Registration Advisory Committee, Thursday, September 19, 2013
Meeting Minutes

In Attendance: Anna Flack, Gary Campbell, Charles Connolly, Charles Bartolotta, Jane Shearer,
                        Donna Ciampa, Meryl Rogers, Mary Reese, Laura Levine, John Cienski, Dan Feld,
                        Suzanne Dela Raba, Kristin Riley (for Nina Leonhardt), Peggy Fallon (for June
                        Ohrnberger), Rose Bancroft, Nancy Brewer, Dawn Short, Linda Puleo,
                        Marguerite Timmons

Unable to Attend: Joanne Braxton, Jeff Lang, Michele Green, Linda Sprague, Thomas Tyson, Chris
                        Gherardi
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Some issues from the February 2013 meeting were not fully resolved.   Anna will follow-up with Dean
Braxton regarding some of the recommendations and charges. The February meeting minutes were
accepted.

Fall 2013 Enrollment Review

Master Schedule
- Gary mentioned that the master schedule was kept very tight. More attention was paid last
  spring to the sequencing of upper level classes enabling students to graduate in a timely
  manner. Dr. Mazzarelli has requested an analysis of the schedule due to an overwhelmingly
  high student parking rate on the Ammerman Campus. Gary is looking at each discipline and the
  percentage of course offerings during prime time, 9:00 a.m. – 2:00 p.m. on Tuesday/Thursday.
- The College is at 99.79% FTE. Overall, the College is down by 15 sections college-wide. As
  compared to total campus sections last fall, Ammerman was down 32, Grant was up 15, and
  East was up 10.
- Gary noted the enormous challenges that exist in trying to accommodate students that enroll
  last minute. Jane mentioned that the East Campus is looking into bundling courses next fall on
  Wednesday/Friday afternoons and evenings for students that register late—although the
  danger there is that these classes won't fill. The late-start semester originally had a 15-credit
  block schedule and was created for those students that applied to other universities but decided
  to remain close to home. Rose noted that schedules for financial aid students must contain at
  least one 15-week course to maintain eligibility.
- Based on the part-of-term exception report run prior to the start of school, there was only one
  incorrect part of term College-wide.
- Gary will stress to the campuses that when a pre-requisite exists for a course, the CAPP button
  in SSASECT **must** be checked, otherwise students that don't meet the criteria can register.
- At the start of priority registration, multi-campus conflict reports are run weekly and monitored
  carefully by Cheryl Eldredge. Students are contacted via phone, email and regular mail warning
  them of their time conflict and assisting them in alternative course selections. Anna noted that
  careful attention needs to be paid to campus designations and time factors when assisting
  students with schedule planning.
- Re: the Banner SSB Class Schedule Search - all campus designations are displayed, as well as
  open and closed sections. A suggestion was made to display only open courses as we get closer
  to the start of the semester.
- Meryl remarked about the helpfulness in keeping the spring 2014 schedule hidden while
  students were registering for fall courses, since students inadvertently chose spring 2014 classes
  after their advisement session.

Recommendations/Charges:
- ➢ **Gary and Laura will discuss the possibility of running an exception report for courses requiring pre-requisites where CAPP is not checked.**
- ➢ **Regarding displaying only available courses in SSB/check class availability, Gary and Anna will review the settings/toggles to determine the possibility of a better approach.**
- ➢ **Gary and Anna will make a conscious effort to hide upcoming master schedules in SSB during peek registration periods.**
- ➢ **Gary will include the Campus Registrar's Offices in his Part of Term and MSPC Report distribution lists.**

Admissions
- ▪ The "earlier" de-scheduling date due to the later start of classes was helpful in terms of opening up classes. The late start of classes was very beneficial in terms of enrollment.
- ▪ Due to the affect of the academic calendar on enrollment, Anna and Gary reported on the progress of the Academic Calendar Committee. One of the draft calendar options for the fall 2014 academic year includes the start of day classes beginning September 2, the day after Labor Day, and the start of evening classes beginning September 3. It is a secular calendar to allow for the required 15-week day and 14-week evening semester. The Committee agreed that the later start date is a better scenario in terms of enrollment. Financial Aid indicated that starting day and evening classes the same week will eliminate a lot of confusion related to drop/adds and the refund periods. If the secular calendar becomes official, a policy will need to be instituted to outline processes related to assigning projects, quizzes or exams on the religious holidays, and not charging absences due to religious reasons. One final concern with the draft academic calendar was having sufficient make-up dates, which are now more generic and will be designated as required by the College Administration.

