STUDENT SERVICES TASK FORCE
Agenda – Tuesday, April 9, 2013
3pm – MENH 342

Handouts from the state
• Anyone have feedback? Anything we need to be worried about?

BOG Waiver Information
• Tom will present any new information from the state.

Update on MIS Specifications
• Any Programming Updates from MIS?

LEAP
• Hi LEAP team

Online Advisement Strategies
• Visit Norco Campus in Riverside; set up meeting- do we have a time?

Other SSTF meetings
• Scorecard- Chelley
• Any others going?

Next Steps
• Where do we want to go from here?

Next Meeting
Tuesday, April 23, 2013 at 3pm in MENH 342.
BOG Waiver Information
- Tom will present any new information from the state.

Matric Information
- Chelley will go over any information from Matric coming from the state
  - Draft of Funding
  - Draft of T5 regulations
  - Draft of data elements

Update on MIS Specifications
- Any Programming Updates from MIS?

LEAP
- Update from LEAP team work?

Other SSTF meetings
- Scorecard/outcomes - Chelley
  - Review the scorecard information that came out.
- Any other meetings we need to know about?

Comprehensive Ed Plans
- Alex will let us know the answer to the list-serve questions to datatel schools - “What do you use for a comprehensive student ed plan?”

TO DO in the future:
- Review an appeals process
- Review current data elements and new data elements
  - What are we missing?
  - Do we need to program anything new to make it work?
  - What current data elements will work?
- Calendar of events
  - Academic Standing
  - Financial aid awarding and taking away
  - Enrollment priorities
  - Petitions
- Plan a retreat?

Next Meeting
Tuesday, May 14, 2013 at 3pm in MENH 342.
STUDENT SERVICES TASK FORCE
Agenda – Tuesday, July 2, 2013
3pm to 5pm – LTLC 160?

Process Analysis

Review Appeals Process for Enrollment Priorities
- Using Tom’s & Chelley’s input from last meeting, walk various students through the appeals process.
- Determine Student Categories to analyze: 2nd semester substandard work, over 100 units, etc.
- Include all Academic Standards Codes and Financial Aid Timing
- Work with Different Semester Deadlines. How will they impact FA, Academic Standing and Financial Aid.

Policy & Procedure Changes
- Identify Policies and Procedures that need Changes.

Academic Standing Field Review
- Alex & Chelley will report out

Issue Bin
- Review Current Data & New Data Elements

Next Meeting
Tuesday, July 23, 2013 at 3pm in TBA.
STUDENT SERVICES TASK FORCE
Agenda – Tuesday, October 1, 2013
3pm to 5pm– LTLC 160

Board Policies and Specifications

<table>
<thead>
<tr>
<th>Topic</th>
<th>Policy Number</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment Priorities</td>
<td>5055- Passed by board Spring 2013</td>
<td>Submitted to MIS Work order 59448</td>
</tr>
<tr>
<td>Academic Standing</td>
<td>536- Does it need to be re-written?</td>
<td>Need to write</td>
</tr>
<tr>
<td>Online Advisor</td>
<td>526???</td>
<td>Need to write- 1st draft is being completed now</td>
</tr>
<tr>
<td>Assessment</td>
<td>525- Does it need to be re-written?</td>
<td>?</td>
</tr>
<tr>
<td>Orientation</td>
<td>524- Does it need to be re-written?</td>
<td>Need to write how it will work to assign registration dates for summer/fall.</td>
</tr>
<tr>
<td>Others?</td>
<td></td>
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</tbody>
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Number of new students- 2011-2012 - 8911

Report from Summit

Issue Bin
- Review Current Data & New Data Elements
- Mandatory Assessment
- Update Online Orientation

Next Meeting
October 1, 3-5pm, LTLC 160
October 15, 3-5, LTLC 160
STUDENT SERVICES TASK FORCE
Minutes – Tuesday, January 8, 2013
3pm – MENH 342

ATTENDEES: Mike Wilding, Debbie Rio, Chelley Maple, Jasmine Ruys, Kari Soffa, Linda Maricle, Noelia Borcherding, Garrett Hooper

Update on Enrollment Priorities Policy 5055
The updated policy was forwarded to David Andrus and Chelley before the holiday break; Chelley notified him that she had been involved and was on board with it. The Senate will see it during the first meeting in Spring; Mike will also send it along to the student government and the college policy counsel. Mike feels it will probably go for a first reading in March and may be approved and ready to go the first of April. Jasmine will send out the first round of information to students the 3rd week of school. She was asked and will bring a draft of the email notice and a brief outline of what will be on the website to the next meeting. Jasmine will also include what is mandated to alleviate some unnecessary discussion. They will also present again at the Academic Senate meeting. Chelley feels there is a potential to be very confusing to students to continue with a 2.25 but regain enrollment status with a 2.5. One or the other policy will need to be changed; Chelley feels it is easier to change it to 2.25. Consensus is to set GPA at 2.25 for both reinstatement and enrollment priority.

Update on MIS Specifications
- **How are SEPs flagged; determine the CASM fields, etc.**
  Jasmine and Noelia will meet with Chelley, who said a 1-semester ed plan needs to be differentiated from the current SEP. Linda will create a 1-yr SEP reason code, which will be mapped at a later date to address upload/state reporting purposes; this will be done after Chelley obtains such info from Myrna. Chelley will be training her assessment staff about the actual meaning of placements; faculty will be trained, as well. Garrett and Chelley will present a common sense element as to placing into classes. This could begin April 1st; Debbie wants to be included. Mike Wilding asked her to extend the training to everyone, not just assessment (including categoricals). Mike suggested she check with EOPS peer advisors who used to do this very thing, until funding ran out. Jasmine and Noelia will now go back and look at the specs and try to determine exactly what they will need. It will have to be communicated to students from the very beginning that “between now and 30 units, you will need to get a full SEP as the 1yr. SEP you are receiving now is for matriculation purposes only”. We will need to determine what we will do with that code (i.e. perc holds); it will be outside of the enrollment priority process. Jasmine said if no ed plan has been obtained, a perc hold could be placed through a certain date and then they would be allowed to register. Chelley also spoke about a previous survey that asked “How do students prepare for assessment testing”? She said they will add to the survey the piece about the advising, courses,
classes, etc… which will tell us what the students’ are receiving on their end. The state’s motive is for completion. We need to focus on how we are going to focus on mandatory orientation and assessment.

- **When should we set the meeting with MIS to begin programming?**
  Jasmine is going to meet with Temple, Brezina, and Daylene tomorrow to introduce them to what is coming down the pipeline, that it is mandatory, but not to hand specific specs to them. Mike Wilding will also meet with them on the next level.

**Communication with College Constituency**

- **How can we do this?**
  Mike said four sub-committees had been formed, this one, Daylene’s, and 2 others that are awaiting state specs to be released before we can act. Also, he said some experts are coming to chat with us on Jan. 22nd. Myrna is going to send over a scorecard and asked who it should go to. Debbie read all of the current info provided by Jasmine and commented that the first 3-4 items are related directly to what Chelley is doing; Debbie said “we need to request to be part of Myrna’s committee”. Garrett asked at what point does this get “shopped around” (i.e. COC-all email, newsletter, etc…)? Jasmine said when the students are notified, a modified version will be sent out to the faculty and staff. Chelley feels Student Services should present at fall flex as by then, some of these issues will be resolved. A monthly agenda item discussion should be added to the division meeting so that the division will be saying the same thing. It was approved by Mike for the first division meeting agenda in February, which will be moved to the 2nd Monday, 2/11.

**Relevant Statistics for Planning**

- **New Students (2011-2012)** 8,911
- **New Students attend New Student Advisement** 1,537 17%
- **New Students who enrolled & attended Advisement** 1,331 15%

**Next Steps for the New Year**

- Jasmine will bring completed specs, email/website info to go out to students and staff, and will be prepared for academic senate agenda
- Garrett will speak with Connie about how the 1-semester ed plan will be implemented
- Chelley will address the common assessment piece

**Next Meeting**

Tuesday, January 29, 2013 at 3pm in MENH 342.
STUDENT SERVICES TASK FORCE
Minutes – Tuesday, January 29, 2013
3pm – MENH 342

ATTENDEES: Noelia Borcherding, Garrett Hooper, Chelley Maple, Linda Maricle, Jasmine Ruys, Kari Soffa, Michael Wilding

Update on Enrollment Priorities Policy 5055
David is doing some background checking and will notify Jasmine as to when it will come up in Academic Senate for discussion.

Update on MIS Specifications

- **What happened at the Meeting?**
  Jasmine reported this has been assigned to Derrick who seems to think it will not be that difficult to complete.

- **What are next steps?**
  Jasmine provided an overview entitled Specifications for Enrollment Priorities that included a lay out of levels 1-4, which looks for placement in English, Math, online orientation and SEP (found in CASM). She informed Chelley that when changes are made as to where the SEP lives, they will change the coding (SEP1). This same coding is consistent with all new students. Continuing students will be GS, A1, P1, P1A1 or NS. Jasmine also shared that registration coding was included at the end along with special requests and notes. It was determined that after an appeal, students will be placed back into their normal spot.

