ARC Fall Meeting Minutes

Day 1, 10/16/24:

* 1pm – Introduction and Ice Breaker:
  + Name, position, college. What was you first car?
* 1:30pm – Student Success Tool RFP Planning – Karl Ritter Smith:
  + About a year ago there was a mandate from the WACTC Presidents to find a student success tool (Tool). A committee was formed with representatives from various groups across the system e.g. ARC, WSSC, Disability Resource group, etc. Their purpose was to determine what the Tool needed to do and what vendors needed to know in order to submit a bid.
  + The RFP process is now open and they are currently accepting requests from vendors with a deadline by October 29th.
  + There will be a back-and-forth process between State Board and the vendors. If there will be presentations, those will occur in November with the hope to have the process wrapped up by early to mid-December.
  + Goal is to have a product selected by March 2025.
  + Colleges will not be required to switch to the Tool but the Tool will be integrated with ctcLink and if colleges choose to maintain their current system it just won’t be integrated with ctcLink.
  + The Tool will not be designed to function as a CRM. It is more for an advising aspect.
  + Question: Once selected what is the proposed implementation timeline for rollout? There are people who think it will be ready within 9-12 months, but this is not a realistic timeline. A defined timeline has not been discussed yet but once a vendor is selected it will be part of the initial discussions and more information will be shared then.
  + Question: Will there be incentives for schools to join? It does not appear that way.
  + Question: Will non-members of the RFP Committee be able to see the vendor proposals prior to the selection being made. This is undetermined. In the past there have been public forums. A proposal was laid out for how this process should be rolled out but a final process has not been defined yet.
  + Queston: Is it possible to read the actual RFP? It was found on a page where you need to register as a vendor to be able to view it.
* 1:50pm – Fraudulent Records Update – Roosevelt Mendez, Magnus Altmayer, Anneke Hercules:
  + Fraud workgroup has met with the Department of Education’s Office of Inspector General (OIG) and a follow up meeting with the Department of Education (DoE) regarding repayment of funds disbursed to fraudulent students.
  + Fraud is predominantly run by rings/groups. There will likely not be zero fraud. There are things that others like California (who got hit really hard with fraudulent applications) have figured out and are sharing the information about how to minimize impacts.
  + CA lost $200M due to fraudulent applications. They had a huge problem also with media coverage.
  + While the OIG is responsible for oversight, their action is limited to writing letters. There is a task force working on this and investigating rings outside of the United States.
  + Major takeaway from the meeting with the DoE is that schools do not have to return the funds if disbursed. They have to use NSLDS flagging to identify accounts/students that have had fraudulent activity/disbursals. This would help prevent additional aid being disbursed in other states. Also beneficial for students who have had their identity stolen to create fraudulent applications, in case the real student wants to go to school.
  + You can check WA DOL website to attempt to validate a WA driver’s license. You can also contact your local police station to ask them to verify the ID in a more in-depth way. You can contact the Campus Safety director and have them find the local police station to assist with this.
  + The Fraud subgroup’s established purposes are:
    - Create a global business process to define and guide the use of service indicators
    - Make a formal recommendation to SBCTC on systemwide software that best help detect fraudulent records.
    - Work with SBCTC to provide insight on the state of fraudulent records
  + There are two software options under consideration:
    - BankMobile
    - S.A.F.E.
  + Question: How much additional time will the software process add to application processing. Michelle from Clark spoke about their experience using this software. They have an API set up and send a list of applications to the Bank Mobile system, which returns them in three groups – high probability of fraud, low probability of fraud and needs additional inspection. It doesn’t add a lot of additional processing time.
  + Question: Is this process inconsistently affecting marginalized students. Clark has found that in the beginning there were some false positives, but they have found additional ways to help alleviate this to ensure they don’t falsely block students, e.g. Running Start students who don’t have a long credit history.
  + The subgroup will be sending a follow-up survey to collect more up to date information from the colleges to help identify gaps to assist with creating the global business process. The original survey did not capture the scope of the problem, e.g. how much money as a system has been paid out to fraudulent students.
  + Question: Is an Advising hold beneficial. LCC has mandatory advising and their fraudulent applications have gone down. Skagit has also found required in-person advising has been helpful.
* 2:22pm – Break
* 2:32pm – Thriving Together: Enhancing Wellness in the Workplace presented by Lexus Criswell
* 3:57pm – Alphabet Soup – Ruby Hayden, WSSC Liaison:
  + We use a lot of acronyms in the Washington State Community and Technical College System:
    - SBCTC – State Board of Community and Technical Colleges, also referred to as State Board or SB. There is an actual board (similar to a Board of Trustees). However, when people say State Board, this typically refers to the staff at the agency that carries out the directives of the actual State Board.
    - WACTC – Washington Association of Community and Technical Colleges, made up of the college presidents. They oversee all of the Commissions.