Financial Aid
- ▪ 17,000 applications were brought in and approximately 13,000 are already packaged and have aid. The book roster ran from August 17 and ends on September 20 so students have the ability to obtain their books. We lost 111 zero balance students this year, 100 less than last year, which Rose attributes to earlier contact. Emails were sent out weekly beginning June 17 and phone calls were made during the month of August.
- ▪ The College's default rate is decreasing; 11.2% in 2009, 9.8% in 2010, and 8.6% for the final as a result of the Default Prevention Plan developed by Rose and the Campus Financial Aid Directors. The national average is 8.8%. Several SUNY financial aid representatives have expressed interest in the SCCC's default prevention plan.

Enrollment Management Initiatives
- ▪ Anna provided the fall 2013 Enrollment Management Initiatives Report to indicate how closely all of the different cohorts are monitored and the overall success of the process.
- ▪ With regard to the massive communication effort to students, Dan reported his experience at the Grant Campus with regard to reminder-to-pay phone calls prior to the payment due date, which included:
  - ❖ Duplication of calls to the same parties, which caused frustration on the part of the student and confusion as to whether or not their payment had been processed.
  - ❖ Some callers going off-script providing inaccurate information.

  Recommendations/Charges:
  - ➢ **Regarding student communications, cut down on duplication of efforts. With auto phone call and email efforts, campus phone calls may no longer be needed.**
  - ➢ **Designate a central group of trained callers for proper dissemination of information.**
  - ➢ **Personal email and cell phone numbers are the most useful contact information.**

- ➢ **Check Banner screens for the most up-to-date payment information before calling students. The Registered Not Paid report is run daily and has the most updated information.**
- ➢ **Anna noted that Joanne is acutely aware of not bombarding students with Excessive communications. Anna and Joanne will discuss a better scheme for the next enrollment period.**

Payment Due Date/Daily-De-scheduling Procedures

- ▪ John provided some statistics to the group. Initial de-scheduling was a week earlier and bills went out four weeks earlier than last year. 15, 922 bills were mailed and, of that amount, 2,038 (12.8%) were initially de-scheduled. Last year 18,249 bills were mailed and, of that amount, 2,951 (18.2%) were de-scheduled. This year, the day after initial de-scheduling, 13,884 students were registered and last year 15,298 were registered. Based on John's analysis, it's not yet evident if early billing was as effective as hoped. However, it was noted that zero balance and partial aid students did take advantage. John noted that 3,674 students across campuses were de-scheduled, but cautioned that, while campuses received lists of their home campus students, courses may have associated with other campuses. John did remark that more students were being held this enrollment period. It was also noted that frequently changing variables with respect to holds complicate the analysis. John will finalize his analysis and distribute to the group.
- ▪ Once daily de-scheduling ends, a decision was made to run the de-scheduling job audit mode to enable tracking of those students that register after that period.
- ▪ The extended holds list was discussed in terms of the need to place limits on both dates and reasons. As of September 13th, we still had some students on hold. More control needs to be exercised over the hold process including reviewing who has the ability to do so..
- ▪ An issue occurred with regard to extended holds for veterans. The Veteran hold should have taken precedence over the de-scheduling of the "c" confirmed group. Some sections had to be overloaded due to this, but the affects were minimal. Anna has established a hierarchy with the Computer Center so that in the future the special cohorts will not be adversely affected.
  - ➢ The question of who signs off on registrations that occur after the prescribed "add" period was discussed. Grant and East require Dean permission. Grant Academic Affairs has a process in place and will share the documentation and approvals they require. Ammerman campus representatives will bring this information back to their campus.