- **What is the timeline from MIS?**
  Jasmine stressed a completion date, by law, no later than Feb., 2014; Derrick feels it will come in earlier.

Assessment – The Plan

- **How will we accommodate and enforce mandatory assessment?**
  Chelley is concerned with the budget cuts to matriculation, which operate off of salaries, and wonders “how will we afford to populate our test accounts”? The current position is to fund it in retrospect (what is done next year, they pay us for after the fact). Chelley wonders what kind of surge we are going to have as well what kind of drop off may occur due to it being mandatory. Debbie feels there will potentially be 7,500 students. Chelley projected she will have barely enough money to squeak by. Debbie suggested staggering the testing for high school students. Chelley thinks we should wait until the next MAC comes back on 2/5/13 to research and “continue to work on it as it is at the top of the list”. Debbie feels we should talk to the high schools about this being
an option, and start to educate the students so they take whatever they need to take now. Chelley said when it is approved, it will be added to the website. Kerry added EAP is taken with STAR tests in April. Debbie again highly suggested an email to the high school counselors so the students are aware, which means this process would already be in place for when we need it.

Orientation – The Plan
- **When are we planning to update the online orientation and how will we enforce mandatory orientation?**
  Chelley has scheduled for Paul Zimmerman to update and modify the existing orientation this fall. Gina and Chelley will go through it along with the plans from the counseling retreat. Chelley expressed that she wants to do a lot of front loading of information so that they pay attention, knowing they will need it at the end. At the end of May, they will insert the new one without an interface (which will occur later). Debbie suggested Chelley share this info with the committee as it moves through the process. Chelley said there will not be a pilot program with students because it is not much different than what we are doing now. Debbie suggested we do so to get some feedback and suggested a consultant to avoid bias. Chelley said due to lack of money, they’ll figure it out. Noelia asked if there will be a way to skip to the end in case of technical difficulties; Chelley will check into it.

Counseling – The Plan
- **How will we complete new student one semester educational plans?**
  Chelley and Garrett recently became familiar with a product Paul has, which is an online SEP process. The content is almost exactly what is now being provided in New Student Advisements and at the end of this program, there is a 1-semester SEP, which can be configured with Datatel. It asks about interests, study time, previous major choice, confirmation of current info, connects with resources on campus, etc… It is fully customizeable. Paul informed them that there are already seven Datatel colleges that he is working with, including Irvine Valley and Santa Monica. Paul relayed to Chelley and Garrett that the first assessment layer is very easy. Debbie suggested that perhaps Paul meet with our Datatel people now to discuss not only this need but so they understand that this is also a part of the project Jasmine has already spoken to them about. Garrett said the cost is usually $40K but he has reduced it to us for $25K. However, Chelley expressed that she still needs money for tests with much less funding. Debbie asked Mike Wilding why matriculation should have to pay for all of this since the funding comes after the fact. Chelley added having to pay for orientation advisors, scheduling advisors, etc… that she will not have enough money. Debbie feels the institution should step up to pay for the Online Advisor Tool; a demo will be scheduled. Chelley said CPT is quite worried about how all of this is going to get done; if we can present this online option, they might be amenable to fund this. Mike said a joint student meeting where we control the agenda is a good place to start. A few board members have also expressed their concern. It was suggested that this be added in as a forced cost as a legal mandate, which will start the discussion. It was suggested that it
be part of Counseling’s program review. Garrett asked to include a support person (i.e. human contact, on ground fair or workshop) for those that need to drop in with their study list as a continuation of the online orientation for those needing additional help (turn any on ground ones into GLAs). Debbie suggested all of this be included. Debbie and Mike will work with counseling and advise them what they will/will not support (P/T not F/T staff). Debbie suggested they prioritize the items because if they see a huge figure, it will all be nixed but they may accept the top few items on a prioritized list. Noelia asked about a plan B to see if Datatel has an improved portal that could now be used. Chelley suggested Datatel be used further down the line; Debbie said they have already started that dialog with Barry as a result of an accreditation report made in error. They are meeting with Barry within the next few weeks to take a look. Riverside is using the Datatel product, which was reported as “cludgy but they are using it”.

ARCC 2.0 – The Scorecard
Debbie has joined the ARCC 2.0 committee and the CPT subcommittee on indicators; both are dealing with these issues. Meeting dates to be announced.

Relevant Statistics for Planning
- New Students (2011-2012) 8,911
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Other Colleges Report

Next Agenda
1. Jasmine passed out a calendar of a sample student to look at and discuss through the entire process (A2 in spring and A2 in fall) first thing at the next meeting. Jasmine announced she will bring her conference phone to the next meeting.
2. Jasmine will also share the drafted information for student email and websites.

Next Meeting
Tuesday, February 12, 2013 at 3pm in MENH 342.
ATTENDEES: Garrett Hooper, Debbie Rio, Linda Maricle, Jasmine Ruys, Kari Soffa, Noelia Borcherding.

We viewed the CCCCO.edu video explaining the new law: (http://californiacommunitycolleges.cccco.edu/videoblog.aspx). Jasmine shared that the link has been added to an A&R website, created by Noelia earlier today: (http://www.canyons.edu/offices/Admissions/new_registration.asp).

Probation/Dismissal Timeline of Events

- Jasmine will outline the probation/dismissal timeline through the year.
  Student 1 starts at FA2012; Jasmine proceeded to walk through the scenario following a student all the way through a dismissal status.
  Student 2 starts FA2012 as well but with a dismissal status in spring.

A workbook entitled Enrollment Priorities Timeline – Student Sample.xlsx is attached to these minutes, which includes 4 worksheets with the following info:
  - Student 1- This is a student who goes on dismissal status at the end of fall.
  - Student 2- This is a student who goes on dismissal status at the end of spring.
  - Student 1 Three Terms- this is Student 1 during which we register for spring in November.
  - Student 2 Three Terms- this is Student 2 during which we register for spring in November.

Garrett said they are working on an A1 level GLA, which would put a hold on the student record (problematic because numerous calls would have to be routed to Matriculation). Garrett said the number of students in this category is approximately 800+. Debbie suggested an automated process; Garrett said something similar to the repeat tutorial would probably work. An earlier intervention is needed; something more impactful needs to be created. Noelia suggested an online orientation that at the end, posts into CASM. Garrett said they can talk to Paul about this but Debbie feels one of our programmers will need to develop this new interface that would work for the other 2 (CPR, dismissal), as well. An online process was determined to be the best way; however, it has to be pushed through.

Debbie asked what issues arose for Jasmine during the creation of her scenarios that need to be addressed. She replied that one would be if a student is not able to get into a CPR workshop but will be okay because the registration date will stand firm (a hold will remain on their record). This will need to be described to students that registration dates are run at certain times of the year (April 1, July 1, October 1), separate from their academic standing. Noelia suggested something like “your registration date could be affected ….” Garrett asked about a potential calendar change; Jasmine replied “if we register in November, students
would be able to fix themselves before it affects their reg date. Jasmine will create another chart based on this.

Update on MIS Specifications

- New Guidelines Proposed - MAC
- How do the specifications need to be modified?

Jasmine reported the 100 unit limit was discussed at the MAC meeting, cumulative units specifically. It was changed to degree applicable units; this issue has now been resolved. Also, it was discussed at what point a comprehensive SEP (needed for all students) should be done; 18 cumulative units was what was recommended by MAC (after 1st or 2nd semester). Title V committee is working on it (next meeting 1st week of March). A comprehensive ed plan was not defined; there will probably be a recommendation from the state. This process will probably be in place for Spring, 2014. The student needs to be able to access it online. What districts will be able to provide and the penalty to students if not done is still on the table. Debbie is going with Ryan to Norco to see the Datatel product they are currently using (may be easier for us to implement). Debbie asked if Noelia could find out how many students have 18 units as of now, using current reg date data.

Draft Email Notification & Draft Website Information – Jasmine

Jasmine shared the 3 different emails for those not in good standing, those who have reached 75% of 100 degree applicable units, and a 3rd to be sent to everyone (verbiage included on last page). Debbie had one small correction and gave her approval to send to all current students. Kari asked when new students will be informed and was told current high school students will get it after the add deadline. Kari also asked if a half sheet could be included in her folders to the H.S. students next fall and was told yes. Jasmine said Chelley will also include this verbiage in her academic letters.