    - BAC – Business Affairs Commission
    - DEOC – Diversity and Equity Officers Commission
    - HRMC – Human Resource Management Commission
    - ITC – Information Technology Commission
    - PIC – Public Information Commission
    - IC – Instruction Commission
    - RPC – Research and Planning Commission
    - WSSSC – Washington State Student Services Commission which oversees several councils:
      * ARC – Admissions and Registration Council
      * ACC – Advising and Counseling Council
      * FAC – Financial Aid Council
      * CUSP – Council of Unions and Student Programs
      * DSSC – Disability Support Services Council
      * MSSDC – Multicultural Student Services Directors Council
      * VMSC – Veteran & Military Services Council
  + Question: How come Running Start doesn’t have their own council? They are more an affinity group. They report to various organization structures between the colleges so that makes it hard to define an organization for the council to live.
  + Question: Is there a group for International Student Services officers? Similarly, they report to various organization structures and there isn’t a point person at the State Board for international services.
* Question Box:
  + 1. What are your verification processes? i.e. Once deemed potentially fraudulent, how do students verify identity?
    - Most schools use a local service indicator to block enrollment on potentially fraudulent accounts which “forces” the student to contact for verification
    - Most schools give the option to come in person or meet on Zoom to verify identity
    - Some schools only require in-person for identity verification because they have received lots of fake IDs over zoom
    - Some require the students to also email a high-resolution photo of their ID so they can verify it. This can be done through an Adobe Sign form or through email
    - If they have a V4 it will also require them to submit additional documentation to verify for Financial Aid
  + 2. Do you have a position that focuses on potential fraud, or are you looking into creating a role?
    - Shoreline is looking at creating a role that specifically focuses on fraud detection
  + 3. For those schools that offer the State Employee Waiver, what day do you let them enroll for classes?
    - Bellevue College and Peninsula allow students to enroll on the last business day before the quarter starts
    - Most colleges allow on the first day of the quarter
    - A few allow on the third day of the quarter
    - Few more allow after third day, e.g. Grays Harbor is the 5th day. Seattle Colleges is the 6th day because their students can enroll through the 5th day.
    - Skagit has an employee tuition account which pays for their employees to enroll in class so they generate FTE. It is similar to a third-party payment agreement. They do the State employee waiver for non-Skagit employees only.
    - Quick poll – how many credits do you allow? Some are 6 credits, some are 10 credits, some are 12 credits (max 2 classes).
  + 4. When do you discontinue program/plan stacks and when do you WADM (Administrative Withdrawal)?
    - WADM is used at the time of application/admission. Discontinue occurs when they have not enrolled/been active in a certain amount of time or if they are doing a program/plan change.
  + 5. How are servicing students by phone? Do you have a call center set up? Who works the phone and are they also serving students in person? Do they have additional roles, like processing transcripts, or are they only customer service? What phone provider do you use?
    - Grays Harbor – no phone management system, you call the main line and the expectation is a human must answer so no phone tree.
    - SPSCC has a mini call center where employees just answer the phones. There is 1 full time person and 2 part time. Their phone system is Mytel.
    - Whatcom – ORCA center handles FA and Advising. Registration questions in person have declined since covid. ORCA central operates a phone bank staffed by mostly students, they do campaigns. Their registration office answers
    - CBC has a one stop uses a queue system, instead of providing office names, they ask questions like do you need help applying? Their back-end processors answer phones in addition to other duties.
  + 6. Does your school have a Release of Information for multiple departments?
    - Most colleges have one form to rule them all.
    - A few have them separated by department.
* 4:56pm- Adjourned for the day.

Day 2, 10/17/24:

* 8:30am – Introduction and Ice Breaker:
  + Name, position, college. What is the single best thing about your college and you are not allowed to say the people or students?
* 9:00am – President’s Welcome – Kathi Hiyane-Brown
* 9:15am – SBCTC Policy Update – Christine McMullin
  + 2024 Legislative Policy Updates:
    - HB 2004 – Early registration for Service members, veterans and their dependents. SVBQ code added to Coding Manual for spouses, domestic partners, dependents, not receiving benefits
    - SSB 5953 – Concerning financial aid grants for incarcerated students
    - 2SHB 2112 – Concerning opioid and fentanyl prevention education and awareness at institutions of higher education
    - 2SHB 2214 – Permitting beneficiaries of public assistance programs to automatically qualify as income-eligible for the purpose of receiving WA college grant
    - SSB 5670 – Providing Summer Running Start funding for rising juniors
  + 2025 Legislative Priorities:
    - 2025-2027 Operating budget request – fully funded, competitive compensation ($183M). Support college operations ($90M)
    - 2025-2027 Capital Budget Request – Preserve, optimize and modernize ($652.8M)
  + Other Updates:
    - Washington College Grant for Apprenticeships (WCG-A). These students would have to do a separate application for financial aid for them to receive these funds. WSAC is working on this.
    - Student Financial Responsibility Agreement (SFRA) – this used to exist in HP but doesn’t exist in ctcLink and it is a concern. Student Financials team is working on a process that will trigger before students register and will pop up annually within an academic year (not pop up every quarter), once completed the first time. Student Financial group wants to meet with ARC to discuss and troubleshoot. They hope to have this in place in time for Summer/Fall registration. They are working on an Activity Guide for students. If schools have a minimum threshold for sending to collections that will be personalized to each school, otherwise, it will be global language for all schools. There will be certain populations of students that will be exempt, e.g. students under 18. This idea was presented at ctcLink College Collaboration Group (cCCG) on 6/24/24 and information is in the cCCG documents from that meeting.
