ARC Winter Meeting Minutes

Day 1, 1/17/24:

* 1:00pm – Welcome and brief discussion about weather situation impacting the ARC meeting
* 1:06pm – Introduction and Ice Breaker:
  + Name, position, college, If you could go back in time or into the future, which would you choose and what time period would you want to visit?
* 1:30pm – OAAP Workgroup Report:
  + Shorter list for enhancement requests than in prior updates. They are working on trying to follow up/provide clarification on some prior enhancement requests that have been submitted, for example, the residency section
  + There are two proposals that will be voted on Friday at the business meeting:
    - County field update in address. It currently populates from the student’s address but the student can then log into their profile and manually change it after the application was submitted. If this is approved, it’s a quick fix to get it into production. The request is to keep the auto-populate from the address and grey it out so students can’t change it after.
      * Question - why is the county field needed as a whole? Some schools are using look ups by county and also as a fraud indicator for some schools.
      * Question – what happens if the student resides in a different county from their mailing address. Example, if they have a P.O. Box mailing address but reside in a different county? Workgroup is not sure how this would be handled.
      * Question – Are students changing the address or just the county? Just the county from what is being reported.
      * Comment – Auburn comes up as Pierce county, but it is really in King county. This was brought up to State Board and there isn’t a fix for it. So this explains why some students are changing the county only. Recommended not to include an attempt to fix this in the enhancement request as it could get lost in the mix.
    - Quarter closure and in-progress applications. If a student has an in progress application, they can still submit it even after schools have closed the quarter for receiving applications. So those applications remain untouched as schools are not going back to earlier quarters to see if applications have come in. The request is to remove the “resume” and “show application” button if the term end date for each admit type and academic program is in the past. It should also send student a notification so they are aware that term is closed for applications so they need to submit a new application for a current available term.
      * Comment – there is a request in already to pull colleges’ start and end dates of the terms
      * Concern expressed about asking the student to do more work and fill out a new application for another term
      * Question – Can the system just move the application to the next available quarter? For example, if they started an application for Winter and it closes out, when the student submits, could the system automatically move to Spring quarter?
      * Comment – Spokane allows applications to remain open longer based on program type. The enhancement request is asking for this to be based on admit type (First year, reapplicant, etc.) and academic program (e.g. Academic, Transitional, etc.)
      * Question – if they cannot move it to another term, are schools okay with the system sending automatic emails to notify students to apply for a new quarter?
    - Residency section updates:
      * Table presented with updates to the questions in the residency section. This was provided to the ARC listserv from the OAAP workgroup.
      * Question – what’s the difference between permanent resident and permanent noncitizen? Permanent residents are the green card program. Permanent Noncitizen – certain visa categories and the eligible noncitizen categories listed on Financial Aid, e.g. refugee.
      * Question – Will these changes mean the application will not automatically go to undetermined residency when they say no to being a US citizen? Also, will it make it more intuitive for students to indicate they are a permanent resident? Yes to the first question. For the second question, earlier enhancement requests should make that easier for students.
      * Question from the Workgroup to the ARC attendees – Should they keep “Other” or “Not Indicated”? Majority of the votes were for “Other”
  + Huge gratitude to the OAAP Workgroup – Janet Garza, Maria Larsen, Jessyka Bridges, Veronica Corral, Heather Hill, Tanjagay Martin, Michelle Mussen and Nicole Oh.
* 2:26pm – Student Success Tool RFP Discussion
  + Christine McMullin – The President’s group is driving this work and it’s estimated about 1 year before action is taken. They are putting together the workgroup/task force and will be making an announcement once that is formed and what the charge will be for this group. Christine is not sure that this “mandate” will be that every college has to switch but it would likely mean that this system will be the one fully supported by State Board.
  + EAB (owns Starfish and Navigate) has been reaching out to Whatcom indicating they are submitting a RFP and were very confident in their sales pitch.
  + Question - Are they still saying that this would not include CRM functionality since several of us have CRMs that have both functionality? It is believed that was the decision but it will be confirmed.
* 2:36pm – External Council/Commission Updates:
  + FAC - Their biggest focus is on mass packaging in ctcLink and the 2024-2025 FAFSA: how we will work with the changes such as no housing question, adjusting aid for enrollment intensity instead of enrollment level, etc.
  + ATC – 4 workplan goals:

1. Degree Maintenance – Review DTA and MRP Requirements at each college with an equity lens.
2. Common Course Number Review
3. Pathways and Progression – Continue collaboration that identify and reduce equity gaps in Pathways.
4. Professional Development – with an emphasis on equity, diversity, and inclusion goals, identify professional development needs for ATC members and plan professional activities.