Update on Enrollment Priorities Policy 5055

Relevant Statistics for Planning

- New Students (2011-2012) 8,911
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Other Colleges Report

Next Meeting

Tuesday, February 26, 2013 at 3pm in MENH 342.
Subject: College of the Canyons - New Enrollment Priorities
Email:
The State of California has adopted a new law for establishing enrollment priorities for California Community Colleges. The new enrollment priority system will affect the time in which you register for your courses. Currently, you are not in good academic standing at College of the Canyons. Students who are not in good academic standing with the college will lose their current enrollment priority. The new enrollment priorities will go into effect for the fall 2014 term. For more information on the new enrollment priorities, please visit our website at http://www.canyons.edu/offices/Admissions/new_registration.asp.
The state of California has also published this video for students to learn more about the enrollment priorities. http://californiacommunitycolleges.cccco.edu videoblog.aspx

Draft Email- 75% of 100 degree applicable units

Subject: College of the Canyons - New Enrollment Priorities
Email:
The State of California has adopted a new law for establishing enrollment priorities for California Community Colleges. The new enrollment priority system will affect the time in which you register for your courses. Currently, you are close to or have earned over 100 degree applicable units. Students who have over 100 degree applicable units at College of the Canyons will lose their current enrollment priority. The new enrollment priorities will go into effect for the fall 2014 term. For more information on the new enrollment priorities, please visit our website at http://www.canyons.edu/offices/Admissions/new_registration.asp.
The state of California has also published this video for students to learn more about the enrollment priorities. http://californiacommunitycolleges.cccco.edu videoblog.aspx

Draft Email- all students

Subject: College of the Canyons - New Enrollment Priorities
Email:
The State of California has adopted a new law for establishing enrollment priorities for California Community Colleges. The new enrollment priority system will affect the time in which you register for your course and will go into effect for the fall 2014 term. For more information on the new enrollment priorities, please visit our website at http://www.canyons.edu/offices/Admissions/new_registration.asp.
The state of California has also published this video for students to learn more about the enrollment priorities. http://californiacommunitycolleges.cccco.edu videoblog.aspx
STUDENT SERVICES TASK FORCE
Minutes – Tuesday, February 26, 2013
3pm – MENH 342

Attendees: Jasmine Ruys, Mike Wilding, Debbie Rio, Garrett Hooper, Connie Perez, Linda Maricle, Chelley Maple (phone), Kari Soffa

Probation/Dismissal Timeline of Events

- **Additional Scenario – Ruys**
  
  Jasmine emailed the additional Enrollment Priorities Timeline to the committee the evening of 2/12/13. This scenario ends with a decision that will need to be made about dropping or not dropping these students.

- **Programming Interface – Automated Probation Hold**
  
  At the last meeting, we spoke about logistical challenges; it has still not been decided how it is all going to work. Debbie is concerned because she feels if there is some type of interface needed, we need to get our request in now even though we are not close to implementing it. Chelley added she believes MIS can be given a request for holds to be turned on and off for A1’s and A2’s; she doesn’t think the interface is any different w/ MIS. Since the amount of students will only increase, the manual removal of holds should be addressed. Chelley agreed that volume will be an issue as she has 800-1,000 now. Jasmine reported hearing that MIS will be stopping all work orders in August through next April unless it is attached to a law (this will qualify). The current procedure is that after a workshop has been completed, the attendance is manually marked and the hold manually lifted by Chelley in Datatel. Garrett shared that the GLA is being built online and the hold release piece should live there after they complete whatever it is that they are being asked to do. Garrett will talk to Kim in the TLC about their process (must talk to tutor prior to completion of GLA/how do students get credit for completing a GLA?) and report back the next time. Chelley also suggested probation be made the same as subject to dismissal.

Update on MIS Specifications

- **Any Programming Updates from MIS?**
  
  Nothing new to report, per Jasmine.

Draft Email Notification & Draft Website Information – Jasmine

- **Schedule for Email Distribution & Website Go Live Date**
  
  Jasmine reported the website is live: [http://www.canyons.edu/offices/Admissions/registration.asp](http://www.canyons.edu/offices/Admissions/registration.asp). Student emails will be sent out after board approval of board policy the 3rd week of April.
Update on Enrollment Priorities Policy 5055

- **Student Government Input**
- **CPC Date?**
  
  Mike reported they are supposed to take action on this Thursday, 2/28. This policy and the registration policy are the only two things “in the hopper”. The 1st read on March 20th, and the 2nd read on April 10th, should take care of both policies. Jasmine was thinking about posting the New Enrollment Priorities in My Canyons. Debbie suggested we add it to the main website so people can find it. Jasmine will ask Bruce Battle to add it as a new bullet listed on the home page under News/Announcements. Jasmine will ask Debbie for help, if needed, and the timing will be the same as the student emails being sent out on 4/11.

**Relevant Statistics for Planning**

- **New Handout with Statistics – Online Advising Plan**
  
  A presentation will be made to CPT on 3/11 @ 3PM in UCEN258 for 20 mins. + question and answer time. Debbie has created a document that speaks to the number of students being served and what will happen if we do not buy this new product. Jasmine shared Noelia’s #’s (SEPs for Students Assigned Spring, 2013 dates); Connie & Garrett will determine how much it will cost if counselors actually see all of these students. Chelley believes that outsiders of the categorical program do not know that there is still a 3-to-1 match for matriculation, which should be used as justification for the district to fund this product. It was determined that a process analysis will need to be performed to make sure the SEP #’s are accurate. Chelley had another question for Noelia: out of the 14,723 unduplicated students, how many have an exemption of an AA or higher? Chelley is trying to determine how many students she will need to put through testing and how many will be exempt.

**Online Advisement Strategies**

- **Meet with MIS/IT – March 5**
- **CPT Presentation – March 11**
- **Ties to Program Review & Forced Costs for Budget**
- **Visit Norco Campus in Riverside**

**Issue Bin**

- ✓ If we move to 3-term in spring semester, students in academic difficulty drop or not drop?
- ✓ Chelley addressed that it is unfair to students depending on when they drop into academic difficulty.
- ✓ Programming Interface – Automated Probation Hold

**Next Meeting**

*Tuesday, March 12, 2013 at 2pm* in MENH 342.
Attendees: Garrett Hooper, Connie Perez, Linda Maricle, Debbie Rio, Jasmine Ruys, Chelley Maple, Alex Fors

Probation/Dismissal Timeline of Events

- **Additional 3-Term Scenarios – To Drop or Not to Drop; that is the question**
  
  Chelley expressed her deep concerns after listening to webinars re: BOGs and fee waivers. The timelines don’t match, there is no congruency and we will not be able to give a firm date to MIS for programming purposes. Tom Bilbruck, Financial Aid, needs to be involved so students can be informed (BOG deadlines will affect dismissed students). Jasmine said different departments report different info to different places so until this is coordinated, this needs to be tabled for now. It was agreed that Tom should be invited to the next meeting and Jasmine will ask him to bring his mandates. Debbie would like to be invited to the May MAC meeting and was told to go through Mike as a CSSO has to assign you.

- **Programming Interface – Automated Probation, STD & Dismissal Holds**

  - **Set up Meeting with MIS to determine programming to automate placing and removal of holds for all three levels above (from the completion of the GLA or by mass adds/drops of a hold by a human)**

  Chelley is concerned about Datatel being able to release holds automatically after 1st semester online workshop (end of 1st semester-online intervention, end of 2nd semester-follow up). The new procedure will be tested out this summer and should go into effect at the end of fall. Holds will need to be placed in some source of batch fashion; Alex will look into it and advise back. Chelley wants a way to “scoop up everyone” and release their holds. Alex would like to work with Chelley to run the numbers along with Linda who will address the SARS piece. After we meet w/ Tom, we will have more of an idea of to drop or not to drop.

Update on MIS Specifications

- **Any Programming Updates from MIS?**

  Derrick has looked at what is due in fall, 2014; nothing further has happened. REG dates are run July 1st but this needs to be in place by April 1st so they have time to test. It is mandated that students be informed this is coming this spring (email to everyone, one to those on probation, and another to those with 75+ degree applicable units). Chelley
spoke about creating another page; all of the other websites should include the
definition to cross reference. Jasmine asked also for pages on probation/dismissal;
Chelley will find the chart and will send it to Jasmine, who will build it out and explain
how they get there and what they need to do to get off. Debbie is in charge of the
Division meeting next Monday and asked Jasmine to speak about enrollment priorities
again. Chelley needs to redo the exemption policy and send it through the Academic
Senate.