    - Athletic waiver limits modified by SBCTC Board of Trustees (August 2024) – it will bump the waiver limits up to 100% of the operating fee only for 15 credits.
    - ICRC – ACPL on transcripts. Further conversations will be held regarding this.
* 9:41am – Break
* 10:00am – SBCTC ctcLink and CS Support Team Updates – Dani Bundy and Kyrsten Catlin
  + Enhancement Requests (ER):
    - Prioritization Overview – Establish a ctcLink Prioritization Process aligned with ctcLink Guiding Principles. Solidify a clear voting process. Create a prioritization process that aims to be transparent, inclusive, streamlined, and effective.
    - Established 3 Production Support prioritization queues – In Flight (3 per pillar area), Next Up (5 per pillar area) and Future Work (unlimited but first 10 are ranked)
    - All ERs will go through cCCG for a system vetting and prioritization. In limited circumstances, there may be exceptions where other work might supersede, e.g. legislative mandates
    - Process Flow – Download ER form (ctcLink reference center) then secure authorized sponsor then SME presents at cCCG. After, SME submits completed ER form where it gets determined if it will be put into the Next Up queue, if not, then it goes into the Future Work queue. If it makes it to the Next Up queue, CS Support completes impact analysis and effort estimates. SME then presents to ctcLink Working Group for approval or not. If approved, it will work its way through ER queues until it is released into production.
    - FYI ERs do not require an official vote by Working Group. These may be based on mandates or system requirements
    - Quick Wins do not require prioritization by cCCG and can be added to a team’s in-flight queue under specified conditions (described in the presentation which was sent to the ARC Listserv).
    - ctcLink reference center is the go-to resource where you can find the Enhancement Request Process and Form page and the Enhancement Request Status page.
    - CS Core In-Flight Queue:
      * CS Image 32/HCX 24.2.1
      * ER 232- Self Service Questions
      * ER 131- New OAAP Template for Youth Technical High School and Dial Credit
      * ER 999 - OAAP Work Package 1 (of 7) – Residency and Citizenship. This is estimated to deploy in February 2025. It will be launched alongside ER 232. There will be UAT activities involving some college testers. Design is 90% complete but they will reach out to ARC for feedback (estimated in November).
  + Important Reminders from CS Core:
    - Please submit your duplicate tickets as soon as possible and don’t hold on to them to submit as a batch. These typically involve multiple pillars and can sometimes take a while to resolve.
    - Users must complete training on Search/Match before processing applications and/or creating new person records.
    - Undoing an X% or XF% EMPLID change is not simple and can impact students. Please only report fraudulent students and duplicate EMPLIDs if you have done the research and you are confident they should be processed in ctcLink accordingly.
  + Question asked about the status of the Parchment ER. It is in the Next Up queue. It will be looked at once the In-flight items are completed.
* 10:39am – Enrollment Management: How does your role/team help drive or influence enrollment planning? – Maria Larsen:
  + Everett runs a query to find students that have classes in their shopping cart and sends them a notification to remind them to try to encourage enrollment.
  + Skagit – after first day of class, they review below 100 level ENGL and MATH classes and look at the students who are self-pay and sends them an email to see if they want to switch to the basic education (BEdA) version of the class, which provides enhanced FTE to the college and allows the student to pay less for these classes.
  + Spokane – sends a lot of communication to students to remind to enroll including the shopping cart reminder as well. They will be working on a campaign to communicate with students who have not enrolled in the last 2 years to encourage them to return. Implemented “No More Heroic” efforts like calling campaigns.
  + Edmonds – quarterly calling campaigns. Looking at students who enrolled in a prior quarter but haven’t enrolled in the next quarter yet. They have a script that they use and if they don’t answer then they send an email with the same information.
  + Peninsula – outreach specialist. Meeting with faculty and working with marketing team to build out an outreach plan for the various programs.
  + WVC – has a new Strategic Enrollment Dean so will have more to report on this matter at a future meeting
  + Pierce – 2+2 enrollment cycle, which gives students the ability to enroll students two terms out. Also giving instructors ability to use permission numbers right up to the last day of withdrawal, so if a student got dropped or accidentally dropped, it gives instructors the ability to help the student get re-enrolled on their own.
  + WWCC – Strategic Enrollment Leadership team. They created a dashboard for their college that is publicly viewable. The link will be added to the ARC Teams chat.
* 10:59am – SBCTC Coding Updates – Carmen McKenzie and Lou Sager:
  + Data governance group has not met for Fall yet so these are updates from the last meeting.
  + Reminder that if you change your start and end dates you have to report them to Lou so they can update the data warehouse.
  + Apprenticeships - There will be a QARS report that will identify students enrolled after term end dates.
  + Apprenticeships - Instruction mode has been switched so there will be a QARS report to find modes that haven’t been switched over to the correct one yet.
  + Academic Credit for Prior Learning (ACPL) – using the correct grading basis. If it’s being transferred in then use TRN grading basis; if the institution is granting the credit then use GRD/SUS etc.
  + Question – many colleges are using 2+2 enrollment and the QARS reports are only generated one term at a time. Is there any chance these can include a future term? You can still query the information in ctcLink it is just not in QARS.
