direction.

In an effort to try and gather information from students that were called and des-scheduled; Anna, Rose, Chris, John Cienski and John Gannon met at the end of January and looked into additional information to possibly capture.

- John will be adding data elements to the information that is already in place for de-scheduling emails to include partial aid, no aid, probation, dismiss first time and the mode of registration.
- Regarding the zero balance students, the possibility of looking into the population that owes less than \$300 and perhaps holding those students.
- John is also looking into the possibility of putting a link on the portal for web pay.

Communications

- Anna recommended reinstatement of the Electronic Communications Committee to direct content and make the portal as efficient as possible;
- Anna reported that she has been in contact with Steve Clark regarding using text messaging, and that many SUNY institutions are already using it.
- The Committee agreed that that registration needs more attention on the College homepage; i.e. scrolling registration messages, payment messages, etc.
- Dan Feld suggested a notice on the student portal indicating office closings when the College is in session.

MySCCC Security Questions

- It was reported that students are having trouble remembering the answers to their security questions. Laura Levine will speak with Jason Lorello about eliminating questions with variable answers.

Master Schedule

- Gary Campbell reported to the Committee on significant master schedule procedures that permeate through the enrollment process. He explained the importance of the SSASECT form which controls sections and course numbers; the ramifications when courses contain incorrect parts of term, how CAPP must be checked when pre-requisites are required, and Gary's need to know when Chair's decide a course is no longer cross-listed. Gary stressed the importance of correcting parts of term prior to priority registration to eliminate critical issues with student schedules as well as add/drop and refund policies. Suggestion to meet with Chairs again.
- The Committee addressed the issue of adding the Culinary and Sayville Centers to the search options on the Class Schedule search. Since there are pros and cons associated with this request, it was suggested that the issue be raised with the Executive Deans if there is real interest in this.
- A few committee members mentioned that students confuse the Riverhead building with the Riverhead campus. So, the suggestion was to change the name of the building. Anna will look into this with the appropriate personnel.

Financial Aid

- Rose reported that 85% of our students receive some type of financial aid (including loans); and that we received \$58 million in federal and state grants,
- The Committee discussed the possibility of changing the DD designation to DC on late start courses after the add/drop period due to full-time financial aid students dropping a late start course and losing their full-time status after being certified for a TAP award. The committee recommended verifying the number of students in question and researching TAP regulations. It was also suggested to impose a no refund policy for late start classes since students committed to a full-time schedule and the semester refund period has passed.
- The Committee recommended adding a message to the student portal regarding the effects of course drops and course withdrawals on financial aid. Anna will follow-up on this.

Web Drops after Classes have Started

- The problem of web drops after classes have started was discussed at the Banner User Group meeting. When students drop online after classes have started, the liability is not correct. Employing the SICAS Fee Assessment function in Banner was discussed, which will help the full-time to part-time process and make refunds more correct to students. This process will be tested in March with possible use for summer billing.

Immunization Procedures – News from NYS

- For informational purposes, Anna provided the Committee with a written communication from the Office of Higher Education as a result of NYS looking into what exactly higher education institutions are required to do to verify immunizations; MMR and Meningitis. The Committee seems comfortable with their current interpretation and practices. Anna noted that if any charges are made or other determinations found, they will be in the area of Health Services.

Vehicle Registration: New Procedures/Fines

- A committee of representatives from Students Affairs, Public Safety and Central Business met in December to look into students who bring their vehicles on campus, pay the fee, but do not register their cars. The committee put together a communication plan to alert these students that they will be fined \$30 for not registering their vehicles and the process will repeat throughout the semester until their vehicle is registered. Notifications to students have already been sent via portal email alerting the students of the fine if they do not register their vehicle and we are now getting ready to send communications to students that we know have cars on campus that have not been registered. It is the students' responsibility to alert their campus business office if they do not drive a vehicle onto campus and the registration fee will be refunded to the student. Suzanne Della Raba notified the committee that those vehicle registration fees are not removed until after the add/drop period is over. Therefore the targeted announcement to those students must wait until after the vehicle registration refund is posted which should be complete by February 23.
- The new procedures are on Facebook and the portal. Baycan has access to signs for campus roads and parking areas reminding students that unregistered vehicles will be fined. The Committee recommended flyers posted in the buildings.