Update on Enrollment Priorities Policy 5055

• CPC Date?
• Joint Board Meeting – March 20; 1st Read
• Post New Enrollment Priorities on Main Website – Jasmine
• Student Emails Due to be sent – April 1
• Website is live
• Specific Email to those on Probation/Dismissal or nearing 100 units (see above)

Online Advisement Strategies

• Meet with MIS/IT – March 5 – Report Out
  Meeting w/ Barry was well received.
• CPT Presentation – March 11 – Report Out
  Debbie and Connie felt it went well. A suggestion was made to mute the avatar or use a
  mic, if another presentation is needed. Chelley feels that in addition to the online
  software piece, there will be a need for additional services (i.e. workshops for choosing
  a major, etc...) afterward and support for such is being built into her budget. Jasmine is
  also concerned about support staff (currently diminished in all departments) if funding
  is made available for the online software but there is no additional funding to help
  student phone calls if/when students need help. Chelley said “we can walk them from
  assessment to TLC to an open lab and advise the student to “do it now”. In the Program
  Review, the following was requested:
    ✓ The technical piece has been built into Chelley’s budget. Chelley said it would
      cost $100K more for this (but needs to take out software piece). She also asked
      for an adjunct and a technician. Paul said we could shut down the “ask a
      counselor” piece, which will move forward only if funding is made available.
      Does not have to be an adjunct; could be a PA.
    ✓ Counseling asked for a New Student Specialist, PA or Educational Advisor (at
      minimum now) and counseling technician too (not dedicated to this process in
      particular but would free up the PAs who are currently doing that type of work).
    ✓ Enrollment Services piece, Debbie asked that Ana’s position be replaced Student
      Success Coordinator.
    ✓ Jasmine requested 2 evaluators and a grad tech. Jasmine also wants to ask for
      the 4 replacements; needs to ask Mike to send it back to be added.

Debbie said if the above requests are related to SSTF, they will get a higher ranking.
Debbie asked for them all to write a paragraph for the forced cost so when she meets
with Mike and Mike, she knows exactly what to tell them. Chelley has assessment
hourlies that she is offering up to help out (Sept. - Apr.); Jasmine said she would let
them clear the prerequisites.

- **Ties to Program Review & Forced Costs for Budget – Report Out**

- **Visit Norco Campus in Riverside; set up meeting**
  Barry told Jim to follow up on Norco’s Datatel Ed Plan. Chelley, Garrett, Jasmine and
  Connie will go (Debbie said Ryan also wants to go). Debbie DiThomas is the contact.
  Debbie advised them to not only see the product but to speak to the counselors to get
  the actually “skinny”. If Datatel is showing a new product, Debbie also wants to be
  involved in the user group meetings to influence the product. Alex said right now the
  technical people are attending (programmers, IT people, very few end users). Alex said
  we can make suggestions through the workshops or possibly host it here. Alex will ask if
  counselors can be invited to a workshop and be in on the education plan.

**Who Will Attend MAC in September (9/21-22 or 9/22-23)**
Debbie will ask Mike as this is the statewide MAC. She was advised that a summit of 3 from
each college can go (Matric Dir., CSSO and 1 other of your choice). Chelley suggested Daylene
should be there. If Mike isn’t going, Debbie should go. Sign-ups won’t be until probably
August.

**Who Will Take Lead through June 2013?**
Linda will send the minutes to Jasmine, who will send out the agenda reminders.

**Next Meeting**
Tuesday, March 26, 2013 at 3pm in MENH 342.
**STUDENT SERVICES TASK FORCE**

Agenda – Tuesday, March 26, 2013
3pm – MENH 342

**ATTENDEES:** Alex Fors, Mike Wilding, Noelia Borcherding, Jasmine Ruys, Linda Maricle, Garrett Hooper, Tom Bilbruck, Chelley Maple

**BOG Waiver Information**

✓ **Tom will present the information he has received regarding new BOG regulations.**

Tom provided details from a meeting he attended in Sacramento last February. There is currently a group working on the fee waiver but it is still not clear. A mandate stipulates that by the end of SP 2013, we have to let students know about the changes, which we are already doing. However he is concerned because currently at COC, the fee waiver is awarded for the entire academic year; they are requesting it be done by semester. If the BOG is awarded annually but then be pulled back, collections would have to take place. Tom thinks a 45-day notice should be given but Jasmine said it will affect their drop for non-payment. A better scenario would be when the student actually loses their enrollment priority is when they would lose their BOG (would give them time to appeal, go to workshops to get back in good grace, etc...). Chelley will be the one to provide Tom with a list of those that don’t meet academic standing; she feels they will need to coordinate closely. There are 6,000 students w/ BOG waivers enrolled in FA; Alex will run these students against academic standings. Other issues that arose:

1. There are no tools right now for a comprehensive education plan so we cannot integrate BOG and academic standings. Tom will ask the other “Datatel!” schools to see how they are attempting to do this.

2. Jasmine said there is no timeline for the BOG implementation, thus far.

3. Tom shared they award the AB540 for the entire year but they can detail in for a semester; they just need to automate the process.

4. Students may appeal based on multiple criterion; there is talk that A&R will have to handle appeals because “A&R is used to dealing with petitions”.
5. Students will probably start fresh elsewhere because academic standing does not transfer from college to college.

Tom is going back up to Sacramento again on 4/15th – 19th and will keep the committee advised of any significant changes or details.

Update on MIS Specifications

- **Any Programming Updates from MIS?**
  Noelia reported that Derrick is working on one of her requests (categorize special pops to extend REG period). She has 4 other work orders in that they have not started yet. Mike/Jim asked for the critical ones to be ID’d on March 1st and there are 5. Alex checked and said that an informer report can be run so holds can be released en mass; this will be tested this summer. Chelley and Alex will meet to sort out the details.

Update on Enrollment Priorities Policy 5055

- **Joint Board Meeting – March 20; 1st Read- Update to procedure**
  Board asked and verbiage was added for clarification, which included 100 or more units. Jasmine added from 99 down to 0 units at every level.

- **Post New Enrollment Priorities on Main Website – Jasmine**
  Noelia said there is already a link from the current registration page and also a link to look at the new page, which will replace current page. Chelley said there should be an enrollment management priorities section on each departmental page (i.e. VA, EOPS, DSPS) so every student knows how they got or how to get into their tier. Jasmine/Noelia confirmed they already have that on their A&R website.

- **Student Emails Due to be sent – April 1**
  Jasmine emailed 3 different samples; Chelley suggested a few changes. Noelia still needs the codes from Chelley to know which ones to pull (met, reinstated, P1’s). Chelley said to send to everyone that is not equal to no-standing or good standing.

- **Website is live**
- **Add to managers meeting- everyone update their website**
  At the next manager’s meeting, Jasmine will use their link as a reference and suggest all other departments write their own.

Online Advisement Strategies

- **Visit Norco Campus in Riverside; set up meeting- do we have a time?**
  Garrett has been playing phone tag with Debbie Thomas. He suggested a Friday in April but he hasn’t heard back yet. Some have heard that the Datatel 1-semester SEP is cumbersome; it will be worth making the trip to see what they have done to help students. Jim Temple has gone to a CISOA conference (merging Datatel and Assist) and how that could help us develop a comprehensive ED plan. Chelley will put out a request on list serves after the break on comprehensive ED plans. Alex shared Contra Costa is currently using the Datatel product. Garrett added that since most of our students want
to transfer, it makes it difficult for them to do an ED plan on their own because there is nothing available to help with the transfer data.

Next Steps

- Where do we want to go from here?
  Chelley asked for feedback on an additional document entitled “Academic Standing – What It Is and How It Works”. Garrett feels the content is fine but it needs to be reformatted “and take chunks at a time”. Tom suggested step 1, step 2, etc… Chelley also suggested another version for financial aid. Jasmine said they don’t want to tie it to the federal standards because they can change at any time. Tom said he could tie rules to the students’ academic standing in the SACS screen. Noelia said this is similar to a readmit for a disqualification; petitions are going to move from few and personal to numerous and impersonal.

Next Meeting

Tuesday, April 9, 2013 at 3pm in MENH 342. Debbie/Jasmine: Please add Alex Fors to the recurring meeting request and include in the agenda/minute emails sent out.
STUDENT SERVICES TASK FORCE
Minutes – Tuesday, May 28, 2013
3pm – MENH 342

Attendees: Chelley Maple, Debbie Rio, Garrett Hooper, Linda Maricle, Connie Perez, Kari Soffa, Jasmine Ruys

Update on this meeting

• Where we currently are at
  A room w/ boards (S-129 or a TLC room-Sharon Johnson), is needed to meet every other week; time is to be extended to 2 hours. Tom will be updating us on Financial Aid issues. Pamela has asked to be included.

• News from A&R
  Noelia put in her resignation for June 5th; Sonia Gonzalez should be included in meeting request.

• Meetings in the future
  A new meeting request from 3-5PM every other Tuesday in a room w/ whiteboards will be sent out starting June 11th (Jasmine & Garrett will be at a conference).

Matric Update from MAC 5/13 meeting

• Chelley will go over any information from Matric coming from the state
  o Funding Formula- implications for COC
    Percentages are unchanged. Still will do 3 – 1 match (district has to match) in the same categories. The allowable expenditures are better than she thought they would be. A lot of time was spent on what you can spend your money on but they still need to clarify pre-enrollment services. The formula will be used beginning 2017; funding will be guaranteed until then. Policies have to be in place by 2014. We need to take care of the front loaded core services. New data elements – fall, 2014. Myrna is trying to develop data element details with larger companies. Local policies will be developed by Chelley over the summer to be put in place in the fall (appeals for enrollment priorities). Policies already submitted will need to be revisited (need to correlate financial aid, A&R, academic standing). If done as administrative procedure, it does not have to go back to the board. Chelley has drafted an implementation timeline chart (what services, when, new hires, maximize coverage). How will prospective/outreach students be reported as they don’t have SID #’s?
**September meeting- who is going?**
All the colleges are invited to an informational meeting, 9/23-24. Wilding will be in Colorado; Debbie will go in his place. All Matric info is going through channels and will be voted on in July (SB1456).