  + Question – concern that there is a disconnect in the race/ethnicity information with the new LACES form. Staff are reporting that they have guess at a secondary race/ethnicity for students to complete the form, which is not good practice. The way PeopleSoft comes delivered it asks the Hispanic question first. If you say yes, it provides the drop down of all Hispanic races. If you say no, it moves on to other races. When doing recording for IPEDS the Hispanic race question takes priority. When the data is pushed to LACES it only allows for one value, but it requires them to have the Hispanic and race data submitted. There is not a current solution for this. Instructions were sent previously to the BeDA group and we are asking for the instructions to be sent to ARC too.
  + Question - The gender question on the LACES form does not provide options for students who do not identify as male or female. It is required to ask the sex but students are not required to provide it. So they can leave it blank and it will get coded as unknown. They are working on improving this in the future.
* 11:21am – Question Box:
  + 7. What adjustments is your college making to adapt to more exempt staff being affected by the salary threshold increase this coming January? On January 1, 2025 if you make under $78 249.60 annually, you will become eligible for overtime and must report your time like other staff. No colleges have a plan to address this.
  + 8. Is anyone using SARA? The Department of Ed says that if we enroll students from out of state at all, then we have to get permission from the state where that student lives. We haven't been getting that permission, so we need to figure out what to do about it. SARA is one way, asking states individually is another. Looks like SARA is a good shortcut.
    - Bellevue and Grays Harbor are using SARA.
    - SARA is administered by WSAC. Sam Lofton is the contact person for this.
    - There are also some requirements in the Gainful Employment reporting requirement that is impacted by this as well. So important to pay attention to this.
  + 9. How are you handling IBEST or ACHIEVE programs at your school, if applicable?
    - Everett has an IBEST program specialist. They register students into the non-IBEST section and then get lists later on to move students to the IBEST section and run into issues.
    - Green River – students register into the classes and they have untul the 5th day to figure out a survey to see if they qualify for the IBEST or not and then they are moved to the IBEST sections, but then sometimes they don’t get the surveys until after so it creates problems.
    - Skagit registers students into the IBEST section and hide the non-IBEST, then opt out the students who don’t want to be in or don’t qualify for IBEST and move those students to the non-IBEST section.
    - OC enrolls all into IBEST sections; we use the QARS RS in IBEST report to track and correct out of the IBEST. The IBEST people do oversight on eligibility for non RS students.
  + 10. Do you reserve any enrollment spots for International Students at your institution before the quarter starts?
    - Everett does utilizing a spreadsheet and they lower the caps on the classes to account for the international students. Most of the classes are the ENGL& 101 and some other basic beginner classes.
    - Green River does reserve some spots in certain classes. They use the Reserve Capacity functionality in class building to do this.
    - No other colleges indicated they do this
  + 11. When do you close the Waitlist at your institution?
    - Several colleges it is the last day before the quarter starts and the last waitlist is run
    - Others allow through end of open enrollment on the third day and the waitlist last runs at 4pm on this day
    - Clark stops joining the WL 2 Fridays before the quarter starts and then the classes are open to anyone
    - Green River stops running the job on Friday before the quarter starts and students can still add themselves to the WL through the Saturday before the quarter starts. Their Open Enrollment goes through 3rd day of the quarter.
    - Everett is similar to Green River but they run the WL through the first 2 days of the quarter.
    - Olympic - last day auto WL first morning of term. Allow students to get on WL through 3rd day. Faculty, 4th -census day, must give permission for WL, late add, all the stuff.
    - Bellevue – allows 6 credits max for a student to WL. WL runs through 3rd day and
  + 12. Grade Repeat related: Are you running this quarterly or how often?
    - Majority run it once a quarter
    - Edmonds runs it a few times a quarter
* 12pm – Lunch
* 1:30pm – Roundtable: What are your pain points right now?
  + Fraudulent/Ghost Students:
    - Shoreline makes a distinction between fraudulent students and ghost students. Ghost students have gotten through and gotten enrolled. Fraudulent students are those found before enrollment.
    - Biggest pain point is the time needed to properly investigate.
    - Another issue is when other schools put on SXF indicators.
    - Question asked about why a college wouldn’t/doesn’t/ can’t use a local service indicator:
      * Pierce does not have a local indicator because the staff can become investigators and they don’t want the staff to become FBI agents. But they don’t use SXF they use SXI when they suspect fraud.
    - Reminder that when the SVR is applied, it does not remove the local service indicator. So would be worthwhile to run a query to check for accounts with both SVR and local indicators to remove the local.
    - Question – Is there concern for people reviewing fraudulent applications regarding unconscious bias. Spokane has these conversations with their staff all the time e.g. not everyone can afford a phone so if an account doesn’t have a phone number doesn’t automatically mean it is fraud.
    - Question which queries are used to review fraudulent accounts:
      * Michael at Shoreline uses the following and groups the results into one master spreadsheet to cross reference certain data points:
        + QCS\_SR\_ENROLLED\_PROGPLAN – Gives Program/Plan and Student Groups
        + QCS\_SR\_ENRLSTATUS\_INFO – MUST BE SCHEDULED. Gives cumulative GPA
        + QCS\_CC\_ALLENROL\_WEMAIL – Base list for students and info
        + QCS\_SR\_CLASS\_ROSTER\_ELEARN – Students’ enrolled classes with modalities
        + CTC\_VAL\_SRVC\_IND – All students with any currently active service indicator.