* WaACRAO is August 1, 2024 and at Univ. of Puget Sound
* PACRAO will be in Seattle in November 2024
* 2:42pm – Break
* 3:00pm – Identity Theft and Fraud Prevention/ARC Letter/SXF/FTE:
  + Question - what impact mandatory orientation is having on fraud prevention? Many schools indicated that it has improved their fraud numbers, depending on how the orientation is set up. If it requires an ID check that seems to help.
  + Schools have indicated they catch more at the time of application/admission. They are doing batch admissions and do a line by line review before approving.
  + Question – what patterns are being looked at during the application review process? All upper or lower cases, taking classes not in their specified program of study, addresses that are apartment complexes with no apartment numbers, houses for sale, businesses, etc.
  + Concern still raised with the amount of human hours we are expending on this.
  + WSSC response to our letter. They would like to move away from letter writing because of the length of time that process takes. They would prefer for us to be able to reach out directly and collaborate.
  + Concern raised with WSSSC response. We are part of shared governance and ARC should be able to send things up through the pipeline. Also, when WSSSC representatives attended a previous ARC meeting the conversation didn’t seem to be productive.
  + Magnus made a friend at the State ID office and they are willing to help verify if an ID is real or not. There is also an online tool on the WA DOL website that allows you to check the status of a driver’s license.
  + Reviewed and discussed the State Boards project of SXF students with shared enrollments. Deadline is January 31st. Some ARC members were not aware of this project. There are varying levels of investigative depth being taken by the colleges. The following schools have indicated interest in joining this group – Clark, Shoreline, Peninsula, Whatcom. Magnus will speak with Dani Bundy to determine how additional people are added to the group. It was recommended that this group should try to operate more like data governance. We will wait to see what results from the letter to WSSSC in terms of our request for a college co-chair and the other items in the letter.
  + Concern was raised that schools should have had an opportunity for a Webex to ask questions or get clarification about the SXF project from State Board.
* 4:12pm – Question Box:
  + 1. How do you handle students who submit multiple applications through OAAP. We’d like to just delete the extra apps, but we’re not sure the best way to do that.
    - Most schools WADM, but those doing batch admissions there is an issue with those students with h SXF. CBC batch denies them to handle this issue.
  + 2. Do you require students to reapply through the OAAP after a certain amount of time without attendance? Why or why not?
    - Most schools do after 1 year
    - 3 years for Cascadia
    - 2 years for LCC
  + 3. Does your college award Dean's List? If yes, do you award students who are in BedA?
    - Most schools have some version of this – President’s list, Vice President’s list, Dean’s list, Honors list, etc. but not for Transitional Studies classes, only college level.
    - TCC leadership is asking for them to include BEDA and they are concerned it will become manual work. Looking for solutions.
  + 4. RE: timing of Winter and Spring ARC meetings. I/we find that having these so early in the terms make it difficult to disengage from the work piling up. For us, it’s third week and Winter is a holiday week. Might we discuss moving winter and spring out to fourth week of January and April?
    - This was brought up at the end of Fall ARC and discussed by the executive board and the decision was made to push Winter and Spring 2025 ARC out a week. Updated proposed dates for next year:Winter 2025: January 29-31Spring 2025: April 23-25
    - Question was raised about possibly changing Winter ARC to Online only? Biggest concern about a full online meeting is the level of interaction/engagement that happens when we meet in person. This sentiment was echoed by several others.
  + 5. If you allow drops until the end of the quarter or close to it, at what point do you open grade rosters and how do you manage changes if someone withdraws after the roster has been opened?
    - Roster automatically assigns a W grade. Skagit allows drops through the end of the quarter but students cannot do it, they have to come to enrollment services. Clark allows drops until the last day of classes (before finals begin) then they open the roster the day after that deadline.
  + 6. We are working on our Senior and WA State Waiver process, and was wondering what the wait period is for your college is for enrolling these students after the term has begun.
    - Most schools range from 1st day to 6th day of instruction.
    - Are they allowed to access Canvas prior to enrollment? Schools with later enrollment dates do allow them to access Canvas as a guest student.
    - Concern was raised that having non-enrolled students in class is potentially a FERPA violation
    - This led to a spinoff question regarding waitlisted students attending class/getting Canvas access and if that constitutes a FERPA violation.
  + 7. "Wondering if anyone knows if it is a law for high school students to have priority registration?