**Other SSTF meetings**

- **Scorecard/outcomes- Chelley**
  - Review the scorecard information that came out.
  Scorecard will not be tied to funding (repackaged from the ARC report). It will use the institution report against itself (self-reflective exercise in persistence, completion, etc…). Every college will have to have a plan as to what type of activities you will have to measure change over a 3 year period. Barry and a CPT sub-committee are looking at activities to review in 3 years to see what changes have been made. Chelley has questions to be discussed at the Student Services Division meetings; she will bring in copies.

- **Any other meetings we need to know about?**
  Region 6 wants to meet in July.

**Comprehensive Ed Plans**

- **Alex will let us know the answer to the list-serve questions to datatel schools- “What do you use for a comprehensive student ed plan?”**
  Jasmine listed re: Datatel school – are you using an electronic version and if so, what are you using? Chaffee and Cabrillo are both using Datatel; Chelley will follow up. El Camino has a fully functioning my.edu (3rd party and it’s free).

**TO DO in the future:**

Next meeting, work on timeline (coordinate deadlines w/ financial aid, academic appeals, new/returning/continuing/troubled students etc…). Who goes to the end of the line and when (If X happens to Joe Student, then what?). Financial Aid, SAP, GPAs needs to be addressed by the committee when Tom is in attendance.

- **Review an appeals process**

- **Review current data elements and new data elements**
  - What are we missing?
  - Do we need to program anything new to make it work?
  - What current data elements will work?

- **Calendar of events**
  - Academic Standing
- Financial aid awarding and taking away
- Enrollment priorities
- Petitions

- Plan a retreat?

Next Meeting
Tuesday, June 11, 2013 at 3pm in LTLC-160
STUDENT SERVICES TASK FORCE
Minutes – Tuesday, June 11, 2013
3pm to 5pm – TBA

ATTENDEES: Debbie Rio, Linda Maricle, Tom Bilbruck, Alex Fors, Chelley Maple, Pamela Brogdon, Connie Perez, Sonia Gonzales

Process Analysis

Review Appeals Process for Enrollment Priorities
Talked about not having a petition; current process is not optimum. There needs to be a consensus for one appeal. For 2nd semester, it was discussed that students will either go to an academic CPR workshop or they won’t. If they do, they will get released; if not, they won’t. Chelley expressed concern about two issues:
1. 2.5 GPA
2. Has to be automatic, not manual process

Review Current Data and New Data Elements
• What are we missing?
  Workgroup hasn’t met yet; this is on hold for now. Expected completion date of September.
• Do we need to program anything new to make it work?
• What current data elements will work?

Calendar of Events
• Academic Standing
  Process Analysis for next time will include all of Chelley’s codes and timing for financial aid.

• Financial Aid Awards
  ➢ How will the new system change the awarding of aid?
  Fee waivers will be awarded on a semester instead of annual basis. If you lose your priority, you will lose 1 semester and not an entire year. The 3 would be fall, spring (inc. winter) and summer. Syncing fee waiver w/ enrollment priority was the hard part; Chelley said the calendar was staying the same. Grades post in fall, grades done and info out to students before holiday break so they are notified if they are subject to or dismissed prior to spring term. Financial Aid will have already awarded for winter, which they can keep but they would lose it for spring. Impacts BOG only, not the entire financial aid package. SAP is for Federal Aid (2.0 cum and 67% pace in progress). Review grades 3 times a year (after fall, spring and summer). Is Financial Aid tied to academic or enrollment priorities? There is a different interpretation. Alex said Academic Standing fields may be different (SACS) in Datatel; Alex and Chelley will verify they are pulling from the same fields.
  ➢ How will the new system change the loss of awards?
Enrollment Priorities

Petitions

Per Tom, there has been a lot of debate about this. Discussion ensued as the Committee walked through the steps: At the end of their 2\textsuperscript{nd} semester, they lose their enrollment priority. If during their 3\textsuperscript{rd} semester they do well and get a 2.25, they will regain their BOG and are able to continue for 1 more semester, which will recycle until they screw up again. However, just because students get a 2.25 doesn’t mean they will automatically get their BOG back, just that they are eligible. Tom will need to get the list from Chelley after every semester and check to see if they are eligible. Solution is that once they do better, it be communicated to them in a letter that they will need to go back and reapply for Fin Aid. 2\textsuperscript{nd} example - subject to, lose enrollment priority and move toward dismissal but starts to do well. 3 semesters where she’s done poorly but in 4\textsuperscript{th} semester, does better.

The exceptions that we make need to be kept to a minimum, per Chelley, so that we don’t need to reprogram. There needs to be only one type of dismissal, not 3 (anyone w/o a 2.25 will get dropped now). More intensive work will be done in the first 2 semesters to prevent them from dropping into the bottom range and losing their enrollment priority, where there is not a lot that can be done (intensive will be online).

Pamela added EOPS students can come back after 1 semester of 12 units w/ 2.0 ISP sends students home if they don’t do well. Students will need to step up to the plate or else. One quarter of Chelley’s current list is new students; the rest are repeats.

Financial Aid will need to communicate early on. 1,000 students appeal (70-100/week, criterion is over 90 units, completion rate, dropping below 2.25). Confusing to students who are held to different standards depending on what kind of aid they have. BOG is tied to enrollment priorities.

Chelley suggested a Guided Learning Activity (GLA) for Financial Aid students to view online. She also needs to put the financial aid piece into the workshops as a packet hand out. Tom can handle the federal aid piece after 1 semester and Chelley could wrap the BOG info into the 2\textsuperscript{nd} semester. Debbie pointed out that students should be warned now when they still have time to do something about it (letter 1\textsuperscript{st}, follow up w/ emails during the semester). Tom agreed because if they lose their $600 in aid, they’ll quit and walk away. Tom shared on July 22 & 23\textsuperscript{rd}, they will be discussing all of this again in Sacramento at a conference.

Plan a Retreat

Next Meeting

Tuesday, June 25, 2013 at 3pm in TBA. Consensus was to cancel this meeting and move the 7/9 meeting up a week to 7/2. Linda will check with Garrett and Jasmine and book room.

We will look at the calendar to see what needs to be developed (academic standing piece, policy and procedure, data elements, etc...).
STUDENT SERVICES TASK FORCE
Minutes – Tuesday, July 23, 2013
3pm to 5pm– LTLC 160

ATTENDEES: Chelley Maple, Kari Soffa, Linda Maricle, Sonia Gonzales, Garrett Hooper, Debbie Rio

Process Analysis

Review Appeals Process for Enrollment Priorities

- Review previous process analysis and continue next scenario
  The committee picked up where they left off from the last meeting at level A2; Academic Difficulty, June 2015 - intervention. Counselors agreed “no workshop for A2, loss of enrollment and BOG fee waiver”. Students in AD are to sit out a semester with contract upon return by a counselor and/or educational advisor. Chelley suggested during the contract appointment there be a 1 semester Ed plan (honing in on which courses to repeat and their requirements).

Chelley wants to develop a notification for fall for those with a D, F or an FW (not in academic difficulty standing) as a warning to not go below a 2.0. Per Chelley, the 2.25 is the consensus for an automatic appeal for enrollment priority and said Tom is also on board with the deadlines for Financial Aid.

Also discussed, June, 2015 – Stay A2. No 2.25GPA (decided not to invest counseling resources, need to let them go). The A2 hold will be kept in place until the student completes an online tutorial. We have not yet figured out the automated process to release the holds after the online tutorial is completed (probably model after online orientation now transferred to Datatel and flags that they have completed orientation). Harder to create a new code; Chelley shared that Jasmine has said it would be easier to just remove the hold from the A2. Chelley believes the A2 hold has been programmed to drop down to level 4 already. Currently, returning A2 students apply, get a REG date, then find out they can’t register and come in but it’s still a manual process. Chelley thinks “we need a whole different letter” depending on Jasmine’s specs (those coming back should get a different prescriptive letter).

Chelley addressed that the consequences of staying out a semester are not being discussed anywhere; she feels it is a serious penalty and students should be warned.

Tutorial TBD (15 minutes tops, narrative, something they can print out, calendar).

Fall, 2015 – Dismissal. Leave as is (1 term no matter how many dismissals).
Need to separate out the dismissal appeals from the 2.25’s (appeal sitting out 1 semester). Garrett feels the 2\textsuperscript{nd} semester is punitive and not beneficial but is not an appeal for enrollment priority. A question was asked if there is ever a case to appeal a loss of BOG or too many units. Answer provided: BOG is up to Tom; too many units will be up to Jasmine.

