



October 2008

TO: Washington State Student Services Commission & Councils

FROM: Students Services Team
Washington State Board for Community & Technical Colleges

RE: 2008 Fall State Board Report

SBCTC REORGANIZATION SUMMARY

This summer, the State Board office made the following reorganizational changes: the Administration Division was merged with the Finance Division under Chris Reykdal's leadership, the Information Technology unit was merged with the CIS organization under Mike Scroggins' interim leadership, and the Student Services team was merged with the Education Division under Jan Yoshiwara's leadership ([see organization chart](#)).

Student Services: Staff will serve as the primary lead on providing policy analysis and support for assigned Councils:

Cindy Torres-Jimenez: WSSSC, ARC, MSSDC, DSSC, CWPC*

Programs/initiatives: Faculty and Staff of Color Conference (serve as fiscal agent and provide web support); BOLD Initiative, Diversity Initiatives

Scott Copeland: FAC, CESC

Programs/initiatives: Opportunity Grant, Foster Care initiatives (Passport to College)

Kayeri Akweks: ACC, CUSP (includes the Student Voice Academy and Student Legislative Academy).

Programs/initiatives: Childcare initiatives (Childcare matching grants); Online student services

*Robin Thompson will manage the Life Transitions Program (formerly Displaced Homemaker program) and work with Women's Programs. Robin will also continue her responsibilities with family literacy programs in the ABE shop.

Workforce Education:

Amy Smith-Rubeck will join the staff on October 20 as policy associate for workforce education. She will be responsible for high demand and workforce development grants and Centers of Excellence.

Tina Bloomer has moved to the workforce education team with continuing responsibility for student achievement, Achieving the Dream, IBEST and new responsibility for green jobs.

Marie Bruin has been promoted to assume lead responsibility for WorkFirst programs. For this year, Alleyne Bruch will assume administrative responsibility for the Food Stamps to Employment and Training program and continue to manage the GED program.

Carol Melby is adding Worker Retraining and the Job Skills Program to her work with customized training programs.

Policy Research: A new policy research unit has been created under Loretta Seppanen's leadership.

Transfer: Michelle Andreas is responsible for working with universities through the Joint Access Oversight Committee, major related transfer degrees and university contracts, and continues policy responsibilities for K12 relationships, early learning, Washington State Quality Awards and common course numbering. We are “borrowing” Mike Beehler part-time this year from South Puget Sound CC to help with transfer issues, including new transfer degrees, applied bachelor’s degrees and STEM enrollments.

Library Resources: Cable Green is assuming responsibility for the Library and Media Directors’ Council in addition to his role as eLearning Director.

Information Technology Division: The SBCTC has established a new division called the Information Technology Division headed by the SBCTC Chief Information Officer with the title of Deputy Executive Director. Information Technology staff in both the Olympia office and the Bellevue office report to the Deputy Executive Director for Information Technology. The budget and accounting oversight for the Bellevue office has been transferred to Chuck Greenough in the Olympia office.

A new department, System Solutions and Integration, has been established with Mike McGrew as the Interim Director. This new department will focus on support for the system technology plan by coordinating the activities of integration, standards, and open systems. Existing staff have been reassigned to this department. McGrew and others within the Information Technology Division are supporting the systems activities around the SharePoint Portal.

Planning activities have begun to modernize the CIS website and integrate it with the SBCTC website and to combine the Bellevue office and Olympia office into one main active directory and a common email system.

The SBCTC divisions have several unfilled positions due to the hiring freeze and budget reduction.

BUDGET REDUCTION UPDATE

The Governor issued a Spending Adjustments Memo on August 4 asking all state agencies to find savings (\$90 million) in five key areas: 1) gas and energy consumption; 2) out-of-state travel, 3) personal services contracts, 4) equipment purchases, and 5) hiring. On August 11, in the spirit of supporting this request, the SBCTC provided colleges the following guidance after consulting the Governor’s staff, OFM, college presidents and other stakeholders:

Reduction Principles

- 1) Colleges should seek savings in the identified areas when taking action does not directly harm student access, achievement, or success.
- 2) Direct instruction and student support functions should be maintained during times of poor economic conditions in order to serve the growing demand from students. Direct instructional support goes beyond faculty and could include instructional equipment that is already a desperate need at the colleges—especially in high-demand program areas.
- 3) Colleges should maintain or expand their utilization of technology for instructional delivery, student support services, and for communications as a way to achieve savings in some of the targeted areas (gas and travel).
- 4) The colleges should have a clear short-term savings goal. (State Board staff issued further guidance on each college’s reduction goal, i.e., % of reduction amount-- updated % sent to colleges on 10/08/08).
- 5) While five target areas have been identified for savings, colleges will be afforded maximum local flexibility to determine where best to achieve savings.
- 6) Savings should be documented at the local level for inclusion in statewide reporting back to OFM and the Governor.

On, October 7, the Governor announced another round of budget reduction targets for the current fiscal year due to continuing deterioration in state revenue collections. *To date, total statewide reductions for the year are \$330 million. OFM has calculated our system's target to be \$17.9 million, or 2.8% of the system general fund-state allocations to date.* OFM has indicated the Governor intends to take these reductions in her 2009 supplemental budget proposal. General state agencies have been directed to implement the budget reductions in the form of travel reductions and freezing hiring, personal service contracts, and equipment purchases, as well as general budget reductions. Higher education institutions have been provided the latitude to determine where to take the savings, and in our system decisions about how best to achieve savings will be made at the local level by each college district.

The November update to the state's revenue forecast will be available prior to the release of the Governor's 2009-11 budget proposal. Although the September forecast was down by \$530 million, much has happened in the national and international financial markets since that forecast that we can expect to see reflected in the November update. Budget reductions could very well increase in the next few months. Members of WACTC's Operating Budget Committee and State Board members will be meeting to discuss these latest budget reductions.

OPERATING BUDGET REQUESTS (budget request summary currently available on [SBCTC homepage](#))

Core Belief: During times of economic hardship, community and technical colleges experience increased demand for training and retraining. Washington's economic recovery will be directly affected by programs and services offered on our campuses. Washington's Community and Technical Colleges will continue to educate the State's current and future workforce.

	FY 2010	FY 2011	2009-11
Workforce and Economic Demand	<u>\$38,130</u>	<u>\$66,902</u>	<u>\$105,032</u>
1 High Demand Enrollments	8,500	16,900	25,400
2 ABE Growth Enrollments	7,600	15,100	22,700
3 General Growth Enrollments	4,800	9,600	14,400
4 Applied Baccalaureate Enrollments	480	\$2,052	\$2,532
5 Increased Adult Basic Education Funding Per Student	7,000	13,000	20,000
6 Increase Worker Retraining Financial Aid	8,000	8,000	16,000
7 Employee Training Solutions	1,750	2,250	4,000
Student Achievement	<u>\$32,193</u>	<u>\$48,651</u>	<u>\$80,844</u>
8 Opportunity Grants	5,000	10,000	15,000
9 Student Achievement Initiative	2,300	4,700	7,000
10 Affordable Tuition	2,633	5,391	8,024
11 Child Care Center Funding	1,500	1,500	3,000
12 Disabilities Accommodation	1,000	1,000	2,000
13 Transitions Math Project	500	500	1,000
14 Running Start	5,000	10,000	15,000
15 21st Century Learning Environments	<u>14,260</u>	<u>15,560</u>	<u>29,820</u>
a. Instructional Equipment	3,800	7,500	11,300
b. Technology for Student Achievement	10,460	8,060	18,520
Recruit and Retain the Best People	<u>\$37,950</u>	<u>\$69,850</u>	<u>\$107,800</u>
16 Recruit and Retain the Best People	33,900	65,800	99,700
17 Part Time Faculty Conversions	2,550	2,550	5,100

18	Staff Development	1,500	1,500	3,000
Campus Climate and Infrastructure		<u>\$1,500</u>	<u>\$1,500</u>	<u>\$3,000</u>
19	Campus Security	1,500	1,500	3,000
Total Policy Level Request		\$109,773	\$186,903	\$296,676

ESSHB 2783: Governor’s Veto Message: “I am also directing the HECB and SBCTC to refine and combine their plans for a web-based advising system. A single, unified proposal should review and build upon the Joint Access Oversight Group’s focus group, the SBCTC program plan, and other work.” A taskforce met throughout the summer to draft a Request for Information (RFI) for this tool (tentatively called "Academic GPS"). Funding for this tool is included in the HECB’s operating budget requests (\$5.2 million)—see [Academic GPS brochure](#) for more details. You can also read more about this project in the [2008 Summer edition of The Browser newsletter](#).
 Legislative one-pagers for budget request items are available at: http://www.sbctc.ctc.edu/college/l_index.aspx.