    - There is no law requiring high school students to have priority registration. Running Start students are supposed to be treated like any other college students and be assigned registration like any other students.
* 5pm – Adjourned for the day

Day 2, 1/18/24:

* 8:34am – Introduction and Ice Breaker:
  + Name, position, college, If you could know the answer to any question, what would it be?
* 8:54am – Question Box:
  + 8. Do you consider putting SIDs and student names in the Subject box of an email a FERPA violation? It is not a violation but it is also not a good practice. At LCC they are moving more to shared documents that people have to log in to access.
  + 9. Does your college track "completions" in ctcLink for programs that do not award an official credential? And if so, how do you track that? Examples would be ESL, CNA/NAC, apprenticeship, etc.? It doesn’t appear that anyone is doing this tracking. Skagit does award a credential for NAC so that is tracked.
* 9:00am – Skagit Valley College Welcome – Dr. Chris Villa, President of Skagit Valley College
  + Discussion on the role of Orientation and Enrollment/Registration sessions on student success
* 9:27am – SBCTC Policy Update – Christine McMullin, Policy Associate, Student Services
  + Budget priorities:
    - Strengthening the computer science workforce including creation of at least 15 BS in Computer Science programs
    - Climate curriculum/Tribal stewards request
    - Capital budgety request. There is a $1.7B need across the system. Unable to fund this full amount. Currently allocating $122M
  + Legislative/Policy Issues:
    - Apprenticeships
    - Dual Credit
    - Mental Health
    - Adjunct pay equity
    - Financial Aid
    - Workforce
    - Artificial intelligence
    - Opioid/fentanyl impacts
    - College Promise/free college
  + Key Bills they are tracking:
    - HB 2004 – priority registration for eligible veterans and military service members. This will make this a permanent benefit and will also expand to include spouse/domestic partners and dependents
    - SB 5862 – Concerning hunting and fishing licenses for nonresident college students. This couls impact colleges that are close to state borders since students might be asking for enrollment verification to apply for their license.
    - HB 2112 – Concerning opioid and fentanyl prevention education and awareness at high education institutions
    - HB 1943 – Modifying the WA National Guard Postsecondary education grant program
    - HB 2374 – Establishing the Washington Promise program. Funding for the first 2 years of college.
    - HB 2309 – Establishing the Washington 13 free guarantee. Funding for the first year in college after high school completion. It would also include funding for support services for students to help improve success and completion rates.
    - A Consumer Protection and High Education bill. On the surface it looks good but there is a clause that says investigations related to WA schools will be done by the authority at WSAC but this conflicts with SARA. So they are keeping a close eye on this.
  + Additional Work Groups:
    - Student Success Tool RFP. Announcement should be coming soon with who was selected for this work group.
    - Washington College Grant – Apprenticeships. This group would be working on establishing best practices and procedures for awarding WCG for eligible apprentices.
    - Running Start Residency – Karl (Whatcom) and Janet (CBC) are on this work group. They will be figuring out timelines and streamlining processes.
* 9:58am – Break
* 10:16am - SBCTC ctcLink Updates – Dani Bundy (Director of ctcLink Customer Support):
  + Fraud applications subgroup update:
    - The group met on January 11th
    - Survey created and sent out today. It is related to establishing common business processes around fraud handling. Responses due by 2/2/24.
    - Fraudulent related queries and how colleges are using these and if any additional queries might be needed
    - Exploring OAAP vendor security control options
    - Working with internal Network Security Director to determine solutions available for identity verification and integrating that into the system. When they met with federal state auditor there was discussion about other state agencies using federal identity verification resources that may become available to the state colleges.
    - Working with vendor to apply Okta in front of OAAP. There was a concern about putting Multi-Factor Authentication (MFA) in front of the app so as not to inhibit real students from applying but we also have to mitigate the risk of fraud apps. The decision was made not to apply MFA as part of the Okta application roll out. Okta will provide some additional benefits like password reset for OAAP. This will enable students to reset their passwords and not have to reapply with a new email address.
    - They are collecting a primary and secondary contact person from each college around fraud handling that colleges can access so they can reach out if they have questions about a suspected fraudulent account.
    - Reminder about how the subgroup was established. It started out of a request at the College Collaboration Group. They asked for volunteers from that group and for points of contact to go back to their campuses and determine who would be best to volunteer for this subgroup. Since then, she has received individual requests for people to join the group. Membership is open so if you have interest just need to contact her.
