

Registration Advisory Committee, Wednesday, September 19, 2012 Meeting Minutes

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

Not in Attendance: Carla Mazzarelli, Charles Bartolotta, Linda Sprague, Robert Beodeker, Tom Tyson, Jeff Lang

Fall 2012 Enrollment Review

Master Schedule

- The master schedule update was provided. Committee members were asked to relay this information to their respective campuses. Total section utilization for the fall semester was 94.3 percent college wide (the Board of Trustees recommends at least 88 percent). At present, the College is offering 68 sections during winter session (last year 70 sections). The spring semester will be finalized October 1. The College is offering 3,693 sections during the spring semester (last spring 3,751). We are running 55 independent study courses. It was suggested that running 55 independent study courses in one semester flags the need to assess some of the college's program offerings to determine if maybe too many majors are being offered in an academic area. Independent studies are offered primarily to facilitate graduation from a program because there aren't enough students to run a section of that particular course. This recommendation has been made to Dr. Mazzarelli. Summer session 2013 courses will be rolled on September 26 and fall 2013 courses will be rolled on January 22.
- The use of INB is recommended rather than self-service on the part of academic chairs when extracting information for class schedule comparison purposes. Gary will discuss this issue in further detail at the Campus Academic Chairs meetings.
- The importance of using Section Long Title in SSASECT which reflects the true course title on a student's transcript was addressed. Independent study and special topics courses require the use of Section Long Title because catalog numbers assigned to those courses don't reflect their true course title. This is a necessary function to assure that students get credit for the course they're taking and their academic record is accurately annotated. Laura noted that a Banner change is in training for Anna and Central Records to review whereby when grades are rolled, the Section Long Title will be pulled from the course title and put into the student's academic history.
- In reference to CAPP, for courses with pre-requisites when built in SSASECT, it is necessary to uncheck the "basic" radio button and check "CAPP". When CAPP is not checked, students are not able to register for courses without meeting the pre-requisite requirement.
- The new Late Registration Block policy that required manual blocks be placed on all nursing courses and some PED courses during the add/drop period due to a college-wide request was addressed. It was noted that blocking registration negatively impacted other functions such as viewing rosters so the blocks were removed. Gary will report back to Dr. Mazzarelli regarding his overall findings of this process and possible alternatives.
- Cross-listing (two different classes taught in the same room at the same time, i.e. CUL and HRM which are identical) was addressed to create a broader understanding of the procedure. Each

course is entered with its own seat limit and in the background Banner adjusts the seat limit to be the equivalent of one course. However, the course with less utilization will appear to have seat availability even though it is listed as closed.

Admissions

- An admissions form used for entering attributes was causing an increase in duplicate application fees. Anna noted that this procedure will be revisited, and retraining in this area will take place.
- The inability to track a provisional acceptance in Banner was addressed. Regarding the College's many curriculums that allow provisional acceptances, the College needs to determine if the academic departments want to continue the provisional acceptance process, and if so, determine a way to mechanically identify if a student has been provisionally accepted. Gary indicated that there are validation tables within Banner to allow for tracking.
- Michele noted that the Grant Campus ran out of classes in July while still accepting students up until the first day of classes. Mary noted that East could have used more development courses. Joanne remarked that campuses were told in July that they could add sections but didn't. It was further noted that due to enrollment projections and budgetary constraints, the schedule was reduced. Suzanne mentioned that the budget side of the house did not receive the directive that sections could be added. Joanne will express to the administration the need to make decisions as an institution so that all campuses and all departments get the message ensuring that all sides, academic as well budget, have a clear understanding of what they can and cannot do. John and Jane expressed the importance of balancing academic priorities with budgetary needs. Chuck raised another significant factor as to why classes were not available in July is that the entire enrollment process, with the exception of payment due date, was moved up. Moving up the payment due date along with daily descheduling will reopen the schedule and provide a truer reflection of enrollment. Anna noted that moving up the payment due date is being considered as well as moving up priority registration.
- Michele remarked that campuses should follow rules college-wide. Students should not be denied registration based on policy at one campus only to be able to register contrary to the policy at another campus.
- Joanne shared new recruiting channels with the committees, which were developed as a more proactive, competitive approach toward engaging students. These included: table displays, the new View Book which includes a smart phone code directing people to the College homepage, "Veterans' Information" flyers, and the new admissions application which includes questions as to why prospective students are considering SCCC.
- The web add/drop procedure was addressed. John noted that he has been changing DCs to DAs on a daily basis. He requested that the ROs take notice when touching students' registration and make the changes at that time. Anna remarked that hopefully the SICAS Fee Assessment will clear up some of this issue or possibly something systematic in Banner.

