

Registration Advisory Committee, Thursday, September 22, 2011

Meeting Minutes

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

Not Present: Robert Beodeker, Michele Green, Jeff Lang

The minutes of the February 24, 2011 meeting were reviewed and accepted.

Fall 2011 Enrollment Procedures

Admissions

Dawn Short reported that August was very challenging due to not having an admissions deadline in place. Having a soft deadline encouraged students to apply and register early, while still accepting students after the “deadline” date. It was suggested to revisit this practice for the fall 2012 semester. Dr. Bright expressed his concern that this may be a hard sell when enrollment numbers are down. Anna suggested crafting some language, but that messaging must be carefully worded. Joanne Braxton mentioned reaching out to Drew Fawcett to campaign for early application and registration. Members of the committee noted that utilizing a soft admissions deadline provided good PR for the College, allowed students the ability to enroll even after the “deadline”, was less problematic for financial aid, allowed for better customer service to our students and did not negatively impact enrollment.

Jane Shearer addressed the need to encourage counselors during registration to push courses that have greater availability and to be more creative when recommending course options. Tom Tyson remarked that students are encouraged to be flexible when making schedules. Linda Sprague noted that she meets with counselors on a regular basis and shares section and seat availability daily. Gary Campbell offered to provide a Banner printout for counselors of semester course offerings by title to assist them when making course recommendations. Anna Flack inquired about the availability of the developmental student course list and was informed that the list is available on the faculty portal.

Dawn Short remarked that having counselors available at the Registrar’s Office the day after the strip to assist students in rebuilding their schedules was extremely helpful to students as well as staff. Linda Puleo remarked that the Grant Campus followed normal practice sending students to the Counseling Office, but that the academic deans were also available to assist students. Although Grant continues to send students back to Counseling, their registration is completed in that office and students are not required to return to the Registrar’s Office. Marge Timmons noted that Registrar and Counseling on the Eastern Campus are located in the same office.

Nancy Brewer remarked that financial aid was present at the Grant Campus Cashier's Office during payment week which proved to be a very effective practice. Suzanne Della Raba reported on the One Stop Program being instituted on the Eastern Campus where the Cashier, Registrar and Financial Aid offices will be located in one area, and that cross training will exist between the Cashier and Registrar staff.

Late Registration

Anna Flack asked the Committee for a report of Late Registration/Add Drop practices on their respective campuses. The Grant Campus noted that there was some confusion in their academics areas about adding students to classes after the first week as well overriding seat limits. Gary Campbell discussed the Agreement between the College and the Faculty Association regarding seat limits. He noted that the College is required to pay faculty for students forced into a course. Jane Shearer noted that Dean Keane sent the "squatter" memorandum to all faculty. Anna Flack remarked that issues of this nature should be addressed at Chairs' Meetings and adjunct faculty orientation, and that instructors should be looking at their online rosters to stay current with their class status. Jane Shearer noted that the Grant Campus hired 150 new adjunct faculty and suggested that this issue be included in faculty orientation. Anna Flack will discuss with George Tvelia. Jane Shearer further noted that staff shortages also contribute to the challenges in these areas. Joanne Braxton inquired about the consistency of the Late Registration and Add/Drop policies and expressed her concerns regarding interpretation of said policies. June Ohrnberger remarked that these policies are under review by the Academic Standards Committee for inclusion in the new College catalog. John Cienski suggested separating the actual Late Registration Policy from the portion of the policy that discusses fees. Anna Flack noted that these policies were originally addressed at the Enrollment Management Committee and will be brought there again.

AT Holds

Once again, the removal of AT holds worked well.