    - Concern was raised about how using federal or state databases for verification could impact undocumented students. It was clarified that the database involvement would be behind the scenes and notifications would be sent if any information entered flagged a concern.
    - Question raised about what we are learning from other states since this is not a Washington issue but a national issue. For example, California has been hit hard as well so is there any collaboration between states on this topic. There were conversations with the Office of Inspector General (OIG) and that is how the guidance document that State Board released was established.
    - Question raised about the ticket response that indicated to not drop “fraud” students from classes. Clarification was made that students should not be dropped if funding was applied to the student’s account for the classes. Funding can be any source – financial aid, third party, etc., as this would become part of the investigation into this student. If the student qualifies to be dropped through normal business processes, e.g. drops for non-payment, instructor-initiated drops for no-shows, then you can proceed with those drops.
  + Prioritization Proposal:
    - Currently they prioritize work based on functionality, and also based on impact. It has been discussed for quite some time that the colleges need to be part of that prioritization process. They have put together a proposal to put CTCLink College Collaboration Group (CCCG) as part of the official governance structure responsible for prioritization.
    - The proposal want to establish 3 Production Support prioritization queues:
      * In-Flight – 3 items per pillar/module. Financial Aid, SFS would have their own bucket.
      * Next Up – this would hold 5 items per pillar.
      * Future Work – these would be ranked from 1-10 and put things in date order.
    - One of the components of this proposal is to implement a brief “Enhancement Request Freeze” to prioritize enhancements already submitted.
    - Question raised about the method that will be used for prioritization and streamlining this process.
  + Enhancement Requests Update:
    - To date they have received 255 requests. 163 have been deployed with 55 deployed in 2023. 22 have been cancelled, mostly by the requestor. This leads to a 72% resolution rate of submitted enhancement requests.
    - 71 remaining enhancement requests with 36 already approved by ctcLink Working Group. 35 still need to go through governance. These are the ones that would be impacted by the potential ER Freeze mentioned above.
    - ER 232 – Adding Custom Self Service Questions. They are defining requirements and analyzing possible solution designs with Data Services and App Services
    - OAAP ERs are currently being worked on. They will be rolled out in work packages starting with 169, 184 and 237. These deal with residency and citizenship.
  + General Updates:
    - Legacy Transcript fixes for GPA rounding and formatting is in testing
    - Working with Security Team to enable Advising Notes to be viewed by student sin mobile/HCA application. CS is submitting an FYI ER to align the student experience.
    - Working with AppConnect NW Consortium on course sharing and what that looks like across the system
    - Apprenticeships changes due to legislative requirements. The working group will be working on establishing business process, coding, funding and the waiver that will apply to their student account. It will not only be working on admissions but student services components as well.
    - Academic Advisement Report (AAR) Purge – All colleges have now been purged once. They will continue this purge/refresh process with each college annually and the colleges will be notified when it happened.
      * Question was raised about what an AAR Purge means. Every time an AAR is generated, it is stored in the system. The system has an established protocol to remove very old reports.
    - Question raised about the recent listserv conversation about system performance. The conversation initial began about the class search functionality. This can vary depending on many variables. There was another component of the conversation around looking up IDs. CS Support reached out to some of the individuals who indicated these experiences to ask them to submit a ticket. The CS Support team and their internal environment team will be reaching out to the vendor Burgundy to run another system performance check (they ran some previously prior to deployment groups 3 and 5).
* 11:18am – SBCTC CS Support Team Updates – Dani Bundy (Director of ctcLink Customer Support):
* 11:18am - SBCTC Coding Updates – Lou Sager and Carmen McKenzie:
  + Policy Manual Update:
    - Two versions on the website – one with legacy coding
  + Data Governance Committee (DGC) update:
    - Student Self-Service Questions
    - Course Modality – Instruction mode changes approved yesterday, 1/17/24. Announcement including an Implementation Handbook coming soon. They are hoping to have the new codes available in early February. It will be up to each college to decide if they want to hold off until the new course modality codes are available before finalizing course builds for 24-25. The second ER for adding helper text to Class Search pages will be presented to working group at an upcoming meeting.
  + Pending Proposals:
    - Pronoun usage – guidance around when pronouns should be used, for example class rosters, and when it should not be used, e.g. public records requests. Pronoun collection was not implemented in ctcLink when it was launched but it is available now so they need to implement it. It is being voted on now by the data governance committee and will be presented to working group for approval.