Priority Registration Summer/Fall 2012

- Anna noted that due to adjustments in how we are scheduling priority registration and based on how we divide the population, priority registration will probably continue through Tuesday of the following week. Rather than inviting the students in with 24 or more credits on the first day, it might be students with 40 or more credits. We need to review how many students are in those credit thresholds. Anna will send out the typical priority registration breakdown. Anna suggested getting the word out to the campuses that we're not married to the 24 credit threshold and not to mention the 24 credits to students. Anna will clearly outline the process for Counseling and Advising. The two days we're looking to reduce the population is the first day and the day that first time students can register.
- Anna stressed the need to look at developmental students and try to remove the DV holds for as many students as possible before that day to allow those students to register. Linda Sprague noted that currently all the DV holds are up to date and they will be done consistently at the end of each semester.
- Tentatively, open registration will begin on April 25.

Registration Calendar and Summer/Fall Enrollment Grid

- Payment due date has been scheduled for August 9. Walk-in payments dates are scheduled for August 2, 3, 6, 7, and 8 with extended office hours.
- Tentatively, bills will be printed the week of June 25. Laura will verify with John Gannon.
- Changes must be made to the enrollment grid to reflect the new priority registration end-dates and bill-print date.

Requiring Course Descriptions for all Special Topics Courses in Banner

- Gary explained the process for changing special topics course titles from generic titles to true course titles in SSASECT as well as changing course descriptions in SSADETL to ensure course titles are properly noted on student transcripts and to allow students to view the true course description on the class schedule search. Gary will communicate this process to the Academic Chairs as well as generate a special topics extract. Gary reminded the Committee that he removes special topics classes from the master schedule after the second class offering if they are not made into a regular course.

Late Registration / Add/Drop Policy: Approved January 7, 2012 for the Fall 2012 Term

- The College was asked to review the policy at all levels because of the critiques of the current policy and Dr. Mazzarelli was charged with implementing a policy that reacts to the new policy.
- Any academic area that wants to nominate a course that cannot have any adds once the semester starts must submit that course to the appropriate Executive Dean and there will be discussion across the campuses if the course is taught on more than one campus. Everyone must come to an agreement as to whether the course should qualify as a no add. All of the documentation must be given to the Executive Deans with a final sign-off by the Vice President for Academic & Student Affairs two weeks before the start of priority registration. It is incumbent on the person submitting this course for review to prove that there is no other way to provide students with the safety information that the course requires and their course outline must specify what is taught during the first class session.

College ID Card Policy

- The Committee was asked to revisit the College ID Card policy. Currently, the College requires ID cards for all transactions. The question was raised about whether the Business Office should be exempt for their functions as far as paying bills. Suzanne Della Raba noted that they currently do not require ID cards as long as they come in with a bill and a driver's license and further noted that the Business Office is exercising common sense and doesn't want to turn away students or parents who come in to pay a bill. Due to the East Campus One Stop and the cross training between Registrar and the Business Office the need for clarification came up. An important distinction between the two service areas was discussed in that the Registrar provides information whereas the Business Office receives information which is a valid rationale for a less stringent policy.

Banner Update

- Banner for Prospects inquiries began this week;
- Batch de-matriculation processes for graduates and students who were academically dismissed has been completed. Rules for students who are in restricted curricula must still be finalized.
- Mainframe is being decommissioned. Laura Levine reported that the Computer Center is very involved in making sure that all information we need to retrieve was provided to Gary Ris; transcripts in PDF, other information will be in an oracle table accessible by the Computer Center, and archiving the Add/Drop log (audit trail);
- Seniority Mod is being worked on—including the NORA process;
- In the process of moving to Luminis 5—due in late summer 2012;
- Reviewing the impact of duplicate IDs on workflow and making corrections. Provide training to end users;
- SUNY Degree Works implementation slated for February 2013. No decision has been made regarding whether the College will opt in 100%. It's functional, works with Banner, but doesn't have a financial aid component yet.
- Major Banner implementation running this weekend. Banner will be down Friday – Monday.