2009 POLICY REQUEST LEGISLATION

Technical College Transfer: *Allowing public technical colleges to offer associate transfer degrees.* In addition to offering technical degrees, technical colleges would be allowed to offer transfer degrees that prepare students for professional bachelor's degrees. Professional degrees, in this context, are those that prepare students for a specific field or occupation including engineering, engineering technology, pre-nursing, business, construction management, and teacher preparation for secondary education in science, technology, and math areas. This concept nearly passed the Legislature in 2008.

Veterans Promise: *Creating the veterans promise grant program.* Veterans waiver programs do not go far enough in providing the necessary support services for returning veterans need to be successful in higher education. The proposed legislation would provide dedicated state funding to cover the cost of tuition, fees and books, as well as additional wrap-around student support services to meet the unique needs of veterans.

Opportunity Grants: *Providing help to low-income adults in high-wage, high-demand career pathways with financial aid for tuition, fees, books and supplies, plus focused support services like advising, counseling, mentoring and tutoring.* The Opportunity Grant pilots included students enrolled in basic skills courses, and allowed students to receive support to help pay for child care. The bill passed last biennium eliminated financial support for child care and limited the grants to those enrolled in college level programs tied to high demand fields. Basic skill students do not have access to financial aid and benefit greatly from Opportunity Grants. Child care is listed as one of the major barriers preventing students from obtaining higher education. Therefore, the Legislature is being asked to amend the Opportunity Grant bill to read more like the original pilot.

Opportunity Grant: Program Statistics and Early Findings

	2006-2007 (10 Pilot Colleges)	2007-2008 (34 Colleges)
Number of Enrolled Students	843	3,871
Median Household (independent)*	\$11,652	\$13,726
Median Household (dependent)	\$29,171	\$23,585
Percent Parents	63%	63%
Percent Students of Color	47%	43%
Retention Rate (Fall to Spring)	73%	81%

*Represents eighty-nine percent of program participants.

- The Nursing and/or Medical Assisting pathways enrolled the highest number of students followed by the business/office administration and management.
- Increased financial assistance correlated to higher retention rates. *Students in the Opportunity Grant program who also received a Pell Grant had an 87 percent retention rate compared to only a 72 percent retention rate for students who received a Pell grant only. Retention of students receiving only Opportunity Grants is also higher than similar students who did not receive any aid (71 percent versus 44 percent).
- When the 2007-08 Opportunity Grant Program was compared to the 2006-07 pilot, notable differences in the student populations being served were discovered including fewer I-BEST, WorkFirst, and Hispanic students and differences in how financial assistance was used to aid students. In 2007-08, assistance with tuition and books was more of a focus versus 2006-07 when providing assistance for living expenses, childcare and transportation was recognized as a key benefit to the program.

Faculty Increments: *Providing for academic employee salary increments for community and technical colleges.*

Increments provide pay increases to faculty who upgrade their skills and experiences. In Washington, increment funding is not automatic, and community and technical colleges must compete each year for funding for this purpose. This creates inconsistent and unpredictable practices that undermine faculty morale and willingness to invest in professional development. Increments for full- and part-time community and technical college faculty should be statutorily included in the carry-forward maintenance budgets. The amount of the increments could be formula driven to provide the Legislature with some consistency on the expectation of the fiscal impact on the state budget. This issue was raised by the trustees several years ago and has been a trustee priority the last several sessions.