      * Magnus at Lower Columbia uses QCS\_AD\_NEW\_ID\_CONTACT\_INFO - Applications by date with fraud red flags
  + Graduation Application – students constantly asking if their grad app is processed yet:
    - Edmonds has an auto response that provides general information when students email them in this regard.
    - Spokane has automated communication based on the check-out status in the program plan stack, using 3Cs.
    - Clark has a query that helps them identify students who made changes to their schedule after they applied for graduation. This query is available in ctcLink for anyone to use.
  + College in the High School students who are asking to have their grades removed:
    - Answer is no, unless there is a legitimate appealable reason
    - Recommended to have a contract or some document that is signed by the students to have them acknowledge that they are taking college in the high school class and it will be on their permanent college record. There should be a parental sign off as well.
    - Reminder that Running Start students can have SAP implications as well. So if student’s are not performing well during their time in Running Start, when they switch over to non-Running Start those enrollment activities will impact their ability to get financial aid. It is recommended that this information should likely be shared with students not only at the beginning of their Running Start time but also towards the end of their time when it has more context since that is when they are thinking about college enrollment.
    - Recommendation to put a block on Running Start and College in the High School to prevent them from dropping without speaking to someone.
  + Instructor-Initiated Drops – How do you get more faculty to participate and submit the request:
    - At Whatcom they went to instructional leadership and presented the reasons why this matters, and getting them to put pressure on their faculty
    - At Edmonds they have it written into their policy that it is the student’s responsibility to drop themselves from classes. They email faculty every quarter to remind them to do it.
    - At Columbia Basin – they have a homegrown system that provides the faculty with their class roster and they click a select all button to indicate that all students have been attending. If a student has not been attending, they simply uncheck the box for that student. They send the quarterly reminder to the Deans and Program Chairs so they can remind the faculty. If faculty haven’t responded the Deans follow up.
    - Green River had a deadline for this which was the 30th day of the quarter and it got moved back to the 5th day and there was a pushback. So they said they would like it by the 5th day but need it by the 10th day. They are still struggling to get
    - Grays Harbor was having difficulty with faculty using the designated form instead of sending a one-off email. So they informed them about the document retention
  + Instructor assigning incomplete grades without contract:
    - Lower Columbia did a 5-year review of “I” grades and found out that a small number of instructors were responsible for the majority of the I grades that lapsed to Fs. So, they provided this data to the Deans to let them have the conversation with these faculty members.
* 2:40pm – Newbie Tips Registrar/ctcLink:
  + Family and health comes first, job comes second.
  + Listen more than talk. Get the lay of the land in the room; find out who the power people are, not just by position but who really gets the things done. Then you can navigate your relationship with these people better.
  + Don’t be afraid to ask any question. ARC Teams chat reigns supreme. It is an amazing resource to get questions answered and to learn new things.
  + If possible, attend the bigger conferences:
    - AACRAO - American Association of Collegiate Registrars and Admissions Officers
    - PACRAO – Pacific Association of Collegiate Registrars and Admissions Officers
    - WaACRAO – Washington Association of Collegiate Registrars and Admissions Officers
  + If you don’t love problem solving or troubleshooting then this role may not be the right one for you as it is a big part of this position. Also learn how to delegate.
  + When it’s not your issue, it’s okay to let it go. “Not my monkey, not my circus”.
* 3:02pm – Break
* 3:15pm – DTA (Direct Transfer Agreement) Discussion - Stephen Thomas, Vice President for Instruction at Whatcom Community College:
  + Research showed that some students doing the DTA weren’t saving money cause they were going to school longer and they were losing on lifetime job wages since they didn’t start working earlier. So this prompted a deeper look at the DTA degree and trying to improve the student experience around the DTA
  + The question was then asked - From our experience, what is and what is not working about the current DTA and where students are most challenged by using it to meet admission and prerequisite requirements?
    - It has been around for a long time, 1970s, so there is consistency which is a good thing. It gives a general education that allows students to transfer to any 4 year college in the state of Washington.
    - It is easy to understand and explain to students and their families about what it is.
    - It is flexible.
    - It is straightforward so you don’t have to wonder what the requirements are it makes it easy for evaluators to review and confer the degrees.
    - What’s not working is when there are local flavors to the DTA, i.e. adding additional requirements to earn it from their specific college.
    - It also doesn’t always play well when students transfer from colleges from out of state, as well as students with non-traditional credit, e.g. Military
    - Inconsistencies between the universities accepting/applying credits from the DTA
    - One population that struggles with the DTA is the Running Start group since it’s the most flexible degree option and helps them complete high school requirements. At the time of doing RS they may not know what they want to study or even which university they want to attend. Then later on they may decide they want to be a business major and this would add additional time for them to complete the requirements.
  + There was a conversation with the Joint Transfer Council about the transfer experience for students. They don’t want to have unintentional consequences for the students.
  + Question – what if the DTA was gone and the focus was just on MRPs (major related program). The idea of having specific MRPs and getting away from a general degree is what Guided Pathways is about but you have to create the Pathways around the current degrees you have.