    - Sexual orientation and gender identity label changes – these are still in the works and once approved by DGC, it will go in front of Working group
    - Diagnosis coding – previously was sent out for system feedback and they are testing a new approach which will then be sent back out to for system feedback
    - Name proposal – change Preferred name to Chosen name. This was approved by DGC in October and will be present to working group at upcoming meeting.
    - data will not be ready to flow to reports or other access points where staff can utilize the information provided.
* 11:33am – Question Box:
  + 10. At our college, we ask our faculty to submit their vanishes/non-attendance to Enrollment Services thru the 5th day of the quarter. Interested in learning how long you give faculty to submit non-attendance?
    - Most responses were through 5th day of the quarter
    - Some schools are through 10th day of the quarter
    - A few reported days 2 to 3
  + 11. What is this "hide application" checkbox that keeps being referred by OAAP? Is it in OAAP or CTCLink?
    - It is in OAAP for students who start an application but don’t submit
  + 12. How many schools manually register their running start students vs allowing students to do it themselves? And for those that allow students to register themselves (with EVF approved) what tips can you share on how you track them."
    - LCC has their RS office enroll the students, as well as Seattle Colleges
    - Everyone else the RS students enroll themselves. Most of them put EVF service indicator and they can enroll once EVF is received and processed.
  + 13. For those that print student ID cards on campus for students/staff, who is the vendor/company you use? What is the system called?
    - Several are done through internal systems
    - A few have vendors and will reach out to CBC to share those vendors with them
  + 14. Anyone have great strategies for partnering with instruction so we can reduce requests for enrolling a student when there is a waitlist (special request that would jump the waitlist, which we don't do). We stop rolling waitlists at the end of day 2.
    - Responding schools indicate they push back and let them know there is a waitlist and those students should get the priority for fairness and equity
    - LCC has told them to increase class cap if they are willing to overload their class.
    - In terms of strategies, reaching out to the Academic VP to express why this practice would not be fair
* 11:58pm - Lunch
* 1:01pm – Professional Development – Tackling Microaggressions Through Liberatory Practice – Dr. Farhana Loonat (tenured faculty, Skagit Valley College) and Amy Gustafson (Associate Dean of Student Support Programs, Skagit Valley College)
* 3:05pm - Break
* 3:15pm – Process Alignment Workshop Presentation – Jason Hetterle, PAWs Committee Lead (Wenatchee Valley College):
  + He is one of the founding members of the College Collaboration Group and part of the Process Alignment Workgroup (PAWs).
  + Wants to use a holistic review to identify pain points in our processes so we can address and remedy. Where do we start with developing best practices then adjusting to make it more efficient for the colleges.
  + For efficiency and budget restrictions reasons, most meetings will occur virtually but there may be times an in-person meeting will be necessary.
  + Success will look like:
    - Implementing improved and efficient processes that meet all requirements.
    - Aligning on common process across the system to build common training and support.
    - Gaining efficiency of labor at the local and support levels to realize system financial value.
    - Creating human capital talent pool that is both portable and sustainable.
    - Creating a coming student experience across the system.
  + Challenges to this project:
    - Limited budget to support travel
    - Employee resistance to change
    - Partnering with SBCTC to seamlessly support and complete this mission
    - Limited staff time for training
  + Want to break this into a two-step process:
    - Step 1 – virtual process that allows us to review a process and determine if it can be fixed within a short period of time without having to take it to a full workshop
      * Colleges will be responsible for identifying a subject matter expert (SME) who will participate and also select an alternate person, who should know the current process at their college and be familiar with and ready to review the available training materials on the particular subject.
      * During this step, a list of potential pain points will be created and input will be sought from many difference sources, including WACTC, commissions and councils, ctcLink college leaders, SBCTC staff, etc.
      * Once the list is curated, CCG will review the top priorities and begin to execute.
      * The day of the process review event, a step-by-step review of the process will be completed, including any related enhancement requests that have been submitted.
      * After the event, the facilitator will summarize notes and email attendees, present any proposals and create potential enhancement requests.
      * If CCG determines the plan is acceptable to move forward then it will go to Working group for validation prior to implementation. If there is not consensus, then it would move to a Process Alignment Workshop and that is where an in-person meeting might be necessary.
    - Step 2 – Process Alignment Workshop
      * These would likely be in-person events and the goal would be for it to be a one day session (not overnight), and at a central location to reduce travel times for participants.
      * Trying to organize listening sessions at local colleges to engage executive teams and the SMEs.
  + Questions from the audience:
    - Is this group the sanctioned group to respond to the President’s mandate? No. This group started before the President’s mandate and they have partnered with key people at State Board. The President’s group might not even be aware of the work they are doing.