Running Start: *Regarding running start student enrollment figures at institutions of higher education.* Currently, colleges are not allowed to count Running Start students they serve toward their enrollment targets. The proposed legislation would allow the colleges to include Running Start students in their enrollment count. This would provide the Legislature with a more accurate picture of state enrollments in community and technical colleges.

Applied Baccalaureate Degrees at Community and Technical Colleges: Currently seven two-year colleges have authority to offer pilot baccalaureate degree programs. The Legislature is being asked to eliminate the word “pilot” (takes away the uncertainty for students that the program will continue) and remove the restriction on how many colleges can have baccalaureate programs. The bill gives the State Board the authority to establish the criteria for program approval – and continues the requirement for HECB approval of any new program.

Customized Workforce Training: The 2007 Legislature set up a revolving fund from which companies could borrow money to train their employees and then repay the fund over a short period of time. They could deduct 50% of the training cost from their Business and Occupation taxes. Although there is a documented need for incumbent worker training, the rules surrounding the customized training funds are so complicated that few companies have used the Customized Training program for their employees. Therefore, the money is not being fully utilized. The bill simplifies the eligibility requirements for access to the training assistance. It does not ask for more funds.

NORTHWEST ETUTORING CONSORTIUM

The Northwest eTutoring Consortium began offering electronic tutoring services in January 2008 to five Washington community and technical colleges, plus Washington State University Distance Degree Programs in Pullman, Tri-Cities and Vancouver.

The Northwest eTutoring Consortium is hosted by the Connecticut Distance Learning Consortium (CTDLC), which developed the model and operates a successful consortium in the Northeast. To use the system, the college uploads all students into the tutoring platform. Students log into their accounts to access live tutoring in math, statistics and economics. Writing students can upload their papers and get a response from a tutor within 48 hours.

Each college that participates pays CTDLC a fee of \$3100 per year and contributes five hours of tutoring each week. A part-time eTutoring coordinator, hired by WSU, creates a common schedule. For this first year, WSU and SBCTC eLearning are splitting the cost of the coordinator.

Each tutor is trained in the delivery system, and all tutors participate in a norming process using materials in a common space on WAOL. CTDLC provided training materials for writing tutors, and the Washington group is developing additional materials for math tutors.

An advisory group with representatives from all member colleges meets quarterly. All parties are pleased with the project so far and hope to expand to other colleges and disciplines.

Community and Technical Colleges: Bates Technical College (pilot college); Centralia College; Clark College; Clover Park Technical College; Columbia Basin College; Edmonds Community College (pilot college); Everett Community College; Lake Washington Technical College (pilot college); North Seattle Community College (pilot college); Peninsula College; Pierce College, Fort Steilacoom; Pierce College, Puyallup; South Seattle Community College; Tacoma Community College (pilot college); Whatcom Community College.

Washington State University Distance Degree Programs: Pullman, Tri-Cities, Vancouver (pilot)

Contact: Andrea Kerr, Northwest eTutoring Coordinator, amkerr@wsu.edu (509) 301-0208

TECHNOLOGY UPDATES

The State Board approved the [Strategic Technology Plan](#) at its August 1 meeting. The plan features *one, single-minded goal* - to mobilize technology to increase student success and the five following five strategies for transformation:

Strategy I: Create a single, system-wide suite of online teaching and learning tools that provides all Washington students with easy access to “anywhere, anytime” learning.

Strategy II: Create a seamless P-20 system for personalized online student services including: recruitment, retention, advising, course catalogue, transfer, and financial aid management.

Strategy III: Create a system of lifelong learning and change management for faculty, staff and college leadership.

Strategy IV: Use data to drive continuous improvement in both student success and administrative efficiency.

Strategy V: Treat information technology as a centrally funded, baseline service in the system.

A printed version of the Strategic Technology Plan will be released later this month.

Illuminate

The SBCTC has purchased a single installation of Illuminate that be used at no cost by any of the system colleges, plus State Board and HECB staff. The license allows unlimited use of Illuminate Live, Illuminate Plan and Illuminate Publish. The installation will be hosted by Illuminate and managed by existing WAOL staff. Illuminate is powerful and easy to use web conferencing software that can be used for the following purposes, among others: meetings, virtual office hours, live instruction, tutoring programs, classroom collaboration, student/parent orientation,, remote guest speakers/virtual field trips, professional development. Illuminate sessions can be preloaded using Illuminate Plan. They can be recorded and saved on Illuminate’s servers, and the saved session can be viewed by anyone who has the links. Illuminate Publish allows users to move content off Illuminate and save on another server. Colleges are encouraged to work with the eLearning staff on their campus to learn more about Illuminate, including training information.