  + Question – When these conversations are happening are K-12 representatives involved? It is useful to have them since they are the first ones students would interact with when seeking higher education advice. So if they could help explain the differences between the various degrees and degree requirements, then that could help cut down on some of the confusion for students.
* 3:56pm – Break
* 4:00pm – Online Admissions Application Portal (OAAP) Workgroup Report – Janet Garza:
  + OAAP Student: TIN Field, why does it allow to have both ITIN and SSN, as they should limit to only one. Request is to only allow ctcLink to use one or the other but not both rows at the same time. While some students can have both, for tax purposes once they have an SSN they should discontinue using the ITIN. It is recommended that maybe the SSN and ITIN fields become effective dated rows. This might need to be a general ctcLink enhancement request since the effective dating is impacting a general page.
  + OAAP Student: For name fields, automatically update them to proper case.
    - There was pushback as some cultures use only lower case
    - It is recommend to change the request to ask for special characters like accents to be entered on the OAAP so students can provide their names as they are truly spelled.
  + OAAP Admin: Information submitted by students should be static, but currently everything above the “Residency” section updates overnight based on changes made in ctcLink. This is an issue as it doesn’t provide colleges with a historical record of what the student submitted on their OAAP.
    - Bi-Publisher allows for this.
    - Request will be amended to ask that when an application is submitted it is frozen under the “Submitted Application” menu. If a student updates their data in ctcLink, this will only update the student’s OAAP profile so if they are applying to multiple colleges they don’t have to re-enter the information and it will capture the most updated information, e.g. name changes, date of birth corrections, etc.
  + OAAP Admin: Need ability to search by first and last name, as often students don’t remember their username or which email they used. Also need a wildcard option and to search by the first part of the email without the @xyz.com. Request is to add additional search functionality using first name, last name, date of birth, or partial email (username)
* 4:30pm – Question Box:
  + 13. Which schools block student enrollment from a different school’s past due balance service indicator:
    - No school should be doing this.
    - One thing to consider is that Nelnet cannot distinguish between the different schools service indicators so if one school has a particular service indicator on the student’s account Nelnet will not be able to open the account for another college. So in those cases, one college may contact the other to ask to have the service indicator temporarily released so they can set up the student’s Nelnet.
  + 14. Which schools are using the ctcLink graduation application:
    - Clark, Tacoma, LCC, Big Bend, North Seattle
  + 15. Who is auto-conferring in ctcLink:
    - Auto conferring means you’re using the AAR to make the determination if a student meets the requirements. It can also mean automatically conferring a degree without students having to apply for graduation.
    - Edmonds is using it for certain certificates not any degrees.
    - South is similar to Edmonds
    - LCC automatically confers degrees for short term certificates without students having to apply for them. There are some queries that will let you know when students have completed the required classes for these certificates (up to 6 classes).
    - Skagit is considering doing automatically conferring
  + 16. Who is using third party vendors, like Parchment, to print diplomas:
    - LCC, Bellevue, Grays Harbor, and many other colleges
  + 17. Are any schools using ctcLink to record diploma or duplicate diploma ordering:
    - Bates uses a comment to track it. They charge for replacements
    - Parchment does track it for schools using Parchment and students can repay to order multiple
  + 18. Does anyone have a formula that their college uses to determine what their eligible enrollment pool is (percent wise) and who:
    - Everett has an Institutional Research (IR) team who built a dashboard for them. Over Summer they checked the reports and discovered that their headcount was up but their State FTE was down because their Running Start population had increased
    - Get the IR team to get data from the State
    - Resource to evaluate your service area and ALICE populations in the area: <https://www.unitedforalice.org/maps-and-data>. You can drill down to your specific zip code.
  + 19. Does anyone do typed verification letters and if so, do you charge for it:
    - Schools do these letters but no one charges
    - If it is a business asking for the verification, schools refer them to the Clearinghouse Verifications which charges a business and the schools get a cut
  + 20. Raise hand question – what is your drop for non-attendance deadline?
    - Some schools are through the end of 100% refund
    - Others are through the end of census
    - Some allow through the end of the quarter, whenever they are notified by the instructor that they didn’t attend.
    - Edmonds extended through the 50% period
* 5:00pm – Adjourned for the day

ARC Day 3, 10/18/24:

* 8:30am – Introductions and Ice breaker:
  + Name, position, college. One thing you believe you can do that nobody else in this group can?
* 9:00am – Enrollment Management: Tracking Why Students Drop – Maria Larsen:
  + Does anyone collect any data on why their students drop out:
    - Walla Walla – Reviewing their add/drop data recently. They have an open text box on their add/drop form that would ask why are you dropping. They had AI review the responses and categorize them and they found out that the main reason was academic readiness and not finances. They don’t allow students to drop on their own after the third day so they have to complete the form which is how they are able to collect the data.
    - Peninsula – Their Advising team follows up with students who drop. They run a query to regularly to determine who has dropped and follow up with them and make advising notes regarding the reasons.
    - Lake Washington – They do a withdrawal survey that they send to students and have been doing this for multiple years. They also found academic preparedness was a main factor.
    - Lower Columbia – Also had a survey they used and they found that most of the reason were life changes and affordability.