    - What’s the timeline for this process? The group is hoping to start the first session in March. They are currently shopping it around the various councils and commissions to try to get their buy-in.
    - There are concerns about travel costs for any potential in-person sessions as we are in budget building right now.
    - It was identified that some processes can be updated without altering our unique operations at each college. For example, how we receive transcripts into the system using the TS130 process. There are other alternatives which are better.
    - We need to differentiate between what PeopleSoft does vs what ctcLink does, because of how State Board has chosen to set up the system for ctcLink.
    - Any further questions, please reach out to Jason at jhetterle@wvc.edu.
* 4:33pm – Questions Box:
  + 15. Weird question ... we have a student who claims that about half of her transcript in Peoplesoft has disappeared, and that most of the remaining grades are wrong. SBCTC verified that a back-up from six months earlier had the same data as is populating currently. The student is adamant that there is a problem. Has anyone ever heard of anything like this? Thanks.
    - More follow up questions. Was this based on conversion or classes in ctcLink? You can check to see if there is a duplicate ID or two accounts merged incorrectly. Check for the Enrollment transactions in both HP and ctcLink.
  + 16. How do you batch deny for admissions? Is there a ctcLink guide on how the set up/parameters work?
    - CBC uses the external file option. Not sure if there is another way to do it.
  + 17. For schools with multiple quarter enrollment, how do you handle PERC? Do you run PERC more than once per term? Do you drop a student if they are enrolled for future quarters and will not meet the prerequisites?
    - Clark and LWTC runs it multiple times. They have a recurring job that will process. After grades post they will do drops for the next and subsequent quarters, if it is a sequential enrollment.
    - CBC runs it once except for after Fall when they run it after Spring grades post and after Summer grades post
  + 18. At your college, who maintains that veteran 72 waiver? How about other mandatory and optional waivers such as law enforcement/firefighter and senior waiver? (Especially for colleges with a Student Financials Office).
    - Some colleges it is Enrollment Services and others it is their Veteran’s Services office. It depends on the specific waiver.
  + 19. CPTC just hired a new class builder. I’d like to share some colleagues she can collaborate and connect with. Would you be willing to share your class builder’s name and contact info?
    - Colleges posted their contact information in the meeting chat
  + 20. We just transitioned to having Business Services do the drops for non-payment, but got to the cancellation screens and realized they had not been give access. If you run DRNP processes, who does it? Admissions, BS, or a combination of both with them vetting the population select, and admissions doing the drops?
    - Admissions, Registration/Enrollment Services are the majority of the responses. CBC has their finance office do it. At SVC their SFS office pulls the list but Enrollment completes the final drop.
  + 21. At your college, what area is responsible for helping students activate their ctcLink account or if students have any issues with their account?
    - Mostly a combination of Enrollment Services and IT Help Desks for technical assistance
  + 22. Veteran Services question regarding the College Financial Plan. Has your school created a specific item type for the college financial plan? Is there a common process coming for that? We are trying to figure out how much effort to put into creating this wheel, in case some directions will be coming out from a group working on this.
    - Most of the attendees are not sure what the College Financial Plan is. Michael from Shoreline indicated that it might be related to the “shopping sheet” they have to complete as part of their inbound processing. Darlene from SVC confirmed that’s what it is and indicated that students should be following up with Financial Aid.
  + 23. How do you manage grade changes? We have a form that is set up for employees to submit but we recently had a situation where a student employee was able to access and submit the form. So we're looking to see how other colleges are managing this and limiting it to only faculty?
    - Most colleges use an internal form that is relegated to faculty/staff
    - Some do emails directly from faculty
    - CBC has a form that is enabled to only allow non-student employees to access it.
* 5:00pm Adjourned for the day

ARC Day 3, 1/19/24:

* 8:32am – Introductions and Ice breaker:
  + Name, position, college, what is one word that describes how you are showing up today?
* 8:45am – Information released about who will be on the Student Success RFP Work Group. Jenny Wheeler from Green River College will be the ARC representative.
* 8:47am – Unpacking the Process Alignment Workshop presentation from yesterday:
  + Concern raised about the fact that this proposal does not currently have WACTC blessing. Disagree with the idea that the enhancement requests are small movements of the needle. Many of the ERs are big requests and understandably need time to get accomplished with the current system of governance and approvals.
  + Agreement that we need a more holistic review of processes. Just want to make sure that at the end of the work happening that the key people are in agreement to move forward with the decisions made.