Veterans

Anna Flack noted changes in procedures for veteran certification. Linda Puleo remarked that the number of veterans is growing, restrictions from the VA are many and monitoring this population is a big job. Dawn Short noted that total enrollment is 623 and that there is a wave of veterans coming home. The need for a VA office and the development of a task force was expressed. Joanne Braxton reported that the College had a VA Office in place after Vietnam. The office was funded through the VA and staffed with work study students. Joanne further noted the need to think about the appropriate services to be successful with this population. Suzanne Della Raba remarked that the VA has indicated that they will provide funding to the College to service veterans. Meryl Rogers noted that a number of veterans have mental health issues and will require more assistance than a work study student. Anna mentioned that a meeting is being arranged to discuss certification, but additional discussions for further resources needs to be addressed. June Ohrnberger suggested professional development for faculty in this area. Dr. Bright requested the Committee to follow-up on the following items to be added as an addendum to the minutes: each campus review their structure and report to the Committee the number of veteran's they serve and how they serve them, Suzanne Della

Raba will provide information regarding VA funding for the College. Dr. Bright suggested speaking with Tom Coleman regarding TLC professional development for faculty and teaming up with Suffolk County Veteran's Agency. Joanne Braxton remarked that Tim Bishop is an advocate for veterans' services and could be a valuable resource. Linda Puleo expressed the importance of accurately submitting enrollment rosters because this affects housing for veterans.

Payment Due Date & Daily Descheduling Procedures

The Committee noted that the August 10 payment due date was very workable. However, the committee did discuss the possibility of moving the payment due date up, even possibly to the first day of registration. Suzanne Della Raba inquired about moving payment activation up in Banner. Joanne Braxton commented that any procedure that prevents students from coming back and forth to campus is worth researching. John Cienski noted that extending the payment period could be taxing on the business office in terms of staffing and customer service. Suzanne further inquired about eliminating or reducing daily descheduling to once a week rather than daily. Imposing a re-registration fee or program change fee could encourage students to keep their schedule and pay their bill. Anna Flack requested feedback from the Committee regarding moving the payment due date up as well as accepting payment at the time of registration for further review and discussion in another forum.

Zero Balance Students – Re-registration Data

There was discussion about the accept charges flag and at what point a student gets descheduled. It was noted that a student who has accepted charges will not be descheduled even if that student adds a course. However, a student who has financial aid or a loan must pay their balance or they will be descheduled. It was noted that confirming attendance is College policy and that the accept charges message needs to be addressed within the policy. Students with zero balances or those enrolled in the tuition payment plan have already confirmed their liability. It's those students with partial aid and a balance that are experiencing issues with payment. It was suggested to possibly place financial aid students with balances on a payment plan. John Cienski remarked that financial aid students are a liability and may not be able to satisfy their bill through that venue either.

Communications

Joanne Braxton and Anna Flack will work with Drew Fawcett on implementing early messages.

It was suggested to look into the technology required to utilize cell phones for text messages.

Wintersession & Spring 2012

Initiatives to Maximize Spring 2012 Enrollment

Joanne Braxton reported on spring 2012 enrollment initiatives that came out of the College Admissions meeting. She discussed tapping into specific cohorts of students, i.e. students enrolled in spring 2011 that did not return in fall 2011; students accepted for fall 2011 that did not enroll; accepted full-time students for fall 2011 that are attending part-time; students

desheduled for fall 2011 that did not re-register; and students awarded financial aid that did not apply. Joanne advised the committee that this data will be analyzed to hopefully minimize this outcome in the future and once these cohorts are identified, they will be addressed on a continual basis. June Ohrnberger suggested looking into the decrease in international students as well.

Priority Registration Prep and Procedures

The Committee decided to hold priority registration for wintersession beginning November 14, the same date as priority registration for spring 2012.

Anna Flack and Laura Levine will meet to discuss the registration hold process for wintersession and spring 2012. Friday, Saturday and Sunday of priority registration week will be for previously enrolled students that didn't attend in the fall.

Registration Calendar and Enrollment Grid

The Committee reviewed the registration calendar and enrollment grid for wintersession and spring 2012.

- Spring 2012 bills will be generated December 5. This will include non-credit ESL bills, although Anna will advise John Gannon not to mail the ESL bills.
- The spring 2012 payment due date will be Monday, January 9.
- Walk-in payment dates will be January 3, 4, 5, and 6.

Anna Flack reminded June Ohrnberger to provide spring semester ESL payment due date and descheduling dates.

John Cienski mentioned that steps are being taken to eliminate the credit card convenience fee for students who pay their bill using a College computer. The group was also interested in looking further into utilizing ACH for payments and refunds.