  Recommendations/Charges:
  - ➢ **Students that are de-scheduled more than twice should possibly be contacted to inform them of their options.**
  - ➢ **Make late registration students fully aware of their financial obligation to the College prior to beginning the enrollment process.**
  - ➢ **Once classes begin, *no one should be registering outside the Registrar's Office* based on the errors that could occur with a student's liability*.***
  - ➢ **Signatures as determined by the Academic Deans Office are required on add/drops after the add/drop period. It was recommended that the campus Associate Deans compare notes on their processes and develop a college-wide policy.**
  - ➢ **Anna will discuss the topic of extended holds with Central. There is a need to establish a philosophy as to why students are placed on hold and develop legitimate reasons.**

MYSCCC Comments:

- Central received a large number of student-inquiries regarding how to find their email address and textbook assignments. The email issue was addressed and messaging has been placed in MySCCC.
- Through discussion, it appeared that the campuses are experiencing more issues with the bookstore this year than in the past.
  - ❖ Students reported that there was a delay in getting their books on time.
  - ❖ Campuses have little authority on quantities ordered resulting in an insufficient amount of books.
  - ❖ The College-wide manager seems to be micro-managing orders based on the assumption that students are obtaining their books through other sources.
  - ❖ Less used and rental options are being made available.

  Recommendation/Charges:
  - ➢ **The bookstore issues will be brought to the Bookstore Committee.**

Curriculum Freeze:
- Curricula for fall 2013 cannot be changed after September 23. Extenuating circumstances can, as usual, be forwarded for permission.

Wintersession/Spring 2014 Start of Term Activities
- Central Registrar will be coordinating messaging for priority registration which will begin on November 11. A communication plan is in place. Advisement will be slightly different based on Title III initiatives. As soon as all the details are received, central communications will be sent to students with regard to advising locations.
- Anna reported on the new initiative to allow for billing for Spring 2014 to be live on the first day or priority registration. The date for mailing bills has not yet been determined. Students will obtain their bill when they register and have the option to pay at that time and confirm their attendance. Another procedure put in place last July which helped with payment activity was a second batch billing to students that had not paid yet. It still needs to be determined if enough time exists to follow this practice for spring registered not paid. Rose indicated that the SAP run will occur in early January after the fall final grade processing which will require students to get an updated bill.
- The registration calendar was reviewed for confirmation of important dates.
  - ❖ The spring 2014 priority registration will take place November 11-22. Open registration will begin November 23.
  - ❖ Financial holds will be placed on student accounts on November 8.
  - ❖ Mail-in payment date is January 2.
  - ❖ Walk-in payment dates will take place on January 2, 3, 6, and 7.
  - ❖ Payment due date is January 8.
  - ❖ De-scheduling will begin January 8 and end February 3.
  - ❖ Zero balance, less than $300 and veterans will be held through January 15.
  - ❖ Saturday openings will take place January 4, January 25 and February 1.

  These dates will be shared with Joanne Braxton and AVP Walters.

- Deborah Wolfson is spearheading a new round of registrations for the Excelsior program. The initiative will involve Campus Registrars and Central Student Affairs to get all students registered before Jim Lagonegro reports fall 2013 numbers to SUNY.

  Recommendations/Charges:
  - ➢ **The run for "INC" to "F" will be done on October 4 for spring and summer grades.**
  - ➢ **Anna will bring to Joanne the suggestions made regarding maximizing enrollment, coordinating phone calls, and tweaking the enrollment initiatives document.**

> ➢ **Peggy will ask June to provide ESL start dates, payment due date and bill generation date.**
> ➢ **Enrollment Offices will maintain late hours through the end of de-scheduling.**

Communication Enhancements:
- Anna reported that there is a group of people reviewing portal pages for the transition from Luminis 4 to Luminis 5. The new version provides more flexibility in some areas and lacks some functionality in other areas. I.T. is working to bring the system up to speed before it's rolled out.
- Central is hopeful that the roll-out of text messaging will begin in the fall.
- A survey given to students on the portal provided sufficient feedback to indicate that students are checking their email and viewing the portal.
- A request is being made to revise the MySCCC security questions to those with non-variable answers. Students are having trouble remembering the answers to their security questions. Laura will identify the existing questions, look into the possibility of adding questions, and report back to the group.

Banner User Group Update:
- The Degree Works team is entering the development stage for testing purposes. There is still a lot of work to do before the data base will be ready for others to view the product. The target implementation date is November, 2014 for spring 2015 as long as all goes well. The team is hoping for functionality that will deliver real-time views of financial aid/counts-in-program compliance.

Record Retention Processes:
- Central Registrar will be sending out a general announcement to all employees regarding record retention procedures to inform/remind the college community of the College's policy and procedure with regard to the proper management and disposal of College records.