  + Concern raised abut the lack of connection with WSSSC. WSSSC needs to be involved with this. This group started this work prior to the President’s mandate so when that came out why has there not been communication between these two groups. It was mentioned that people are feeling “ctcLink sucks” and we are not sure who is still so unhappy with the system? We are past “it sucks” and “resigned to it”, to getting into really figuring out how to use it.
  + There might need to be a reminder of the governance structure and following the protocols of that.
* 9:05am – Legacy Transcripts and Conversion of Archived Records:
  + It was noticed that when the Legacy transcripts were coming into External Education not in chronological order. A ticket was submitted and it was discovered that there was an issue and they are working on the fix.
  + Wish list – for repeats to come in properly. This is possible if we switch from the TS 130 process.
  + If they could populate 6 years back at conversion, why can’t they just do another population conversion for another prior years. Is there a reason they can’t? It comes down to the resources needed to do this. During conversion they had to build the course catalogs and enrollment records so that the classes could be populated. So it would take a lot of resources to do this aspect again. Colleges would have to do data validation again.
  + Some colleges are sending transcripts from both systems since they don’t have the manpower/time to do the manual conversion.
  + Challenges are “loose” naming conventions on older classes that don’t match what’s in the catalog. So now they have to work with/wait on the Instruction side to assist with reconciling this.
  + External education has extra options from drop down menu’s. Can these be removed?
  + Since we have to manually enter repeat classes, can there be a copy button?
  + Reminder that there is a QARS report that lets you know who’s returned and needs a Legacy record conversion. LCC also created additional service indicators to use in conjunction with this report to indicate that a Legacy record exists and where it is in the conversion process.
  + All users in the Legacy Transcript tool shows full SSN in search results but when viewing the record it was masked. LCC submitted a ticket about this and SB said it needs to be fixed but no fix implemented yet.
* 9:39am – ARC Logistics – Future hosts, workgroup membership, spring leadership elections:
  + Centralia would like to host Spring 2025
* 9:43am – WSSSC Update – Ruby Hayden (VP, Student Services – Lake Washington Technical College):
  + WSSSC has not met for Winter quarter yet.
  + The commission has decided they would like to shift how they communicate with the councils to raise their concerns up the chain of governance. In the past it was a formal letter and they would like to switch from this. Ruby is still working with them to understand what that looks like in action.
  + The state is moving forward with the Student Success Tool RFP and they have finalized the taskforce. Ruby will be the WSSSC representative on that task force. They are expecting this to take about 18 months – creating RFP, soliciting vendors, reviewing vendor submissions, then selecting a vendor.
* 9:48am – ARC Logistics continued – Future hosts, workgroup membership, spring leadership elections:
  + Whatcom will host Fall 2024
  + Still looking for a host for Winter 2025
  + At the Spring meeting in April, there will be elections for Treasurer and President Elect
  + Workgroups:
    - OAAP Workgroup is doing great work and making strides with their requests to State Board
    - ARC/ctcLink Priorities Workgroup will continue their work and will get re-energized with the dawn of the process alignment taskforce coming. Seeking new volunteers. Ruth Adams (Peninsula College) will now be the facilitator of this group.
* 10:00am – Break
* 10:15am – Question Box:
  + 24. Is your school applying JST-Military credit as Prior Learning? At Highline, currently we award it as transfer credit and only PE for DD-214 form. Please share your insights?
    - Most colleges are using PLA
  + 25. Does your institution have a deadline for instructors giving permission for a student to add a class late?
    - At LCC and Spokane it’s up to the instructors, no deadline
    - Other colleges have a cut off by 10th day and then it requires Dean’s permission
    - Peninsula and SVC don’t currently have a deadline but they are working to change that
    - CBC is the day before the last day to drop
    - Follow up question – has any college successfully used data-driven analysis to shutdown any enrollment after census date? It doesn’t appear that anyone has.
  + 26. Related to the Microaggressions prof dev workshop: How do we treat/handle microaggressions/bias that happen against those who identify as white (where alike the definition said in the slide, they are left feeling insulted/awkward, but are not widely seen as a valid victim, so the steps shown in the PowerPoint will have an adverse affect, such as interrupting as it will reverse the perspective and make the victim seem as the aggressor).
    - Stephanie (SVC) offered this response – white people can definitely experience discrimination but it’s about the power dynamic. In uncomfortable situations, she would not follow the steps outlined in the workshop, such as interrupting, because those techniques are not designed for her. It’s an opportunity for her to know what it’s like with the shoe on the other foot. Sometimes, when you’re used to privilege, equality can feel like discrimination.