Probation workshop will not go live in January, due to lack of support staff. Chelley will use TLC lab and tutors to provide brush up math workshops (if she has the funds). After they finish assessments, they can come back to same room to do online student advisor. Perhaps use the online advisor in TLC to answer questions with more details, help them if they get stuck, craft an Ed plan. Ongoing workshop format, groups discussed for Debbie Morlett to run. Garrett remarked if Debbie is out of the office in this new capacity, counseling will be functioning with a skeleton, untrained crew (SB, Kellie, and 1 P/T'er).

**Policy & Procedure Changes**
- Identify Policies and Procedures that need Changes. Too many to begin today without others in attendance.

**Academic Standing Field Review**
- Alex & Chelley will report out

**Issue Bin**
- Review Current Data & New Data Elements

**Next Meeting**
*Tuesday, August 13, 2013 at 3pm in LTLC 160.*
STUDENT SERVICES TASK FORCE
Minutes – Tuesday, August 13, 2013
3pm to 5pm– LTLC 160

ATTENDEES: Debbie Rio, Linda Maricle, Chelley Maple, Tom Bilbruck, Jasmine Ruys

Process Analysis

Review Appeals Process for Enrollment Priorities

- **A2 Programming Issues**
  - Need an automated process to release holds when online tutorial completed.
  - Consider using the same process where student obtain a registration appointment after completing online orientation.
  - Should we just remove the A2 hold?
  - Is the A2 hold programmed to drop student down to level 4 priority registration?
  - Create a new letter for returning students in A2 status?
  - Create a letter warning students prior to having to sit out a semester for dismissal.
  - Create a A2 Tutorial
  - Create programming to separate out dismissal appeals from 2.25 appeals sitting out one semester?

AD hold = out 1 semester, no intervention. Code when they come back after seeing a counselor and hold released = met. A returning student (when they come back) will be considered a returning student for one semester.

Programming is a huge issue and needs to be dealt with first. Assessment taken elsewhere: how does it get programmed to ID in our system? Create a field in TSUM for other colleges’ assessment tests from which to pull (school name).

At the end of the tutorial, process to be created (i.e. orientation) that is funneled into Datatel. Per Debbie, “we need the piece at the end of the tutorial that will put it into Datatel and release HOLDS (A2)”. Jasmine added that “there has to be a different HOLD”.

Per Jasmine, if students are on level A2, they drop to level 4 due to registration. So anyone that does not meet the 2.25 will also drop to level 4. We need programming to make sure Chelley’s process is met.

- If they are below 2.25, it needs to put the code that Chelley wants so it is not a manual process.
- Chelley has determined the field of RSTD to be used in Jasmine’s specs for programming purposes.
If you do the tutorial, you get to go to level 4. If you don’t, you don’t get to register at all.
Batch processing removes the SACS A2 hold and A2 to should be changed to RSTD.
This process is supposed to live at the end of the online tutorial for students who have not earned a 2.25; needs a new code to put them in level 4.

Jasmine wrote out this demo on the board:

2.25 – Batch (programming specs need to be written to change to RSTD) – RSTD – Level 2

A2 w/ no 2.25 – Tutorial – (programming specs need to change SACS to MET code from level 2 to level 4 equal to A2) – MET code – Level 4 (change specs for enrollment priority)

A2 w/ no 2.25 – Do nothing – blocked from registration

We not only have to speak to MIS but include IT too!

We need to write specs for the batch process; Chelley prefers a couple of days to analyze it. Chelley will report back at the next meeting and we will write specs at the next meeting.

All of the letters need to be changed but first we need to discuss which letters need to be sent out for fall (i.e. Dear Student, This is what’s going to happen so be careful…..). A plan still needs to be formulated to send them out.

At the end of fall, those on probation will get a warning letter with an option to attend a probation workshop. Then, change all of the current letters to include what is going to happen, what changes are taking place according to what level they are, etc.... Debbie suggested and
Chelley agreed to take a stab at the letters she already has and will bring them back to the table. Jasmine agreed to resend the letter out that is still on the website.

Chelley requested a new query that pulls all students at the end of fall w/ a D or an F with no standing or GS standing only.

**A2/no 2.25 Tutorial needs to be created by spring.**

**Policy & Procedure Changes**
- Identify Policies and Procedures that need changes.
  - Chelley is identifying policies that need to be changed and cross referencing them with the new data elements and the title V and ed code regulations.

**Academic Standing Field Review**
- Alex & Chelley will report out
  - This has not yet been done.

**Issue Bin**
- Review Current Data & New Data Elements
  - Debbie and Chelley have a meeting calendared on 8/22/13 to discuss this topic before our next SSTF meeting.

**Next Meeting**
**Tuesday, August 27, 2013 at 3pm in LTLC 160.**
Since this is the first week of school, it was suggested and agreed upon to postpone until September 10.
STUDENT SERVICES TASK FORCE  
Minutes – Thursday, September 19, 2013  
10am to 12pm– LTLC 160

ATTENDEES:  Jasmine Ruys, Alex Fors, Sonia Gonzalez, Steve Erwin, Linda Maricle, Pamela Brogdon,  
Chelley Maple, Kari Sofa, Garrett Hooper

SSTF Timelines

• Full Timeline
  It was stated that the “timeline is unrealistic and we are not mirroring it”.

  ✓ We need clarification from Myrna re: undeclared majors (questioned if you have over 35%, stop collecting); this should be clarified at the summit. 12 out of 12 colleges were considering getting rid of undeclared majors. Chelley feels it is important for outreach to relay the message to students that if they pick a major, they won’t be stuck with it and they can change if they want to. Jasmine said to reiterate in online advisor and other places, as well.

  ✓ Online orientation – Chelley said we’re going to have to see if it is ready. Jasmine asked if we could not use the existing one. Chelley said it would not include the new info.

  ✓ Summer orientation – keep old product that provides a REG date. We still need to figure out how to transition from the old product to the new in regards to programming within the next two months.

  ✓ For fall, we will need to use the product that does not assign a REG date.

  ✓ April – Online advisor goes live, update AP, etc.... Will then follow up with emails re: inactive major to anyone who has applied. Those who have completed Steps 1-3 (AP, ORIENT, ASSESS) will get early REG date. For those missing steps, they will get reminders monthly to complete.

  ✓ The latest possible date to allow enough time to prepare for registration is July 1. No wiggle room. Albert asked if after that date if a student could still be assigned their proper date (i.e. 7/12 walk in – REG for 7/14). Jasmine said there are two thoughts: #1 Yes, they have completed and been ID’d as an EOPS/ATH/VA/DSPS student. #2 No, unfair to the rest of the population. She fears phone calls and lines out the door with requests saying “I’ve completed now, update my registration with a new date”. The special pops want to be able to change the date. They have access to ASTR to flag and to XRAG to add students into their blocks up to their date; then access is taken away. Decision is in Debbie’s hand but will be a collective decision with Wilding. Up to special pops to lobby it. A&R is done as of June 30th.

  ✓ A new student who does not complete all of the steps by June 30th will drop down to tier 4.

  ✓ Basis of new policy is to come in, know what you want to do, don’t leave, finish fast, and move on.
✓ July 1......run REG dates for fall and start the entire process all over again. Chelley asked if anything has been said about what classes will be offered next fall; no one knew.

- **HS Timeline**
  ✓ H.S. Calendar is just a scaled down version of the full calendar.

**Issue Bin**

- **Review Current Data & New Data Elements**
  ✓ Chelley prefers to wait until the summit. Some of them don’t match (i.e. 11 funding formula reads 4x a year, new data element does not say, hopefully unlimited). She will bring back materials and address it at that time (also 35%).

- **Appeals Process – Enrollment Priorities Programming: RSTD and MET; make a final decision and include in programming.**
  ✓ This has been resolved. MET = LEVEL 4 RSTD – 1, 2, or 3 depending on where they’re supposed to be.
  ✓ Jasmine will get a list of all of the work orders already in and write a list of what is left.
  ✓ When Debbie gets back, we need to plot out the MIS piece (what they will do, what they can’t, when they will get it done, etc...) need a consensus timeline for the programming.
  ✓ Per Chelley, need to revisit the 2.25 GPA appeal piece; we forgot about 75% of units completed.
  ✓ Also for enrollment priorities, there is another piece that needs to be changed, per Chelley. We also need to go back and take a look at that.

- **Mandatory Assessment**
  ✓ Ask Debbie

- **Update Online Orientation**
  ✓ Chelley has scheduled 10 hrs. /3 weeks with Gina to go through and finish it; she needs to dive into it. Letters to be sent out to students. Gina has been told what to add (PAL, Accelerated courses, watch out for academic probation, etc...). She needs to call Paul re: the animated piece regarding the schedule. Check email account. Paul needs more time to build and implement than she needs to plan it. Orientation will mostly be all text. Jasmine will send anything she wants to be included in the online orientation Chelley’s way in storyboard format. Chelley likes replication. Bookstore info will also be included; Chelley has not heard back from them in 4 months. More welcoming, encouraging, more prescriptive, etc....