Information Technology Division Update (from Mike Scroggins):

Financial Aid: The financial aid project team is currently doing product functional testing of the financial aid system (FAS). Financial aid components are actively being tested to ensure the new software functionality is working correctly and is properly integrated with FMS, SMS, and PPMS. In parallel, other project staff is preparing the new FAS production environment to support the pilot college implementations targeted for early October. The schedule for the project has full deployment of all colleges occurring before December 31, 2008. As a contingency, at the end of September non-project programmers will begin modifying the SAFERS software that is currently used for financial aid awards to continue SAFERS in that capacity until the new financial aid software can be implemented. Although we have a target of December 31, 2008 for implementation of the new financial aid software, colleges will continue the use of SAFERS until the new software system is available even if it is beyond the end of the year and be fully NEED 2009 compliant.

“Go Forward” Options Assessment: The Information Services Board (ISB) was briefed on our RFP to procure an assessment consultant to evaluate the system options to “Go Forward” with our administrative software systems. This assessment will provide the basis for selection of the “Go Forward” option that best fits our needs. An advisory group will be established to analyze the “Go Forward” options delivered by the assessment. The RFP is scheduled for release the week of September 15th with work estimated to begin around the second week of November. The assessment is scheduled to be complete before the end of December. Technical Services staff and college staff working with our HP3000 hardware support vendor are performing an assessment of the stability of each HP3000. They will be indentifying methods to achieve and maintain stability of the HP3000 until a “Go Forward” option can be implemented.

Mike is analyzing the operating budget, reserves and projected reserves along with the HP settlement funds for potential finance options to implement the selected “Go Forward” solution within current funding levels. A funding solution along with the investment plan will have to be approved by the Information Services Board (ISB) before proceeding with a “Go Forward” RFP.

Other Projects: *Once the Financial Aid pilot colleges have been implemented in early October programmers and analysts will have capacity to begin work on the implementation of the Degree Audit system and other enhancements to the current administrative systems.* Staff has already been analyzing the pending requests to estimate time and effort. Information Technology budget requests require a consultation with Department of Information Services and the development of detailed IT budget addendums to be included with the request. Information Technology projects funded by the legislature will require an investment plan and ISB approval.

Council Website Template (SBCTC hosted pages)

We are proposing a consistent template for the Student Services Councils web pages hosted by the SBCTC (see attached). We would like your feedback on the template as well as other information we can include on the website, e.g., best practices in each area, to better serve you.

HIGHLIGHTS FROM THE 2008 SUMMER REPORT

- WWW.CHECKOUTACOLLEGE.COM
- [DISABILITY ACCOMMODATION POOL ALLOCATION UPDATE](#). October is Disability Awareness Month (SB6313).
- **STUDENT VOICE ACADEMY.** The five issues outlined in the Academy’s white paper represent the priorities of students in the upcoming legislative session and biennium budget process: *Student Representative on Board of Trustees, Running Start, Childcare, Adjunct faculty, and Technology (staff development for E-tools, 21st century libraries, 24/7 access to online services, and advanced student services online)*. These priorities will be the focus of the **Student Legislative Academy (October 24-25 at the SBCTC)**.

COUNCIL NAME (ABBREVIATION)

The Washington State Community and Technical Colleges Advising and Counseling Council is a council of the Washington State Student Services Commission. We meet quarterly to share information and resources, discuss system wide issues and provide feedback to the WSSSC and State Board for Community and Technical Colleges on policy matters.

Counseling and advising services maximize the potential of students to benefit from the educational environment by facilitating access, promoting student learning, teaching student success strategies and developing educational plans compatible with their personal goals.

Membership Roster

- [Council Designees](#)

Meeting Dates

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2008-09 Work Plan

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