Recommendations

- Wait listing was suggested due to the critical need to engage students when they come to campus and express interest. The Registrars' Offices remarked that the current version of Banner does not handle wait listing well.
- The importance of matching classroom size to seat limit was recommended to allow for decreasing the number of additional sections being needed.
- Academic Planning for continuing students as well as new students was discussed. Reviewing five year trends in sections rather than simply rolling sections from one year to

another was addressed. Department chairs have expressed interest in creating an Access database to determine students' course needs. Degree Works, which will be coming soon, should assist with this process as students create their graduation plan in conjunction with counselors. Temporarily, CAPP and SAIN can be used. Encouraging students to follow curriculum sequence was also recommended. The need to work with students early in their program to concentrate on their track and focus on completion of their degree or certificate in the least amount of time was stressed.

Payment Due Date/Daily-De-scheduling Procedures

- Financial Aid found that holding zero balance students was helpful. It allowed them more time to package without having to contact students at the same time.
- The procedure of calling students on the verge of being descheduled was addressed. Identifying students' individual circumstances regarding balance due and confirming attendance is essential to resolving their issues and avoiding descheduling.
- An Enrollment Activities Report was distributed to the Committee for the purpose of outlining outreach to students that did not register and students that did not pay for fall 2012.
- An end of term analysis will be conducted in the fall to determine whether or not to continue to hold those that owe less than \$300.
- The day-after rather than same-day registration/descheduling procedure was addressed. There were no gains reported. However, the following objections were noted: allowing another day to pay undermines the goal to get students to pay and accept their charges; the new procedure seemed to cause more confusion than worth, loss of ability to see actual seat availability.
- The Committee has been asked to weigh in on the following proposals: the ability to pay early and a possible non-refundable \$50 registration deposit which would serve to keep the student engaged. Initial descheduling would take place in June for those that failed to pay the registration deposit. Pros were noted as follows: remove students from the system earlier and open seats. Cons were noted as: discouraging priority registration, Deans of Students may be negatively impacted by refund appeals, enrollment report will be skewed. Overall, the Committee agreed that the registration deposit proposal will not capture the students that aren't paying now.

Recommendations

- Outreach to continuing students regarding upcoming registration should be done earlier.
- Specific groups [payment solidifying a student's enrollment, all of the different categories of the not paid, the students in jeopardy of being descheduled] need to be parsed out, analyzed and contacted to address their individual circumstances.
- Establish phone banks to call designated students at more opportune times.
- Return to same-day registration/descheduling, and continue to place students with hardships on hold, when necessary.
- During daily descheduling, notify students at the point of online registration that payment is required at registration or classes will not be held. This would help ensure that seats remain available until payment is made.
- Moving up the payment due date to free up seats.
- The policy for registering students without a schedule after the start of classes was raised. How the College enforces this policy must be revisited.

Winter/Spring 2013 Start of Term Activities

- Anna is proposing to once again extend the spring priority registration period allowing less students to register on a given day to prevent overloading the system. The Committee agreed that financial holds will be put on November 5, and priority registration will take place November 7, 8, and 9 for students whose registration date precede November 12 and can web-register on November 12. Priority registration will resume November 13, 14, 15, 16, 19 and 20. Continuing students can register on the web November 21-25. Open registration will begin November 26. This information will be made public since it deviates from the academic calendar.
- Spring billing will begin November 28.
- December 31 is the beginning of spring term payment week and during an active semester. It's a regular business day this year and may be busier than expected.

Banner User Group Update

- Degree Works is coming. Training dates have been scheduled for February, March, April and June.
- Banner 9 can be implemented whenever SICAS is ready and it can be done in modules.

As the meeting ended Anna asked the Committee to review the key enrollment grid. She will also provide follow-up regarding agenda items that were unaddressed.