**Next Meeting**

✓ Rescheduled for 10/8. It was suggested we start w/ 1st and go every 2 weeks (go with 10/1, 10/15, 10/29). However, we need to check w/ Debbie first about her calendar (Dean Duty @ CCC).
STUDENT SERVICES TASK FORCE
Agenda – Tuesday, October 1, 2013
3pm to 5pm– LTLC 160

ATTENDEES: Kari Soffa, Linda Maricle, Chelley Maple, Garrett Hooper, Tom Bilbruck, Jasmine Ruys, Steve Erwin

Board Policies and Specifications

<table>
<thead>
<tr>
<th>Topic</th>
<th>Policy Number</th>
<th>Specifications</th>
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<tbody>
<tr>
<td>Enrollment Priorities</td>
<td>5055- Passed by board Spring 2013</td>
<td>Submitted to MIS Work order 59448</td>
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<tr>
<td>Academic Standing</td>
<td>536- Does it need to be re-written?</td>
<td>Need to write</td>
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<tr>
<td>Online Advisor</td>
<td>526???, ??</td>
<td>Need to write- 1st draft is being completed now</td>
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<tr>
<td>Assessment</td>
<td>525- Does it need to be re-written?</td>
<td>?</td>
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<tr>
<td>Orientation</td>
<td>524- Does it need to be re-written?</td>
<td>Need to write how it will work to assign registration dates for summer/fall.</td>
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<tr>
<td>Others?</td>
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Number of new students- 2011-2012 - 8,911 based on applications

Jasmine is having a hard time finishing the Online Advisor; she needs to know the elements to finish up and turn into Debbie so we can get them to MIS.

Chelley has pulled the policies:

- Academic Standing is ready to go because it is not being changed, just reorganized. There are no procedures but they are required. She drafted 4 pages that spell out what happens. It will go to David Andrus next Thurs. to be forwarded to the Senate. Chelley will send it to Jasmine so she can figure out how it needs to be programmed. Chelley and Jasmine will go over it during a working lunch to prepare for the meeting w/ Alex and Sonia. She will also list glitches that need to be fixed, as well. By next Thursday, this will all be in final draft form; she will hand it out.

- Enrollment Priorities policy has changes in administrative procedures that will need to go back to the board (2nd page of AP5055 .8 3rd bullet, COUNS agreed to change 6 academic units to “in graded, credit units” and “in their last previous semester”. The justification is that Chelley has “mellowed” and would prefer the students to stay in school. Jasmine questioned the usage of term or semester. Earning a 2.25 GPA in the
summer or the winter will not help them. Chelley will send Jasmine the language to include 75%.

✓ 1456 policy has not been approved yet and won’t be until mid-October. Chelley said it does not make sense to do the work when others will do it. She feels she should focus her attention on the two previous ones in addition to the one regarding exemption.

✓ Programming needed from 3rd semester to 2nd semester but is pretty modest; rest from MIS is Informer type of stuff. Jasmine is worried about changing Academic Standing because no one knows how Tom coded it; they will probably have to rewrite the entire thing. Chelley suggested she sit down with Sonia and go through it piece by piece. Jasmine thinks Derek will probably be the programmer but Chelley feels Sonia knows it well. Linda will book Sonia, Alex, Jasmine, Debbie and Chelley to meet at first for 1 hr. beginning the week after next and over the next few months. Jasmine thinks it will be very intense but they need to figure out where to go from here.

Fall 2014 (Items written on the board are in bold)

1). Application – Jan 1  
   4500/semester  
   Orientation – online  
   Placement (change)  
   Online Advisor – April 1  
   This all occurs through June 30th  
   Registration 7/15

2). Orientation  
   Current – assigns reg date  
   Chelley will work on  
   Jaz & Steve will look when she is done  
   Summer ’14 assign reg date  
   Fall ’14 Assign date of level 4

Chelley looked at what Paul gave her from Santa Ana college and there isn’t anything in there (92 pages them/37 us) about the new SSSP regulations. Chelley wants to jump right into the core services and point them to Acad. standing policy piece, not staying out a semester, preparing for your assessment, etc.... Chelley asked for Jasmine and Steve to look over when she is done. Chelley will also give them some suggestions for each department so they will know how to talk to students.

Jasmine needs to leave up on 1/1 (open summer/fall aps) finishes orientation, only lets them select summer, not fall. OR continue as is but program not to assign registration. We need to discuss how to handle the changes to how a registration date is provided to a student. Currently, it is provided at the end of the orientation. We have a few options when we open
applications on January 1 for summer and fall 2014. Since summer does not require everything, we can allow that to still assign dates. But for fall, we can have it assign the date from the Online advisor.

Chelley feels we need to create pathways from assessment to NSA, online, or another way to get that abbreviated Ed Plan done. Assessment needs to be tied to online advising. Summer ’14 assign reg date from the online orientation.

Fall ’14 assign date of level 4 (after July-June 30th, there is no incentive for them to do the NSA because REG dates are run). Suggestion and discussion made about moving this the assigning of a registration date to NSA, last step. Jasmine hopes there are check off boxes programmed into My Canyons, which is in the portal already; it just needs to be move to this area.

Those who tested prior to 2 years and would have expired test scores, there needs to be a blurb included that says “if you have tested more than 2 years, your test scores are invalid and you need to go test again”. This message should be a part of Kari’s outreach. Jasmine feels they should write in a rule under #4 NSA, to give them an error message as opposed to making it a part of enrollment priorities, which has already been written in registration, so we would like it to then be put in the online advisor piece as well.

3). Assessment:

Feb/March Saturdays
Hart District (need to determine more room availability) 28 in computer room/30-35 elsewhere
Jasmine suggested 1 more classroom on same Saturdays @ Canyon Country
180 x 7 = 1260 = VLC (3 shifts, 2 rooms, 30 comp = 180)
CCC? Kari will coordinate with someone over there to set it up. Chelley will be opening up Assessment to all students beginning in April. She feels round 2 should be held at CCC.
Chelley likes being able to shut out everybody else and just focus on just the high schools. They guesstimated 800 students at each H.S. Garrett said this is a benefit we are providing for them. The consensus was that 180 should be sufficient because if they don’t do it by June 30th, they’ll be dropped down to level 4. Kari said Saugus will be the first school and hopefully they will be prepared by the end of February. She also added “if they are EAP their junior year, they will not have to do the English assessment”.


Needs to populate with assessment info.
No exceptions
Coded in Datatel as SEP
Level 4
- Error message – (if the assessment is expired) stop program, send back to assessment.
If we spread it out by moving the date up to Jan. 1, it helps with not having to funnel all of these students through all of the processes in just 3 months’ time—normally done April 1–June 30.

It was determined that there will be no exemptions to the application, orientation, and assessment steps. If you don’t want to do it, you will be a level 4. If you decide you want to do it by July 1–June 30, you will get a level 3. For H.S. students, there will need to be verbiage regarding a test taken 2 years prior.

Discussion ensued about athletes and ISP pops that come in late. Special pops who have already done this in the past continue; some feel this is not fair and has yet TBD. This should be brought up at the next division meeting so all of the categoricals are made aware.

REG check list

<table>
<thead>
<tr>
<th>2014 FA</th>
<th>Application</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Orientation</td>
</tr>
<tr>
<td></td>
<td>Placement — date less than 2 years</td>
</tr>
<tr>
<td></td>
<td>V — no check if greater than 2 years</td>
</tr>
<tr>
<td></td>
<td>Adv</td>
</tr>
</tbody>
</table>

Report from Summit

Issue Bin

- Review Current Data & New Data Elements
- Mandatory Assessment
- Update Online Orientation
- Next meeting, we should walk through Orientation so we can flush out all of the issues for the programming pieces. The week after, we should go through the New Student Advisements and then the Assessment, the following meeting.

Next Meeting

Need to check Debbie’s schedule before moving to opposite weeks.

We will discuss each of the items on the board at the next SSTF meetings. So the next meeting we will discuss orientation. The meeting after that we will discuss Online Advisor. Chelley will be emailing people the board policies and the orientation between now and the next meeting.
STUDENT SERVICES TASK FORCE
Minutes – Tuesday, November 12, 2013
3-5pm– LTLC 160

ATTENDEES: Jasmine Ruys, Chelley Maple, Sonia Gonzales, Alex Fors, Steve Erwin, Denee Pescarmona, Linda Maricle, Ryan Theule (add to distribution list for next time), Garrett Hooper

Jasmine welcomed Denee Pescarmona, who will be attending these meetings from now on.

Presentations to Divisions
  • Feedback?
    ✓ Mike/Steve still have ECE; Social Sci. and Humanities will be done in Dec.
    ✓ Presentation to faculty has been made; Jasmine will follow up with Leslie to reserve flex week in Jan.
    ✓ Chelley feels some things should be added to help them address student questions.
    ✓ Denee suggested a break out at the Student Success Symposium on 2/7/14 from 9AM-3PM (80-100 people); adjunct and high school partners will be there.
    ✓ A presentation was also done at Parent Info night; 500 people in attendance. Talked about every process they will be going through.