    - Karl (Whatcom) – As humans we are multifaceted and hold different identities. When you feel uncomfortable in situations, think about where that sting is coming from and what identity it’s impacting.
    - Huda (Cascadia) – It’s important to examine the term discrimination. It’s hard to be discriminated against when the power is in your hands. We need to be careful with the terminology used.
    - Ruby (LWTech) – It’s important to sit with discomfort in a moment like this, especially if you are a member of a privileged background group.
    - The presenters would like to know if we have any feedback so please email them to let them know.
  + 27. When a student receives summary suspension (act of violence, threat of violence, or sexual misconduct), would you process the drop as of the date of the decision/notification, or would you backdate the drop?
    - Peninsula backdates
    - Others said it depends on what was agreed upon in the decision. Otherwise, it would be based on last date of attendance.
  + 28. If your college suspends operations during the first two weeks of a term (let's say, due to inclement weather), would you adjust your refund calendar and census date for each day the college was in suspended operations?
    - Some have made adjustments for situations such as this.
  + 29. Could you provide insights into your school's approach to IBEST movements? At our institution, IBEST submissions often occur after the 100% deadline and continue throughout the quarter. This poses challenges, leading to a cumbersome process as we need to retroactively handle drop and add transactions for each movement. Additionally, we ensure that when drops occur, they don't result in a W grade.
    - Everett has a similar situation and they have a new person coming in to manage iBest and hope to improve this.
    - SVC hides the non-iBest section and then they move out the non-IBEST students to it.
  + 30. Do students who exclusively earn PLA credits at your school receive a certificate of achievement?
    - Majority said No. Colleges indicated that they have a residency requirement for a certain percentage of credits to be earned at the college to earn a credential.
  + 31. My college is planning to go live with MFA for students this spring. For anyone who has done it, any tips? Any concerns?
    - Do it in batches and in between quarters for enrolled students
    - For those who have already rolled it out, no major student complaints
    - Concern raised if they don’t have a phone what other options will they have
  + 32. Does your school have a one stop? If so, do you think it is working well? How involved is your registration area in supporting it?
    - CBC has had one for 11 years and works well. It is not rotating. It has its own Director and staff, etc. They do enrollment, cashiering, financial aid and general questions about processes, etc. They don’t do direct processing.
    - Spokane has one that does admissions, registration, financial aid, switchboard and chat. They do basic processing for those areas. Anything unusual or financial aid packaging they will pass it along.
    - Peninsula - We do, it's becoming overwhelming to keep track of all the information you need to know to be truly effective. We need to work on how to make that clearer--especially around the processes being different for similar work (that is a big issue).
  + 33. For State Employee waivers, do you have a timeline for accepting the form? If an employee submitted the form in January for Fall enrollment, would you accept it or make them resubmit closer to the start of the intended quarter to ensure they are still eligible for the waiver?
    - Consensus is to make them wait and submit the form closer to the start of the quarter. Some colleges have it written clearly on their form.
* 11:10am – Business Meeting:
  + Motion to approve the Fall meeting minutes:
    - No discussion.
    - No opposed or abstentions.
    - Motion passed.
  + Treasurer’s report:
    - Fall meeting Expenses:  $2,794.64 (professional development, PACRAO registration for ARC Pres, catering, host gift)
    - Fall meeting Revenues:  $6,453.60 (membership fees)
    - **Total current balance:  $18,638.45**
    - *Estimated* expenses from winter meeting:  approx. $530 (professional development, host gift)
    - *Estimated* income from winter meeting:  approx. $1,200 (membership fees)
    - Winter actuals will be reported at the spring meeting
  + Motion to approve OAAP Workgroup recommendation for the County field update:
    - No discussion
    - No opposed or abstentions
    - Motion passed
  + Motion to approve OAAP Workgroup recommendation to limit students’ applications for a closed quarter/term:
    - Discussion – Clarification sought about what exactly the vote was for. Just to include a request for them to be able to do this.
    - No opposed or abstention
    - Motion passed
  + Motion to approve OAAP Workgroup recommendation for the citizenship update spreadsheet:
    - Discussion – Clarification of some of the changes on the spreadsheet, e.g. displaying “Other” instead of “Not Indicated”.
    - No opposed or abstention
    - Motion passed
  + New Business – None
  + Motion to conclude the business meeting:
    - No discussions
    - No opposed or abstentions
    - Motion passed
* 11:25am – Winter Meeting adjourned
* 11:26am – Presentation of the Host gift