  + Syndie Howland from Everett is spearheading an enhancement request to have an activity guide for when students drop classes in ctcLink. She has presented it to cCCG and they will be voting on it in November with the goal of submitted the enhancement request in December.
  + Benefits of having this data:
    - Ability for college to make informed decisions if trends emerge from the responses
    - Ability to provide resources and assistance to students in need
  + Feedback provided that the form is asking questions related to process but it should also include a sense of belonging or a return on education.
  + Another concern is where the activity guide will appear in the drop process. If this pops up before the actual drop might make a student think they completed the drop when they haven’t. It should appear once the drop is actually completed.
  + Suggestion that maybe we try to collect data before they are at the point of dropping, like a check-in during week 2 to see how things are going.
  + Some of the questions are asking the student for information that can be found within the student profile in ctcLink, e.g. if they are on Financial Aid. So making sure that
  + Reminder that we will have a student success software coming in the near future that can be used to facilitate obtaining some of this data.
  + It is recommended that maybe instead of presenting a possible solution to the problem, the problem is presented to State Board and asking them to help us find a solution. This allows for more creativity in the solution design and enables them to let us know what’s possible with the system. When defined solutions are presented then the voting is based on what is defined
* 9:30am – ARC ctcLink Prioritization Workgroup Updates – Magnus Altmayer, Karl Ritter Smith:
  + They accomplished the recommendation for the transcript provided integration – Parchment. It will be the first item in the Next Up queue for ERs.
  + The workgroup decided that given the length of list of ERs and the changes made to the ER prioritization process, that the Workgroup’s work is largely done. As needs emerge, they can be activated again.
* 9:37am – WSSSC Update – Ruby Hayden:
  + WSSSC is now in year 2 of a mentoring program where more seasoned VPs are matched with newer VPs.
  + State Board received a Math placement grant. It is working to better align the differing ways all 34 colleges interpret alternative math placement, specifically from high schools. There is a group of pilot colleges that will be meeting next week to determine how to move forward with this. Reminder that all colleges will need to abide by the reciprocity agreement between the colleges. So if one college determines a certain placement the other colleges have to accept that.
  + They had a presentation on tuition and fees.
  + Question asked if WSSSC discussed the budget snafu that was recently brought to light. The State Board and WACTC have responded to the Office of Fiscal Management (OFM) saying the colleges shouldn’t have to pay that money back as this was not their fault and the monies have been allocated already. When OFM was creating their budget, they put a place holder in for COLAS while they waited for the final numbers. When the final numbers came in, they added the final numbers but didn’t remove the place holder. So both numbers ended up in the budget allocation. There is no resolution yet and the governor has been petitioned to seek resolution.
  + In October 2023, WACTC put forth a proposal that when there is the opportunity to have common business processes, this should be done. A Process Alignment Workgroup (PAWs) has been formed and they are working on implementing this. Jason Herterly (Wenatchee Valley College) is the lead for this workgroup. Colleges involved are Bellevue, Edmonds, Highline, Lower Columbia, Renton Technical, South Puget Sound and Wenatchee Valley.
  + Residency Follow Up with WSAC. In the absence of guidance, each college has been doing things in different ways regarding residency. Jamie Traugot is working to meet with WSAC to try to get them to be more responsive in a productive way and appoint a designated residency person in their organization, or decide they will let the colleges interpret the law and will respect the interpretations of the colleges.
    - Concern is that the colleges already know how to interpret the laws it’s when there are changes to rules that the colleges need guidance from WSAC.
    - There will be a meeting between State Board and WSAC in December and it will include Paul Francis
    - One of the ERs for the OAAP is to have the affidavit become part of the OAAP.
    - The only official residency reciprocity is between the 5-Star Consortium.
    - Highly recommend that schools attend the Residency Rodeo which is in conjunction with the 4-years. <https://washington.zoom.us/j/92849590110>. Next one is October, 21, 2024 at noon.
  + WSSSC is going to request that the State Board lobby for the 100% refund period to be extended through the 10th instructional day/census day. Colleges do not have to give a refund through 10th day but it would give them the option. The request is to have the dates match up with the last day the students can drop without a W.
    - Also asking for language clarification in the RCWs as well as additional language to be added to the military and medical withdrawal for 100% refund to include other extraordinary circumstances that are determined by the college.
* 10:23am – External Group Updates:
  + ICRC – Karl Ritter Smith:
    - Whenever classes at a college changes, the 4-years would want a record of it.
    - Common course numbering (ampersand classes) is not a promise that the class will transfer to the university. It also came to light that some universities are taking one ampersand class from one community college but not accepting that same class from another community college.
    - Transcript notations – make it clear the source of the transfer credit in a transcript notation
  + FAC – McCall Fadley:
    - They are facing issue after issue with the FAFSA simplification process and DOE is not fixing these quickly.
    - The 25-26 FAFSA is not expected until after December
    - They are also lots of discussions about fraudulent applications
  + ACC – Christine McMullin:
    - They are meeting next week so no general update. They are interested in the student services software.
  + Gainful Employment will be doing another webinar so if anyone from ARC is interested, they can contact Christine McMullin and she will get them added to it.