Programming update
  • Handouts from Jasmine
    Jasmine handed out Current SSTF Programming Work Orders and Other SSTF Programming Issues/Future Work Orders.
    ✓ Copies have been given to Derrick and Jim as one overarching work order so they can proceed (with notes in one area underneath).
    ✓ Derrick needs the online advisor specs; Jasmine and Chelley met last week and need to finish.

Current SSTF notes:
#4 new transcript (will not work with the new system).
#5 isn’t really a work order.

Other SSTF notes:
#2 still needs to code into system that they have completed an orientation but not assign REG dates.
#4 Derrick said he does not have an issue with contacting Chaffee, who is already using it. Email placement scores to COC email and force them to pick it up in phase 2 (what they’ve completed and what is says).
#5 For the 15 unit mark of choosing a major, it will not happen by next fall in round 1; we need to push it off another year to round 2 (Chancellors office says 1 ½-2 yrs. and may not be in the funding). Chaffee puts a hold on everyone. Undeclared will not be an option on the ap or the screen. Pick something to temporarily help you to narrow your
search. We are currently at 55% undeclared now; in future, will be rejected at 35%. Alex is going to run the numbers. Default may be programmed to Liberal Arts & Sciences (basically undeclared major) at the top. Undecided goal at 45% will also be rejected (SS01). To reiterate:
   SM14 (go to first) okay to put undeclared.
   SB14 is initial goal)
To recap, at the next SSTF programming meeting, we will review the data elements and where we are pulling them from.
#6 Academic Standing – 2 things to add per Chelley A2, P2, A2P2, AD, PD, ADPD.
   c). If student completed 75% of units, P2 & PD
   d). If 2.25/75% and A2P2 or ADPD = RSTD in SACS

Process Analysis
1. Orientation (10/16/2013)
2. Online Student Ed Plan (11/12/2013)
3. Assessment

Board Policies and Specifications
Please bring copies of the new policies to the meeting- Jasmine has updated the Enrollment Priorities AP and will hand that out (notations from meeting in italics below).

<table>
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<tr>
<th>Topic</th>
<th>Policy Number</th>
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<td>5055</td>
<td>Passed by board Spring 2013- need to rewrite AP.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Submitted to MIS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Work order 59448</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Changed per Jaz who provided handouts. (4 is now gone). Need to get rid of CalWorks</td>
</tr>
<tr>
<td>Academic Standing</td>
<td>536</td>
<td>Chelley is working on it.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>536 is no longer (4250)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Need to write</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(done and moving forward)</td>
</tr>
<tr>
<td>Online Advisor</td>
<td>526</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Need to write- 1st draft is being completed now</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(see below)</td>
</tr>
<tr>
<td>Assessment</td>
<td>525</td>
<td>Chelley is working on it.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Orientation</td>
<td>524</td>
<td>Chelley is working on it.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Almost done, per Chelley.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Need to write how it will work to assign registration dates for summer/fall. Every page has been revamped; already received feedback from those with info there. Will be completely done in 2 days; Jasmine asked that she send it out to the entire group and Denee, Audrey and Wilding - index. Then send to Paul for programming.</td>
</tr>
<tr>
<td>Probation, Disqualification</td>
<td>BP4250, AP 4250</td>
<td>Discussed at Academic Senate on 11/7/13</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Wrote 2 procedures for academic standing, 4250 on probation.</td>
</tr>
</tbody>
</table>
Re-admission

4255 lengthier (how you can be dismissed, how notified, readmission criterion, etc…)

Board policy, broad enough, not too many corrections, lays it all out. She cleaned it up and put it in logical order.

**Online Advisor**

Student fills out ap, does orientation, placement test, and online advisor, and then goes to website. Jasmine asked “where is this going to live?”

**Online Advisor**
- Get into online advisor
- Link in My Canyons *

**Student Enters ID#, name, DOB – include my canyons email**
**TSUM – Placement tests/transfer coursework/AP, IB, CLEP, EAP**

Jasmine needs to build a table with all possibilities to check in TSUM so Cynosure will also pick up any scenario for Math, English and ESL. Over 2 years, tests have expired and need to retest. Process also needs to pick up transfer course work.

**At end**

**Current OLOR programming to put ASEP in CASM***

Chelley will ask Paul if there is an FTP file to move the images into Hershey. (Connected to email *** above)

Asked for a screen in my canons that student can see with check boxes so they know what they have done and still need to do.

----- → Assign reg date – Level 2

On July 1, if above has not been completed, they will not get a reg date (it will be left blank).

----- → No reg date assigned if this is not filled out (*change practice - *check for reg date).

Alex is going to send the current exemption rules in Datatel to the committee.

Discussion ensued about students coming after July 1st and getting an ed plan and reg date assigned. If counselor puts them manually into MATI or CASM screens, it would be a double entry once SARS is uploaded into Datatel.

**Issue Bin**

- Review Current Data & New Data Elements- Happening in the SSTF Programming Meetings
- Update Online Orientation - Chelley will provide to the group
Next Meeting
December 10, 2013- 2-3pm- Can we change this?
Can we meeting these dates to end the year?
November 18- 9-11am, December 3, -11am, December 9, 9-11am

Linda deleted out all current SSTF meetings from Debbie’s calendar to avoid confusion. New dates were decided upon and Jasmine will send out new meeting requests for:

Thurs., 11/21  10-noon
Mon.,  12/2    9-11AM
Mon.,  12/9    9-11
ATTENDEES: Jasmine Ruys, Linda Maricle, Denee Pescarmona, Garrett Hooper, Ryan Theule, Steve Erwin

Process Analysis
1. Orientation (10/16/2013)
2. Online Student Ed Plan (11/12/2013)
3. Assessment (details from board below) *Need to do
   - Webpage* – end ORN –
     Assessment info (help workshops)
   - Assessment – ID – printed results – Flyer next step* (Start Apr. 1)
   - Accuplacer – Datatel (TBC – set@ 15 min.)*
   - Matrix – TSUM – Online Adv
     (Ck Box – web adv* + new screen*)

Update on Orientation
Sent to Paul?
- Chelley is wrapping up orientation and will send to Paul today (requested Jan 1st deadline).
  Worst case scenario: Paul doesn’t get it done until 1/7/14? Leave the old one up and get credit for the old one. Even if delivered by 12/30, it does not good as MIS is needed to put it up. If it is up by the 13th, “it’ll be fine”!

Does Chelley have all the information needed?
- Everything is there including placeholders; some pages need to be cleaned up.

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<td>5055- Passed by board Spring 2013- need to rewrite AP.</td>
<td>Submitted to MIS Work order 59448 Consensus: Go over exemptions and add in 75%. In the next section down, address issue of “opt not to do it, drop down to tier 3”.</td>
</tr>
<tr>
<td>Academic Standing</td>
<td>536- Chelley is working on it.</td>
<td>Need to write Academic standing needs to go to ASG. Chelley will send the notes over to David so he can start tracking. DVH made some miniscule but thoughtful changes.</td>
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- The old matriculation policies (524-526) will be gone and replaced by 5050. The new verbiage is “awful” and Chelley will need to rewrite them because they are “untenable”. When complete, Chelley will file along with the wording that 524-526 do not exist any longer.
- DVH & Jerry & COCFA came to meeting (ASG needs to be there too), everything went along smoothly. Mike Wilding created a new website for tracking purposes.
- Denee suggested a change in wording in the announcement about priority registration on the COC website. Now reads “Online student advisor will be available starting April, 2014”. Suggested adding the word “virtual” (New Student Virtual Advisor) because the way it reads now, it looks like they will be able to see a student advisor. Misspelled Kari’s name in one spot; Jasmine will email Jesse.

### Issue Bin

- **Review Current Data & New Data Elements- Happening in the SSTF Programming Meetings**
  - Worked on ed plans 2 meetings ago; will be ready for them tomorrow.
  - Chelley needs to communicate w/ Paul as to what MIS needs.
- Chelley needs to clear up concurrent enrollment needs with Jasmine.
- Last “road show” is today; Flex presentation on Feb. 3rd from 3-4PM, reworked to address what faculty can do (i.e. timing of probation, only one final, etc....). A pre-run for the symposium presentation.
- Timeline/agenda for Symposium (Fri. Feb 7th) is being created by Denee. One presentation of 45 minutes will be needed w/ 15 minutes for questions right before lunch. Will ask for feedback (i.e. what topics do you want to know more about?) and provide answers in newsletter.
- FAQ for P/T faculty in spring (100+ @ CCC) who have not been part of the dialog.

### Next Meeting

**December 9th cancelled;** Jasmine in interviews. December 13th, 9-10am- if needed (Ryan is unavailable and Denee in accreditation but available afterward. Jasmine will leave it on the calendar for now and revisit at a later date.