* 10:36am – Break
* 10:45am – Question Box:
  + 21. Does your institution offer grade forgiveness?
    - Majority of the colleges do
  + 21.b. Do you require a cumulative GPA at time of application to apply the forgiveness?
    - Most schools require a specific cumulative GPA for a minimum number of credits upon return after a specific time period
  + 22. Are there are issues with changing ESL classes from OEE to regular classes?
    - Spokane has switched them from OEE to Regular. They do have some community classes that they treat like a Lab and those remained OEE
    - Everett has most of their ESL classes as regular and a few as dynamic dated.
  + 23. How many schools quick admit transitional studies students? Do any schools require them to use OAAP:
    - Spokane and Bates use the OAAP for all students but have in-person assistance for ESL students
    - Everyone else does quick admit for ESL students
  + 24. When it comes to Advising, do your Running Start students meet with a Running Start Advisor or Academic Advisors?
    - Skagit and Bellevue have a Running Start Navigator that they can meet with but they can also meet with general academic advisors
    - Several colleges have a specific Running Start advisor
    - South
  + 25. For a student experiencing homelessness who does not have an established domicile, how should they be categorized for residency status?
    - If they qualify for the affidavit you can use that
    - Otherwise, use anything possible to establish physical presence in the state, e.g. letters from case workers, letter from someone whose couch they slept on, etc.
  + 26. Talk about your process for verifying residency. When do you use the affidavit? When do you use more detailed questionnaire? Do you require supplemental docs with affidavit?
    - Affidavit is used when they qualify. Questionnaire is used when they don’t qualify for affidavit. No supplemental docs are required when using the affidavit.
  + 27. What program action are you taking with suspicious applications (those that you add your local fraud service indicator or SXI) do you matriculate them or do you WADM?
    - Spokane uses the program action of Deny
    - Bellevue does WADM
    - LCC will matriculate if they are only a little suspicious and then put a local block on them
  + 28. What department is responsible for managing your college’s catalog? If Student Affairs/Enrollment – How many staff members are involved in catalog construction/program management?
    - Walla Walla – It lives in the Enrollment Services office under the Director but now they have Acalog and it makes the process much easier since all curriculum changes are now tracked.
    - Everett – It lives in Enrollment Services and there are 3 people working on it. Feedback and edits are solicited from subject matter experts.
  + 29. Is anyone familiar with the new federal law that includes residency as of July 1 for the three Freely Associated States?
    - They are not getting automatic in-state residency, the law states that they cannot be charged more than the in-state tuition rate. So schools should just change the tuition line on the residency page with the CFA exception (Pacific Island Nations) reason code (until a reason code for this group is created), if they don’t qualify for domicile.
  + 30. Does anyone perform in-house foreign transcript evaluations like N.A.C.E.S.
    - No one does.
  + 31. For those who have selective admissions on campus are additional applications required for those programs? If so, what software are you using for the application process?
    - Most colleges who have selective admissions do have separate applications and it varies on what is used for those applications, some have paper forms, online forms, etc.
  + 32+. There were several additional questions from the Question Box that did not get asked. The Executive Board will discuss how best to handle these to ensure the questions are honored.
* 11:15am – Business Meeting:
  + Motion to approve the Spring meeting minutes:
    - No discussion.
    - No oppositions.
    - 1 abstention.
    - Motion passed.
  + Treasurer’s report:
    - Made about $5504.34 profit on this Fall meeting
    - Starting the 2025 fiscal year at $18,699.76
    - After revenues and expenses from the Fall meeting, the balance is currently $24, 204.10.
    - Approximately $6000 of this is held in case we have to make accommodations if someone needed accommodations to attend the meeting.
  + OAAP Workgroup had changes to show from their original presentation:
    - Only allow ctcLink on the Add/Update A Person page to allow one active row by having effective dating on the SSN/ITIN rows
    - Setup all name fields to allow special characters, e.g. **‘**, **~**, **`**, **^**
    - Update OAAP Admin so when an application is submitted it is frozen under the “Submitted Application” menu. If a student updates their data in ctcLink, this will update in the student’s OAAP profile.
  + Motion to approve OAAP Workgroup recommendations:
    - No discussion
    - No oppositions or abstentions
    - Motion passed
  + New Business – Motion to create a workgroup to reform the RCW 28B.15.605
    - No discussion
    - No oppositions or abstentions
    - Motion passed
    - Members – David Berner (Shoreline), Stephanie Hunter (Skagit), Miranda Saari (Pierce), Christina Russ (Edmonds), Karl Ritter Smith (Whatcom), McCall Fadeley (Spokane Falls), Chantel Black (Spokane), Arantxa Gallegos (South Seattle), Anna Blick (Bellingham Tech), Andrea Vonderscheer (Pierce JBLM), Janet Garza (Columbia Basin)
    - Anna Blick and David Berner will be co-chairs
  + Proposal presented to update the Executive Board duties to have clear start and end dates for their terms.
  + Motion to approve changes to Executive Board duties:
    - No discussion
    - No oppositions or abstentions
    - Motion passed
  + Motion to conclude the business meeting
    - No discussion
    - No oppositions or abstentions
    - Motion passed
  + 11:32am – Gift presented to the Host College and Fall meeting adjourned